



# CROSSLEY MILL

## Holiday Club

### **Policy Booklet**

Vital information for all Parents/Carers

The Croft @ Crossley Mill

Unit 1/Croft Mill

Albert Street

Hebden Bridge

HX7 8AD

Mobile Tel: 01422 713379

(available 8.00am-6pm Monday-Friday)

## Welcome to Crossley Mill Holiday club

### **Aims & Objectives**

It is the aim of Crossley Mill Holiday club to 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 aged between 5-10 years during school holidays.

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 and the manager.



**CROSSLEY  
MILL  
NURSERY**

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.



**What are the basics I need to know?**

Crossley Mill Nursery Manager: Sarah Godfrey - 01422 845820

Holiday club manager: Sarah Godfrey/Claire Hunter – 01422 713379

[www.crossleymillnursery.org.uk/holiday-club](http://www.crossleymillnursery.org.uk/holiday-club)

**Opening times/Fees**

Holiday club is open Monday to Friday school holiday time only and session times are:

Full day 8.00am to 6pm £32

Additional charges will be added for extra activities planned.

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.

**Holidays/Sickness/Absence**

All pre-booked session must be cancelled giving 48 hours’ notice for a full refund. Extra sessions may be available on request. Please call the Holiday club mobile....

**You will need to provide**

- A healthy packed lunch **NO NUTS**
- Own drinking sports bottle
- Appropriate clothing for the weather (sun hat, rain coat)
- Skin care (sun cream)
- Personal medication in a clear bag, clearly labelled. (Inhalers)

**We will provide**

- Breakfast (served between 8.30am-9am)
- Fresh drinking water
- Fresh fruit (mid-morning snack)
- Light tea (3.30pm)
- Daily activities



## **Confidentiality**

- The confidentiality of all children's details is respected, and records are kept on a secure online system., which only management and senior staff have access to.
- Parents/carers have the right to inspect records relating to them and their child/children at any time in compliance with General data protection regulations 2018 (GDPR)

## **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 and the registration form will include a question about your child's dietary needs.
- Breakfast, refreshments and snacks will be provided.
- All Staff responsible for preparing/making food have their basic food hygiene.

## **Complaints Procedure**

The holiday club has a written Complaints policy and procedure.

- In the first instance parents are encouraged to approach the Holiday club Manager who will endeavour to resolve any difficulties.
- Problems needing further consultation will be referred to the holiday club manage at Crossley Mill.
- Where difficulties remain unsolved contact Ofsted



## **Facebook Policy**

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, open days, social events & visitors
- Update parents on staff training & development
- To share news
- To show photos of activities, trips or special events happening within the holiday club
- Only photos of children whose parents give consent will be shared on the page and names will remain strictly confidential.

We also want to invite your thoughts & comments.

The holiday club management team are the page administrators 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 holiday club, 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.



**Arrivals/Departures/Uncollected Child Policy**

**Arrivals and departures**

Holiday club opens at 8.30am. All children attending their session must arrive by 10am and be collected by 5.30pm by a responsible adult aged 16 or over. Please call the holiday club mobile (at the front of the policy) if there is a change in person collecting your child. We will not hand children over to unknown persons.

**Uncollected child procedure**

If a child is left beyond the closing time this procedure should be followed:

- two members of staff must remain on the premises.
- a member of the team will attempt to locate the child’s parent/carer
- if the parent/carer is not contactable then emergency numbers will be phoned
- if all attempts to contact parent/carer or emergency contacts fail then the procedure will be repeated at 10 minute intervals
- the Holiday club Manager should be alerted

If after all reasonable attempts to contact parents and the emergency contact have failed, then the manager will contact the **First Response Team at Calderdale MBC.**

**Useful Numbers**

Local police	01422 337059
First Response Team	01422 393336
First Response Team (out of hours support)	0845 11 11 137



**Smoking Policy**

The Croft @ Crossley Mill operates a NO SMOKING or VAPING policy. Staff who smoke/vape must do so outside the building, away from the holiday club entrance.



**Outings policy**

**Ratio of staff to children (aged 5-10 years old)**

One member of staff – 8 children walking

Staff are assigned designated children before leaving the club, children and staff made aware of this. Regular head counts and registers carried out, all children will wear the High visibility jackets when on outings, A fully charged mobile phone will always be taken containing all children’s up to date emergency contact information.

