

SAFETY

4.1₁

HEALTH AND SAFETY POLICY

Out of Hours Kids' Club takes the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. All staff will be made aware of the provisions contained within this policy as part of their induction and are expected to act in accordance with them at all times.

Out of Hours Kids' Club aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the club's activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1999 and their associated Approved Code of Practice (ACOP) and guidance will be complied with at all times. The management and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

To ensure the health and safety of children, staff, parents/ carers and visitors we will:

- Endeavour to create an environment that is safe and without risk to health.
- Seek to prevent accidents and cases of work-related ill health.
- Use, maintain and store equipment safely.
- Ensure that all staff are competent in the work in which they are engaged.

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4.1₂

HEALTH AND SAFETY PROCEDURES

The Managing Director will ensure that a clearly defined procedure for emergency evacuation of the premises is in place and adequate arrangements exist for the following:

- Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provision.
- Providing adequate resources, including financial, as is necessary to meet the Club's health and safety responsibilities.
- Providing adequate health and safety training for all staff.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive and Ofsted where appropriate).
- Reviewing all reported accidents, incidents and dangerous occurrences, and the Club's response, to enable corrective measures to be implemented.
- Ensuring that all staff, students, volunteers and any other adults who come into contact with children at the club have an appropriate and up to date enhanced DBS check.

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4.13

PHYSICAL SPACE REQUIREMENTS

Out of Hours Kids' Club is committed to providing children aged 4 - 12 years with a stimulating and safe environment. We will do all we can to make our premises welcoming and friendly to children, their parents/carers and any other visitors.

We are fortunate in many of our settings to have large school halls/canteens etc. to operate in with at least the minimum indoor space requirements of 2.3m² for each child aged three to five years.

The premises used by Out of Hours Kids' Club are safe, secure and adequately spacious for their purpose. The environment offers access to the necessary facilities for a broad and varied programme of activities.

Out of Hours Kids' Club is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities; including children with special educational needs and/or disabilities (for further details see the Specific Requirements Policy).

The Site Manager is responsible for ensuring that the club's premises are clean, well lit (with daylight the main source of light), adequately ventilated and maintained at an appropriate temperature.

Daily risk assessments are carried out in accordance with the Risk Assessment Policy. This ensures that the facilities are maintained in a suitable state of cleanliness, repair and decoration.

4.13

PHYSICAL SPACE REQUIREMENTS

During the opening hours, the premises are used by and are solely available to the club, its staff and the children, as far as this is possible.

Out of Hours Kids' Club will do all it can to maintain an open room layout allowing children to choose from a variety of play opportunities.

We will endeavour to provide each club with adequate space for storing Out of Hours Kids' Clubs equipment safely and securely.

4.14 **DISABLED ACCESS**

The school premises used by Out of Hours Kids' Club comply with all the requirements of the Equality Act 2010 and the Disability Discrimination Act 2005 and 1995, the Equality Act 2010 and all other relevant regulations and guidance.

Out of Hours Kids' Club operates three after-school settings within local primary schools and we adhere to the DDA guidelines provided by the schools where we operate.

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4.15

SPECIFIC REQUIREMENTS POLICY

Out of Hours Kids' Club specific requirements policy is designed to deal with the individual and their needs and to prevent people from making uninformed generalisations about children who have the same conditions.

Each child is different and it is our responsibility (with the help of information provided by the parent) to provide a service that enables the child's participation and inclusion within the setting.

It does not necessarily follow that because one child with specific requirements attends Out of Hours Kids' Club, that we are able to provide a service for other children's specific requirements.

Specific requirements are an important and sensitive issue in childcare. We need to rely on our own experience and the guidance of others to continue to update and improve our provision for all children.

The following information will provide some insight into the initial steps required when introducing a child with specific requirements into Out of Hours Kids' Club.

Children who already attend schools where we are based may be able to make the transition to Out of Hours Kids' Club without any problems.

The parent/carer and child may need to view the site with staff to make sure that it is accessible, and that the child knows what to expect of the setting.

An assessment may be required before a place can be confirmed, which will include liaison between: management, staff, parent/carers, any other relevant parties, and in some cases the child.

4.15

SPECIFIC REQUIREMENTS POLICY

If the child requires a full time member of staff during the school day the staff team will be made aware of the child's requirements and the need for liaison with the parents to ensure the child's needs are met.

Once a child is accepted a full induction (specific to the child's needs) will take place, ensuring the child is fully aware of all aspects of a session at Out of Hours Kids' Club.

If we are unable to provide a service that meets the needs of the child we will look for support from other organisations but we may have to withdraw the child's registration if we cannot provide a suitable service.

4.16

INTEGRATION OF CHILDREN WITH SPECIFIC REQUIREMENTS

Out of Hours Kids' Club will be aware of all children's specific requirements when planning activities.

A key worker will be allocated to a child with specific requirements to enable integration into all aspects of the play setting.

All staff should feel confident with regard to the support and care of any child with specific requirements. This may be achieved through training and regular team meetings with the key worker/parent/carers and other relevant agencies.

When accepting a child with specific requirements into our play settings, Out of Hours Kids' Club will be responsible for:

- Promoting communication with parents and any other professionals connected with the child.
- Meeting the basic care needs of the child e.g. toilet, diet, and medication.
- Enabling the child's participation and inclusion.
- Liaising with others involved with the child and providing interventions and actions to support the overall development of the child.
- Making the child feel positive about themselves and supporting their social skills and interaction.
- Establishing positive relationships between all the children in the play setting.
- Providing an enabling, stimulating and fun play setting.
- Providing time and investment to staff to develop their skills, knowledge and competency to support children.

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4.17

PUBLIC LIABILITY INSURANCE

The Children Act 2006 and the Health and Safety at Work Act 1974, place a number of legal responsibilities on the club. Therefore, Out of Hours Kids' Club Ltd has insurance cover appropriate to its duties under this legislation including Employer's Liability Insurance. Responsibility will in most cases, rest with the club, but staff will take reasonable care both for themselves and other people who may be affected by their acts or omissions at work. If the club is held responsible for any incident that may occur, public liability insurance will cover compensation.

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4.18 RISK ASSESSMENTS

Out of Hours Kids' Club understands the importance of ensuring that systems are in place for checking that our club is a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. They are the responsibility of all staff as part of their daily duties.

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, we are required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

Risk assessments will be conducted at least once a year, or immediately where the need arises, and reviewed every six months. Risk assessments identify aspects of the environment that need to be checked regularly, when and by whom they are checked and how the risk will be minimised or removed.

The Site Manager is responsible for making sure that risk assessments are completed, logged and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to the club's premises, or when a particular need of a child or other visitors necessitates this.

The Site Manager is also responsible for passing to our Admin Centre any review or changes that may affect the club's policies and procedures.

4.18 RISK ASSESSMENTS

A visual inspection of both the equipment and the entire premises - both indoor and outdoor - will be carried out daily. This will be carried out and completed before the children arrive.

The paperwork used on a daily basis to assess and minimise risks are;

- Daily risk assessments
- Food safety checks
- Toilet checklist

Copies of this document may be found in the yellow file which is located on site.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

- The Club's environment, both indoors and outdoors.
- All surfaces, both indoors and outdoors.
- All equipment used by children or staff.

On discovering a hazard, staff will take the necessary steps to ensure the safety of all concerned. They will then notify the Site Manager and ensure that a record is made on the daily risk assessment sheet.

The Site Manager is then responsible for ensuring that any necessary action is taken.

4.19 VEHICLES POLICY

Employees who use their own vehicles for shopping or moving equipment and resources for Out of Hours Kids' Club should have adequate cover on their car insurance to cover these actions.

Out of Hours will pay the difference between insurance for social and domestic use and that needed for business purposes if this is required on a regular basis - for example for Site Managers or Deputies who do the food shopping for their site.

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4.1₁₀ POLICY FOR PREGNANT WORKERS

Out of Hours Kids' Club Ltd acknowledges the 4 key rights of pregnant employees to be: paid time off for antenatal care, maternity leave, maternity pay and protection against unfair treatment, discrimination or dismissal.

The Management of Health and Safety at Work Regulations 1999 places a duty on employers to carry out a risk assessment in respect of new or expectant mothers.

Out of Hours Kids' Club Ltd will ensure the Health and Safety of pregnant workers whilst they are working and work with the employee to ensure they are not exposed to any unacceptable risk during their pregnancy.

A specific risk assessment will be carried out on site with your site manager, if and when the employee tells the Company they are pregnant. The risk assessment will cover all aspects of their job role and responsibilities, and we will discuss any appropriate adjustments (if any) that need to be made in respect to an employees working environment, where it is reasonable practicable.

An employee may be asked for permission to approach their GP for his/her advice on the pregnancy and any reasonable and appropriate adjustments that need to be made. If an employee has any concerns regarding this assessment they should inform their Site Manager immediately.

Out of Hours Kids Club Ltd respect the individual nature of each employee and their personal circumstances. On informing the Company of their pregnancy the employee will be expected to participate in the specific risk assessment process and will be provided with a letter containing information relevant to their individual circumstances and detailing specific areas for

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consideration, i.e. Ante-Natal Care, Health and Safety, Maternity Leave, Maternity Pay and Notice Requirements.

The letter will outline for the employee the other areas such as Keeping in Touch days, Internal Vacancies, Annual Leave and Returning to Work.

Further information with regards to pregnancy and employees' rights and responsibilities can be found using the following link:

<https://www.gov.uk/working-when-pregnant-your-rights>

4.1₁₁

PREGNANT WORKERS RISK ASSESSMENT

Setting:

Activity -

Pregnant Staff working in a childcare environment where furniture and equipment are not set out permanently

Hazards - List the things that can go wrong with this activity, if there have been any accidents or particular areas of concern please describe, please consider the cause and nature of harm:

- Slip on sand, water or other liquids on non-carpeted floors
- Setting up of rooms i.e. manual handling of tables and chairs
- A fall due to toys or equipment on the floor
- Involvement in toileting routine
- Lifting heavy equipment or provisions within the rooms
- Involvement in movement of children during fire evacuation, when having a fire practice or in a real event
- A fall when accessing the shed/storage area to get toys or equipment out
- A risk of illness from children or staff
- Over reaching for high objects
- Knocks and collisions while children are running or moving around the room with equipment
- Carrying shopping/snack preparation equipment

Identify below any specific advice or conditions related to the pregnant worker that should be considered:

Control Measures - List the things that we do to prevent these hazards occurring:

- Team and pregnant member of staff to be aware of any spills and to be mopped or swept away straight away.
- Pregnant staff member to be aware and discuss limitation for manual handling throughout pregnancy as these may change

Out of Hours Kids' Club Ltd

- Adjustment to duties where necessary, regular discussions with team about capabilities
- Encourage children to pick up any toys dropped from tables, staff and pregnant member of staff to be aware of tidiness of the room.
- Carry small loads, making them as light as possible when transporting shopping etc.

Residual Hazards - List the hazards that are not being prevented

- Human behaviour
- Unexpected events - electrical faults etc
- Input during discussion with pregnant employee, special requirements for adjustments that need to be made in their personal circumstances.

Priority - Outline the overall priority of this, based upon the seriousness and likelihood of the residual hazards (please circle)

Low

Med

High

Additional controls - what do management need to implement to make it safer:

Communication through supervision with pregnant staff to ensure their needs are met as they progress through pregnancy.

Adaptations necessary to job roles and responsibilities to be highlighted during these supervisions.

Review date (this should be influenced by the priority above)

Completed by:

Signature:

Date:

Review: do these controls work

Review date:

4.2₁

MONITORING HEALTH AND SAFETY

The Site Manager is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The Site Manager is required to report any matter of concern regarding the Health and Safety policy to the Managing Director as soon as possible.

The Deputy Site Manager is made jointly responsible with the manager for the health and safety and risk assessments at the club.

The Site Manager will ensure:

- That the Deputy Site Manager is jointly responsible with them for the health and safety and risk assessment provisions at the club, as set out in this and other policies.
- Regular safety inspections are carried out and the reports accurately logged. These should include indoor and outdoor spaces used by the children.
- Any action required as a result of a health and safety inspection is taken as quickly as possible.
- That information received on health and safety matters is distributed to the Managing Director and all members of staff.
- An investigation is carried out on all reported accidents, incidents and dangerous occurrences.
- Training is available to staff to enable them to fulfil their role within the Health and Safety policy.
- The provisions of the Health and Safety policy are adhered to by staff at all times.

4.2₁

MONITORING HEALTH AND SAFETY

- That staff are aware of their Health and Safety responsibilities.
- That staff have regard for any Health and Safety guidance issued by the Site Manager or Deputy Site Manager and act upon it whenever appropriate.
- That staff take reasonable care to see that the spaces, furniture, equipment, toys and premises that are used by children and the activities that are carried out at the club are safe.
- That annual checks are carried out on portable electrical appliances.
- That premises are clean and comply with Health and Safety legislation - including hygiene/food safety requirements.
- Any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to, injury or damage are reported and will assist in the investigation of any such events.
- That the areas used by the club are secure at all times and that action is taken to challenge anyone unknown entering the premises.

