



## **Policies & Procedures Contents**

- 1. Early Years Foundation Stage Policy and Procedures**
- 2. Behaviour Policy Statement and Procedures**
- 3. Equalities Policy**
- 4. Operational Policies and Procedures**
- 5. Volunteers and Peer Mentors Policy**
- 6. Children's Belongings Policy**
- 7. Payment and Refund Policy**
- 8. Missing Child Policy and Procedure**
- 9. Uncollected Child Policy and Procedure**
- 10. Complaints Policy**
- 11. Staff Behaviour & Disciplinary Policy**
- 12. Staff Training & Development Policy**
- 13. GDPR & Privacy Policy (Data Protection)**
- 14. Mobile Phones & Devices Policy**
- 15. Social Media Policy**
- 16. Record Keeping Policy**
- 17. Please also see our Privacy Policy**
- 18. Support for Staff and Volunteers and**
- 19. Safe Recruitment Policy**
- 20. Emergency Evacuation/Closure Procedure**
- 21. Accident and Emergency Policy**
- 22. Illness Policy Statement**
- 23. Administering Medication Policy**
- 24. Health and Safety Policy**
- 25. Fire Safety Policy**
- 26. Intimate Care Policy**
- 27. Manual Handling Policy**
- 28. Safeguarding Policy and Procedure**
- 29. Swine Flue & Corona Virus Policy**
- 30. Lone Worker Policy**
- 31. Whistle-blower policy**



**These Policies and procedures were written and implemented by Hannah O'Brien and last reviewed on the 1<sup>st</sup> September 2021**

**Signed.....**

## **Policies & