# Crossley Mill Holiday Club

# Information Booklet & Policies for Parents/Carers

Crossley Mill Holiday Club
Unit 1, Croft Mill, Albert Street
Hebden Bridge HX7 8AH

Tel: 01422 713 379 (holiday time)
01422 845 820 (term time)

Available Monday-Friday
8.00am-5.30pm

Last reviewed: January 2026 (amended Nov 2026)

## Welcome to Crossley Mill Holiday Club!

### Aims & Objectives

We provide safe, affordable, accessible, quality childcare and play opportunities in Hebden Bridge during the school holidays.

### Children for Whom Care is Provided

We provide sessions for up to 15 children from **Reception age to end of Year 6.**

The service will provide a friendly, fun and stimulating environment for all who attend irrespective of their culture, abilities or social status, while meeting the social, physical, intellectual, creative and emotional needs of all the children and recognising the individual needs of each child. Children with special needs can be accommodated after consultation between parents/carers and the Manager.

We want parents/carers to feel able to make suggestions about the way the Holiday Club operates and generally to talk to us about any aspect of your child's care. We consider the staff and parents to be in partnership, enabling us to provide the best possible environment for each child.

We hope your child will have a fun and happy time, enjoying all the different activities we provide. If you do have any queries or worries do not hesitate to contact a member of the Holiday Club staffing team.

### Contact information

Holiday Club Manager - Sarah Sykes / Olivia McArdle – 01422 845 820 (for contact during term time)
Holiday Club Leaders - Ryan Harris & Georgina Smythe 01422 713 379 (for contact during holiday time only)
Crossley Mill Nursery Manager – Jessica Cracknell 01422 845 820
www.crossleymillnursery.org.uk/holiday-club

### Opening times/Fees

Holiday Club is open Monday to Friday during the school holidays. Session times are:
Full day 8.00am to 5.30pm £38.00
Additional charges may be added for extra activities planned.
We close for 1 week at summer and 1 week at Christmas to give all our Holiday Club staff a break with their own families.
Please remember to collect your child promptly at the correct time. A late fee of £10 is charged for any late pickups.

### Payment Policy

Fees are payable in advance via our online booking system to secure a place**. We accept payments via credit/debit card, or via invoice for Tax-free childcare payments.** If the online booking system has closed but you would like to book a space (i.e. during a school holiday) call us and we can book you in.

### Holidays/Sickness/Absence

All pre-booked sessions must be cancelled giving 48 hours' notice for a full refund. Extra sessions may be available on request. If you child is absent, we ask parents/carers to call us to let us know on the morning of the absence.

| **You will need to provide** | **We will provide** |
|---|---|
| • A healthy packed lunch NO NUTS<br>• Own drinking sports bottle<br>• Appropriate clothing for the weather (sun hat, raincoat)<br>• Skin care (sun cream)<br>• Personal medication in a clear bag, clearly labelled (e.g. Inhalers) | • Breakfast (served between 8.30am-9.00am)<br>• Fresh drinking water<br>• Fresh fruit (mid-morning snack)<br>• Light tea (3.30pm)<br>• Daily activities |

**Environment**

- A safe and secure environment is always maintained. A specific Risk Assessment covers the day-to-day management of the Holiday Club.
- The emergency fire button can be found outside the kitchen door.
- First aid supplies are checked regularly, by a designated first aider and the safety and cleanliness of the Holiday Club and its equipment is regularly assessed by the Manager.
- Holiday Club operates a no smoking or vaping policy.

**Food**

- Special dietary needs will be catered for - the registration form includes a section for parents/carers to provide information on your child's dietary needs.
- Breakfast, refreshments, a light tea and snacks will be provided.
- We are a nut free environment and provide vegetarian food on site.
- Food brought from home should be healthy and nut free
- All dsaff responsible for preparing/making food have Level 2 Food Hygiene training.

We look forward to welcoming you to our Holiday Club. See our Policies & Procedures for further information. If you have any questions regarding the Policies & Procedures, please contact our Holiday Club Manager, Sarah Sykes deputy@crossleymillnursery.co.uk / 01422 845 820. The term 'parent(s)' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians

## Policies & Procedures

| | |
|---|---|
| Arrivals Departures Policy | Managing Extreme Weather Policy |
| Late Collection and Non-Collection of Children Policy | Medication Policy & Procedure |
| Children's Accident & Illness Policy | Outdoor Play Policy |
| Illness Exclusion Policy | Outings Policy & Procedure |
| Complaints Policy and Procedure | Missing Child from Outings Policy & Procedure |
| Data Protection & Confidentiality Policy | Recruitment, Selection and Suitability of Staff Policy |
| Access, Storage and Retention Policy | Restraint Policy |
| Fire Safety Policy – Holiday Club | Safeguarding Children & Child Protection Policy |
| Emergency Evacuation Procedure | Smoking & Vaping Policy |
| Health and safety | Special Educational Needs and Disabilities (SEND) Policy |
| ICT Policy | Supporting Emotions & Behaviour Policy |
| Inclusion Equality & Diversity Policy | Visitors Policy & Procedure |
| Lockdown Policy | Whistleblowing Policy |
| Lost Child Policy | |

### Arrivals & Departures Policy

At Crossley Mill Holiday Club we give a warm welcome and goodbye to every child and family on their arrival and departure, as well as ensuring the safety of children, parents, visitors, employees, volunteers and students.

Holiday club opens at 8.00am. All children attending their session must arrive by 10.00am and be collected by 5.30pm by a responsible adult.

Parents are requested to pass the care of their child to a member of staff who will ensure his/her safety. The staff member receiving the child immediately records his/her arrival in the daily attendance register. Holiday Club

If the parent requests the child is given medicine during the day the staff member must ensure that the Medication Procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, parents must inform a Holiday Club staff member at drop off, or if later in the day, to inform us on 01422 713 379 (or 01422 845 820). We will not hand children over to unknown persons. There is an agreed procedure that must be followed to identify the designated person, this includes:

- Full name of the designated adult collecting the child
- Detailed physical description
- Relationship to child
- Password

Parents are informed about these arrangements and reminded about them regularly. If in any doubt Holiday Club will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the Late Collection and Non-Collection of Children Policy below).
Other than the parents or legal guardian of the child, we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, the parent will be contacted.

On departure, the parent should be told about any accidents or incidents, and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box or fridge after the parent has arrived and handed to him/her personally. The Medication Policy is to be followed regarding parent signatures. On departure, the staff member releasing the child must mark the attendance register immediately to show that the child has left the premises.

Parents will be informed and reminded not to allow any other person onto the premises when dropping off or collecting to ensure safety at all times.

In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so, a member of staff will ask the person the purpose of their visit. If needed, our Lockdown Policy will be initiated by staff, and the police will be called. In any cases where someone has gained unauthorised access to the premises, we will revisit our Arrivals and Departures Procedures and Risk Assessment.

**Adults arriving under the influence of alcohol or drugs**
Please refer to the Alcohol and substance misuse policy.

**Arrivals and Departures of Visitors**
For arrivals and departures of visitors Holiday Club requires appropriate records to be completed on entry and exit, e.g. in the visitors' book. Please refer to the Visitors Policy for further information.

**Staff, students and volunteers**

Staff, students and volunteers are responsible for ensuring they sign themselves in and out of the building, including on breaks and lunchtimes.



## Late Collection and Non-Collection of Children Policy

Holiday club opens at 8.00am. All children attending their session must arrive by 10.00am and be collected by 5.30pm by a responsible adult. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees still remain in place for the allocated session times.

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling Holiday Club as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with Holiday Club in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Asking a designated adult to collect their child wherever possible
- Informing Holiday Club of this person's identity so Holiday Club can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to Holiday Club staff, the parent must provide their full name, a detailed physical description of this person, and the relationship to the child. This designated person must also know the individual child's safety password in order for Holiday Club to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from Holiday Club after 10 minutes has been allowed for lateness, we initiate the following procedure:

- The Holiday Club Leaders will be informed that a child has not been collected
- The Holiday Club Leaders will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, Holiday Club Leaders will try the emergency contacts shown on the child's records
- The Manager or staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, Holiday Club will plan to meet required staff ratios. If the parents have still not collected the child, the Holiday Club Leaders will telephone all contact numbers available every 10 minutes until contact is made. These calls attempts will be recorded
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team (First Response Team at Calderdale MBC)
- The Holiday Club Manager will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal Holiday Club hours may incur.

**Contact numbers**

| Name | Contact No |
|---|---|
| Calderdale First Response Team | 01422 393336 |

| | |
|---|---|
| (Social Services Emergency Duty Team) | |
| Calderdale First Response Team (Out of hours)<br>(Social Services Emergency Duty Team) | 01422 288000 |
| Local Police | 01422 337059 |
| Ofsted | 0300 123 1231 |



## Children's Accident / Illness Policy

Holiday Club reserves the right to send home or refuse to take any child who is ill, whether their illness is infectious or not. This may happen if the child is so ill that the staff are concerned or the child is so ill that the child needs more individual care than is possible to give at the Holiday Club.

Any child with an infectious illness will be excluded from Holiday Club. Parents are advised to take their child to their GP. Parents will be asked to notify Holiday Club to let us know the doctors diagnosis. Certain kinds of infectious illnesses require a child to be excluded from Holiday Club for a minimum number of days. Parents should consult their GP if there is any doubt.

If a child becomes ill whilst at Holiday Club, a member of staff will phone the parent or other emergency contact on the child's application form and care for him/her until someone comes to collect them. When a child is absent from Holiday Club, for any reason including illness, parents are expected to let us know.

**Major Accident/Emergencies**

If a child has an accident at Holiday Club that needs urgent medical attention a member of management team will call an ambulance and then to take the child to the Casualty Department of Royal Calderdale Hospital, Halifax, and stay with that child until a parent or carer has arrived. Another member of staff will contact the parent or other emergency contact on the application form. In all cases the first aider will write a report of what happened, and action taken. The Holiday Club Manager will inform Ofsted as soon as reasonably practicable but in any event within 14 days of the accident happening. The Manager will also notify local child protection agencies and RDDOR of any serious accident or injury.

**Minor accidents and incidents**

If a child has a minor accident/incident within Holiday Club it is dealt with by a member of staff who holds Paediatric First Aid Training, reported to Management, and then written up on an Accident Form. The Accident Form must be signed by 2 members of staff and then signed by parents/carers on collection. All accidents that have involved a bump to the head should be reported to management/senior promptly so that the child's parent can be informed via telephone/text message system. The report is then to be photocopied so parents can sign and keep a copy on collection along with a head bump slip.

**Check List for all Major Accidents**

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|---|---|
| Details of accident / incident | Were accident / incident forms completed fully, compliant with policies and procedures? Are body maps used? |
| Name DOB | How the parents reacted (voice of parent / voice of child). What Next? |
| Location of accident / incident. | Can you stop it from happening again, HOW? |
| Timings throughout the accident / incident. | Do policies need reviewing? |

| | |
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| How did the accident / incident happen, full details? | Do you need full new risk assessment (including removal of equipment etc.)? |
| Who was present? | Is there anyone at fault? |
| Were ratios correct? | Do you need to follow discipline procedures? |
| Was there a first aider present? | Should the LADO be notified? |
| Witness statements, do these match or are they inconsistent? Should be true, factual, no coercion. | Is there a training need? |
| Were any staff affected? | Evaluation of accident / incident. Is there anything else that could have been don? |
| Were risk assessment in place? | Consider who you should notify; Senior Quality Improvement Officer) Ofsted, Child Protection, LADO, Riddor, Environmental Health England. |

**What accidents to report to Ofsted**

**Serious injuries, accidents and illnesses**

You must tell Ofsted about any of the following:

- anything that requires resuscitation
- admittance to hospital for more than 24 hours
- a broken bone or fracture
- dislocation of any major joint, such as the shoulder, knee, hip or elbow
- any loss of consciousness
- severe breathing difficulties, including asphyxia
- anything leading to hypothermia or heat-induced illness

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| **Minor injuries**<br>You do not need to tell Ofsted about minor injuries, even if treated at a hospital (for less than 24 hours). These include:<br>• animal and insect bites, such as a bee sting that doesn't cause an allergic reaction<br>• sprains, strains and bruising, for example if a child sprains their wrist tripping over their shoelaces<br>• cuts and grazes<br>• minor burns and scalds<br>• dislocation of minor joints, such as a finger or toe<br>• wound infections | **Eyes**<br>You must report to Ofsted if a child suffers any loss of sight, whether it is temporary or permanent. You must also tell us about any:<br>• penetrating injury to the child's eye<br>• chemical or hot metal burn to the child's eye |

**Substances and electricity**

If a child in your care suffers any injury from, or requires medical treatment for, any of the following situations you must tell Ofsted:

- from absorption of any substance:
- by inhalation
- by ingestion
- through the skin
- from an electric shock or electrical burn
- where there is reason to believe it resulted from exposure to:
- a harmful substance
- a biological agent
- a toxin
- an infected material

# Illness Exclusion Policy

| Illness / Disease | Minimum Exclusion period from Nursery |
|---|---|
| Antibiotics prescribed | First day at home |
| Chickenpox | 5-7 days from appearance of rash and when spots have dried over |
| Conjunctivitis | Keep at home for a minimum one day, longer if eyes keep weeping |
| Croup | Until breathing and cough return back to normal for that child. |
| Diarrhoea | 48 hours or until stools are solid |
| Diptheria | Until declared free from infection from a Dr. (Contact local UKHSA health protection team). |
| Flu (influenza) or influenza like illness | Until recovered |
| Gastro-enteritis, dysentery and salmonellosis | Until authorized by a Dr. |
| Hand Foot & Mouth | 5-7 days from appearance of spots and when blisters have dried over |
| Headlice | Once your child is treated and clear of both lice and eggs. |
| Hepititis A | Until 7 days after onset of jaundice (or 7 days after symptom onset if no jaundice) |
| Impetigo | Until the skin has healed |
| Infective hepatitis | Seven days from the onset of jaundice |
| Measles | Seven days from appearance of rash and well enough. |
| Meningococcal infection | Until authorized by Dr. |
| Meningitis | Until authorized by Dr. |
| Mumps | 7 days from onset of illness and when swelling has subsided |
| Pediculosis (lice) | Until appropriate treatment has been given |
| Pertussis (whooping cough) | 5 days from commencing antibiotic treatment or 21 days from the onset of paroxysmal cough |
| Poliomyelitis | Until declared free from infection from a Dr. |
| Respiratory infections including coronavirus (COVID-19) | Individuals should not attend if they have a high temperature and are unwell.<br>Individuals who have a positive test result for COVID-19 should not attend the setting for 3 days after the day of the test. |
| Ringworm of scalp | Until cured |
| Ringworm of the body | Occasionally necessary to exclude unless treatment is being given |
| Rubella (German measles) | Seven days from onset |
| Scabies | Until appropriate treatment has been given / at a minimum excluded until 24 hours after the first dose of chosen treatment |
| Scarlett fever and streptococcal infection of the throat | Until appropriate medical treatment has been given and in no case less than 3 days from the start of treatment |
| Slapped cheek/Fifth disease/Parvovirus B19 | Until no temperature / rash has appeared (Note caution with pregnant women) |
| Temperature (above 38c) | If sent home ill with a high temperature your child must be off for 24 hours or until temperature is not controlled by medication. If children are given paracetamol to control their temperature on the morning of their session, we will not be able to accept them into nursery. |
| Tonsillitis | Until appropriate medical treatment has been given and in no case for less than 3 days from the start of treatment |
| Tuberculosis | Until declared free from infection from a Dr. |
| Typhoid fever | Until declared free from infection from a Dr. |
| Vomiting | 48 hours or until solids are kept down |



## Complaints Policy & Procedure

At Crossley Mill Holiday Club we strive to provide the highest quality of care for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the Holiday Club.

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 formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding & Child Protection Policy.

**Internal complaints procedure**

**Stage 1**

If any parent should have cause for concern or any queries regarding the care provided by the Holiday Club, they should in the first instance take it up with Holiday Club Leader. If this is not resolved, we ask them to discuss this verbally with the Holiday Club Manager.

**Stage 2**

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Holiday Club Manager. The manager will then investigate the complaint and report back to the parent within **5 working days.** The manager will document the complaint fully, the actions taken, and the outcome in relation to it, in the complaints log.

**Stage 3**

If the matter is still not resolved, the Holiday Club will hold a formal meeting between the Holiday Club Manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The Holiday Club will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

**Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the Holiday Club's registration. It risk assesses all complaints made and may visit the Holiday Club to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept at Holiday Club. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

**Contact details for Ofsted**
**Email:** enquiries@ofsted.gov.uk
Telephone: **0300 123 1231**
**By post:**
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the Holiday Club becomes aware that they are going to be inspected and after inspection the Holiday Club will provide a copy of the report to parents of children attending on a regular basis.

**Monitoring**
Complaints records will be reviewed annually by the Crossley Mill Board.

**Concerns relating to child protection**
If you believe any child in the care of the Holiday Club may be at risk of abuse or neglect, you should report your concerns immediately to:-
Ofsted :- 0300 123 1231

If a child appears to be at risk, our Holiday Club follows the procedure of the Local Safeguarding Children partnership in our local authority.



## Data Protection & Confidentiality Policy & Procedures

At Crossley Mill Holiday Club we recognise that we hold sensitive and confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy works alongside the GDPR privacy notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and Data Protection Act 2018.

**Legal requirements**

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) and accompanying regulations about the information we must hold about registered children and their families and the staff working at the Holiday Club
- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR), Data Protection Act 2018 and the Freedom of Information Act 2000 with regard to the storage of data and access to it.

**Procedures**

It is our intention to respect the privacy of children and their families and we do so by:

- Storing confidential records in a locked filing cabinet or on the office computer with files that are password protected
- Ensuring staff, student and volunteer inductions include an awareness of the importance of the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality. This includes ensuring that information about the child and family is not shared outside of the Holiday Club other than with relevant professionals who need to know that information. It is not shared with friends and family, or part of any social discussions outside of the setting. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the Holiday Club are advised of our Data protection and confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that information about children and families is confidential and only for use within the Holiday Club and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the Holiday Club setting. If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the safeguarding circumstances above
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- A definition of 'personal information' can be found via this link: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/personal-information-what-is-it/what-is-personal-data/what-is-personal-data/
- Ensuring staff, students and volunteers are aware of and follow our ICT Policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns or evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our Safeguarding children and child protection policy will override confidentiality.
- Reporting on any data breaches to the ICO as required and completing internal data breach forms

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.



## Access, Storage and Retention of Records Policy

At Crossley Mill Holiday Club we have an open access policy in relation to accessing information about the Holiday Club and parents' own children. This policy is subject to the laws relating to data protection and document retention and should be used in conjunction with the Data Protection and Confidentiality Policy and the GDPR privacy notice.

Parents are welcome to view the policies and procedures of the nursery, which govern the way in which the Holiday Club operates. These may be viewed at any time when the Holiday Club is open, simply by asking the Holiday Club Manager or accessing the policies provided on registration, or available on the Holiday Club website. The Holiday Club Manager or any other relevant staff member will also explain any policies and procedures to parents or use any other methods to make sure that parents understand these.

Parents are also welcome to see and contribute to all the records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection.