4.2₂ WALK DOWN POLICY

Out of Hours Kids' Club is committed to ensuring the safety of children when providing the 'Walk Down' service.

(Currently not active)

Procedures for the 'Walk Down' are detailed in the agreement (registration form) between parent/carer and Out of Hours Kids' Club.

- Schools must be made aware of the procedure followed and the children to be picked up and taken to Kids' Club - including details of who and how the pick-up is carried out.
- A register must be taken at the pick-up point and at the arrival point.
- All Out of Hours Kids' Club staff should be familiar to the children and **MUST** wear Kids' Club uniform at all times including coats.
- The pick-up works on a 1:5 staff/child ratio.
- When crossing roads staff should hold the hand of the youngest children, one member of staff at the back of the line and one member of staff at the front of the line. The other children should hold hands in twos and walk between the two members of staff.
- If there is no crossing warden, one member of staff should act as a warden, maintaining a leader and back marker as they cross.
- Larger groups should always have a leader and a back marker. The remaining staff should be spaced evenly along the line.

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4.23

PERSON OTHER THAN USUAL PARENT/CARER/EMERGENCY CONTACT ARRIVING TO PICK UP CHILD PROCEDURE

The following procedure must be implemented in the event of an unknown person arriving (ie one not named on registration form) to pick up a child, even if that person is well known to the child:

- Ask the person who they have come to collect and their own name.
- Ask the person for the password.
- If the password is or is **not** known the person will be asked to wait while the Site Manager attempts to contact the parent/carers/emergency contact to gain permission to allow the child to go.
- If verbal permission is obtained from a parent /carer /emergency contact then the child will be allowed to leave.
- Ensure the person signs the child out in daily register.
- If you cannot get hold of the parent/carers/emergency contact to confirm the arrangement, repeated attempts should be made.
- If parent/carers/emergency contacts are not contactable then contact the RO, Lauren McBride to inform her of the situation.
- The person collecting should have the reasons for the situation explained to them. The Site Manager should ask the person to take a seat somewhere suitable while they try to resolve the situation.

4.2₃

**PERSON OTHER THAN USUAL
PARENT/CARER/EMERGENCY CONTACT
ARRIVING TO PICK UP CHILD PROCEDURE**

- The child must not be allowed to leave site until permission is obtained.

4.24

UNAUTHORISED PERSON ARRIVING TO PICK UP CHILD PROCEDURE

All staff should be aware of any people who are not allowed to pick the child up, and whether it is a legal injunction (this should be recorded on the registration form).

The following procedure must be implemented if a person arrives to pick up a child, and the registration form states that this person should not pick the child up.

- The Site Manager will phone the main contact parent/carer/emergency contact to inform them of the situation.
- In case the situation becomes heated a member of staff may be asked to take the child into another part of the building.
- Wherever possible do not give the person access to the setting. On some sites it is possible to speak through the intercom which will prevent access to the setting.
- If access is gained the Site Manager should inform the person of our policies and procedures and Kids' Club obligation to notify the police if a legal injunction has been breached.
- Site Managers must not attempt to stop the person taking the child, as this may endanger the child and themselves.
- The Site Manager should inform the RO and the Managing Director and notify the Police if a legal injunction has been breached.
- A report detailing the incident and the actions taken should be provided to the Managing Director as soon as possible.

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4.25

MISSING CHILD PROCEDURE: After a child has been signed in for a session.

We should be reassured that incidents of missing children are extremely rare. However, it is necessary to plan for all eventualities.

Our staff monitor the movement of children at our settings very carefully. All children are aware and are regularly reminded of our ground rules and they are also aware that they should have a member of staff close by at all times when they are on site.

If for any reason a child's whereabouts cannot be ascertained after they have been collected from school and signed in on our register the following procedure will be implemented.

The staff team will be made aware that a child is potentially missing and a thorough search of all our areas will be started by as many staff as can be allocated (to ensure safety of other children present)

Walkie talkie contact will be constantly maintained during this time and any school staff who are available may be asked to assist in our search.

After the search of the site has been completed, 2 staff will be allocated to check the outside road/street area. At this point the parents will be contacted to ensure the child has not gone to a known place (e.g. friends, grandparents, neighbours etc).

After the parent has been contacted and it has been ascertained the child is missing the police will be contacted.

The Site Manager will be responsible for all police contact and liaison with parents/carers and will take instruction from them.

Once the situation is resolved, the Site Manager will report the incident to the General Manager and Safeguarding Officers and a full report will follow at the earliest opportunity.

4.25

MISSING CHILD PROCEDURE

In cases where police/other services are involved Ofsted will be informed.

General Manager - Lauren McBride	07598563498
Out of Hours Kids' Club Office	0151 306 4775
Careline Children's Services	0151 233 3700
OFSTED	0300 123 1231
Police (Main Switchboard)	0151 709 6010

4.26

STRANGER/UNWANTED VISITOR POLICY

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

Staff and any other authorised persons who are visiting the club will, have staff uniform and/or I.D. badges, which they are expected to wear at all times while on the club's premises.

Each club has a visitor's book which is kept close to the main entrance, in which visitors must sign on arrival, giving the following information:

- Name & signature
- Date and time of their arrival
- The reason for their visit
- Time of departure

The Site Manager will ensure that no one enters the premises without the knowledge of a member of staff. Individual members of staff will be given the responsibility for observing and supervising the main entrance and exit points at the beginning and end of the session (or anytime the door is unlocked).

4.26 STRANGER/UNWANTED VISITOR POLICY

Staff **MUST** approach any visitor on the premises that are not known to them. They must establish immediately who the visitor is and the reason for them being on the club's premises. If the visitor has no suitable reason to be on the club's premises, then they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately.

Visitors wishing to gain access to see school staff, or maybe deliver something, must be escorted to that member of staff (when school can then take over responsibility), or escort them while delivering the parcel and then off the premises.

A record of stranger/unwanted visitors must be recorded in the Incident Record Sheets, and the Site Manager informed.