Staff will always remain vigilant to ensure the safety and welfare of the children. Staff will be fully aware of the route and their destination and will always walk ahead, risk assessing dangers should they arise.

**Public transport**

When using public transport, we will follow the risk assessment procedure.

All children will be seated safely on public transport and will only stand to leave when the vehicle is stationary, and all children will be sat together in view of their designated adult. When seating is limited, we will wait for the next bus/train to ensure all children have a seat. Head counts will be carried out when entering and exiting the transport. Registers taken at designated times. (when entering or exiting a new destination)

Contents:- First Aid Box, , wipes , mobile phone, sun cream, access to OneDrive files, fully charged mobile phone.



**Safeguarding Children Policy**-Please see policy and procedure on notice board.



**Medication Policy**

**Aim**

This organisation puts the wellbeing of the children in its care at the very core of its services. The organisation is keen to help children to attend, where appropriate, even if they are taking medication. Members of staff are permitted to administer prescribed medicines to the children in our care.

**Policy**

In order for medication to be administered the following procedure must be adhered to by parents and staff for the health and wellbeing of all the children in the setting.

The organisation requires written and signed consent in advance from parents which clearly shows the child’s full name, name of medication, date, dosage, time administered at home, time to be administered at holiday club and the parents signature. This form is to be signed daily until informed otherwise by the parents. Any medication left with staff for administration must be in its original container and bear its original label.

Crossley Mill Holiday club will provide emergency Calpol/Piriton at management’s discretion parents/carers will be contacted prior to administration and asked to collect their child.

At least one member of staff will be trained in the administration of and monitoring of medication. In an emergency situation the first aider should be called and an ambulance. Parents should be informed immediately. The **Children’s Illness Policy/accident/emergencies** should be followed.



**Children’s Illness Policy**

**Our 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 the holiday club. Parents are advised to take their child to their GP. Parents will be asked to notify the 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 Halifax Hospital 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.

### **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 their paediatric first aid, reported to management and then written up on an accident form if needed. 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. The report is then to be photo copied so parents can sign and keep a copy on collection.

### **Exclusion Policy- See notice board**



### **Lost Child Policy**

#### **Policy Statement**

The safety of the children is paramount, and the setting will make every effort to ensure that whilst on outings all children are closely supervised to ensure they remain safe and within the group. Please see our Outings Policy for the procedures we have in place.

#### **Procedure**

In the extremely unlikely event that a child was to become detached from the group and become 'lost' then we have the following procedure in place.

- All staff and helpers to be alerted and a search made of the immediate and surrounding areas.
- Depending on location, others alerted, for example if in a shop then the shop staff.
- If the search proves negative, then the following people/organisations will be informed
- parents,
- police                   01422 337059
- social services       01422 353279
- Ofsted                   0300 123 1231 are to be informed.
- Staff must ensure the welfare, both physical and emotional, of other children in their care.
- The responsible Holiday club Practitioner to provide the police with details of the child and incident.
- The Manager, Deputy or Senior to be responsible for gathering all relevant information and liaising with the required authorities and parents.

Parents are kindly requested to inform the Manager or Deputy if there is any risk of abduction from an estranged parent.



### **ICT policy (cameras and mobile phones)**

#### **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.

#### **Aim**

Our aim is to:

- Have a clear policy on the acceptable use of mobile phones and cameras that is understood and adhered to by all parties concerned without exception.

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

#### **Mobile Phones-Staff**

- All staff must ensure that their mobile telephones/devices are left inside their bag throughout contact time with children. Staff bags should be placed in the staff room or in the designated coat area.
- 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.
- During group outings nominated staff will have access to a nominated mobile phone, which is to be used for the managing of the holiday club.
- 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 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.

#### **Children's mobile phones/tablets**

**Mobile phones are not permitted**-we cannot be responsible for your child's personal mobile phone or tablet or for the usage of it during their time at holiday club.

#### **Camera/iPad**

- Only the designated holiday club camera (ipad) is to be used to take any photo within the setting or on outings.
- We request parents' signed permission to take photos of their child to record their memories of holiday club

#### **Internet**

- Use of the internet, including e-mail, is permitted as directed by Holiday club management for purposes such as research and learning activities directly related to the curriculum.