As we hold personal information about staff and families, we are registered under data protection law with the Information Commissioner's Office. A copy of the certificate can be viewed at the Office. All parent, child and staff information is stored securely according to the requirements of data protection registration, including details, permissions, certificates and photographic images. We will ensure that staff understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

We are required under legislation to keep certain records about children, parents and also staff members. Due to this legislation, we are required to keep this information for a set amount of time. Below is a brief overview of the information we keep and for how long. We follow the Local Authority procedure regarding number of years for retention This policy should be used in conjunction with the Data Protection & Confidentiality Policy and the GDPR privacy notice.

**Retention Schedule**

| **Document** | **Retention period** |
|---|---|
| **Children/families** | |
| Children's records - general | 3 years since child left setting.<br>Requirement - records should be retained for a reasonable period of time. |
| Accidents and pre-existing injuries forms | Until the child reaches 25 years old<br>If relevant to child protection it is recommended these are kept for the recommended Local Safeguarding Children Boards retention period until the child/young person has reached 25 yrs.<br>As best practice it is recommended that registers relating to any child protection records are kept as per child protection guidelines. They may need to be used in the future to prove if a child was or was not in your setting. |
| Safeguarding Records & Cause for Concern forms including Chronologies | Must be kept for the recommended Local Safeguarding Children Boards retention period until the child/young person has reached 25 years old. |
| Accidents reportable to Ofsted and other organisations such as RIDDOR. | Until the child reaches the age of 22 years.<br>Type of Accidents: Fractures, broken limbs, serious head injuries, hospitalised.<br>If relevant to child protection, we will keep these until the child reaches 25 years old. |
| Records of any reportable death, injury, disease or dangerous occurrence (for children) | As these incidents could result in potential negligence claims, or evolve into a more serious health condition, we keep records until the child reaches the age of 22 years. |
| **Staff/Students** | |

| | |
|---|---|
| Personnel files and training records (including disciplinary records and working time records) | 7 years |
| Application forms and interview notes (for unsuccessful candidates) | 6 months |
| Redundancy details, calculations of payments, refunds. | 7 years |
| **Health & Safety records** | |
| Risk Assessments | 3 years |
| Records of any reportable death, injury, disease or dangerous occurrence (for staff) | 3 years after the date the record was made. |
| Staff accident records (for organisations with 10 or more employees) | 3 years after the date the record was made |
| Accident/medical records as specified by the Control of Substances Hazardous to Health Regulations (COSHH) | 40 years |
| Assessments under Health and Safety Regulations and records of consultations with safety representatives and committees. | Permanently |
| Accounting records | 7 years |
| **Administration Records** | |
| Complaints record book | 7 years |
| Visitors/signing in book | No official guidance but NDNA recommend 24 years as part of the child protection trail. |
| Ltd Companies Minutes & resolutions | HMRC states to retain for 10 years |
| Insurance certificates | 40 years from the date insurance commences or is renewed. |

Holiday Club records and documentation that are not required to be kept are deleted or destroyed in line with the current data protection laws and our GDPR privacy notice which can be found in the notice provided at registration, or by requesting an additional copy from the Holiday Club Manager.

If parents have a specific deletion or retention request regarding any data that we hold, please raise a query in writing and we will respond formally to your request.

Crossley Mill's Management Team are responsible for managing the record keeping system using the retention schedule and all information we keep about you and your family can be found in our Sharing Information policy.

**What we do with records once they have reached the end of their administrative life**

**Destruction of records**

Where records have been identified for destruction, they will be disposed of in an appropriate way. All records containing personal information, or sensitive policy information will be shredded before disposal.

**Transfer of records to the Archives**
Where records have been identified as being worthy of permanent preservation, arrangements will be made to transfer the records to the Archives.

**Transfer of information to other media**
Where lengthy retention periods have been allocated to records, members of the management team will convert paper records to digital media, which will be stored on a secure locked away device. The lifespan of the media and the ability to migrate data where necessary will always be considered.



# Fire Safety Policy – Holiday Club

At Crossley Mill Holiday Club we take reasonable steps to ensure the safety of children, staff and others on the Holiday Club premises in the case of a fire or other emergency through our Fire Safety Policy and Emergency Evacuation Procedures.

The Fire Safety Marshals are:

- Sarah Sykes (Holiday Club Manager) – Designated Fire Safety Officer & Fire Marshal
- Georgina Smythe (Holiday Club Leader) - Deputy Fire Safety Officer & Fire Marshal
- Ryan Harris (Holiday Club Leader) - Deputy Fire Safety Officer & Fire Marshal

We ensure the Holiday Club premises are compliant with fire safety regulations, including following any major changes or alterations to the premises. The Designated Fire Safety Marshal ensures all the appropriate fire detection and control equipment (e.g. fire alarms, smoke detectors, fire blankets and fire extinguishers) are in working order and seeks advice from the local fire safety officer as necessary.

They also have overall responsibility for the fire drill and Emergency Evacuation Procedures. These are carried out and recorded for each group of children every three months or as and when a large change occurs, e.g. a large intake of children or a new member of staff joins the Holiday Club. These drills are planned to occur at different times of the day and on different days of the week to ensure evacuations are possible under different circumstances, and all children and staff participate in the rehearsals.

All staff receive Fire Safety and Evacuation Training (including as part of induction) to help them understand their roles and responsibilities. This includes the steps they must take to ensure the safety of children, for example keeping fire doors free from obstruction, how to safely evacuate the children and where the evacuation meeting point is situated. Each room has a specific evacuation plan, using alternative exits depending on where the fire may be situated.

The Designated Fire Safety Marshal checks fire detection and control equipment and fire exits in line with the timescales within the Fire Safety Maintenance & Testing Log Book.

The Deputy Fire Safety Marshal is appointed to oversee this role when the Designated Fire Safety Marshal is absent.

**Registration**
An accurate record of all staff and children present in the building must be kept at all times with children and staff marked in and out on arrival and departure. An accurate record of visitors is kept in the visitor's book. These records are taken out along with the register and emergency contacts list in the event of a fire.

**No smoking/vaping policy**
The Holiday Club operates a strict no smoking/vaping policy – please see this separate policy for details.

**Fire drill procedure**
On discovering a fire, the Holiday Club implements the Holiday Club - Emergency Evacuation Procedure - Fire & Emergency.



# Evacuation Procedures – Fire & Emergency / Flood

## Evacuation Procedure – Fire & Emergency

**Fire Wardens: Holiday Club Leaders**

### Stage 1

In the event of a FIRE or other emergency- **Alarm** - Activate the nearest fire alarm (any staff member) Immediately after the fire alarm is heard a Fire Warden must call 999 (or 112) to the fire service.

### Stage 2

On hearing the alarm all rooms to evacuate the building by the nearest exit. All fire exits are clearly marked follow the signs.

Do **NOT** waste time gathering personal belongings. **TRY TO ACT CALMLY**.

On leaving the building make your way to the **First Assembly Point:**

**CROSSLEY MILL NURSERY GARDEN, NEW ROAD HEBDEN BRIDGE HX7 8AD, BETWEEN THE TWO GATES IN THE OUTSIDE PLAY AREA (BOTTOM YARD)**

All staff to assist with evacuation of children (Fire Wardens to direct appropriately).

Inform parents / carers on the premises during an evacuation, that they must proceed to the First Assembly Point ***and not leave with their child until the register has been taken.***

Leave as quickly as possible so that the Fire Wardens will know you are out of the building. Do NOT re-enter the building until told to do so by a Fire Brigade Officer or unless authorised by a Fire Warden

Do **NOT** attempt to extinguish anything other than a small fire by use of an extinguisher or hose-you may endanger your own life

ONLY if it appears safe to do so:

- Before leaving the building, close doors and windows to prevent the spread of fire
- Fire Wardens to check that all children, staff and members of the public are out of the building (including toilet / bathrooms, and kitchen area) and inform the member of the Holiday Club Management Team or Leader in charge of the daily register.

- After leaving the building, all staff and visitors to report to the Holiday Club Management Team or Leader in charge of the register at the First Assembly Point.
- Anyone knowing or believing that someone may be trapped in the building should report this to a Fire Warden or to a Fire Brigade Officer immediately.

Holiday Club **Management to complete registration of all children staff and visitors.**

## Stage 3

Proceed to the **External Evacuation Point** location:

**Hope Baptist Church, Hope Street, Hebden Bridge, HX7 8AD (opposite the Hebden Bridge Picture House)**

Children, staff and visitors to leave the First Assembly Point (side garden entrance) and make their way to Hope Baptist Church, turning left down New Road and crossing the road at the set of traffic lights next to the Hebden Bridge Picture House.

(If the Hope Baptist Church is unavailable then the flood evacuation procedure will be followed).

Staff to remain vigilant when crossing roads to ensure safety at all times.

## Stage 4

- Once arrived at the **External Evacuation Point**, parents / carers to be contacted via phone call / text message / email to advise them of the situation and be request them to make arrangements to pick up their children from **External Evacuation Point**.
- Staff to remain with the children until ALL children have been collected.

## Information

Should parents/carers be on the premises during an evacuation, they must follow the procedure over to the evacuation point and not leave with their child until the register has been taken. registration with the Fire Wardens is essential if you wish to avoid putting someone else's life at risk.

If your contact or emergency name and number changes do inform Holiday Club Management immediately.

The fire alarm at Unit 1, Croft Mill is tested before each Holiday Club opens

Faulty fire equipment should immediately be brought to the attention of a Fire Warden. The matter should then be notified by the above immediately to the Management Team and Board in order that action can be taken as soon as possible.

# Evacuation Procedure – Flood

**Fire Wardens: Holiday Club Leaders**

In the event of heavy rainfall resulting in flooding this is the procedure we will follow.

## Stage 1

Monitor weather warnings and local flood alerts. If a severe flood warning is issued, close all windows and doors.

## Stage 2

If evacuation is necessary, Holiday Club Leaders to inform all rooms to evacuate the building by the nearest exit. All fire exits are clearly marked.

Fire Wardens to act out their responsibilities as per the Fire Evacuation Procedure.

Do **NOT** waste time gathering personal belongings. **TRY TO ACT CALMLY.**

On leaving the building make your way to the **First Assembly Point:**

**CROSSLEY MILL NURSERY GARDEN, NEW ROAD HEBDEN BRIDGE HX7 8AD, BETWEEN THE TWO GATES IN THE OUTSIDE PLAY AREA (BOTTOM YARD)**

All staff to assist with evacuation of children (Fire Wardens to direct appropriately).

Inform parents / carers on the premises during an evacuation, that they must proceed to the Holiday Club First Assembly Point ***and not leave with their child until the register has been taken***.

ONLY if it appears safe to do so:

- Before leaving the building, close doors and windows
- Fire Wardens to check that all Holiday Club children, staff and members of the public are out of the building (including toilet / bathrooms, and kitchen area) and inform the member of the Holiday Club Management Team in charge of the daily register
- After leaving the building, all staff and visitors to report to the Holiday Club Management Team or Leader in charge of the register at the Holiday Club First Assembly Point.
- Anyone knowing or believing that someone may be trapped in the building should report this to a Fire Warden or Holiday Club Management Team immediately

**Management to complete registration of all children staff and visitors.**

Holiday Club Management to contact Hebden Bridge Train Station staff to inform that the evacuation in in progress and that we will be arriving with them shortly.

**(Northern Rail contact number: 0800 138 5560 / 0800 200 6060)**

## Stage 3

Proceed to the **External Evacuation Point** location:

**Hebden Bridge Train Station (Station Road, Hebden Bridge HX7 6JE)**
**Platform 2 Waiting Room**

Children, staff and visitors to leave the First Assembly Point (side garden entrance) and make their way to Hebden Bridge Train station via the traffic lights on New Road, and then turning right up New Road, heading towards the direction of Halifax.

Staff to remain vigilant when crossing roads to ensure safety at all times.

**Stage 4**

Once arrived at the **External Evacuation Point**, parents / carers to be contacted via phone call / text message / email to advise them of the situation and be request them to make arrangements to pick up their children from **External Evacuation Point**.

Staff to remain with the children until ALL children have been collected.

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### If safe evacuation is not possible

- Call 999 for emergency services
- Move children to higher ground or upper floors if possible
- Turn off electricity



## Health and Safety Policy & Procedure

At Crossley Mill Holiday Club we provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children learn and are cared for. To develop and promote a strong health and safety culture within the Holiday Club for the benefit of all staff, children, parents and any visitors, we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the arrangements which we will make to implement our health and safety procedures are set out within this policy and we make sufficient resources available to provide a safe environment.

The aim of this policy statement is to ensure that all reasonable practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this, we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the Holiday Club including outdoor spaces
- Establish and maintain safe working practices amongst staff and children
- Make arrangements for ensuring safety and the minimising of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the Holiday Club to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- Maintain a healthy and safe Holiday Club with safe entry and exit routes
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the Holiday Club premises. Practice this procedure on every 6 months to enable the safe and speedy evacuation of the Holiday Club
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth, including undertaking appropriate risk assessments
- Maintain a safe environment for those with special educational needs and disabilities and ensure all areas of the Holiday Club are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors and parents to report any unsafe working practices or hazards to ensure immediate response by the management.

We believe the risks in the Holiday Club environment are low. To maintain the maximum protection for children, staff and parents the Holiday Club:

- Ensures all entrances and exits from the building, including fire exits are clearly identifiable, free from obstruction and easily opened from the inside

- Annual and ongoing checks of the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Ensures that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out
- Has the appropriate fire detection and control equipment which is checked and annual and ongoing basis to make sure it is in working order
- Ensures that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children
- Ensures that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Prohibits smoking or vaping on the Holiday Club premises
- Prohibits any contractor from working on the premises without prior permission from the officer in charge
- Encourages children to manage risks safely and prohibits running inside the premises unless in designated areas
- Risk assesses all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the Holiday Club
- Ensures all cleaning materials are placed out of the reach of children and kept in their original containers
- Ensures staff wear protective clothing when cooking or serving food
- Prohibits certain foods that may relate to children's allergies, e.g. nuts are not allowed in the Holiday Club
- Follows the EU Food Information for Food Consumers Regulations (EU FIC) by identifying the 14 allergens listed by EU Law that we use as ingredients in any of the dishes we provide to children and ensure that all parents are informed
- Follows the Allergies and Allergic Reactions Action Plans for children who have allergies or have a reaction at the Holiday Club
- Ensures Risk Assessments are undertaken on the storage and preparation of food produce within the Holiday Club
- Familiarises all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Provides appropriately stocked first aid boxes and check their contents regularly
- Ensures children are supervised at all times
- Prevent unauthorised persons entering the premises by maintaining all controlled entry points to the premises, and have an agreed procedure for checking the identity of visitors
- Ensures no student or volunteer is left unsupervised at any time
- Ensures staff paediatric first aid (PFA) certificates or a list of staff who hold a current PFA certificate are on display (and/or made available to parents).

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**Responsibilities**

Health & Safety is everyone's responsibility however all Board Members are accountable for health and safety within the Holiday Club and will ensure that health and safety is considered when any business decision is taken and ensuring this policy being carried out at:

| **Main site** | **Holiday Club Site** | **External outings** |
|---|---|---|
| Crossley Mill Nursery<br>New Road<br>Hebden Bridge | Unit 1 - Croft Mill<br>Albert Street<br>Hebden Bridge | Such as day trips / visits to external venues |

| | | |
|---|---|---|
| HX7 8AD | HX7 8AH | |

The Management Team has day to day responsibility for the management of health and safety within Crossley Mill. The designated Health and Safety Officer in the Holiday Club is Jessica Cracknell, (Holiday Club Manager). The Deputy Manager or 3rd in Charge will be responsible in her absence.

Where appropriate professional advice will be sought from OFSTED or, in matters of infection control, the Health Protection Agency.

Health and safety notices are displayed for parents and carers were required, and individual communications sent out to provide updates or changes in procedure.

All employees have the responsibility to cooperate with senior staff and the manager to maintain a healthy and safe Holiday Club and to take reasonable care of themselves and others. Neglect of health and safety regulations and duties will be regarded as a disciplinary matter (see separate Disciplinary Procedure).

Whenever a member of staff notices a health or safety issue or problem which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to the Holiday Club Management Team.

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**Health and safety training**

Person responsible for monitoring staff training is Sarah Sykes, Holiday Club Manager. Health and safety is covered in all induction training for new staff and by completion of Health & Safety online training course.
At least one member of staff on the premises and available at times when children are present MUST hold a full paediatric first aid (PFA) certificate in the Holiday Club and must accompany children on outings.

This must be renewed every three years.

At Holiday Club, we take in to account the number of children, staff, layout of premises to ensure that a paediatric first aider is able to respond to emergencies quickly.

## 2. PROCEDURES

**Risk Assessments**

At Crossley Mill Holiday Club, the management system we employ for the identification, reduction and management of all Health and Safety issues relies on a series of risk assessments being undertaken, agreed and fully implemented.

These risk assessments fall into three main categories:

- The risks that all people on the Holiday Club premises, internally or externally, whether child, employee or visitor are likely to face;
- The risks that are likely to occur in relation to the provision of day-to-day Holiday Club activities;
- The risks that are likely to occur as a result of additional or occasional projects or events.

The first two sets of risks are the responsibility of the Holiday Club management team to ensure that risk assessments are undertaken, communicated and implemented. These risk assessments will be reviewed and updated every 6 months as standard. Where there are significant changes to the premises or delivery of activities,

or health and safety incident, the relevant risk assessment will be re-assessed with any changes discussed during staff meetings prior to implementation.

In respect of the third set of risks it will be the responsibility of the Holiday Club Management Team to ensure that a risk assessment is undertaken, communicated and implemented. The risk assessment process will be undertaken in conjunction with the Holiday Club Manager.

In all cases impacting vulnerable persons e.g. young people, pregnant women, nursing mothers, those with disabilities, lone workers or those working out of hours are likely to be exposed to risks, additional consideration will be given.

All current risk assessments are stored centrally within the risk assessment file in the office and are maintained in line with GDPR retention timescales (see Data Protection & Confidentiality & Access, Storage and Retention Policy).

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**Accident and near miss reporting and investigation (including RIDDOR)**
This section outlines the procedures that are to be followed when any child, employee, visitor or contractor experiences an accident, near miss or dangerous occurrence on the Holiday Club premises, Holiday Club premises, or during an activity organised by Crossley Mill.

Brief definitions are given below:

Accident - An accident is an unplanned event that causes injury to persons, damage to property or a combination of both.

Near Miss - A near miss is an unplanned event that could have caused harm but did not. Near misses are important to recognize and report because they can indicate potential hazards.

Dangerous Occurrence - A dangerous occurrence is an undesired event with a high potential to cause death or serious injury, but which happens relatively infrequently

The policy covers reporting and recording procedures for managers, employees and non-employees. Suitable information and training will be given to all personnel regarding accident reporting, and the locations and completion of the accident book., and the relevant Accident / Near Miss Forms for completion.

**Accidents involving children**
All accidents/incidents/injuries/ near misses must be reported to the Holiday Club Management Team or senior Holiday Club Practitioner immediately. Only staff holding an up to date paediatric first aid certificate can deal with children's accidents and incidents. All accidents and incidents should be written onto an accident form immediately with a copy for parents/carers to sign on collection of their child. If a child has a bump to the head then the parent/carer of the child must also be contacted immediately. A copy of the form will then be sent home on collection of their child.