4.27

FAILING TO ATTEND A PRE-BOOKED SESSION

The following procedures must be implemented if a child who has been booked to attend an after school session does not arrive:

- The Site Manager will ask the form teacher or school administration staff whether the child attended school and has gone home or was in school and has gone to an extra-curricular activity.
- If the child was not in school - no further action is needed.
- If the child has been picked up by the parent/carer - no further action is needed. The parents should be reminded to inform us of any changes to bookings in future and be informed that the fee is still payable.
- If the child is at an extra-curricular activity, ensure they come through to site when the activity has finished (activities usually finish at 4.30pm).
- If the child has been picked up by someone other than the parent/carer - inform the parent/carer.
- If the child cannot be located, the 'Missing Child Procedure' should be implemented.

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4.28 FAILURE TO COLLECT A CHILD

The following procedures must be implemented if a child who has been booked to attend an after school session does not get collected at the end of the session.

If you are late but you have not contacted us and made us aware of the situation.

If you are late picking up your child/children and you have not contacted us and we have been unable to contact you we will then take the following action:-

- We will try to contact you on the numbers that you have provided.
- We will try to contact your emergency contacts on the numbers that you have provided.
- If we fail to contact either you or your emergency contact numbers we will wait on the school premises for as long as possible but once the school has closed we will then wait outside the building for a reasonable time from closure (maximum of 1 hour).

We will continually try to contact you and your emergency contacts throughout this period but if by 6.45 pm we have still not had any contact with you or from your emergency contacts we will have no alternative but to notify our Responsible Officer.

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4.29

REST/RELAXATION AREAS

Out of Hours Kids Club recognise that a full day at school plus attending breakfast or afterschool club can be very tiring for some children and we will do our best to provide rest/relaxation areas for the children in our care.

In each setting an area will be set aside where children can relax and rest and spend time with their friends or on their own.

The resources used to provide these areas will vary from site to site but they should include furniture or resources that are appropriate to the age of the children using the setting.

If children do fall asleep during a session staff must make frequent checks to ensure the children are safe and well.

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TOILET CHECK POLICY

Out of Hours Kids' Club is committed to providing clean and healthy provision for the children attending our clubs and all areas used by the children are checked on a regular basis throughout the session.

Toilet checks (using the toilet checklist) need to be carried out twice throughout each session.

- 1st check - at the start of the session to ensure facilities are suitable for the children to use.
- 2nd check - at the end of the session, to ensure the facilities are in an adequate condition to be left overnight.

Each of the checks needs to be recorded on the toilet checklist sheet.

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4.2₁₁ FIRE EVACUATION POLICY

Out of Hours Kids' Club is very aware of the risk of fire within our settings, and abides by legislation regarding fire safety.

Site Managers will carry out fire risk assessments and implement appropriate precautionary and protective measures to maintain any such plans.

Each site has an evacuation plan and map - indicating evacuation procedure and location of fire fighting equipment.

The schools we operate in are responsible for the maintenance of fire detection and control measures, fire exits signposting and fire fighting equipment on site.

Out of Hours Kids' Club has a fire drill twice yearly and all relevant information is logged using fire drill record sheets.

Fire exits must be kept free from obstruction at all times.

Good housekeeping procedures should be in place to minimise the risk of fire.

All Out of Hours Kids' Club electrical equipment is subject to portable appliance testing annually.

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4.2₁₂ SMOKING

NO SMOKING POLICY/VAPING/E CIGARETTES

Out of Hours Kids' Club has a strict 'NO SMOKING' policy on all sites, in compliance with the law and school policy.

Staff may not smoke in any area of the school premises indoor or outdoor.

No smoking signs should be displayed on all premises.

Staff should advise parents and visitors not to smoke in the outside play areas when children are present or about to be present.

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4.2₁₃

OUTDOOR PLAY

Out of Hours Kids' Club aims to provide stimulating fun activities for the children at all times, however extreme weather conditions may limit the activities we provide for the children outdoors.

Outdoor play will be offered to the children every day where possible. Extreme weather conditions will be monitored and in these cases it may be decided on the grounds of health and safety not to take the children outside.

Outdoor play areas are the responsibility of the schools we are working in. Ideally these will be well maintained and free from holes, bumps or uneven surface areas. In the event of any problems being identified by Kids' Club staff the Head Teacher/Caretaker or the Site Manager will be informed of these as soon as possible.

The decision for outdoor play will ultimately rest with the Site Manager.

The following conditions will be taken into account:

- Any outdoor play will take place in safe, secure and well-supervised spaces.
- A risk assessment will take place before any outdoor activities commence.
- Drains, pools or very wet or muddy areas will be made safe or inaccessible to children.
- In the event of snow or ice on external walkways, staff will ensure that this is regularly cleared and kept safe. In most cases the school caretaker will ensure that external walkways are kept clear but staff will make them aware if any walkways present a problem.
- Outdoor play during winter months must only take place if the play areas have good lighting.

4.2₁₃

OUTDOOR PLAY

- Staff will make sure there is a regular supply of water available to children at all times and especially in hot conditions.
- During hot weather staff will also ensure that children are adequately protected from the sun, with regular breaks in the shade as outlined in the good health policy (3.29₁).

WET PLAY

The children must not be allowed to play outdoors when the ground is wet, however if the children are already outdoors and it starts to rain (providing they are suitably clothed) they may stay outdoors until such time as the ground becomes too wet - thus making it too slippery, or it rains too heavily making the children's clothes too wet.

SNOW PLAY

As mentioned above the children must not play outdoors if the ground is too slippery, however they may be allowed outdoors when the snow has just fallen and is powdery (providing they have suitable clothing and footwear). Outdoor play in fresh snow which has fallen on top of compacted/icy snow will be too hazardous and therefore not allowed. Staff must ensure that wherever possible children do not sit around in wet clothing.

HOT WEATHER/SUNNY PLAY

Staff must ensure that the children playing out in hot sunny weather are suitably clothed. Children should be encouraged to wear hats if they have them and they must not take shirts/T-shirts off. Sun screen can be applied (the registration form should be checked for permission).

4.3₁ OUTINGS

Out of Hours Kids' Club believes that visits and outings play an important and enriching role in the programme of activities that we provide for children. Due to the limited amount of time available during afterschool or breakfast club session it is rare that outings take place. However on the rare occasion when an outing takes place, the safety of children remains paramount.

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

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

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

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

4.3₁ OUTINGS

PARENTAL CONSENT (Currently not active)

No less than two weeks before a proposed visit or outing, the club will send a letter and the Visits and Outings Form to parents/carers giving them detailed information about the proposed event. This will include a full programme of activities, any costs and an outline of any journeys involved and the mode of transport being used as well as approximate arrival and departure times. Parental consent is needed for all off-site visits and outings. The manager will take a photocopy of the signed Visits and Outings Forms on the trip while the original will be stored in the club's records.