- Use of the internet on holiday club premises should principally be for holiday club use, e.g. accessing learning resources, educational websites, researching curriculum topics, use of email on holiday club business etc.



### Bad Weather Policy

#### Statement of Intent

Even though we aim to keep the holiday club running during school holidays, bad weather particular heavy snowfall or floods could result in us having to close.

#### **Outcome 1**

Should we have heavy snowfall/floods overnight that make it hazardous and dangerous for staff and parents 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.

#### **Outcome 2**

Should we have heavy snowfall/floods during a session we will call parents/carers to pick up 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 outcomes are at the discretion of management by using the information we have to hand such as up to date travel information including public transport, risk assessments and Health and Safety issues. If for any reasons we needed to evacuate the building, we would follow the Evacuation Policy (See Evacuation Policy in the entrance)



### Equal Opportunities

#### Statement of Policy

The legal framework of this policy is the Equal Opportunities and Discrimination (Equality Act 2010) This framework covers all of the **“Protected Characteristics”** stated below

It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine "protected characteristics" in the Equality Act 2010. These are: **age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.** The Equality Act 2010 makes it unlawful for staff to discriminate directly or indirectly, or harass customers or clients because of the protected characteristics of disability, gender reassignment, pregnancy and maternity, race, religion or belief, age, sex, and sexual orientation in the provision goods and services.

**Perceptive discrimination** is also covered in the Equality Act 2010. This is where an individual is directly discriminated against or harassed based on a perception that he or she has a particular protected characteristic when he or she does not.

#### Children

By using everything that is set out in our Crossley Mill Holiday club Principles and our Holiday club Quality Assurance 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 the 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

### **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.

Policy. Any employees who have any doubts or concerns about its application should contact them.



### **Behavioural Management Policy**

We aim to work with the children to enable them to develop self-discipline and self-esteem in a safe environment of mutual respect and encouragement. We promote positive behaviour and have developed strategies for dealing with unwanted behaviour. We work closely with parents to support children who may be demonstrating unwanted behaviour, sharing strategies and providing additional one-to-one time for the child if they are in need of extra emotional support.

To promote positive behaviour, we have implemented the following.

- We have developed some simple rules for the setting. These are explained to everyone in the setting. We involve the children in helping to agree rules wherever possible.
- All adults in the setting ensure that the rules are applied consistently, so that children have the security of knowing what to expect and learning right from wrong.
- 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.

### **When children behave in undesirable ways we will follow the procedure below.**

- Children who misbehave will be given one-to-one adult support in talking about what was wrong and why and how to behave more appropriately. Where appropriate this might be achieved by a period of “time out” with an adult.
- In cases of serious misbehaviour, such as racial, bullying or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanations rather than personal blame. Parents will be informed.
- In any case of misbehaviour, it will always be made clear to the child or children concerned that it is the behaviour and NOT the child that is unwelcome.
- Staff will not shout or raise their voices in a threatening way.
- Physical punishment, such as smacking or shaking, will NOT be used or threatened. Such behaviour from any member of staff in the setting would be classed as gross misconduct,

which could lead to instant dismissal.

- Children will never be sent out of the room by themselves.
- Techniques intended to single out and humiliate individual children such as a “naughty chair” will not be used.
- Staff will make themselves aware of and respect a range of cultural expectations regarding interactions between people.
- Staff will be aware that some kinds of behaviour may arise from a child's special needs. They will work with the SENCO (if required) to develop strategies to support the individual child's behaviour. Other relevant policies regarding behaviour include, anti-bullying, biting and restraint.
- Positive behaviour amongst the children is promoted by all staff and volunteers.
- Children are never referred to as ‘naughty’- if a child misbehaves, phrases to correct behaviour refer to the actions and NOT the child.



### **Restraint Policy**

Staff at Crossley Mill Holiday club are not permitted to use any form of corporal punishment. 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.

The setting staff will make the judgement to physically restrain a child only when there is a real or potential danger.

The child will only be restrained by holding them safely and calmly until the danger has passed and they will be released as soon as it is safe to do so. The child will then be spoken to, preferably in a quiet area. 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.

Management will be informed immediately and contact parents to inform them of the incident.

Any occasions when restraint is used will be recorded on a Physical Restraints form completed by the member of staff responsible for the restraint and include witness's signatures. Parents will be requested to sign the form and be provided with a copy.