**Accidents involving adults: The Accident Book**
All accidents resulting in personal injury must be recorded in the Accident book, located at the front desk, and reported immediately to the Holiday Club Management Team. Similarly, all near misses are recorded via

completion of Near Miss Form, located at the front desk, and also reported immediately to the Holiday Club Management Team.
Where a person is injured and is unable to complete this entry it will be the responsibility of Holiday Club Management Team to make an entry containing as much information as is possible.
Once an Accident Book entry has been completed it will be removed from the Accident Book Pad and forwarded to the Holiday Club Management Team. A member of the Holiday Club Management Team will review the accident record, or Near Miss Form, and conduct an appropriate investigation within 5 working days. Where any changes to established procedures are identified as a result of the investigation, changes will be implemented and communicated to the whole staff team at the next possible staff meeting.
The accident record is stored in the accident file in the office, with a copy stored in the relevant member of staff's personnel file.

**RIDDOR Requirements**
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 place a legal requirement upon organisations to report every incident where serious harm is caused. These regulations state -
If any accident or incident results in:
- The person subject to that incident receiving major injuries, or
- That person being unfit for work for over three consecutive days.

The employer must make a report to the Health and Safety Executive at Public Health England https://www.hse.gov.uk/riddor/how-to-report.htm

**Reporting Procedures - Employees**
Where an employee is subject to any incident/accident and suffers major injuries or is unfit for work as a result of that incident/accident they will notify the Holiday Club in line with staff contracts. They should at this time ensure that they make it clear to a member of the Holiday Club Management team that the absence is due to a reportable incident/accident.

**Reporting Procedures – Senior Management**
Where a member of staff is unfit to work through major injuries or for a period exceeding 3 days, as a result of a reportable incident/accident the Senior Manager will complete and submit the necessary reporting form in accordance with the RIDDOR requirements.

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**Emergency Evacuation Procedures (Fire & Flood)**
In the event of Fire, Flood or Emergency, the safety of life will override all other considerations, such as saving of property or extinguishing a fire. Management will ensure:
- All staff are instructed at induction to familiarise themselves with the Emergency Evacuation Procedures.
- Evacuation routes are clear at all times.
- To maintain up-to-date contact information for all children and staff.
- To have a designated secondary evacuation site in case the primary assembly point is unsafe.
- For children with mobility difficulties, to assign specific staff members to assist them during evacuation.

The Fire Evacuation Procedure is displayed within all rooms, a fire drill will be carried out every 6 months. All fire exits must be kept clear of obstruction and are clearly marked. Staff should not interfere with any emergency equipment. Fire wardens all undertake Fire Marshall Training. Faulty fire equipment must immediately be brought to the attention of a Fire Warden. The matter should then be notified by the above immediately to the Board in order that action can be taken as soon as possible.

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**Arrangements for Provision of Adequate First Aid Cover**

The Holiday Club will ensure that the staff team receive appropriate first aid training and that adequate first aid equipment is available to treat children, staff and visitors.

First Aid Kits are clearly marked in the Holiday Club premises.

The Holiday Club Manager is the nominated First Aider at Work and is responsible for monitoring all first aid kits and restocking contents.

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**Health and safety arrangements**

**Summary of arrangements**

- All staff are responsible for general health and safety in the Holiday Club
- Risk assessments will be conducted on all areas of the Holiday Club, including rooms, activities, outdoor areas, resources, cleaning equipment, legionella and lone working
- Risk assessments are reviewed at regular intervals and when arrangements change
- All outings away from the Holiday Club (however short) will include a prior risk assessment – more details are included in our Outings policy
- All equipment, rooms and outdoor areas are checked thoroughly by staff before children access them. These checks are recorded and initialled by the staff responsible. Unsafe areas are made safe where possible, or the area is not used to promote the safety of children. In these cases, the manager will be notified immediately
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome to meet their basic care needs, e.g. easy to access toilet area and clean drinking water
- We adhere to the Control of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe in relation to any chemicals we may use on the premises
- We identify and assess any water sources at risk of legionella, and manage these risks including avoiding stagnant water
- All staff and students receive appropriate training in all areas of health and safety which includes risk assessments, manual handling, fire safety and emergency evacuation procedures. We may also use benefit risk assessments for particular activities and resources for children
- We have a clear Accidents And First Aid Policy to follow in the case of any person in the Holiday Club suffering injury from an accident or incident
- We have a clear Fire Safety Policy And Procedure, which supports the prevention of fire and the safe evacuation of all persons in the Holiday Club. This is shared with all staff, students, parents and visitors to the Holiday Club
- We review accident and incident records to identify any patterns or hazardous areas
- All health and safety matters are reviewed informally on an ongoing basis and formally every six months or when something changes. Staff and parents receive these updates, as with all policy changes, as and when they happen
- We welcome feedback from staff and parents. They are able to contribute to any policy through informal discussions, the suggestion scheme and/or during regular meetings held at nursery.

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**Arrangements for Persons using and Repairing Electrical Equipment**

The Holiday Club is committed to ensure that all electrical equipment meets the safety requirements of the Electricity at Work Regulations 1989 so that employees, children and visitors are not exposed to electrical danger. The Holiday Club is protected by residual current circuit breakers. All electrical equipment should be used in accordance with the operating instructions and display a current electrical safety check sticker. Staff should undertake visual inspections of all portable electrical equipment for visible signs of damage or danger before use. Any electrical equipment found to be faulty will be taken out of service immediately by the person identifying the fault and clearly marked "faulty – do not use" and reported to the Holiday Club Manager. All electrical appliances are PAT tested annually, with a record maintained in the office diary.

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**Arrangements in Respect of Control of Substances Hazardous to Health**

The Holiday Club recognises that no substance can be considered completely safe but will ensure that all reasonable steps will be taken to ensure that exposure of children or employees to substances hazardous to health is prevented or at least controlled to an acceptable limit.

A member of the Holiday Club Management Team will ensure that all substances purchased are evaluated as to the risk they pose to users and will always seek to purchase items with the lowest risk to health. They will be responsible for compiling a list of hazardous substances, maintaining a central record of the appropriate action in case of spillage or misuse and ensuring appropriate use including identification of any protective equipment. They will ensure that all hazardous substances are kept in a safe place secure from the children and in secure, clearly labelled containers. A COSHH file is maintained and located at the front desk.

All employees will have access to understandable information and instruction on the nature of any substances hazardous to health they are likely to use in their duties.

Arrangements for the purchase, storage and use of such materials will be reviewed annually.

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**Arrangements in Respect of Persons Undertaking Manual Handling Activities**

The Holiday Club will ensure that measures are taken in the delivery of activities involving manual handling to eliminate the risk of injury or harm, as far as is reasonably practical. Measures will include the provision of appropriate training and guidance and mechanical aids such as trolleys.

Risk assessments will be completed for any task involving manual handling and will include assessment of the risk of those activities which might lead to Musculoskeletal Disorders and the measures to reduce the risks to the lowest level reasonably practicable.

Duties and Responsibilities.

The management team must ensure that:

- Risk assessments are carried out where relevant and records are kept;
- Employees are properly supervised;
- Adequate information and training is provided to persons carrying out manual handling activities;
- Safety arrangements for manual handling operations are monitored and reviewed;
- Special arrangements are made for individuals with health conditions that could be adversely affected by manual handling operations;
- Risk assessments are reviewed no later than six months after the completion or last review date.

Employees must ensure that:

They report to the Holiday Club Manager with any personal conditions which may contribute to a Musculoskeletal Disorder;

- They comply with instruction and training provided;
- Their own health and safety is not put at risk when carrying out manual handling activities;
- They use equipment that has been provided;
- Any problems relating to the activity are reported to a member of Senior Management.
- Information and training

Suitable information and training will be provided to staff required to carry out manual handling activities as part of their induction. All new staff will access the manual handling training included in the Health & Safety training at induction. The Holiday Club Manager will then ensure that staff understand how they will apply manual handling techniques in their day to day work, with a record maintained that induction has been undertaken and fully understood.

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**Arrangements to Prevent Slips, Trips and Falls**

The Holiday Club will ensure that locations or activities that involve a high risk of slip, trip and fall accidents will, so far as is reasonably practicable, be eliminated. This will be achieved through careful design, maintenance and inspection or work areas, play areas and traffic routes.

Assessment of Risks and Responsibilities

- Risk of slips, trips and falls will be properly assessed by the Holiday Club Management Team within all risk assessments.
- Individual employees must ensure that they do not add to this risk by placing articles in areas where staff, children or visitors are likely to pass.
- Employees must ensure that, should they drop any liquid or substance that is likely to increase the risk of slip that they take appropriate action to dry the affected area and to place a warning notice whilst the area dries;
- They inform the Management Team if a change in their personal circumstances means that they are more at risk of a slip, trip or fall;
- They comply with any instruction and training which is provided in relation to the control of slips, trips and falls;
- Their own health and safety is not put at risk from slips, trips and falls as they carry out work activities;
- They use equipment in a way which does not increase the risk of slips, trips and falls to either themselves or others, e.g. by trailing leads or causing obstructions in walkways;
- Any problems relating to slips, trips and falls are reported to the management team.
- The management team must ensure that
- Employees wear appropriate footwear and clear away toys, materials and other equipment not in use;
- Any injuries or incidents relating to slip, trips and falls are investigated and remedial action is taken, and records of the injury, incident or near miss is recorded via an Accident / Near Miss Form;
- Employees adhere to safe systems of work;
- Safety arrangements for the control of slip, trip and fall risks are regularly monitored and reviewed;
- Regular inspections of work areas and traffic routes which cover slip, trip and fall risks: housekeeping, trailing leads, lighting levels and the condition of floors and the building fabric etc.

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**Arrangements for the Kitchen**

Staff must ensure that no children or unauthorised adults (i.e. parents/visitors) are allowed into the kitchen at any time. The safety gate at the kitchen door is to remain closed when there are children on the premises.

The Holiday Club Management Team will ensure that all kitchen staff have relevant and up to date training.

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**Arrangements with regard to Hot and Cold Substances**

All staff must ensure that no substances or objects which are either extremely hot or cold should be exposed in any area where the children may have access to them (e.g. hot drinks).

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**Arrangements for Building Security**

The Holiday Club has in place a Visitors Policy; under no circumstances must unannounced visitors be allowed into the building at any time. Visitors must book in advance and are assisted by a member of staff during their visit in line with the Visitors Policy. All parents/carers and visitors must never allow anybody else to enter the building with them. Visitors from external contractors or suppliers should show their ID badge where applicable.

**Arrangements for Respect of the Workplace Environment**

The Holiday Club Manager will ensure that general inspections of the premises will be carried out on a regular basis, ensuring that

- there is adequate space for delivery of Holiday Club services and storage of equipment and resources
- materials and equipment are stored in correct locations
- walkways are kept clear
- there are no trailing cables

Floors will be cleaned on a regular basis and waste bins emptied daily. Rubbish will be kept in suitable containers and will not be allowed to overflow. Combustible waste must be kept away from ignition sources. Large items of rubbish that pose a particular hazard e.g. redundant furniture will be removed without delay.

Information will be provided for all staff as part of their induction, and through staff meetings, about housekeeping arrangements and standards within the Holiday Club .

Employees will be required to maintain housekeeping standards and report any problems to the Holiday Club Manager regarding storage or removal of equipment.

Lighting

The Holiday Club will ensure that reasonable steps are undertaken to ensure that lighting is adequate for delivery of tasks and activities and will:

- Ensure that the lighting level never falls below the absolute minimum lighting level required for the safe performance of the task;
- Ensure that there is no disabling or distracting glare caused by lighting equipment, sunlight through windows, bright room surfaces or reflections on equipment;
- Confirm that for any machine, appliance, apparatus or tool the lighting is sufficient to provide the required level of task illumination; if the task requires higher levels of illumination, supplementary local lighting will be provided;
- Ensure that minimum levels of emergency lighting are met;
- Ensure so far as is reasonably practicable, that all workers have natural light in their workplace;
- In the office, arrange the lighting system, the workplace and the equipment used so that no distracting reflections appear on display screens;
- Ensure that lighting equipment is located or guarded so that combustible materials are not likely to come into contact with hot components of the lights;
- Carry out checks of all above aspects of lighting at regular intervals and whenever changes are made.

**Arrangements for Washroom and Toilet Facilities**

The Holiday Club will ensure that sufficient and appropriate washroom and toilet facilities are provided to meet the needs of both staff and children and that appropriate facilities will be provided for use by staff or children with disabilities.

Arrangements have been made to regularly clean and maintain toilets and washing conveniences. Any reported defects in these facilities will be remedied, as soon as is reasonably practicable.

Regular testing of water systems will be undertaken to ensure that the required standards of health and safety are maintained. Water temperatures will be controlled to ensure the health and safety of children and staff.

Staff must report immediately any defects in these facilities to the Management Team for investigation and action.

**Arrangements for Outdoor Area**

The Holiday Club Manager will ensure that an up-to-date risk assessment is in place for the outdoor play areas and entrances taking into account changes in weather conditions. A daily check of the outdoor areas will be undertaken by a member of staff, which is signed and dated and stored in the risk assessment file. Where general repairs or maintenance are required, which may cause a risk to the children, the area or equipment will be taken out of use until repairs have been completed.



# ICT Policy

**Statement of intent**
It is our intention to provide an environment in which children, parents/carers and staff are safe from images being recorded and inappropriately used.

**Aims**
Our aim is to have a clear policy on the acceptable use of ICT equipment including desktop computers, laptops, mobile phones and iPads that is understood and adhered to by all parties concerned without exception.
This policy applies equally to the use of the ICT systems and equipment in our buildings and to those with remote access to our systems.

In order to achieve this aim, we operate the following Acceptable Use Policy:

**Laptops, Computers and Tablets**

Where staff have been issued with a device for work purposes and remote working, personal use while off site is not permitted unless authorised by the Holiday Club Manager. The provision's laptop/devices should be used by the authorised person only.
Staff are aware that all activities carried out on the provision's devices and systems, both within and outside of the work environment (remote working), will be monitored in accordance with this policy.
Staff will ensure that provision laptops and devices are made available as necessary for anti-virus updates, software installations, patches, upgrades or routine monitoring/servicing.

Personal staff tablets or laptops should not be used for any apps that record and store children's personal details, attainment or photographs. Only devices belonging to the provision may be used for such activities, ensuring that any devices used are appropriately encrypted if taken off site.
Devices used by staff and users are protected from viruses, hacking, etc and are regularly updated and password protected.
All staff and users have individual passwords that are strong and regularly updated**.**

**Mobile Phones**

- All staff must ensure that their mobile telephones/devices are left inside their bag throughout contact time with children unless on an outing where it needs to be used in an emergency. Staff bags should be placed in kitchen area, inaccessible to children.
- Mobile phones may only be used at staff breaks or in staff members' own time and in the designated staff area.
- If staff have a personal emergency they are free to use the setting's phone or make a personal call from their mobile in the designated staff area.
- All parents/carers are asked not to use their mobile phones whilst in the Holiday Club setting.
- During group outings nominated staff will have access to a nominated mobile phone, which is to be used for emergency purposes only.

- It is the responsibility of all members of staff to be vigilant and report any concerns to the Holiday Club Manager.
- We ask all parents/carers to keep their mobile phones in pockets or bags whilst collecting or dropping off their child at Holiday Club.
- Concerns will be taken seriously, logged and investigated appropriately (see allegations against a member of staff policy).
- The Holiday Club Manager reserves the right to check the image contents of a member of staff's mobile phone should there be any cause for concern over the appropriate use of it.
- Should inappropriate material be found then our Local Authority Designated Officer (LADO) will be contacted immediately. We will follow the guidance of the LADO as to the appropriate measures for the staff member's dismissal.

**iPads / tablets**

- We have a designated iPad area for children to have access to educational games and videos. These are screened and age appropriate. We use a timer system so that children do not overuse screens. This is supervised by a member of staff.
- Online searching and installing/downloading of new programmes and applications is restricted to authorised staff members only.
- Staff will ensure that iPads are made available as necessary for anti-virus updates, software installations, patches, upgrades or routine monitoring/servicing.
- Staff are responsible for looking after iPads and to inform Holiday Club Management if it becomes, lost, damaged, or stolen.
- Staff are responsible for deciding on a designated place for the iPadsto be kept when not in use.
- Only the designated Holiday Club iPads are to be used to take any photo within the setting or on outings.
- Images taken on iPads must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.
- Under no circumstances must iPads of any kind be taken into the bathrooms.
- If photographs need to be taken in a bathroom, i.e. photographs of the children washing their hands, then the Holiday Club Manager must be asked first and staff be supervised whilst carrying out this kind of activity. At all times the iPads must be placed in a prominent place where it can be seen.
- Failure to adhere to the contents of this policy will lead to disciplinary procedures being followed.
- We request parents' signed permission to take photos of their child to record their experiences at Holiday Club.

**Internet**

- Use of the internet, including e-mail, is permitted as directed by Holiday Club management for purposes such as research for Holiday Club related activities.
- Staff will only be able to download a file under the approval and direct supervision of a member of Management Team and it will be virus checked prior to being opened.
- Use of the internet on Holiday Club premises should principally be for Holiday Club use, e.g. accessing resources, educational websites, researching activities and learning topics, use of email on Holiday Club business etc.
- Staff should not be accessing the internet for personal reasons.
- Use of the internet to access any illegal sites or inappropriate material is a disciplinary offence.
- The Holiday Club recognises that many staff will actively use Facebook, Twitter, and other such social networking sites, blogging and messaging services. Staff must not post material (including text or images) which damages the reputation of the Holiday Club or which causes concern about their suitability to work with children. Staff must recognise that it is not appropriate to discuss issues relating to children or other staff via these networks. Those who post material which

could be considered as inappropriate could render themselves vulnerable to criticism or allegations of misconduct, and disciplinary action may be taken.

- Existing parents will not be accepted as "friends" on social networking sites. If a parent of a child seeks to establish contact, the member of staff should refuse to accept the 'friendship request'.
- All laptops andcomputers are password protected.
- Sensitive data, such as children's details, will be stored on the Main Holiday Club Office computers which only Holiday Club Management have access to.

**Holiday Club Facebook page**

Crossley Mill Holiday Club has a Facebook page available. This is a communication tool for the setting. We will use it to:

- Promote certain events such as upcoming clubs and events
- Update parents on staff training & development
- To share news
- To show photos of activities, trips or special events
- Only photos of children whose parents give consent will be shared on the page and names will remain strictly confidential.

The Holiday Club Manager is the page administrator and will update the page on a regular basis. The page administrators reserve the right to remove any comments at any time. The intent of the policy is to protect the privacy and rights of the nursery, staff & families.

We will remove any postings that

- Name specific individuals in a negative way
- Are abusive or contain inappropriate language or statements
- Do not show proper consideration for others privacy
- Breach copyright or fair use laws
- Contain any photos of children without necessary parental consent.



## Inclusion Equality & Diversity Policy

At Crossley Mill Holiday Club we take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all staff, children and families according to their individual needs. Discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation has no place within our Nursery.

A commitment to implementing our Inclusion Equality & Diversity Policy is part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Holiday Club Manager at the earliest opportunity.

Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, the Crossley Mill Holiday Club Disciplinary procedure will be followed.