Parents/carers have the absolute right to withhold consent for a proposed visit or outing. Children without signed consent will not be allowed to participate.

DURING VISITS AND OUTINGS

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

Children will remain under close supervision at all times.

When children are on outings, there will always be staff who hold current paediatric first aid certificates.

The Site Manager will ensure that a full First Aid Kit is on hand, in compliance with the relevant provisions of the Health, Illness and Emergency Policy.

4.3₁ OUTINGS

(Currently not active)

Two designated members of staff will keep mobile phones with them at all times and their numbers will be circulated to all parents/carers in advance of the visits and outings. These numbers will also be left at the club in case of an emergency.

A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.

A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be left with the member of staff on duty at the club's premises if staff numbers allow for such a provision.

Records will be kept about vehicles in which children are transported, including insurance details and a list of named drivers who will be suitably checked. Drivers using their own transport will have adequate insurance cover.

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4.3₂

TOILETS AND HAND WASHING

At Out of Hours Kids Club we use the toilet and hand washing facilities provided by the school. There are always an adequate number of toilets and hand basins available - the minimum is one toilet and one hand basin for every ten children. There are separate toilet facilities for the staff.

In some of our settings there are disabled toilets or a minimum number of toilets available in the area used by Kids' Club but the children have access to other toilets within the school.

Each of our sites has access to spare clothes and cleaning resources in case children soil themselves.

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4.33

PARENTS AREA/CONFIDENTIALITY

Out of Hours Kids' Club expects that all staff will respect the rights of the children in our care to privacy and confidentiality. No information regarding an individual should be disclosed to anyone other than the relevant professional organisations. For instance, in the case of Safeguarding issues failure to comply with this may lead to disciplinary action.

All staff will be required to sign a confidentiality agreement at induction and then annually thereafter. A record will be kept onsite to ensure that all staff have been provided with updated information relating to confidentiality.

Out of Hours Kids' Club understands that at times parents/carers may wish to discuss their child's progress and development with the Site Manager. Managers may also wish to inform parents of issues or concerns they have about the child. To ensure confidentiality is maintained the Site Manager will identify a quiet area in their setting where these discussions can take place and invite parents/carers to use these areas when necessary. Due to the limitations of working in a school setting at times these areas may be the kitchen or other area where there are no children present.

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4.4₁ **EQUAL OPPORTUNITIES POLICY/ACTION PLAN**

Out of Hours Kids' Club is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.

We will endeavour to promote the rights of all club users: children, parents/carers, staff and visitors by respecting and valuing others.

Out of Hours Kids' Club's equal opportunities procedures aim to help everyone involved in our clubs to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

Out of Hours Kids' Club aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. The company will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

The company will work in collaboration with its Equality Named Coordinators (ENCOS) to ensure we all create a fair environment where our users can participate and have the same opportunities to fulfil their potential.

4.4₁

EQUAL OPPORTUNITIES POLICY/ACTION PLAN

Out of Hours Kids' Club recognises that achieving the objectives of our equal opportunities policy relies on the active involvement of all club users and so, the club will encourage and welcome input and feedback on the effectiveness of our policies and procedures.

Out of Hours Kids' Club will facilitate regular opportunities for consultation with parents/carers about the service that the Company provides as a means of monitoring the effectiveness of the equal opportunities policy.

EQUAL OPPORTUNITIES PROCEDURES

To realise our objective of creating an environment free from discrimination and welcoming to all, Out of Hours Kids' Club will:

- Ensure that all children who attend the schools we are based in, including those with specific requirements will be included and supported - with reasonable adjustments made for them.
- Ensure that our services are open and available to all parents/carers and children in the schools where we operate and the wider community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child, or family, from accessing our services.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the club's programme of activities.

4.4₁

EQUAL OPPORTUNITIES POLICY/ACTION PLAN

- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Ensure that the company's recruitment policies and procedures are open, fair and non-discriminatory.
- Endeavour to recruit a staff team that reflects the make-up of the local community.
- Ensure that all members of staff are aware of, and understand, the Equal Opportunities Policy as it relates to all aspects of our work.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenge any discriminatory incident in accordance with provisions set out in the Staff Disciplinary/Grievance Procedures and/or Behaviour Management Policy.
- Apply disciplinary sanctions to any member of staff found to be acting in a discriminatory way at any time, according to the provisions of the Staff Disciplinary Procedures Policy.
- Endeavour to fulfil all the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998, Race Relations (Amendment) Act 2000 and the Equality Act

The Site Manager (who is also the ENCO) will be responsible for ensuring that the Equal Opportunities policy is implemented and that its effectiveness is regularly monitored. They will be given guidance and support by the Managing Director to enable them to carry this out.

4.4₁

EQUAL OPPORTUNITIES POLICY/ACTION PLAN

Site managers will be responsible for ensuring that:

All staff will be given appropriate induction training when commencing employment. Staff should also be enabled to access relevant training on a regular basis whilst employed.

Appropriate action will be taken wherever discriminatory behaviour, language or attitudes become apparent.

All Out of Hours Kids' Club's policies and procedures will be kept under review to ensure we do not operate in a discriminatory manner, or in any way, against our commitment to equal opportunities.

EQUAL OPPORTUNITIES ACTION PLAN

This action plan aims to give management and staff a clear set of actions to take in order to:

- Focus everyone's attention on key tasks.
- Set specific objectives and targets.
- Set deadlines in order to put our Equal Opportunities policies in to practice.

The following guidelines provide the backbone for the action plan and illustrate the procedures in place to ensure the policies are usable:

- Out of Hours Kids' Club will ask all staff to assess their existing knowledge and expertise, thereby identifying training needs.
- Opportunities to attend relevant courses or workshops will be actively promoted.

4.4₁

EQUAL OPPORTUNITIES POLICY/ACTION PLAN

- When seeking new staff members Out of Hours Kids' Club will actively encourage applicants from people with specific needs where they are able to fulfil the job and person specification.
- Staff inductions will explain the Policies and Procedures of the Company and staff will be given the opportunity to become familiar with these.
- Staff training plans will be monitored and action taken to fulfil the needs of staff in specific areas.
- Out of Hours Kids' Club will ensure everyone has a working knowledge of anti-discriminatory practice, inclusion, challenging behaviour, through the cascading of knowledge and experience to staff from training courses or up to date information.
- When employing staff the management will be aware that they meet all requirements regarding recruitment, pay and conditions.
- Equal opportunities for access will be monitored through forms and feedback from parents and carers.
- We will provide information and advice on Working Families Tax Credit, subsidies and training grants. We give discounts for full weeks attended (permanent registered children).
- Out of Hours Kids' Club will use questionnaires and open meetings to work in partnership with parents/carers.
- Policies and procedures will be accessible to all and reviewed regularly to ensure their relevance to our aims and objectives.