**The legal framework for this policy is based on:**

- Special Education Needs and Disabilities Code of Practice 2015
- Children and Families Act 2014

- Equality Act 2010
- Childcare Act 2006
- Children Act 2004
- Care Standards Act 2002
- Special Educational Needs and Disability Act 2001
- Worker Protection Act 2023

**The Holiday Club and staff are committed to:**

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the Holiday Club will ensure that no job applicant or employee will receive less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation
- Creating a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued
- Providing a Holiday Club place, wherever possible, for children who may have special educational needs and/or disabilities or are deemed disadvantaged according to their individual circumstances
- Making reasonable adjustments for children with special educational needs and disabilities to remove barriers and improve access for all
- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our families are listened to, children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity and training all staff about their rights and responsibilities under the Inclusion Equality & Diversity Policy.
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread which runs through the entirety of the Holiday Club, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour.

**Admissions and service provision**

The Holiday Club is accessible to all children and families in the local community and further afield..

The Holiday Club will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

**Recruitment**

Recruitment, promotion and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoids discrimination. Redundancy selection will take account of the legal protections from redundancy.

Shortlisting will be done by more than one person, where possible.

All members of the selection group are committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Application forms are sent out along with a copy of the equal opportunities monitoring form. Application forms do not include questions that potentially discriminate on the grounds specified in the statement of intent.

Vacancies are generally advertised to a diverse section of the labour market. Advertisements avoid stereotyping or using wording that may discourage particular groups from applying.

At interview, no questions are posed which potentially discriminate on the grounds specified in the statement of intent. All candidates are asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates are given the opportunity to receive feedback on the reasons why they were not successful.

We may ask questions (under the Equality Act 2010) prior to offering someone employment in the following circumstances:

- To establish whether the applicant will be able to comply with a requirement to undergo an assessment (i.e. an interview or selection test)
- To establish whether the applicant will be able to carry out a function that is intrinsic to the work concerned
- To monitor diversity in the range of people applying for work
- To take positive action towards a particular group – for example offering a guaranteed interview scheme

**Staff**

It is our policy not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. They are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.

We foster a safe, inclusive, and positive work environment, with our leadership team ensuring policies are kept up-to-date, conducting risk assessments, providing regular training and monitoring to ensure effective implementation. These demonstrate taking 'reasonable steps' to ensure compliance with the duty to prevent harassment of our employees, including harassment from third parties

Staff will report any discriminatory behaviours observed. Our zero-tolerance approach includes having anonymous reporting procedures and dealing with any instances which arise via our disciplinary procedures.

**Training**

The Holiday Club recognises the importance of training as a key factor in the implementation of an effective Inclusion Equality & Diversity Policy. All new staff receive induction training including specific reference to the Inclusion Equality & Diversity Policy.

Training includes ensuring staff understand that harassment, of any kind, is subjective and so depends on how the behaviour makes someone feel. We encourage all staff members to create a culture of zero tolerance towards discrimination and sexual harassment in our setting.

**Children**

We encourage children to develop positive attitudes towards people who are different from themselves and show care and empathy towards others.

We do this by:-

- making children feel valued and good about themselves
- reflecting the widest possible range of communities in the choice of resources
- avoiding stereotypes or derogatory images in the selection of materials
- creating an environment of mutual respect and tolerance
- helping children to understand that discriminatory behaviour and remarks are unacceptable
- ensuring that all routines and activities are offered inclusive with special educational needs and disability in mind
- Ensuring that children whose first language is not English have full access to activities and are fully supported.
- to role model all the above behaviour

**Food**

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

**Valuing Diversity in Family Life**

- We welcome the diversity of family life and work with all families
- We encourage children to contribute stories of their everyday life into Holiday Club
- For families who have a first language other than English, we value the contribution their culture and language offer.



## Lockdown Policy

The Lockdown Policy for the Crossley Mill Holiday Club ("Holiday Club") aims to improve protective security awareness and preparedness that can deter terrorists and other security threats looking for a target and help keep our children, staff and visitors safe. We take all reasonable steps to ensure the safety of children, staff and others on the premises, in the event of an emergency requiring a full lock down we will follow the lock down procedure.

**Roles & Responsibilities**

**Security Leads**

Security Leads are appointed to develop and maintain policies and plans which promote a good security culture and deters someone intending to cause harm from targeting our Holiday Club. The Security Lead at the Holiday Club is the Holiday Club Manager.

- Coordinate and oversee the Holiday Club's protective security and preparedness
- Are known by all Staff
- Develop, maintain and update policies and plans which promote a good security culture and deters someone intending to cause harm from targeting the Holiday Club
- Determine how staff should respond effectively to different types of incidents.
- Ensure that all staff members are aware of their roles and responsibilities in relation to protective security and preparedness, and ensure that staff are appropriately trained.
- Liaise with external agencies, such as police and emergency services, to ensure effective communication and collaboration.

- Manage and delegate the response to an incident. The Security Lead will normally become the 'Incident Lead' however, we ensure one or two people are available to deputise during any absence.
- Arrangement and implement an annual Lock Down drill and include SEND children.

**Incident Leads**

Incident Leads make effective decisions under pressure to get people to safety; however all staff will play a vital role in responding to an incident. Incident Leads:

- Become active during an incident
- Lead the initial response to the incident within Holiday Club
- Liaises with the police and incorporates their advice into an overall site response.
- Makes fast, clear decisions under pressure, to get people to safety.
- Responds appropriately to any safety concerns, for instance people reported missing.
- Communicates about the incident to parents and carers of those affected.
- Leads any responses to interest on social media and in the mainstream media, if required.
- Manages resources effectively, including consideration for the wellbeing of staff, children and families affected.

**All Staff including non-teaching staff**

All members of our staff have a role to play in our Holiday Club's security culture and preparedness. Staff responsibilities include:

- participating in training and awareness programmes related to protective security and preparedness measures.
- being vigilant and reporting any suspicious activity to the Security Lead or appropriate authorities.
- supporting the Security Lead in implementing and maintaining the protective security and preparedness plan.
- being familiar with incident response plans, such as lockdown, invacuation and evacuation options, exit routes, methods of communicating in an incident, and compiling grab kits.
- providing additional support to those who are particularly vulnerable for instance, staff or children with SEND
- **All staff should read the DoE guidance "Protective security and preparedness for education settings (April 2024)" available via this link https://assets.publishing.service.gov.uk/media/6633799b1834d96a0aa6cfdd/Protective_security_and_preparedness_for_education_settings.pdf**
- All staff should familiarize themselves with the Lock Down Protocols outlined in Annex B
- The Holiday Club has fire marshals and first aiders in place and staff with these responsibilities receive incident training to perform these roles and are part of any testing and exercising.

**During an incident, staff should:**

- Be prepared to call 999 unless they are certain that someone else has already called the emergency services (members of staff should not assume that someone else has called 999).
- Keep track of the children who they are with and report any concerns about the safety of any children to the incident lead and/or police.
- Escalate the incident to the security lead or to another senior member of staff, so that an incident lead can be delegated.
- Be responsible for their own safety but also be aware of the duty of care they owe to all children within their setting.
- Be aware of the incident response plan for the setting and undergo relevant incident response training.
- Make dynamic decisions using their best judgement based on the information available to them.
- Staff should advise any other adults on site how to respond, particularly visitors who are not aware of the incident response plans.

**Staff caring for Children with SEND**

- Staff will consider what works best for children and staff with SEND to ensure that they are not left feeling overwhelmed.
- To help children keep calm, staff will role model calmness and make expectations about appropriate behaviour clear to children depending on their age and disability.
- Staff will keep track of the children they are with and report any concerns about the safety of any children to the Incident Lead and/or police.
- Personal Emergency Evacuation Plans (peeps) will be put place when required for those required and adjusted to consider the impact of disability and alternative arrangements for children with SEND.
- Grab Kits will be put place when required comprising of key items that can assist during an incident, which is particularly helpful for children with SEND.

**LOCK DOWN PROCEDURE**

The procedure allows the Holiday Club to be prepared for and able to respond to terrorism and other major incidents.

We will use the lock down procedure when the safety of the children, staff and others on the premises are at risk and we are better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the Holiday Club)
- An intruder on the Holiday Club site (with potential to pose a risk to staff and children in Holiday Club)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the Holiday Club – as long as it is safer staying in the premises than leaving.

**Lock Down Action Plan**

| | | |
|---|---|---|
| **1.** | **Warning received or observed** | Staff to communicate the warning immediately to the Whistle Holder: "**Lockdown, Lockdown BLOW THE WHISTLE"** |
| **2.** | **Blow the whistle** | The Whistle Holder will immediately blow the whistle numerous times whilst shouting **"LOCKDOWN LOCKDOWN"** to inform all staff and visitors. |
| **3.** | **Call police - 999** | If the Holiday Club is in immediate danger of an intruder, staff will call the police as a matter of urgency |
| **4.** | **Indoor children** | All individuals (including children) will remain in the area they are in, if safe to do so |
| **5.** | **Outdoor children** | If the children are outside, staff will promptly and calmly direct children into the building, if this will not endanger them |
| **6.** | **Lock doors and windows** | Staff will make efforts to lock doors and close windows wherever safe to do so. All internal doors will be locked and if possible, barricaded. |
| **7.** | **Stay in room** | All individuals will:<br>• Keep away from the windows and doors<br>• Hide, sit on the floor under desks, and away from windows - children will be occupied in the centre of the room where possible so they are not placed at risk or are able to see any situation developing outside.<br>• Turn off the lights and fans, and close blinds |

| | | |
|---|---|---|
| | | • Stay as silent as possible - put any mobile devises to silent (consider writing / displaying instructions on whiteboards / TV's etc as long as it can't be seen by the intruder)<br>• Ensure that students, staff and visitors are aware of an exit point in case the intruder does manage to gain access |
| **8.** | **Account for children and staff** | Where possible, the Holiday Club Lead will ensure all children, staff and visitors are accounted for and safe (check for missing / injured students, staff and visitors). |
| **9.** | **Monitor alerts / advice** | If safe to do so, the Holiday Club Lead will return to the office area to keep up to date with the current situation via updates (i.e. where the situation has been alerted by the police or local area authority then the Holiday Club will await further instructions).<br>The Holiday Club Lead will inform the main Holiday Club via telephone of the Lockdown if safe to do so. |
| **10.** | **Remain inside** | Keep doors and windows locked shut and remain inside until an all-clear has been given, or unless told to evacuate by the emergency services |
| **11.** | **All clear** | Once the all-clear has been given externally, the Holiday Club Lead will issue the all-clear internally. |
| **12.** | **Post event** | After the all clear, if a false alarm, the staff will try to return to normal practice to enable the children not to be disrupted or upset by the events.<br>Any children showing signs of worries or concerns will have one to one time with their key person to talk about these. |
| **13.** | **Inform Parents & Carers** | Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes. |
| **14.** | **Post-incident Evaluation** | After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully and the procedure went as planned. Ofsted will be informed. |



## Lost Child Policy

At Crossley Mill Holiday Club we take all reasonable steps to ensure the safety of children on the premises. We only release children into the care of individuals who have been notified to us by the parent and have safety systems in place to ensure that children do not leave the premises unsupervised. These safety systems include:

- Auto locking entrance doors
- High fencing at the main Holiday Club playground garden
- Identification requirements for family members collection children (i.e. description, password)
- Parents are requested to inform the Holiday Club Leader / Holiday Club Manager if there is any risk of abduction from an estranged parent.

In the unlikely event of a child going missing within or from the Holiday Club, we have the following procedure which will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph, and a detailed description of clothing if available
- The Holiday Club Manager and main Holiday Club Manager will be informed immediately, and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children, so they remain supervised, calm and supported throughout

- The Holiday Club Manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The Holiday Club Manager will meet the police and parents
- The Holiday Club Manager will then await instructions from the police
- In the unlikely event that the child is not found, the Holiday Club will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- Ofsted will be contacted and informed of the incident
- With incidents of this nature parents, children and staff may require support and reassurance following the traumatic experience. Holiday Club Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

For lost children during Outings, please see our Missing Child from Outings Policy.

## Managing Extreme Weather Policy

At Crossley Mill Holiday Club we have an Extreme Weather Policy in place to ensure our Holiday Club is prepared for all weather conditions that might affect the running of the Holiday Club such as floods, snow and heat waves.

If any of these impact on the ability of the Holiday Club to open or operate, we will contact parents/carers via text message or phone call. We will not take children outdoors where we judge that weather conditions make it unsafe to do so.

**Procedure**

Even though we aim to keep the Holiday Club open all year round, bad weather, particular heavy snowfall or floods, could result in us having to close.

**Scenario 1 - overnight**

If high snowfall, or another severe weather condition such as dense fog, is threatened during a Holiday Club day then the manager will decide whether to close the nursery. This decision will take into account the safety of the children, their parents/carers and the staff team.

Should we have extreme weather overnight that make it hazardous and dangerous for staff and parents/carers to travel the Holiday Club will be closed. Holiday Club Management will do their best to ensure parents/carers know on the morning of the closure via text message or phone call.

**Scenario 2 - during Holiday Club day**

In the event of a planned closure during the Holiday Club day, we will contact all parents/carers to arrange for collection of their child, immediately or as soon as possible. Holiday Club Management will either send a text message or phone parents/carers. It is VITAL that we have up to date contact numbers for all our children, also an emergency contact if parents/carers are not nearby. Two members of staff will remain with the children until all of them have been collected.

Both scenarios are at the discretion of Holiday Club Management by using the information we have to hand such as up-to-date travel information including public transport, risk assessments and Health & Safety issues.

In the event of staff shortages due to snow or other severe weather, we may group the children differently until they are able to arrive. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the Holiday Club.

If for any reasons we needed to evacuate the building, we would follow our Emergency Evacuation Policy & Procedures.

**Staff**

- Staff should not endanger themselves but should make reasonable and safe efforts to attend work.
- If a staff member cannot make it into work due to bad weather, staff are to call the Holiday Club or Management as soon as possible.
- If it is the Holiday Club Management's decision is to close the Holiday Club, the Holiday Club Management will contact staff between 7.00-7.30am.
- Holiday Club Management will determine how to deploy staff on an extreme weather day.

**Types of Extreme Weather**

**Flood**

In the case of a flood, we will follow our Flood Plan / Emergency Evacuation Procedure - Flood to enable all children and staff to be safe and plan for continuity of care.

**Snow or other severe weather**

If high snowfall, or another severe weather condition such as dense fog, is threatened during a Holiday Club day then the Holiday Club Management will decide whether to close the nursery.

**Heat wave**

We are committed to ensuring that all children are fully protected from the dangers of too much sun and UV rays as severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun and find the right balance to protect children from sunburn by following the NHS guidance. The benefits are discussed with parents/carers and their wishes followed with regard to clothing, hats and sun cream.

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Children must have a sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design to provide additional protection i.e. with an extended back and side to shield children's neck and ears from the sun

- Sun cream should be applied to children by parents prior to attending Holiday Club, and should provide suncream to the Holiday Club for use.
- Parents/carers are requested to supply light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs
- Children's safety and welfare in hot weather is the Holiday Club'sprime objective so staff will work closely with parents/carers to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun (UV levels), following NHS sun safety advice
- Shaded areas will be used to ensure children are able to go out in hot weather, cool down or escape the sun should they wish to or need to
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun



## Medication Policy & Procedure

At Crossley Mill Holiday Club we promote the good health of children attending Holiday Club and take necessary steps to prevent the spread of infection (see Sickness, Illness, Exclusion and Infection Control Policy). If a child requires medicine, we will obtain information about the child's needs for this and will ensure this information is kept up to date.

We follow strict guidelines when dealing with medication of any kind in the Holiday Club and these are set out below.

**Medication Prescribed by a Doctor, Dentist, Nurse or Pharmacist**

- Prescription medicine will only be given when prescribed by the above and for the person named on the bottle for the dosage stated
- Medicines must be in their original containers with their instructions printed in English
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
- The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
- The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
- Parents must notify us **IMMEDIATELY** if the child's circumstances change, e.g. a dose has been given at home, or a change in strength or dose needs to be given
- The Holiday Club will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to Holiday Club and the staff member must record this information on the Medication Form. Similarly, when the

child is picked up, the parent must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times

- At the time of administering the medicine, a member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form (it is important to note that staff working with children are not legally obliged to administer medication)
- If the child refuses to take the appropriate medication, then a note will be made on the form
- Where medication is 'essential' or may have side effects, discussion with the parent will take place to establish the appropriate response.

**Non-Prescription Medication (these will not usually be administrated)**

- The Holiday Club will not administer any non-prescription medication containing aspirin
- The Holiday Club will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the Holiday Club feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse Holiday Club care until the child is seen by a medical practitioner
- On registration, parents will be asked if they would like to fill out a Medication Form to consent to their child being given a specific type of liquid paracetamol or antihistamine in particular circumstances such as an increase in the child's temperature or a wasp or bee sting. This form will state the dose to be given, the circumstances in which this can be given, e.g. the temperature increase of their child, the specific brand name or type of non-prescription medication and a signed statement to say that this may be administered in an emergency if the Holiday Club CANNOT contact the parent.
- An emergency Holiday Club supply of fever relief (e.g. Calpol) and antihistamines (e.g. Piriton) will be stored on site. This will be checked at regular intervals by the designated trained first aider to make sure that it complies with any instructions for storage and is still in date
- If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day, the Holiday Club will make every attempt to contact the child's parents. Where parents cannot be contacted then the Holiday Club Manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the Holiday Club, the circumstances surrounding the need for this medication and the medical history of the child on their registration form
- Giving non-prescription medication will be a last resort and the Holiday Club staff will use other methods first to try and alleviate the symptoms (where appropriate). The child will be closely monitored until the parents collect the child
- If any child is brought to the Holiday Club in a condition in which he/she may require medication sometime during the day, the Holiday Club Manager will decide if the child is fit to be left at the Holiday Club. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the Medication Form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the Holiday Club, together with the times and dosage given
- The Holiday Club DOES NOT administer any medication unless prior written consent is given for each and every medicine.

**Injections, Pessaries, Suppositories**

- As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for the child. This training is specific for every child and not generic. The Holiday Club will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication. For children with long term medical requirements, an Individual Health Care Plan from the relevant health team will be in place to ensure that appropriate arrangements are in place to meet the child's needs.

**Staff Medication**

All Holiday Club staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or feel unwell and cannot meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy.

If any staff member believes that their condition, including any condition caused by taking medication, is affecting their ability to care for children they must inform their line manager and seek medical advice. The Holiday Club Manager will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.

Where staff may occasionally or regularly need medication, any such medication must be kept in an container (inaccessible to children) at at Holiday Club where staff may need easy access to the medication such as an asthma inhaler. In all cases it must be stored securely out of reach of the children, at all times. It must not be kept in the first aid box and must be labelled with the name of the member of staff.

**Storage**
All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children.

Emergency medication, such as inhalers and EpiPens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach. Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children. This must be in a designated place with the child's name clearly written in the original container.

All medications must be in their original containers, labels must be legible and not tampered with or they will not be given. All prescription medications should have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

Medication stored in the setting will be regularly checked with the parents to ensure it continues to be required, along with checking that the details of the Medication Form remain current.

**Administering Medication Procedure**
When administering medication staff should:

- Wash their hands
- Refer to the Medication Form filled in by the parents/carer and carefully check that all the details are correct
- Ensure again that the Medication Form has been signed by parents/carer before administering medicine
- Be certain of the identity of the child to whom the medication is being given
- Check the name of the prescription on the label of the medicine is clear and unambiguous
- Check the name of the medication matches the permission/administration form
- Check the name of the child on the label matches the permission/ administration form
- Check the dose and of administration
- Check the medication is not passed its expiry date
- Check that the child is not allergic to the medication
- Two staff to witness medicine being administered
- Two staff to sign the Medication Form

- Administer the medication as instructed on the label and as specified in the permission on the Medication Form
- Keep clear and accurate, signed records of all medication administered, withheld or refused
- Monitor any children taking medication and report any effects immediately to the person in charge
- Parents / carers must be informed that the medicine has been given when they collect their child and must also sign the Medication Form again



## Outdoor Play Policy

At Crossley Mill Holiday Club we recognise the importance of daily outdoor play to keep fit and healthy. We provide daily outdoor play opportunites and we make reasonable adjustments where required, in line with the Equality Act 2010. We go out to play with all children in all weathers (unless it is deemed unsafe).

The outdoor areas, both within the main Holiday Club grounds and in the local community, have a wealth of experiences and resources. We take reasonable steps to ensure the safety of children through risk assessments whilst balancing the benefits of outdoor exercise and play.

We ensure outdoor play is adequately supervised and we have robust safety checks in place, including regular head counts. We obtain parental permission before any child leaves the Holiday Club during the day. This includes short outings into the local community. There is more information in the Outings Policy.

Where activities take place away from the setting (e.g. in the local wood) then a mobile phone and first aid kit will be taken to ensure the safety of children at all times. A trained paediatric first aider will be present when children are away from the main setting.

Staff responsibility outdoors

- To risk assess the area ensuring it is safe and clean
- To remove any broken or dangerous equipment
- To monitor and observe the children at all times
- To deal with any accidents appropriately
- To provide a fun stimulating environment for all ages
- To ensure the children have access to the provisions outside
- To be enthusiastic about outdoor play during all seasons
- To be confident in introducing new experiences to children outdoors (e.g. forest activities)



## Outings Policy & Procedures

At Crossley Mill Holiday Club we offer children a range of local outings including walks and visits off the premises. We believe that planned outings and visits complement the inside of the Holiday Club environment and extend children's experiences. We always seek parental permission for children to be included in such outings.

**Procedures**

Visits and outings are carefully planned using the following procedures along with any local and national guidelines, whatever the length or destination of the visit:

- A Risk Assessment for local outings is in place and reviewed annually
- A Risk Assessment & Outings Plan for trips further afield will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Written permission will always be obtained from parents for trips further afield before taking children out
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children.
- At least one member of staff will hold a valid and current full paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary
- We designate one member of staff to be the Outing Leader, this may be the most senior member of staff attending and it will be their role to take the lead in the event of any emergencies and/or incidents (see Missing Child from Outings Policy) and any safeguarding or child protection concerns (see Safeguarding Children and Child Protection Policy)
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the Holiday Club Manager prior to the outing
- Children will be easily identified by staff when on a trip by use of high visibility vests. Wrist straps will also be used where appropriate.
- A fully charged mobile phone will be taken as a means of emergency contact (staff are reminded of the ICT Policy)
- In the event of an accident, staff will assess the situation. If required, the group will return to Holiday Club immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

**Ratios of staff to children**

**Holiday Cub -** One member of staff - 8 children walking

**Preparation for Outings**

- Check parental consent have been received using the Registration Consent Form (for local outings) or the Outing Form (for trips further afield)
- Trips further afield - complete the 'Risk Assessment and Outing Plan, including the names of staff and children leaving the building, destination, and the number of the two mobile phone which will be taken, and provide to the Holiday Club Manager and Holiday Club Manager.
- Prior to departure, meet with the Holiday Club Manager or Holiday Club Manager and inform them of where you are going, what time the group is departing and what time the group will return.
- Trips further afield - Ensure all staff attending the outing read the Risk Assessment and Outing Plan
- For local trips – ensure staff have read the Risk Assessment for local outings
- Ensure all children are appropriately dressed for the weather i.e. sun cream, wellies etc.
- Ensure the outings bag is taken and contains: First Aid Box, wipes, spare clothes, mobile phone, sun cream, contact numbers, and any medications.

**In the event of an emergency**
In the event of an emergency whilst out on a visit, we encourage staff to find a safe haven and remain there until the danger passes. If necessary, the police will be contacted if it is safe to do so. For trips further afield, each outing will have a detailed risk assessment, which covers all these risks and is planned ahead.

In the event of a child going missing, the Missing Child from Outings Policy will be followed. Any incidents or accidents will be recorded in writing and Ofsted will be contacted and informed of any incidents.

This could cover other issues such as extreme weather or emergencies such as an ill or injured child, etc. We will contact parents of the children on the visit to confirm arrangements as soon as it is safe to do so.



## Missing Child from Outings Policy & Procedures

At Crossley Mill Holiday Club we take all reasonable steps to ensure children are kept safe while on outings. We assess the risks or hazards that may arise for children and identify steps to remove, minimise and manage those risks and hazards. This includes the consideration of adult to child ratios and carrying out regular head counts of children throughout any outing or visit.

In the unlikely event of a child going missing whilst on an outing we have the following procedure which we implement immediately:

- All staff are aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing if available
- The designated person in charge or most senior member of staff is informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security of the outing venue will also be informed and a description given
- The designated person in charge or most senior member of staff will immediately inform the police
- The designated person in charge or most senior member of staff will then inform the Holiday Club Manager or Holiday Club Manager who will contact the child's parents giving details of what has happened. If the whole Holiday Club is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, some staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or most senior member of staff responsibility to ensure that there are adequate staff to care for the children and get them back safely, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- In the unlikely event that the child is not found, the Holiday Club will follow the local authority and police procedure
- Ofsted will be contacted and informed of any incidents
- With incidents of this nature parents, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention, staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced



## Recruitment, Selection and Suitability of Staff Policy

At Crossley Mill Holiday Club we are vigilant in our recruitment procedures aiming to ensure that all people looking after children are suitable to fulfil the requirements of their role. We are committed to ensuring that all staff, including students, volunteers and any agency or supply staff are suitable to fulfil the requirements of their role in order to work with, or be in regular contact with, children.

We have effective systems in place to ensure that practitioners and any other person who may have regular contact with children are suitable, as part of the recruitment process as well as monitoring continued suitability, as part of regular staff and/or student supervision.

Every time we recruit a new member of staff to join our team, we follow these procedures:

### 1. Legal requirements

- We abide by all legal requirements relating to safer recruitment set out in the Statutory Framework regulations, including our legal responsibilities under the Equality Act 2010
- We also follow any requirements or guidance given by the Disclosure and Barring Service (DBS) in relation to carrying out checks. We abide by the employer's responsibilities by informing the DBS of any changes to the suitability of our staff, whether this member of staff has left the Holiday Club or is still under investigation. Please refer to the Safeguarding Children and Child Protection Policy for further information.

### 2. Advertising

- We use our website, HebWeb, Facebook and other reputable websites to advertise for any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safer recruitment procedures, including an enhanced DBS check and at least two independent references for every new employee. We also include the requirement for an additional criminal records check (or checks if more than one country) for anyone who has lived or worked abroad.

### 3. Interview stage

- We shortlist all suitable candidates against pre-set specification
- All shortlisted candidates receive a job description, a person specification, the Equal Opportunity Monitoring Form and a request for identification prior to the interview
- The Manager decides the most appropriate people for the interview panel. There will be at least two people involved in the overall decision making
- At the start of each interview all candidates' identities are checked using, for example, their passport and/or photo card driving licence. All candidates are required to prove they are eligible to work in the UK. The interview will also cover any gaps in the candidate's employment history
- All candidates reaching the interview stage are questioned using the same set criteria and questions. These cover specific areas of safeguarding the children in their care, planning suitable activities to enhance the child's experience and their understanding of the legal frameworks applied to childcare and used in the Holiday Club. The questions are value based and will ensure the candidate has the same values as the Holiday Club with regards to the safety and welfare of the children in their care
- Candidates will be given a score for their answers including a score for their individual experience and qualifications
- In addition, the Manager may choose to carry out an online search for every shortlisted candidate. This may help identify any incidents or issues publicly available online, which may be explored with the applicant at interview

- The Manager and Deputy will then select the most suitable person for this position based on these scores and their knowledge and understanding childcare, as well as the needs of the Holiday Club
- Every candidate will receive communication from the Holiday Club stating whether they have been successful or not. Unsuccessful candidates are offered feedback.

**4. Starting work**

- The successful candidate will be offered the position subject to at least two references from previous employment or, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences. We will:
    - not accept open references e.g. to whom it may concern, nor rely on applicants to obtain their reference
    - ensure any references are from the candidate's current employer, training provider or education setting and have been completed by a senior person with appropriate authority
    - not accept references from a family member
    - obtain verification of the individual's most recent relevant period of employment where the applicant is not currently employed
    - secure a reference from the relevant employer from the last time the applicant worked with children (if not currently working with children). If the is from their current employer, training provider or education setting
    - ensure electronic references originate from a legitimate source
    - contact referees to clarify content where information is vague or insufficient information is provided
    - compare the information on the application form with that in the reference and take up any discrepancies with the candidate
    - establish the reason for the candidate leaving their current or most recent post, and
    - ensure any concerns are resolved satisfactorily before appointment is confirmed.

- The successful candidate will be asked to provide proof of their qualifications, where applicable. All qualifications will be checked and copies taken for their personnel files where applicable
- Prior to employment but after the job has been offered, a health check questionnaire will be given to the employee and its results will be taken into account in making an overall decision about suitability. The Holiday Club reserves the right to take any further advice necessary in relation to a person's physical and mental fitness to carry out their role.
- All new starters, other than those who have registered for the continuous updating service (see below), will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated before the member of staff commences work in the Holiday Club and they will not have unsupervised access to any child or children's records before this check comes back clear. Further to this, without an up-to-date enhanced DBS check, the new starter will not be allowed to take photographs of any child, look at their learning and development log or change the nappy of any child (whether supervised or not)
- An additional criminal records check (or checks if more than one country) should also be made for anyone who has lived or worked abroad
- The Holiday Club will record and retain details about individuals, including staff qualifications, identity checks carried out and the vetting process / references completed. This will include the DBS reference number, the date the disclosure was obtained and details of who obtained it. The Holiday Club will not retain copies of the disclosure itself once the employment decision is taken
- There may be occasions when a DBS check is not clear, but the individual is still suitable to work with children. This will be treated on an individual case basis and at the Manager's or Board's discretion taking the following into account:
    - seriousness of the offence or other information
    - accuracy of the person's self-disclosure on the application form
    - nature of the appointment including levels of supervision

  - age of the individual at the time of the offence or other information
  - the length of time that has elapsed since the offence or other information
  - relevance of the offence or information to working or being in regular contact with children
- If the individual has registered on the DBS system since 17 July 2013, Managers may use the update service with the candidate's permission instead of carrying out an enhanced DBS check
- New starters are required to sign (either application form, contract or separate form) to state that they have no criminal convictions, court orders or any other reasons that disqualify them from working with children or identify that they are unsuitable to do so
- All new members of staff will undergo an induction period during which time they will read and discuss the Holiday Club policies and procedures and be assigned a supervisor who will introduce them to the way in which the Holiday Club operates
- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding Children and Child Protection Policy, Lock Down Policy, Inclusion and Equality Policy, and Health and Safety Policies.
- New staff members will have a probationary period for the first 3 months of work during which suitability for the position to which they have been appointed will be assessed. The Holiday Club reserves the right to extend the probationary period if necessary
- The new member of staff will have regular meetings with their supervisor during their induction period to discuss their progress, support required and/or further training and professional development opportunities will be offered where necessary.

**5. Delayed DBS checks**

- Where possible, staff will have the checks completed prior to starting employment. As long as the DBS check has been applied for, if there are delays in the results coming through, staff may work in the Holiday Club before these checks are completed as a last resort, but they must be supervised at all times by staff who already hold an enhanced check. All Holiday Club staff will be informed of any staff awaiting enhanced DBS clearance
- Staff awaiting these checks will **never**:

  - Be left unsupervised whilst caring for children
  - Take children for toilet visits unless supervised by staff holding an enhanced check
  - Be left alone in a room or outside with children
  - Administer medication
  - Administer first aid
  - Take photographs of any children
  - Have access to children's personal details and records

- While adhering to the above list, we recognise that it is vital that the staff member awaiting an enhanced disclosure is made to feel part of the team and we support them in participating fully in every other aspect of the Holiday Club day.

**6. Ongoing support and checks**

- All staff are responsible for notifying the Manager in person if there are any changes to their circumstances that may affect their suitability to work with children. This includes any incidents occurring outside the Holiday Club. Staff will face disciplinary action should they fail to notify the Manager **immediately.** Staff are also asked to declare this in each supervision meeting.
- We act on any information that comes to our attention that suggests someone may no longer be suitable for their role

- All members of staff will update a health questionnaire on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties. This will also be discussed at staff supervisions and review meetings. Management may require this more regularly where health circumstances change.
- The Holiday Club Manager will review any significant changes to an individual's circumstances that may suggest they are no longer suitable to work with children and take appropriate action to ensure any unsuitable or potentially unsuitable employee does not have unsupervised contact with children until the matter is resolved. Please see the Disciplinary Procedure for further details
- Every member of staff will have two meetings a year with their supervisor: a formal appraisal and a more informal review at one of the 8-weekly supervision meetings. This will provide an opportunity for the Management Team and staff member to discuss training needs for the following six months as well as evaluate and discuss their performance in the previous six months.
- The Manager will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, ongoing supervision, work-based observations and constructive feedback.
- We will ensure staff receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the Nursery
- The Holiday Club will provide appropriate opportunities for all staff to undertake professional development and training to help improve the quality of experiences provided for children.

**7. Students and Agency/Supply Staff**

- All students will receive an interview to ensure they are suitable for the Holiday Club and an induction process to ensure they fully understand and are able to implement the Holiday Club procedures, working practices and values
- All students will be fully supervised to ensure they receive the appropriate support, training and information they may require
- We request confirmation that all necessary checks have been completed by the agency before using any supply or agency staff. Once checks are obtained we record the DBS check reference number, the date the check was obtained and details of who obtained it
- We have a short induction prior to agency staff working with the children. It is our policy that all agency and supply staff are fully supervised and not left alone with children

Students on long term placements and volunteers (aged 17 or over) and staff working as apprentices inc childcare (aged 16 or over) may be included in the ratios at the level below their level of study, if the provider is satisfied that they are competent and responsible.



## Restraint Policy

The purpose of this policy is to outline the procedures and guidelines for the use of physical restraint in our Holiday Club setting. The primary aim is to ensure the safety and welfare of children and staff, while minimizing the need for physical intervention.

This policy aims to create a safe, supportive environment where physical restraint is rarely needed and always handled with care and professionalism. In some exceptional circumstances it may be necessary to physically restrain a child in order to prevent:

- personal injury to themselves
- personal injury to another child or adult
- immediate danger of death to themselves

- immediate danger of death to another child or adult

Under these circumstances staff will not be in breach of the law and potential risks are considered when developing and implementing Use of Reasonable Force to Control or Restrain

**Definitions**

- Physical Intervention: Any method of physically intervening to resolve a difficult or dangerous situation.
- Physical Restraint: The use of force with the intention of restricting a child's movement against their will.

**Principles**

- Last Resort: Physical restraint should only be used as a last resort when all other strategies have failed.
- Safety First: The health and safety of the child must always be prioritized. Restraint should cease immediately if there are signs of distress or harm.
- Non-Punitive: Physical restraint must never be used as a form of punishment or to cause pain or humiliation.

**Guidelines for Use**

- Prevention and De-escalation: Staff should employ non-physical strategies to manage behaviour, such as de-escalation techniques and conflict resolution.
- Reasonable Force: Staff will make the judgement to physically restrain a child only when there is a real or potential danger. If restraint is necessary, only reasonable force should be used to ensure safety.
- Communication: Staff should communicate calmly and clearly with the child throughout any incident, preferably in a quiet area, explaining the reasons for restraint and reassuring them that it will stop once safety is ensured. They will be calmed and reassured by the staff. An explanation will be given to the child as to why they were restrained using language appropriate to their understanding.

**Prohibited Actions**

- Using force as a punishment.
- Actions that cause pain, injury, or humiliation (e.g., kicking, holding face down).
- Techniques identified as high risk, such as the 'double basket-hold' or 'nose distraction technique.

**Risk Management**

- Individual Plans: Children with known behavioural challenges should have individual risk assessments and behaviour plans developed in collaboration with parents/carers.
- Training: Staff should receive appropriate training in behaviour management and physical intervention techniques.

**Incident Reporting**

- All incidents involving physical restraint must be documented promptly and reviewed by management.
- Parents/carers should be informed about any incident involving their child.

**Complaints Procedure**

- Complaints regarding the use of restraint can be made to the Holiday Club Manager. These will be investigated according to disciplinary procedures.

**Legal Framework**

This policy aligns with relevant UK legislation, including Section 93 of the Education & Inspection Act 2006, which permits reasonable force to prevent harm.

**ANNEX A - Physical Restraint Incident Report Form**

**Child Information**

| | |
|---|---|
| **Child's Name:** | |
| **Date of Birth:** | |
| **Date of Incident:** | |
| **Time of Incident:** | |

**Staff Involved**

| | |
|---|---|
| **Name of staff member(s) using restraint:** | |
| **Names of staff witnesses:** | |

**Incident Details**

| | |
|---|---|
| **Location of incident:** | |
| **Trigger for incident:** | |
| **De-escalation techniques used before restraint:** | |
| **Reason for using physical restraint** | |

**Restraint Information**

| | |
|---|---|
| **Type of restraint used:** | |
| **Duration of restraint:** | |
| **Description of restraint technique:** | |

**Outcome**

| | |
|---|---|
| **Any injuries to child or staff:** | |
| **Medical attention required (Yes/No):** | |
| **If yes, details of medical attention:** | |

**Post-Incident Actions**

| | |
|---|---|
| **Parents/carers notified (Date and time):** | |

| | |
|---|---|
| **Debriefing with child (Date and time):** | |
| **Debriefing with staff (Date and time):** | |

**Follow-up**

| | |
|---|---|
| **Behaviour management plan updated:** | |
| **Risk assessment reviewed:** | |
| **Additional support or training needed:** | |

**Signatures**

| | |
|---|---|
| **Staff member completing form:** | **Name:**<br>**Signature:** |
| **Manager review:** | **Name:**<br>**Signature:** |
| **Date of review:** | |



## Safeguarding Children & Child Protection Policy

**CONTENTS**

PART 1: Safeguarding children and child protection procedures
PART 2: Definitions of abuse
PART 3: Reporting procedures
PART 4: Recruitment, selection, induction and training
ANNEX A – Safeguarding Reporting Procedure
ANNEX B – Welfare Concern Log Sheet

**Introduction**

Crossley Mill Holiday Club is dedicated to the support, development and promotion of high-quality care and education for the benefit of our children, families and community. We are committed to safeguarding children and promoting their welfare.