4.4₁

EQUAL OPPORTUNITIES POLICY/ACTION PLAN

- Equipment and resources will be regularly reviewed and will be used to promote positive images. Each staff member should be aware of and report negative images to their Site Manager.
- Resources will be held on site and audited regularly to identify any specific needs.
- Out of Hours Kids' Club may purchase new resources to promote positive images for any new areas identified.
- Where necessary training in the selection of resources may be provided.

For more details of support for children with disabilities, specific requirements or special educational needs see section - Disabled Access.

4.5₁

INFORMATION AND RECORDS

INFORMATION POLICY

Out of Hours Kids' Club recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and to protect the welfare, development and care of children in accordance with legislation.

Out of Hours Kids' Club has a duty to hold and maintain records on the children registered at our settings. At times some of the information we have will need to be shared with other professionals such as teachers at the schools we are working in, Social Services, the Police or Ofsted.

Out of Hours Kids' Club hopes that sharing information will help in the safe and efficient management of our settings and to ensure the needs of all children using our services are met.

We will endeavour to ensure information sharing occurs between parents / carers and Kids' Club and with the school the child attends.

Out of Hours Kids' Club is always happy to receive feedback from parents and we will record this in children's records, diary notes, evaluation forms and questionnaires.

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4.5₂ DATA PROTECTION

In order to comply with the Information Commissioner's Office's principle of 'Fair Processing' and under Schedule 2 of the data Protection Act 1998, Out of Hours Kids' Club will only collect personal information for which there is a legitimate use and will not use the information in any way that has unjustifiable adverse effects upon the individuals concerned or use the data in any way that is unlawful.

We hold information about the children who attend our setting in the following formats;

- Registration form. This is completed online and a copy of the relevant emergency telephone contact information is held on the Site Managers work mobile phone.
- Daily Registers. These detail the children who are due to attend breakfast and afterschool sessions.
- Information sharing books - these vary from site to site but are used as a method of recording information shared with the school and parents / carers.
- Information detailing the disabilities, special needs, specific requirements or medical, dietary needs of the child are collected during registration using the online form. These include details of allergies and action to be taken in the event of an allergic reaction.
- Permissions list. These list what activities and events the parent has given or refused permission for. These include administration of first aid treatments, sun cream application and photographs use. These do not include permissions for Trips and Outings. If trips or outings were planned they would require a separate permission form for each event.

4.5₂ DATA PROTECTION

Registration Forms are stored in a locked cupboard to ensure confidentiality.

Other less sensitive information is stored on the manager's desk for ease of access and then in a locked cupboard when the sessions are not in operation.

Confidential information and records about children and staff are held securely and only accessible to those who have a right or professional need to see them.

Restricted documents will not be taken from the setting without strategies being put in place for transport and storage. These documents will not be left unattended in cars or opened on public transport.

All paper based files containing personal or sensitive information that have exceeded their retention period will be shredded at our admin office.

All electronic personal and or sensitive information including photographs of children will be held on a password protected computer in our admin office. Photographs of children on the admin computer will be kept for no longer than twelve months.

4.5₃

PARENTS ACCESS TO CHILDREN'S RECORDS

Out of Hours Kids' Club understands the need to protect the privacy of the children in our care and the legal requirement that exists to ensure that information relating to the child is handled in a way that ensures confidentiality.

At Out of Hours Kids' Club we only name the child involved and use initials to identify any other children who may have been involved.

Parents/carers will be given access to all records about their child, provided that no relevant exemptions apply to their disclosure under the DPA.

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4.54

RETENTION OF CHILDREN'S RECORDS

All required records relating to individual children are maintained and retained for three years after children last attended the setting. This does not apply to the retention of photographic images which shall be kept for no longer than twelve months.

Other records that are kept by Out of Hours Kids' Club are;

- An up to date waiting list with details of all children waiting for a place at the setting and this list is regularly updated as places become available.
- Records of any medication for children being stored on the premises during the session or long term - as in the case of Inhalers.
- The signed Administration of Medicine form for any medicine administered in the last three years.
- An Inventory Record of all equipment owned or used by the setting.
- Records of Portable Appliance Testing.
- Behaviour/Incident Forms
- Accident Reports

In some cases a copy of these documents will be stored in our admin office in case of fire. E.g. Admissions list, Inventory list.

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4.6₁

INFORMATION ON REGISTRATION FORM

REGISTRATION PROCEDURES

When a new child is due to attend one of our sites, the procedures outlined below will be followed by the manager or their deputy.

A registration form will be completed for each child individual child. This form is completed online. The form will include details such as;

- Full name and address of the child
- Child's date of birth
- Child's home address
- Names, addresses and phone numbers and emergency contact details of parent, carers or persons with parental responsibility
- Details of any legal orders that the child is the subject of
- Specific medical or dietary needs
- Permissions given or withheld for actions taken at Kids' Club
- Childs' doctors name address and phone number
- Persons to be contacted in case of emergency/when the parent or carer cannot be contacted
- Parents/carers will be given the contact number of the Site Manager and the Admin Office and fee details.

4.6₁

INFORMATION ON REGISTRATION FORM

- Signing this contract indicates that they have read and agree to the fee policy.
- Parents are informed of our Policies and Procedures file which is available to view on site.
- Parents/carers and the child will be invited to visit the club for an introductory session, (parents/carers may leave the child or attend with the child).
- Parents/carers and the child will be shown round the club, introduced to the staff and have the club's aims and objectives explained.
- Parents/carers and the child will have the opportunity to ask any questions.
- Any specific needs should be thoroughly discussed with other relevant staff members.

4.6₂ INFORMATION FOR PARENTS AND CARERS

INFORMATION AVAILABLE TO PARENTS/CARERS

Out of Hours Kids' Club operates within the guidelines of the Early Years Foundation Stage. The welfare requirements of this are designed to provide a setting where children are able to enjoy, to grow in confidence and to fulfil their potential.

General requirements include: safeguarding and promoting children's welfare; suitable people; suitable premises, equipment and environment; organisation; and documentation.

To ensure parents/carers and their children get the best out of the settings we endeavour to make sure parents and carers are kept up to date and informed about the services we provide.

We provide information to parents in the following formats:

- We provide a parents notice board in each of our settings to display information relating to our statutory obligations. This will also include details of the food and drink provided for the children. Staff profiles will be displayed including photographs so parents know who is caring for their child and their roles and responsibilities in the setting.
- We provide information online to all prospective parents outlining the services we provide, the cost, our contract with parents and what parents can expect from Kids' Club including the daily routines of the setting. This will include the telephone number of the manager and our admin office number in case of emergencies.

4.6₂

INFORMATION AVAILABLE TO PARENTS

- We have a Policy and Procedures file available at each of our settings for parents to read.
- We send out regular site-specific information to inform parents of events and activities at their child's site.
- Information is provided regularly to parents to keep them update.

This will include:

- The range and type of activities and experiences provided for the children.

In addition to these provisions the Site Manager will spend time with parents to ensure they are given information such as how we are supporting children with disabilities, specific requirements, or special educational needs and how parents and carers can share learning at home.

Parents who ask for more information about the EYFS are directed to the DfE website.

4.7₁

COMMENTS POLICY

Out of Hours Kids' Club hold all comments on site within our Comments, Compliments and Complaints folder. Any written comments received will be read, actioned where possible or presented to the relevant personnel for consideration and resulting actions will be discussed with parents, carers and other stakeholders in the club.

Where verbal comments are made, staff may ask for them to be put down as written comment and placed in this file.

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4.7₂

COMPLIMENTS POLICY

Out of Hours Kids' Club hold all compliments on site within our Comments, Compliments and Complaints folder. Any written compliments received will be read, actioned where possible or presented to the relevant personnel for consideration and resulting actions will be fed back to parents, carers and other stakeholders in the club.

Where verbal compliments are made, staff may ask for them to be put down as written comment and placed in this file.

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4.7₃

COMPLAINTS POLICY

Feedback from parents, children staff and visitors has always been encouraged. It is an invaluable means of evaluating the service we are providing. Any feedback is taken seriously and discussed.

When a parent makes a complaint, it is referred to and discussed with the Site Manager. The complaint will then be written in the complaints log, and immediately discussed with the General Manager Lauren McBride.

If you feel that your complaint is not resolved through discussion you should make a formal complaint to Out of Hours Kids' Club Ltd, preferably in writing or by email.

The staff member concerned will be asked to write a report and the Site Manager will also be asked to do the same. If the complaint was concerning the Site Manager, a report would be requested by them and given as soon as possible to Lauren McBride.

All complaints are treated seriously. An appointment would be made for all parties to discuss the complaint individually with Lauren McBride, and time would be given to assess all the information.

If you make a formal complaint in writing, or by email, the law requires that we investigate fully and provide you with an account of our findings of such an investigation within 20 days (we would aim to resolve any complaint much sooner than this). We will inform you of any action we take or intend to take and will confirm these actions in writing.

4.7₃

COMPLAINTS POLICY

MANAGING UNREASONABLE AND SERIAL COMPLAINTS

Out of Hours Kids' Club is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. It is not routine to limit the contact complainants may require.

Out of Hours Kids' Club will not, however, tolerate unacceptable behaviour from parents and will act to protect staff from that behaviour, especially behaviour which is persistent, harassing, abusive, offensive or threatening.

Out of Hours Kids' Club defines unreasonable behaviour as that which hinders the proper consideration of complaints because of the frequency or nature of the complainant's contact with us. For example, if the complainant;

- refuses to articulate the complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refuses to co-operate with the complaints investigation process;
- refuses to accept the outcome of an investigation;
- refuses to accept that certain issues are not within the scope of the complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice;
- insists on an action being implemented for moving forward which is not workable, i.e no contact between the staff and child, which is unworkable and unsafe;

Out of Hours Kids' Club Ltd

- introduces trivia, repetitive or irrelevant information which s/he expects to be considered;
- raises large numbers of detailed but unimportant questions, and insists they are fully answered in an unreasonable timescale;
- makes complaints about staff who are trying to deal with the issues for which there is no evidence;
- changes the basis or details of the complaint as the investigation proceeds;
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where Out of Hours Kids' Club's complaint procedure has been fully and properly implemented and completed. This may include referral to Children's Services, LADO, Ofsted, Police etc.
- seeks an unrealistic, disproportionate or unreasonable outcome;
- makes excessive demands on Out of Hours Kids' Club time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being considered or after the investigation is considered complete;
- uses threats to intimidate staff or other parties involved;
- uses abusive, offensive or discriminatory language or violence;
- knowingly provides falsified information;

Out of Hours Kids' Club Ltd

- publishes information on social media or other public forums relating to the matter

Complainants should try to limit their communication with Out of Hours Kids' Club that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the *General Manager* (Lauren McBride) will discuss any concerns with the complainant informally before deciding that the complaint is unreasonable.

If the complainant continues in their demands for unreasonable outcomes, the *General Manager* will write to the complainant explaining that their behaviour is unreasonable, giving reasons and ask them to assess their actions and requests. Where complainants seek to make an excessive number of contacts with the company and thereby cause a significant level of disruption, the methods of communication may be prescribed and the number of contacts limited in a communication plan.

If a resolution cannot be reached, the company reserves the right to terminate the contract for the provision of services, in the best interest of all parties involved.

In response to any serious incident of aggression or violence, Out of Hours Kid' Club will immediately inform the police and communicate our actions in writing. This may include barring individual/s from using our provision and the contracts being terminated immediately.

4.7₃ COMPLAINTS POLICY

A decision regarding the complaint would be made after serious consideration had been given to all the relevant evidence accumulated.

It is important for staff, management and children that parents/carers are given accurate and consistent information at all times. Parents and carers and playworkers are partners in the care of the children, and have the welfare and well-being of the children as their common starting point. Serious complaints regarding safeguarding children would be handed over to the Liverpool Safeguarding Children Board. Parents/carers may formalise complaints to our regulatory body:

Ofsted

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Helpline: 0300 123 1131
Email: enquiries@ofsted.gov.uk

This policy is to be used in conjunction with the Provider Complaints log.