All staff, students and volunteers have a responsibility for safeguarding children, being vigilant and identifying and reporting any safeguarding concerns, in line with this and supporting policies, including:

| | |
|---|---|
| ICT Policy | Behaviour Management Policy |
| Information Sharing Polices | Suitable Persons & Safe Recruitment Policy |
| Equal Opportunities Policy | Special educational needs and disabilities (SEND) policy |
| Departures / Uncollected Child Policy | Staff Code of Conduct & Monitoring Policy |
| Lockdown Policy | Suitable Persons & Safe Recruitment Policy |
| Lost Child Policy & Procedure | Visitors Policy |

| | |
|---|---|
| ICT Policy | Student Policy |
| Visitors Policy | |

We ensure all staff, students and volunteers have the necessary knowledge and skills to carry out their duties and have sufficient understanding of how this policy and procedures support them in promoting and safeguarding the welfare of children. This is achieved through effective recruitment and induction processes and by offering ongoing training and support to all staff, appropriate to their specific role.

Management and Holiday Club Team Leaders all carry out their Safeguarding Level 3 training via our online training platform, Noodle Now.

Our Designated Safeguarding Lead (DSL) completes the Advanced Safeguarding and Designated Safeguarding Lead Course. This course provides comprehensive safeguarding information for the DSL working with 0 - 5-year-olds. It includes information on how to build a safe organisational culture, how to refer and escalate concerns, how to manage and monitor allegations of abuse and the importance of ensuring internet safety and safer recruitment. The course advises on staff training and policies, child absences and whistleblowing.

All Level 2 and Level 3 Eary Years Practitioners carry out Safeguarding Level 2 training via our online training platform, Noodle Now.

The Safeguarding Children Course (Level 2) provides important information for all those working with 0 - 5-year-olds. It examines what safeguarding children means, current legislation, recognising signs of abuse, safeguarding roles, procedures, documentation, child absences and whistleblowing

All training is renewed at least every 3 years, or sooner if there have been any changes to legislation. Safeguarding is discussed during every staff meeting and staff supervision.

This policy is reviewed annually to ensure it remains in line with statutory guidance. Its effectiveness is monitored through staff and stakeholder reviews, appraisals and feedback to ensure appropriate knowledge and awareness is in place.

It is the responsibility of every staff member, student and volunteer to report any breaches of this policy to the Designated Safeguarding Lead (DSL).

**Policy intention**

The policy makes it clear that all staff, students and volunteers have a responsibility to safeguard children and young people and to protect them from harm. It aims to raise awareness of how to safeguard and promote the welfare of children and provides procedures should a child protection issue arise.

This policy applies to all children up to the age of 18 years whether living with their families, in state care, or living independently (*Working together to safeguard children*, 2023).

Safeguarding and promoting the welfare of children, in relation to this policy, is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care

- Taking action to enable all children to have the best outcomes.

(*Working together to safeguard children*, 2023)

Child protection is an integral part of safeguarding children and promoting their overall welfare. In this policy, child protection shall mean:

- The activity that is undertaken to protect specific children who are suffering, or are at risk of suffering, significant harm.

To safeguard children and promote their welfare we will:

- Develop a safe culture where staff are confident to raise concerns about professional conduct
- Ensure all staff are able to identify the signs and indicators of abuse, including the softer signs of abuse, and know what action to take
- Understand and be sensitive to factors, including economic and social circumstances and ethnicity, which can impact children and families' lives
- Share information with other agencies as appropriate.

We promote:

- Always listening to children
- Positive images of children
- Children developing independence and autonomy as appropriate for their age and stage of development
- Safe and secure environments for children
- Tolerance and acceptance of different beliefs, cultures and communities
- British values
- Providing intervention and help for children and families in need.

We have a duty to act quickly and responsibly in any instance that may come to our attention. If in any doubt about what constitutes a safeguarding concern, refer to the Designated Safeguarding Lead (DSL). If there is a concern, never do nothing (Laming, 2009), always do something, including sharing information with any relevant agencies. Safeguarding is everybody's responsibility.

The Holiday Club aims to:

- Keep the child at the centre of all we do, providing sensitive interactions that develop and build children's well-being, confidence and resilience. We will support children to develop an awareness of how to keep themselves safe, healthy and develop positive relationships
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND), isolated families and vulnerabilities in families, including the impact of the toxic trio on children and Adverse Childhood Experiences (ACEs). The toxic trio is used to describe the three issues of: domestic abuse, mental ill health, and substance misuse.
- Ensure that all staff feel confident and supported to act in the best interest of the child, maintaining professional curiosity around welfare of children, sharing information, and seeking help that a child may need at the earliest opportunity
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local and/or national procedures, including thorough annual safeguarding updates. Staff training records are recorded.
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by our Local Authority, Calderdale Council
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Ensure that staff identify, minimise and manage risks while caring for children

- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children including reporting such allegations to Ofsted and other relevant authorities
- Ensure parents are fully aware of our safeguarding and child protection policies and procedures when they register with the Holiday Club and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by our Local Authority, Calderdale Council**.**

**Designated Safeguarding Lead (DSL)**

The DSL has overall responsibility for the Safeguarding children and child protection policy and procedures. It is their role to ensure that the policy and procedures are implemented to safeguard and promote the welfare of children. They are responsible for coordinating safeguarding and child protection training for staff across the organisation.

There is always at least one designated person on duty during the opening hours of the setting. The designated persons receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year. They in turn support the ongoing development and knowledge of the staff team with regular safeguarding updates.

| | |
|---|---|
| **Designated Safeguarding Lead** | Sarah Sykes |
| **Deputy Designated Safeguarding Lead** | Ryan Harris and Georgina Smythe |

In the unlikely event of the DSL or Deputy DSL absence and to ensure immediate action can be taken, concerns should be referred to the Crossley Mill Holiday Club Safeguarding Coordinator trustee (Oliver Sparasci) or contact the Local Safeguarding Partnership (LSP) at Calderdale Council.

**The role of the DSL**

The role of the DSL is to:

- Monitor and update the Safeguarding children and child protection policy and procedures in line with new legislation and to ensure it is effective. This will be done by making sure that everyone understands the correct procedures during staff meetings, room meetings and supervisions.
- Ensure updates and new legislation are reflected in our services as soon as they are known
- Act as a source of support, advice and expertise for all staff, students, volunteers, children and parents who have child protection concerns
- Ensure detailed, accurate, secure written records of concerns and referrals
- Review all written safeguarding reports
- Assess information provided promptly, carefully and refer as appropriate to external agencies
- Provide signposting to other organisations
- Consult with statutory child protection agencies and regulatory bodies where required
- Make formal referrals to statutory child protection agencies or the police, as required.

In addition, the DSL is required to:

- Keep up-to-date with good practice and national requirements for safeguarding and child protection
- Provide information on safeguarding and child protection for the setting
- Raise awareness of any safeguarding and child protection training needs and implement where necessary
- Retain up-to-date knowledge of the role of the local safeguarding partnership arrangements and local child protection procedures.

The DSL does not investigate whether or not a child has been abused or investigate an allegation or disclosure. Investigations are for the appropriate authorities, usually the police and social services.

**Sharing low-level concerns**

On occasion, inappropriate, problematic or concerning behaviour by staff or other adults is observed but does not meet the threshold for significant harm. This may be classed as a 'low-level' concern, although this does not mean that it is insignificant.

We define a low-level concern as:

- Any concern, no matter how small, that an adult working with children may have acted in a way that is inconsistent with our Staff Code of Conduct & Monitoring Policy
- including inappropriate behaviour outside of work
- A concern that may be a sense of unease or a 'nagging doubt' and does not meet the harm threshold or is serious enough to refer to the LADO.

We encourage a culture of openness, trust and transparency, with clear values and expected behaviour, monitored and reinforced by all staff. All concerns or allegations, however small, will be shared and responded to. All concerns will be shared with the DSL, or other nominated person, as in our reporting procedures. We encourage concerns to be shared as soon as reasonably practicable and preferably within 24 hours of becoming aware of it. However, it is never too late to share a low-level concern.

It is not expected that staff will be able to determine whether the behaviour in question is a concern, complaint or allegation before sharing the information. If the DSL is in any doubt as to whether the information meets the harm threshold, they will consult the LADO.

- Occasionally a member of staff may find themselves in a situation which could be misinterpreted or appear compromising to others. If this occurs, staff are encouraged to self-report to the DSL. Equally, a member of staff may have behaved in a manner which, on reflection, falls below the standards set in our Staff Code of Conduct & Monitoring Policy.

If this occurs, staff are encouraged to self-report to the DSL. We encourage staff to be confident to self-refer and believe it reflects awareness of our standards of conduct and behaviour.

When the DSL receives the information, they will need to determine whether the behaviour:

- Meets, or may meet, the harm threshold (and so contact the LADO)
- Meets the harm threshold when combined with previous low-level concerns (and so contact the LADO)
- Constitutes a 'low-level' concern
- Is appropriate and consistent with the law and our Staff Code of Conduct & Monitoring Policy

The DSL will make appropriate records of all information shared, including:

- With the reporting person
- The subject matter of the concern
- Any relevant witnesses (where possible)
- Any external discussions such as with the Local Safeguarding Partnership or LADO
- Their decision about the nature of the concern
- Their rationale for that decision
- Any action taken.

This constitutes a record of low-level concern. We retain all records of low-level concerns in a separate low-level concerns file, with separate concerns regarding a single individual kept as a chronology. These records are kept confidential and held securely, accessed only by those who have appropriate authority. Records will be retained in line with our Retention Policy.

If the low-level concern raises issues of misconduct, then appropriate actions following our Disciplinary procedures will be taken. Records will be kept in personnel files as well as in the low-level concerns file.

**Monitoring children's attendance**

As part of our requirements under the statutory framework we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

We will follow up on absences in a timely manner. If a child is absent for a prolonged period of time, or if a child is absent without notification from the parent or carer, we will make attempts to contact the child's parents/carers and alternative emergency contacts.

We will consider patterns and trends in a child's absences and their personal circumstances and use our professional judgement when deciding if the child's absence should be considered as prolonged.

We will also take into consideration the child's vulnerability, parents/carers' vulnerability and their home life. We will refer any concerns to the local children's social care services and/or a police welfare check requested.

As per our Attendance Policy, expectations for reporting child absences and the actions we will take if a child is absent without notification or for a prolonged period of time, are as follows:

1. We ask parents to inform the Holiday Club prior to their children taking holidays or days off, and all incidents of sickness absence should be reported to the Holiday Club the same day, so the Holiday Club Management are able to account for a child's absence.
2. If a child is absent and we are informed of their reason for absence this will be recorded on the register
3. We will maintain a record if a child is absent without notification or for a prolonged period of time
4. If a child is absent without an explanation and has not arrived at Holiday Club by 10.00am, (or by 2.00pm for afternoon sessions), contact will be made to the main carer to establish the reason for the absence via priority and secondary numbers, e.g. home and work, to ensure the child is safe and healthy.
5. If no contact is made, then we will contact any second main carer, and if no response, contact the emergency contact numbers.
6. If contact cannot be established, then we contact an external agency to establish all parties are safe. If contact is still not established, we would assess if it would be appropriate to contact relevant authorities, in order for them to investigate further. In more urgent cases, the police may be contacted to carry out a welfare check.
7. In other circumstances, we will use our professional judgement to decide whether a child's absence should be considered as prolonged or a concern.
8. Where a child is part of a Child Protection Plan, or during a referral process, any absences will immediately be reported to the Local Authority Children's Social Care Team to ensure the child remains safe and well.

**Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Authority children's social care team, police or LADO does not allow this to happen.

This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

**Support to families**
The Holiday Club takes every step in its power to build up trusting and supportive relationships among families, staff, students and volunteers within the nursery.

The Holiday Club will continue to welcome a child and their family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

**Confidentiality**
Confidentiality must not override the right of children to be protected from harm. However, every effort will be made to ensure confidentiality is maintained for all concerned if an allegation has been made and is being investigated.

If uncertain about whether sensitive information can be disclosed to a third party, contact the DSL or the LADO. They will provide advice about the particulars relating to each individual case, including information which can and cannot be shared.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent, child or member of staff.

**Record keeping and data protection**
Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate and in line with guidance of the Local Authority with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

The Holiday Club keeps appropriate records to support the early identification of children and families which would benefit from early help. Factual records are maintained in a chronological order with parental discussions. Records are reviewed regularly by the DSL to look holistically at identifying children's needs.

Our confidentiality policy will be applied with regards to any information received from an individual. Only persons involved in the investigation should handle this information although any investigating body will have access to all information stored in order to support an investigation.

**PART 2: Definitions of abuse**

**Definition of significant harm**
The Children Act 1989 introduced the concept of significant harm as *'the threshold that justifies compulsory intervention in family life in the best interests of children'*. It gives LAs a duty to make enquires to decide whether they should take action to safeguard or promote the welfare of a child who is suffering, or likely to suffer, significant harm.

Whilst there are no absolute criteria to rely on when judging what constitutes significant harm, consideration should be given to:

- The severity of the ill-treatment, including the degree of harm
- The extent and frequency of abuse and/or neglect
- The impact this is likely to have, or is having, on the child involved.

This may be a single traumatic event, such as a violent assault, suffocation or poisoning, or it can be a combination of events (both acute and long-standing) that impairs the physical, intellectual, emotional, social or behavioural development of the child.

**Definitions of abuse and neglect**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or, more rarely, a stranger. Perpetrators of abuse can be an adult, or adults, another child or children.

(*What to do if you're worried a child is being abused: Advice for practitioners*, 2015 and *Working together to safeguard children*, 2023)

The signs and indicators listed below may not necessarily indicate that a child has been abused, but can help to indicate that something may be wrong, especially if a child shows a number of these symptoms, or any of them to a marked degree.

**Indicators of child abuse**

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

**Emotional states:** Fearful, withdrawn, low self-esteem.

**Behaviour:** Aggressive, habitual body rocking.

**Interpersonal behaviours:**

- Indiscriminate contact or affection seeking
- Over-friendliness to strangers including healthcare professionals
- Excessive clinginess, persistently resorting to gaining attention
- Demonstrating excessively 'good' behaviour to prevent parent disapproval
- Failing to seek or accept appropriate comfort or affection from an appropriate person when significantly distressed
- Coercive controlling behaviour towards parents
- Lack of ability to understand and recognise emotions
- Very young children showing excessive comforting behaviours when witnessing parental or carer distress.

**Child-on-child abuse**

Child-on-child abuse is also known as peer-on-peer abuse; children are included as potential abusers in our policies. Child-on-child abuse may take the form of bullying, physically hurting another child, emotional abuse

or sexual abuse. Reporting procedures in these instances remain the same although additional support from relevant agencies may be required to support both the victim and the perpetrator. Children who develop harmful behaviours are also likely to be victims of abuse or neglect.

If **child-on-child abuse** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Physical abuse**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

If **physical abuse** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Fabricated or induced illness (FII)**

This abuse is when a parent fabricates the symptoms of, or deliberately induces, illness in a child. The parent may seek out unnecessary medical treatment or investigation. They may exaggerate a real illness and symptoms, or deliberately induce an illness through poisoning with medication or other substances, or they may interfere with medical treatments. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

**FII** is a form of **physical abuse** and any concerns must be reported in line with our safeguarding procedures.

**Female genital mutilation (FGM)**

FGM is a procedure where the female genital organs are injured or changed with no medical reason. The procedure may be carried out shortly after birth, during childhood or adolescence, just before marriage or during a woman's first pregnancy, according to the community.

It is frequently a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, difficulties in childbirth, causing danger to the child and mother, and/or death (definition taken from the *Multi-agency statutory guidance on female genital mutilation*). Other consequences include shock, bleeding, infections (tetanus, HIV and hepatitis B and C) and organ damage.

**FGM** is a form of **physical abuse** and any concerns must be reported in line with our safeguarding procedures. In addition, there is a mandatory duty to report to police any case where an act of FGM appears to have been carried out on a girl under the age of 18.

**Breast ironing or breast flattening**

Breast ironing, also known as breast flattening, is a process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or to delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage. These actions can cause serious health issues such as abscesses, cysts, itching, tissue damage, infection, discharge of milk, dissymmetry of the breasts, severe fever.

**Breast ironing/flattening** is a form of **physical abuse** and any concerns must be reported in line with our safeguarding procedures.

**Emotional abuse**

*Working together to safeguard children* (2018) defines emotional abuse as 'the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on
the child's emotional development.' Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur separately.

Examples of emotional abuse include:

- Conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person
- Not giving a child opportunity to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate
- Age or developmentally inappropriate expectations being imposed, such as interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction
- Serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children
- A child seeing or hearing the ill-treatment of another.

A child may also experience emotional abuse through witnessing domestic abuse or alcohol and drug misuse by adults caring for them. In England, The Domestic Abuse Act (2021) recognises in law that children are victims of emotional abuse if they see, hear or otherwise experience the effects of domestic abuse.

Signs and indicators may include delay in physical, mental and/or emotional development, sudden speech disorders, overreaction to mistakes, extreme fear of any new situation, neurotic behaviour (rocking, hair twisting, self-mutilation), extremes of passivity or aggression, appearing to lack confidence or self-assurance.

If **emotional abuse** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Sexual abuse**

Sexual abuse involves forcing, or enticing, a child to take part in sexual activities. Sexual abuse does not necessarily involve a high level of violence and includes whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse.

Sexual abuse can take place online and technology can be used to facilitate offline abuse. Adult males are not the sole perpetrators of sexual abuse; women also commit acts of sexual abuse, as do other children. This policy applies to all children up to the age of 18 years.

Action must be taken if staff witness symptoms of sexual abuse including a child indicating sexual activity through words, play or drawing, having an excessive preoccupation with sexual matters or having an inappropriate knowledge of adult sexual behaviour, or language, for their developmental age. This may include acting out sexual activity on dolls or toys or in the role-play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words.

Additional signs of emotional and physical symptoms are shown below.

| Emotional signs | Physical signs |
|---|---|
| • Being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age or stage of development<br>• Personality changes, such as becoming insecure or clingy<br>• Regressing to younger behaviour patterns, such as thumb sucking or bringing out discarded cuddly toys<br>• Sudden loss of appetite or compulsive eating<br>• Being isolated or withdrawn<br>• Inability to concentrate<br>• Lack of trust or fear of someone they know well, such as not wanting to be alone with a carer<br>• Becoming worried about clothing being removed. | • Bruises<br>• Bleeding, discharge, pains or soreness in their genital or anal area<br>• Sexually transmitted infections<br>• Pregnancy. |

If **sexual abuse** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Neglect**

*Working together to safeguard children (2023)* defines neglect as 'the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.'

Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve adults involved in the care of the child failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect them from physical harm or danger
- Ensure adequate supervision (including the use of inadequate caregivers)
- Ensure access to appropriate medical care or treatment
- Respond to their basic emotional needs.

Signs of neglect include a child persistently arriving at Holiday Club unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving at Holiday Club in the same nappy they went home in, or a child having an illness or identified special educational need or disability that is not being addressed. A child may be persistently hungry if a caregiver is withholding, or not providing enough, food. A child who is not receiving the attention they need at home may crave it from other adults, such as at Holiday Club or school.

If **neglect** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Domestic abuse**

The definition of domestic abuse from the Domestic Abuse Act, 2021 is:

Behaviour of a person (A) towards another person (B) is 'domestic abuse' if:

- A and B are each aged 16 or over and are personally connected to each other
- The behaviour is abusive.

Behaviour is 'abusive' if it consists of any of the following:

- Physical or sexual abuse
- Violent or threatening behaviour
- Controlling or coercive behaviour
- Economic abuse (any behaviour that has a substantial adverse effect on B's ability to acquire, use or maintain money or other property and/or obtain goods or services)
- Psychological, emotional or other abuse.

It does not matter whether the behaviour consists of a single incident or a course of conduct.

Domestic abuse can happen to anyone regardless of gender, age, social background, religion, sexuality or ethnicity and domestic abuse can happen at any stage in a relationship.

Signs and symptoms of domestic abuse include:

- Changes in behaviour (for example, becoming very quiet, anxious, frightened, tearful, aggressive, distracted, depressed etc.)
- Visible bruising or single, or repeated, injury with unlikely explanations
- Change in the manner of dress (for example, clothes to hide injuries that do not suit the weather)
- Stalking, including excessive phone calls or messages
- Partner or ex-partner exerting an unusual amount of control or demands over work schedule
- Frequent lateness or absence from work.

All children can witness and be adversely affected by domestic abuse in the context of their home life. Exposure to domestic abuse and/or violence can have a serious, long lasting emotional and psychological impact on children.

Where incidents of domestic abuse are shared by our own staff, students or volunteers we will respect confidentiality at all times and not share information without their permission. However, we will share this information, without permission, in cases of child protection or where we believe there is an immediate risk of serious harm to the person involved.

If **domestic abuse** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Contextual safeguarding**

As young people grow and develop, they may be vulnerable to abuse or exploitation from outside their family. These extra-familial threats might arise at school and other educational establishments, from within peer groups, or more widely from within the wider community and/or online.

As part of our safeguarding procedures we will work in partnership with parents and other agencies to work together to safeguard children and provide the support around contextual safeguarding concerns.

**Child sexual exploitation (CSE) and Child criminal exploitation (CCE)**
Both CSE and CCE are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in sexual or criminal activity, in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CSE and CCE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation *(Keeping children safe in education,* 2022).

**Child sexual exploitation (CSE)**
CSE is where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into **sexual** activity. The victim may have been sexually exploited even if the sexual activity appears consensual. CSE does not always involve physical contact; it can also occur through the use of technology and may be without the child's immediate knowledge such as through others copying videos or images they have created and posted on social media.

Signs and symptoms include:

- Physical injuries such as bruising or bleeding
- Having money or gifts they are unable to explain
- Sudden changes in their appearance
- Becoming involved in drugs or alcohol, particularly if it is suspected they are being supplied by older men or women
- Becoming emotionally volatile (mood swings are common in all young people, but more severe changes could indicate that something is wrong)
- Using sexual language beyond that expected for their age or stage of development
- Engaging less with their usual friends
- Appearing controlled by their phone
- Switching to a new screen when you come near the computer
- Nightmares or sleeping problems
- Running away, staying out overnight, missing school
- Changes in eating habits
- Talk of a new, older friend, boyfriend or girlfriend
- Losing contact with family and friends or becoming secretive
- Contracting sexually transmitted diseases.

**Child Criminal Exploitation (CCE)**
CCE is where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child into any **criminal** activity. The victim may have been criminally exploited even if the activity appears consensual. CCE does not always involve physical contact; it can also occur through the use of technology.

Other examples include children being forced to work in cannabis factories, being coerced into moving drugs or money across the country forced to shoplift or pickpocket, or to threaten other young people. Signs and symptoms of CCE are similar to those for CSE.

If **CSE** or **CCE** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**County Lines**

The National Crime Agency (NCA) defines county lines as gangs and organised criminal networks involved in exporting illegal drugs from big cities into smaller towns, using dedicated mobile phone lines or other form of 'deal line.' Customers live in a different area to the dealers, so drug runners are needed to transport the drugs and collect payment.

Perpetrators often use coercion, intimidation, violence (including sexual violence) and weapons to ensure compliance of victims. A child is targeted and recruited into county lines through schools, further and higher educational institutions, pupil referral units, special educational needs schools, children's homes and care homes.

Signs and symptoms include:

- Changes in dress style
- Unexplained, unaffordable new things (for example, clothes, jewellery, cars etc.)
- Missing from home or school and/or significant decline in performance
- New friends with those who don't share any mutual friendships with the victim, gang association or isolation from peers or social networks
- Increase in anti-social behaviour in the community including weapons
- Receiving more texts or calls than usual
- Unexplained injuries
- Significant changes in emotional well-being
- Being seen in different cars or taxis driven by unknown adults
- A child being unfamiliar with where they are.

**Cuckooing**

Cuckooing is a form of county lines crime. In this instance, the drug dealers take over the home of a vulnerable person in order to criminally exploit them by using their home as a base for drug dealing, often in multi-occupancy or social housing properties.

Signs and symptoms include:

- An increase in people, particularly unknown people, entering or leaving a home or taking up residence
- An increase in cars or bikes outside a home
- A neighbour who hasn't been seen for an extended period
- Windows covered or curtains closed for a long period
- Change in resident's mood and/or demeanour (for example, secretive, withdrawn, aggressive or emotional)
- Substance misuse and/or drug paraphernalia
- Increased anti-social behaviour.

If involvement in **county lines** is suspected, then any concerns must be reported in line with our safeguarding procedures.

If **cuckooing** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Child trafficking and modern slavery**
Child trafficking and modern slavery is when children are recruited, moved, transported and then exploited, forced to work or are sold.

For a child to have been a victim of trafficking there must have been:

- *Action*: recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation
- *Purpose*: sexual exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs.

Modern slavery includes slavery, servitude and forced or compulsory labour and child trafficking. Victims of modern slavery are also likely to be subjected to other types of abuse such as physical, sexual and emotional abuse.

Signs and symptoms for children include:

- Being under control and reluctant to interact with others
- Having few personal belongings, wearing the same clothes every day or wearing unsuitable clothes
- Being unable to move around freely
- Appearing frightened, withdrawn, or showing signs of physical or emotional abuse.

If **child trafficking** or **modern slavery** are suspected, then any concerns must be reported in line with our safeguarding procedures.

**Forced marriage**
A forced marriage is defined as 'a marriage in which one, or both spouses, do not consent to the marriage but are coerced into it. Duress can include physical, psychological, financial, sexual and emotional pressure.'

Where incidents of forced marriage are shared by our own staff, students or volunteers, we will respect confidentiality at all times and not share information without their permission. However, we will share this information without permission in cases of child protection, or where we believe there is an immediate risk of serious harm to the person involved.

If it is suspected that a **forced marriage** is being planned, then any concerns must be reported in line with our safeguarding procedures.

**Honour based abuse (HBA)**
HBA is described as 'incidents or crimes which have been committed to protect or defend the honour of the family and/or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing.' (*Keeping children safe in education*, 2022). Such abuse can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their 'honour' code. It is a violation of human rights and may be domestic, emotional and/or sexual abuse such as being held against their will, threats of violence or actual assault. It often involves wider family networks or community pressure and so can include multiple perpetrators.

Signs and symptoms of HBA include:

- Changes in how the child dresses or acts, such as not 'western' clothing or make-up
- Visible injuries, or repeated injury, with unlikely explanations
- Signs of depression, anxiety or self-harm
- Frequent absences
- Restrictions on friends or attending events.

Where incidents of HBA are shared by our own staff, students or volunteers, we will respect confidentiality at all times and not share information without their permission. However, we will share this information without permission in cases of child protection, or where we believe there is an immediate risk of serious harm to the person involved.

If **honour based abuse** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Child abuse linked to faith or belief (CALFB)**

Child abuse linked to faith or belief (CALFB) can happen in families when there is a concept of belief in:

- Witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs)
- The evil eye or djinns (traditionally known in some Islamic faith contexts) and dakini (in the Hindu context)
- Ritual or multi-murders where the killing of children is believed to bring supernatural benefits, or the use of their body parts is believed to produce potent magical remedies
- Use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation
- Children's actions are believed to have brought bad fortune to the family or community.

If **CALFB** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**Extremism and radicalisation**

Under the Counter-Terrorism and Security Act 2015, there is a duty to help prevent the risk of people becoming terrorists or supporting terrorism'. This includes safeguarding learners from extremist ideologies and radicalisation. This is known as the Prevent Duty.

Children can be exposed to different views and receive information from various sources and some of these views may be considered radical or extreme. Radicalisation is the way a person comes to support or be involved in extremism and terrorism; usually it's a gradual process so those who are affected may not realise what's happening. Radicalisation is a form of harm. The process may involve:

- Being groomed online or in person
- Exploitation, including sexual exploitation
- Psychological manipulation
- Exposure to violent material and other inappropriate information
- The risk of physical harm or death through extremist acts.

For further information visit The Prevent Duty website.

If **radicalisation or extremism** is suspected, then any concerns must be reported in line with our safeguarding procedures. This includes reporting concerns to the police.

**Online safety**

While the growth of internet and mobile device use brings many advantages, the use of technology has become a significant component of many safeguarding issues such as child sexual exploitation and radicalisation.

There are four main areas of risk associated with online safety:

- Content - being exposed to illegal, inappropriate or harmful material such as pornography, fake news, racist or radical and extremist views
- Contact - being subjected to harmful online interaction with other users such as commercial advertising or adults posing as children or young adults
- Conduct - personal online behaviour that increases the likelihood of, or causes, harm, such as making, sending and receiving explicit images and online bullying
- Commerce - risks such as online gambling, inappropriate advertising, phishing and or financial scams.

Report **online safety concerns** to the DSL and to the Child Exploitation and Online Protection Centre (CEOP): https://www.ceop.police.uk/Safety-Centre/
**Inappropriate content** received via email must be reported to the DSL and to the Internet Watch Foundation (IWF): https://www.iwf.org.uk/en/uk-report/

**Up skirting**

Up skirting is a criminal offence. It involves taking a picture of someone's genitals or buttocks under their clothing without them knowing, either for sexual gratification or in order to humiliate, or distress, the individual.

If **up skirting** is suspected, then any concerns must be reported in line with our safeguarding procedures.

**PART 3: Reporting procedures**

**Public interest disclosure (whistleblowing)**

Whistleblowing is the term used when a worker passes on information concerning wrongdoing. All safeguarding allegations, internal or external, current or historical, must be passed on the DSL. We will cooperate fully with the authorities involved and follow any guidance given.

We believe keeping children safe is the highest priority and if, for whatever reason, concerns cannot be reported to the DSL or deputy DSL, concerns can be reported anonymously to the NSPCC, the police or the LA social services safeguarding children team.

**Allegation against our staff**

An allegation against our staff may relate to a person who has:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children, or
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children.

We will make every effort to maintain the confidentiality of all parties while an allegation or concern is being investigated. Dealing with an allegation can be a difficult experience and, to support the staff member, a named person (usually the DSL or Deputy DSL) to liaise with will be offered. The timeframes for an investigation will follow the guidelines of other involved authorities.

We reserve the right to suspend a staff member until the investigation is concluded. Further action will be determined by the outcome of the investigation.

*Founded allegations* are considered gross misconduct, in accordance with our disciplinary procedures, and may result in the termination of employment. DBS will be informed to ensure their records are updated and Ofsted will be informed. We retain the right to dismiss any member of staff in connection with founded allegations following an inquiry.

All safeguarding records are kept until the person reaches normal retirement age or for 22 years, if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids unnecessary reinvestigation.

*Unfounded allegations* will result in all rights being reinstated. A return to work plan will be put in place for any member of staff returning to work after an allegation has been deemed unfounded. Individual support will be offered to meet the needs of the staff member and the nature of the incident such as more frequent supervisions, coaching and mentoring or external support services.

If the member of staff resigns during the investigation, we will inform DBS, Ofsted and the police, where appropriate, but this will not end the investigation.

**Support for staff during safeguarding incidents**
The DSL will support staff throughout any of the processes listed above and will signpost to the appropriate support should this be required.

Any member of staff who has concerns about the content of this policy and its procedures, should speak to the DSL as soon as possible. If any member of staff wishes to talk confidentially about any safeguarding concern or any other issue relating to child protection or personal circumstance, it is important to do this as soon as possible.

**Reporting procedure**
We will always act on behalf of the child and will do everything possible to ensure the safety and welfare of any child and so will take all allegations of potential abuse seriously. All concerns reported to staff will be pursued, regardless of the nature of the concern and to whom the allegation relates.

All staff have a responsibility to report safeguarding and child protection concerns and suspicions of abuse. These concerns will be discussed with the DSL as soon as possible.

**See ANNEX A for the Reporting Procedure**

**PART 4: Recruitment, selection, induction and training**

**Recruitment and selection**
Through the implementation of our Suitable Persons & Safe Recruitment Policy, we endeavour to prevent unsuitable people from becoming members of staff. Procedures include relevant checks, such as requesting references, establishing the identity of applicant and conducting criminal records disclosures. Where required,

staff and stakeholders have enhanced DBS checks. Clear person specification criteria and processes during the recruitment and selection process enable us to determine a candidate's suitability for the role.

We have specific responsibilities, as outlined in this policy, for any staff, apprentices, students and learners under the age of 18 whether living with their families, in state care, or living independently.

**Board members recruitment**
All existing and incoming board members complete a DBS check and a DBS certificate is obtained. Board members are subject to the OFSTED suitability check and EY2 registration. Board members are not employed by NAG and therefore do not work directly with the children. (Please refer to Board Member Policy for full roles and responsibilities).

**Induction and probation for staff**
As part of our induction process, all new workers will receive basic training on the Safeguarding children and child protection policy so they have the necessary knowledge and skills to safeguard and promote the welfare of children.

Within the first week of induction, all staff will receive a copy of the policy. It is the management team's responsibility to ensure and record that the new staff member understands it and is able to follow it. All safeguarding training must be completed by the end of the probationary period.

All staff are expected to keep their safeguarding knowledge and skills up-to-date and report any concerns they may have. We maintain records to ensure all staff have received the training they need to achieve their role.

**Learners on placements or in employment**
We hold responsibility for ensuring that learners on placement or in employment are familiar with and sign up to this policy and agree to work within this framework. Learners will receive a copy of the Safeguarding policy prior to starting their placement and will not be left unsupervised with the children.

Learners and students under the age of 18 will be protected as children. Risk assessments will be completed to ensure their safety and well-being are protected and supported during their employment or training period. If situations arise during employment or placement which identifies those aged 18 or under are at risk from abuse or neglect, we will contact the appropriate bodies to ensure the individual is safeguarded.

**Responding to and recording disclosures**
Staff, volunteers or students may receive a safeguarding disclosure. See the guidance below for responding to and reporting disclosures of abuse.

**Responding to a child's disclosure of abuse - what to do and say**

- Stay calm and listen carefully
- Try not to look shocked and reassure them that this is not their fault
- Find an appropriate opportunity to say that the information will need to be shared and do not promise to keep the information shared a secret
- Allow the child to continue at their own pace
- Only ask questions for clarification and avoid asking any questions that may suggest a particular answer
- Reassure the child that they have done the right thing, let them know what you will do next and with whom the information will be shared

- Record the disclosure in writing using the child's own words as soon as possible, but not while the child is talking
- Include the date and time, any names mentioned, the location, and to whom the information was given
- Sign and date the record, store it securely and refer the disclosure to the setting DSL and/or manager.

**Recording a case of disclosure or suspicions of abuse in the community**

If you observe a concern or receive a disclosure, make an objective record. Where possible include:

- Child's name and address
- Age of the child and date of birth
- Setting name and address
- Date and time of the observation or disclosure
- Details of the concern using factual information, including the exact words, if relevant
- Accurate details of the observation, including actions of the child or adult involved
- Accurate details of an injury or wound seen, including position and size
- The names of any other person present at the time
- Name of the person completing the report
- Name of the person to whom the concern was shared, with date and time.

Discuss the record with the setting DSL or manager and follow the procedures. We expect all members of staff and stakeholders to co-operate with relevant agencies to ensure the safety of children.

**Legal framework**

We adhere to all current legislation, as below:

Children and Social Work Act 2017
Criminal Justice and Court Services Act 2000
Female Genital Mutilation Act 2003 (as amended by the Serious Crime Act 2015)
Freedom of Information Act 2012
Keeping Children Safe in Education 2024
Safeguarding Vulnerable Groups Act 2006
The Childcare Act 2006
The Children Act 2004
The Children Act (England and Wales) 1989
The Equality Act 2010
The Counter-Terrorism and Security Act 2015 (the Prevent Duty)
The Data Protection Acts 1984, 1998 and 2018
The Domestic Abuse Act 2021 and 2024
The Human Rights Act 1998
The Police Act 1997
The Sexual Offences Act 2003
Working together to safeguard children 2023

Relevant non-statutory guidance:

| |
|---|
| Child sexual exploitation, DfE 2017<br>Information sharing, DfE 2024<br>What to do if you're worried a child is being abused, DfE 2024<br>Calderdale Safeguarding Children's Partnership guidance<br>Guidance for Safer Working Practice for Adults who work with Children and Young People in Education Settings (2019) |

**Useful contacts**

| **Setting** | |
|---|---|
| Main office | 01422 845 820 |
| DSL – Jessica Cracknell | 01422 845 820 |
| Deputy DSL – Sarah Sykes / Olivia McArdle | 01422 845 820 |
| Safeguarding Coordinator Trustee (Oliver Sparasci) | oli@sparasci.co.uk |
| Ofsted (England) | 0300 123 1231 |
| **Local Authority** | |
| Local Authority Designated Officer (LADO): | 01422 392897 / 07596 888147<br>ladoadmin@calderdale.gov.uk |
| Police Safeguarding Unit | 01422 337041 |
| Prevent | 07799 656464 shakkela.ajaib-latif@calderdale.gov.uk |
| Calderdale Safeguarding Children Partnership (CSCP | www.safeguarding-calderdale.co.uk. |
| Multi-agency Screening Team (MAST) | Princess Building, Princess Street, Halifax, HX1 1TS<br>TELEPHONE: 01422 393336<br>SECURE EMAIL: (from secure emails only): mastadmin@calderdale.gov.uk<br>The contact numbers for reporting safeguarding concerns are:<br>Multi Agency Screening Team (MAST): 01422 393336<br>Emergency Duty Team (for Out of Hours): 01422 288000 |
| **Police and related contacts** | |
| Emergency police | 999 |
| Non-emergency police | 101 |
| Child exploitation and online protection (CEOP) | Online contact only |
| DfE counter-extremism helpline | 020 7340 7264 |
| **Other useful contacts** | |

| | |
|---|---|
| Anti-terrorist hotline | 0800 789 321 |
| NSPCC Child Protection Helpline | 0808 800 5000 |
| Childline | 0800 1111 |
| Kidscape | 020 7823 5430 |
| National Domestic Abuse helpline | 0808 2000 247 |
| Modern slavery helpline | 08000 121 700 |
| Crimestoppers | 0800 555 111 |
| Internet Watch Foundation (IWF) | 01223 20 30 30 |
| Information Commissioners Office (ICO) | 0303 123 1113 |

# ANNEX A – Safeguarding Reporting Procedure

**Crossley Mill Nursery - Safeguarding Reporting Procedure approved 26 Oct 2026**

**Step 1**

On receiving information that causes a safeguarding concern regarding a child or a whistle blowing concern.