4.7₃

PROVIDER COMPLAINTS RECORD - OFSTED GUIDELINES

PLEASE READ THE GUIDELINES BELOW BEFORE
COMPLETING A COMPLAINTS RECORD

How to complete the complaints record

OFSTED will check your complaints record at all inspections from October 2005. When completing the record you should bear in mind it must be shared with any parent who asks to see it as well as with OFSTED. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

Source of complaint

You need to record here who made the complaint. Where people complain to OFSTED, we will normally refer all such complainants to you in the first instance. Where OFSTED carries out an investigation into your continued suitability to provide childcare following a complaint, we will tell you of the outcome of our investigation. Where we do this, you should enter OFSTED as the source and the OFSTED complaint number, if known.

Nature of complaint

The record is intended only for complaints relating to the national standards. You must record here one or more national standards to which the complaint refers. If you are unsure you should refer to your EYFS standards and the accompanying guidance. You must record all details associated with the complaint, taking care not to name individuals. For example, 'child A', 'staff member B'.

4.7₃

PROVIDER COMPLAINTS RECORD - OFSTED GUIDELINES

How it was dealt with

You must provide information on how you investigated the complaint. You will need to record:

- The process that you took to ensure that the complaint was fully investigated, such as interviews and review of records.
- Who was involved in the investigation without identifying any individuals named in the complaint including staff or any children.
- Any referrals you made to an external agency, for example local authority, environmental health or social services.

Actions and outcomes

You must provide details about the outcome of your investigation. You will need record:

- Any action identified by you.
- Any actions set or taken by OFSTED.
- Any action taken by another external agency, where you feel you could make improvement to your provision.
- If you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing: OFSTED on 0300 123 1131.

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4.7₃

PROVIDER COMPLAINTS RECORD

Please read the complaints record guidelines before completing this form

SITE:

Date and time of complaint	Date:	Time:
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A SOURCE OF COMPLAINT

Parent (in writing including e-mail)	
Parent (in person)	
Parent (phone call)	
Staff member	
Anonymous	
Ofsted (include complaint number if known)	
Other - (please state method)	

B NATURE OF COMPLAINT (please tick all welfare requirements that the complaint relates to)

WELFARE REQUIREMENT	
CHILD PROTECTION	
Suitable People	
Disqualification (all registered providers)	
Staff taking medication/other substances	

STAFF QUALIFICATIONS, TRAINING SUPPORT & SKILLS	
Key person	
Staff: Child ratios	
Childminders	

HEALTH	
Medicines	
Food and Drink	
Accident or Injury	

MANAGING BEHAVIOUR	

SAFETY AND SUITABILITY OF PREMISES, ENVIRONMENT AND EQUIPMENT	
Smoking	
Premises	
Risk Assessment	

Outings	
Equal Opportunities	

INFORMATION AND RECORDS	
Information about the child	
Information for Parents and Carers	

COMPLAINTS	
Information about the Provider	
Changes that must be notified to Ofsted	

Please outline the nature of the complaint:

4.74

PROVIDER COMPLAINTS RECORDS

C

Please identify how the complaint was dealt with

Internal investigation	
Investigation by Ofsted	
Investigation by other agencies	

Please give details of any internal investigation and attach any relevant correspondence.

Any further action to be taken

D **Actions and Outcomes:**

Internal actions	
Actions agreed with Ofsted	
Changes to conditions of registration	
Other action taken by Ofsted	
No Action	
Actions imposed or agreed with other agencies	

Please provide a brief explanation:

Has a copy of this record been shared with parent(s)	Yes	No	Date

Parent/Carer Signature..... Date:

Name of recorder:

Position:

Out of Hours Kids' Club Ltd

Outcome notified to parent(s) *(within 28 days for Early Years Register)	Yes	No	Date
*(within 20 days for Childcare Register)	Yes	No	Date
Position:			
Signature:			
Date completed:			

Requirements require the providers to give an account of the findings of the investigation into the complaint and any action taken to the parents who made the complaint, within 28 days (for those registered on Early Years Register) and 20 days (for those registered on Childcare Register) of the date of the complaint.

4.74 OFSTED CONTACT DETAILS

Out of Hours Kids' Club upholds the right of parents to be able to contact Ofsted if they believe it is not meeting the requirements of the EYFS. To this aim we display on our parents notice board at our settings the poster provided by Ofsted with their contact details on.

In the event that Out of Hours Kids' Club become aware of an imminent inspection by Ofsted at one of our settings we will notify parents and carers so they have the opportunity to provide feedback on their child's experience of our settings.

After an inspection by Ofsted, Out of Hours Kids' Club will supply a copy of the report to parents / carers of children attending on a regular basis.

Ofsted contact details:

Ofsted
Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1131

Enquiries@ofsted.gov.uk

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4.8₁ MANDATORY DOCUMENTATION

As part of the conditions of our registration with Ofsted, Out of Hours Kids' Club must hold the following documentation:

- The name, home address and telephone number of the provider and any other person employed or living on the premises
- The name, home address and telephone number of anyone in regular unsupervised contact with children in Early Years provision
- A daily record of the children being cared for, their hours of attendance, and the names of the child's key person
- The Certificate of Registration - this must be displayed at the setting and shown to parents / carers on request

Staffing details are held in our admin centre, details below.

Out of Hours Kids' Club Ltd

65 Booker Avenue

Liverpool

L18 4QZ

0151 306 4775

Registers, names of key workers etc. are available from the Manager at each site.

A copy of the staff CRB/DBS details is made available to the admin office of each of the schools we operate in.

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CHANGES THAT MUST BE NOTIFIED TO OFSTED

4.9₁ CHANGES THAT MUST BE NOTIFIED TO OFSTED

Out of Hours Kids Club take its responsibilities under our registration with Ofsted very seriously and will always comply with guidance regarding informing them of any changes to the terms and conditions of our registrations. We would always inform Ofsted of the following:

- Any change in the address of the premises we are using
- Any change to the premises which may affect the space available to the children
- Any change which may affect the quality of childcare available to them
- Any change in the name or address of the provider or our contact information
- Any change to the person who is managing the early years provision
- Any proposal to change the hours during which childcare is provided
- Any significant event which is likely to affect the suitability of the early year's provider, or any person who cares for, or is regular contact with children on the premises, to look after the children.
- Any change in the name or registered number of the company

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4.9₂ **TIMESCALE TO REPORT CHANGES TO OFSTED**

Out of Hours Kids' Club will always notify Ofsted that a new manager has been appointed at one of our settings. At the same time a letter will be sent out to all parents at the setting notifying them of the change of management, the reasons for the change and a brief summary of the qualifications, skills and experience of the new manager.

Notification to Ofsted will always be made in advance where reasonably practicable or within 14 days.

Failure to comply with these requirements is an offence.

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