**Staff member role**

1. Contact the DSL immediately. This must be a verbal conversation to ensure the concern is clearly understood and action is taken.
2. If the DSL (Jessica Cracknell) is unavailable, contact the Deputy DSL (Sarah Sykes) or the nominated safeguarding lead of the Board of Trustees (Oliver Sparasci).
3. For children who arrive at nursery with an existing injury, an 'Incident Outside Nursery Form' will be completed. All forms should be given immediately to the DSL as they may be aware of other incidents/concerns.
4. If there are queries or concerns regarding the injury or information given, follow these procedures.

**Concern about a child**

Staff member to complete a 'Welfare Concern Log Sheet' with the observation they have made which will be signed by the DSL.

DSL will then make a decision about the severity of the concern and where to go next.

Follow up will likely include talking to the parents and any other relevant agencies who are involved with the family, e.g. the Health Visitor or Children's Social Care.

**Further concern about a child**

Contact the MAST (Multi Agency Screening Team) for further advice and follow their advice.

mastadmin@calderdale.gov.uk

MAST Team: 01422 393 336

Emergency Duty Team (Out of Hours): 01422 288 000

If the child is not at immediate risk of harm, parents/carers will be informed, and consent will be sought before taking advice from or referring to MAST. If there is concern that the child is immediate risk of harm the DSL will contact MAST without consent from parents/carers.

**No immediate concern**

DSL will support staff member to continue observation, monitoring and recording.

Early Help Services may be identified and offered to the parents/carers with consent.

**Concern about an adult**

Staff member to follow the Whistle Blowing Procedure and report to designated person.

Concern about the DSL - report to Nominated Board Member.

Concern about any other adult, report to DSL who will follow the Whistle Blowing Procedure.

**Further concern about an adult**

In all cases of allegations, the LADO and Ofsted will be informed.
In instances where a possible crime has been reported, the police will be informed too.

Contact the LADO (Local Authority Designated Officer)
Email ladoadmin@calderdale.gov.uk
01422 394055

Contact OFSTED
https://www.gov.uk/guidance/report-a-serious-childcare-incident

Contact the Police: 101 or 999

Follow all advice given from LADO / Ofsted / Police.

Follow internal disciplinary / grievance procedures if necessary.

**Key roles**

DSL-Designated Safeguarding Lead- Jessica Cracknell

Deputy DSL- Sarah Sykes/Olivia McArdle/Andrea McArdle

Nominated Board Member - Oliver Sparasci

**ANNEX B – Welfare Concern Log Sheet**

This form has been developed to assist in**, recording actions taken** and for pulling together the facts pertaining to an allegation. Staff are reminded that they should NOT attempt to conduct an investigation themselves as this could jeopardise any legal proceedings.

**Please distinguish between fact, observation and opinion and note where the information is from a third party. It is important that the information clearly defines between what you have seen and what you have been told.**

This form should be completed on the basis of information readily available and should not be delayed on the basis of incomplete information. Remember to maintain confidentiality **do not discuss this incident with anyone other than the MAST. (Multi agency screening team).**

**Logging a concern about a child's safety or welfare**

<table>
<tr><td colspan="3">Name and address of setting:</td></tr>
<tr><td colspan="3">Child's full name:</td></tr>
<tr><td>DOB:</td><td>Ethnicity:</td><td>Gender:</td></tr>
<tr><td colspan="2">Today's date (DD/MM/YYYY):</td><td>Time:</td></tr>
<tr><td colspan="2">Your name (print):</td><td>Your signature:</td></tr>
<tr><td colspan="3">Your role:</td></tr>
<tr><td colspan="2">Date of concern/incident:</td><td>Time of concern/incident:</td></tr>
<tr><td colspan="2">Describe the incident as factually as possible. Include who was involved, where it happened, exactly what happened etc. Remember to describe clearly any behavioral or physical signs you have observed.</td><td></td></tr>
</table>

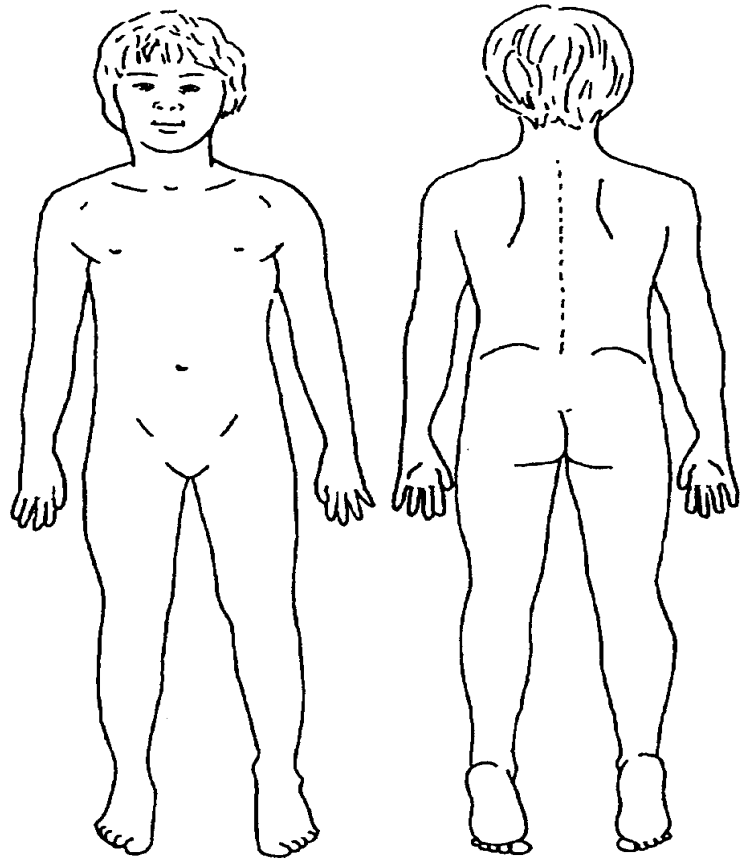
**(Check to make sure your report is clear now, and will also be clear to anyone reading it in the future)**

| | |
|---|---|
| **Action taken:** | |
| **Received by:** | ……<br>(Safeguarding Co-coordinator) |
| **Date:** | |
| **Time** | |
| **Proposed action:** | |

**(Continue on separate sheet if necessary)**

**Body map**

**Right Left Left Right**





## Smoking & Vaping Policy

Crossley Mill Holiday Club we are committed to promoting children's health and well-being. This is of the upmost importance for the nursery.

Smoking and the use of e-cigarettes has proved to be a health risk and therefore in accordance with legislation, the Holiday Club operates a strict no smoking/vaping policy within its buildings and grounds. It is illegal to smoke/vape in enclosed places.

All persons must abstain from smoking/vaping while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises.

Staff accompanying children outside the nursery, are not permitted to smoke/vape. We also request that any parents accompanying Holiday Club children on outings refrain from smoking/vaping while caring for the children.

Staff must not smoke/vape whilst in sight of the Holiday Club as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke/vape during breaks, they are asked to do so away from the main entrance and Holiday Club premises.

Staff who smoke, may only do this during their scheduled break times which are taken at the discretion of senior staff.

Staff and visitors to Holiday Club shall not present themselves at the Holiday Club smelling of cigarettes or tobacco smoke and must always wash their hands before re-entering their designated room.

We respect that smoking/vaping is a personal choice, although as an organisation we support healthy lifestyles.



## Special Educational Needs and Disabilities (SEND) Policy

This policy has been created with regard to:

- The SEND Code of Practice 2015
- Children and Families Act 2014 (Part 3)
- Equality Act 2010
- Working Together to Safeguard Children

**Special Educational Needs and Disability (SEND) code of practice**
The Holiday Club has regard to the statutory guidance set out in the Special Educational Needs and Disability Code of Practice to identify, assess and make provision for children's special educational needs.

At Crossley Mill Holiday Club we use the SEND Code of Practice definition of Special Educational Needs and Disability:

"A child or young person has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her.

A child of compulsory school age or a young person has a learning difficulty or disability if he or she:

- Has a significantly greater difficulty in learning than the majority of others of the same age, or
- Has a disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age."

**Statement of intent**
We are committed to the inclusion of all children at our Holiday Club. We ensure all children are cared for to develop to their full potential alongside their peers through positive experiences. We enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no child is discriminated against or put at a disadvantage as a consequence of their needs. Each child's needs are unique and we do not attempt to categorise children.

We are committed to working in partnership with parents in order to meet each child's individual needs. We are committed to working with any child who has a special educational need and/or disability and making reasonable adjustments to enable every child to make full use of the Holiday Club facilities.

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice
- Ensure that all children are treated as individuals and are supported to take part in every aspect of the Holiday Club day according to their individual needs and abilities
- Include all children and their families in our provision
- Identify the specific needs of children with special educational needs and/or disabilities and meet those needs through a range of strategies
- Encourage children to value and respect others
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and identify a Special Educational Needs and Disabilities Co-ordinator (SENCo) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to SEND and the SEND Code of Practice
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services where required
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the education, health and care authorities, and seek advice, support and training where required

Our Holiday Club Special Education Needs and Disabilities Co-ordinators (SENCos) is Sarah Sykes (Holiday Club Manager)

The role of the SENCo in our setting includes:

- Ensuring all practitioners in the setting understand their responsibilities to children with SEND and the setting's approach to identifying and meeting SEND
- Advising and supporting colleagues
- Ensuring parents are closely involved throughout and that their insights inform action taken by the setting
- Liaising with professionals or agencies beyond the setting

We will:

- Designate a named member of staff to be the SENCo and share their name and role with all staff and parents
- Have high aspirations for all children and support them to achieve their full potential
- Develop respectful partnerships with parents and families
- Ensure parents are involved at all stages of the assessment, planning, provision and review of their child's care and include the thoughts and feelings voiced by the child, where possible
- Ensure that the provision for children with SEN and/or disabilities is the responsibility of all members of staff in the Holiday Club through training and professional discussions
- Make reasonable adjustments to our physical environment to ensure it is, as far as possible suitable for children and adults with disabilities using the facilities

- Provide privacy of children with special educational needs and/or disabilities when intimate care is being provided
- Provide a complaints procedure and make available to all parents in a format that meets their needs, e.g. Braille, audio, large print, additional languages



## Supporting Emotions & Behaviour Policy

At Crossley Mill Holiday Club we believe that children flourish best when they feel safe and secure and have their needs met by supportive practitioners who act as good role models, show them respect and value their individual personalities. Children are supported through co-regulation, where adults and children work together towards a common purpose, including finding ways to resolve upsets from stress in any domain and return to balance leading onto a path to self-regulation. The Holiday Club actively promotes British values and encourages and praises positive, caring and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings.

To support positive behaviour in our setting, we aim to:

- Recognise the individuality of all our children
- Provide a warm, responsive relationship where children feel respected, comforted and supported in times of stress, and confident that they are cared for at all times
- Encourage self-regulation, consideration for each other, our surroundings and property
- Ensure that all staff act as positive role models for children
- Encourage parents, carers and other visitors to be positive role models
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Promote non-violence and encourage children to deal with conflict peacefully

Our Holiday Club rules are concerned with safety, care and respect for each other. We keep the rules to a minimum and ensure that these are age appropriate. We regularly involve children in the process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

Children who are displaying distressed and /or behaviour which challenges, for example, by physically abusing another child or adult, e.g. biting, or through verbal bullying, are helped to talk through their feelings and actions through co-regulation before thinking about the situation and apologising if appropriate. We make sure that the child who has been upset is comforted. We always acknowledge when a child is feeling angry or upset and that it is the behaviour that is not acceptable, not the child or their feelings.

**Our promoting positive behaviour procedure is:**

- All staff are positive role models for the children with regard to friendliness, care and courtesy, modelling polite manners such as saying "please" and "thank you".
- Staff in the setting praise and encourage desirable behaviour such as kindness, turn taking and willingness to share.
- We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.
- We support all children to develop positive behaviour, and we make every effort to provide for their individual needs

- We never use or threaten to use physical punishment or corporal punishment such as smacking or shaking or use or threaten any punishment that could adversely affect a child's well-being
- We only use physical intervention (where practitioners may use reasonable force to prevent children from injuring themselves or others or damaging property) or to manage a child's behaviour if absolutely necessary. We keep a record of any occasions where physical intervention is used and inform parents on the same day, or as reasonably practicable
- We recognise that there may be occasions where a child is displaying distressed and/or behaviour which challenges and may need individual techniques for Physical intervention to prevent a child from injuring themselves or others. This will only be carried out by staff who have been appropriately trained to do so. Any intervention will only be done following recommended guidance and training and only with a signed agreement from parents on when to use it. We will complete an incident form following any restraints used and notify the parents
- We do not single out children or humiliate them in any way. Where children are displaying behaviour which challenges they will, wherever possible, be distracted and re-directed to alternative activities. Discussions with children will take place as to why their behaviour was not acceptable, respecting their level of understanding and maturity
- Staff do not raise their voices (other than to keep children safe)
- In any case of behaviour which challenges, we always make it clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- We decide on particular strategies to support particular types of behaviour depending on the child's age, level of development and the circumstances surrounding the behaviour. This may involve asking the child to talk and think about what he/she has done. All staff support children in developing empathy and children will only be asked to apologise if they have developed strong empathy skills and have a good understanding of why saying sorry is appropriate
- We help staff to reflect on their own responses towards behaviours that challenge to ensure that their reactions are appropriate
- We inform parents if their child's behaviour is unkind to others or if their child has been upset. In all cases we deal with behaviour that challenges in Holiday Club at the time. We may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between their home and the nursery. In some cases, we may request additional advice and support from other professionals, such as an educational psychologist
- We support children in developing non-aggressive strategies to enable them to express their feelings and emotions
- We keep confidential records on any behaviour that challenges that has taken place. We inform parents and ask them to read and sign any incidents concerning their child
- Through partnership with parents and formal observations, we make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions, we will implement an individual behaviour support plan where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. The management team will complete risk assessments identifying any potential triggers or warning signs ensuring other children's and staff's safety at all times. In these instances, we may remove a child from an area until they have calmed down.

We recognise that children need their own time and space and that it is not always appropriate to expect a child to share. We believe it is important to acknowledge each child's feelings and to help them understand how others might be feeling.

At our Holiday Club, staff follow the procedure below to enable them to deal with behaviour that challenges:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way

- Children are helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways
- Staff will initiate games and activities with children when they feel play has become overly boisterous or aggressive, both indoors and outdoors
- We will ensure that this policy is available for staff and parents
- Staff and parents are also welcome to review and comment on the policy and procedure
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. Working together can ensure our children feel confident and secure in their environment, both at home and in the nursery
- All concerns will be treated in the strictest confidence.

**Anti-bullying**

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. We acknowledge that any form of bullying is unacceptable and will be dealt with immediately while recognising that physical aggression is part of children's development in their early years. Staff will intervene when they think a child is being bullied, however mild or harmless it may seem and sensitively discuss any instance of bullying with the parents of all involved to look for a consistent resolution to the behaviour.

By promoting positive behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop a positive sense of self, have confidence in their own abilities, make good friendships, co-operate and resolve conflicts peacefully. These will provide them with a secure platform for school and later life.

We will always use the **'Iceberg of behaviour'** Theory when supporting children's emotions and behaviour. When a child is 'acting out' it can be helpful to think about the image of an iceberg. We only see the top of an iceberg because most of it is underwater. Similarly, when a child is behaving in challenging ways, there will be feelings going on under the surface that you cannot see.



## Visitors Policy & Procedure

**Policy**

At Crossley Mill Holiday Club we take all reasonable steps to ensure the safety of children in our care. This includes making sure any visitors to the Holiday Club are properly identified and supervised at all times.

All visitors must sign the Visitors' Book on arrival and departure which is located at the main entrance.

Visitors may include prospective parents, other professionals, e.g. local authority workers, Ofsted inspectors, people in the community that may come to talk to the children (e.g. librarians), contractors to complete work, deliveries etc.

Where applicable, we ask visitors to book in advance, so arrangements can be made to accompany them. The identity is checked of any visitors attending in a professional capacity, e.g. Ofsted inspectors, speech and language therapists.

All visitors are informed of any relevant policies including the Fire Safety Procedures and ICT Policy (use of mobile phone, electronic device, smartwatch use policy).

A member of staff must accompany visitors in the Holiday Club at all times while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with Holiday Club Management.

**Security of premises**

- All external doors must be kept locked at all times and external gates closed.. All internal doors and gates must be kept closed to ensure children are not able to leave the Holiday Club unattended. Doors from specific internal rooms which open onto the enclosed garden can remain open if staff members are present in the room
- Staff, parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the Holiday Club should be the only people allowing external visitors and parents entry to the Nursery

The Holiday Club will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.

**Procedure**

For the safety of the children, staff and parents of Crossley Mill Holiday Club these procedures must be followed at all times.

When answering the door to a visitor, trades person, or someone they do not know, staff request the Visitor to remain outside and the Visitor is politely asked to provide:

- Their name
- The nature of their business
- Identification (if possible) and check ID
- Then staff instruct the Visitor to remain outside unless they can be assisted

Staff to return to the visitor at the external door with any specific instructions given by Management.

Once inside the building, all visitors must sign the Visitors Book situated on the office desk entering their name, company, date, time and the person they are seeing. Their time of arrival and departure must be recorded.

Visitors should not be left alone at any point whilst in the building.

Trades people should be accompanied whilst they undertake their work and not left unattended.

All visitors must be escorted out of the premises and not allowed to leave the building unaccompanied.

Doors must be securely closed behind them.

**IF YOU ARE UNSURE DO NOT UNDER ANY CIRCUMSTANCE ADMIT A VISITOR INTO THE BUILDING**

**INFORM A MEMBER OF THE MANAGEMENT TEAM**



## Whistleblowing Policy

Whistleblowing is the term used when a worker raises a concern about a wrongdoing at work. At Crossley Mill Holiday Club we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective.

We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.
We expect all team members to immediately raise and talk through any concerns they have with their supervisor.

**Legal framework**

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013, there were some legal changes to what constitutes a qualifying disclosure.
A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation or concealment of any of the above
- Any other unethical conduct
- An act that may be deemed as radicalised or a threat to national security is being, has been, or is likely to be, committed.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true
- You must not act maliciously or make false allegations
- You must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

**Disclosure of information**

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is, or may be, or is likely to be, in risk of danger and/or one or more of the following may be happening, you MUST use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. Equalities Act 2010)
- That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be endangered
- That the environment, has been, is being, or is likely to be damaged
- That information tending to show any of the above, has been, is being, or is likely to be deliberately concealed.

**Disclosure procedure**

- If this information relates to child protection and safeguarding then the Holiday Club child protection and safeguarding children policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed has occurred, you should immediately disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to the Chair of the Board for NAG (aisling.mcnulty@gmail.com).
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the Holiday Club Manager
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- Telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team and Ofsted are available to all colleagues so all staff may contact them if they cannot talk to anyone internally about the issues or concerns observed.

**Telephone numbers**

- Local Authority Designated Officer (LADO) - 01422 392897 / 07596 888147 / ladoadmin@calderdale.gov.uk
- Local authority children's social care team (MAST) - 01422 393336
- Ofsted - 0300 123 1231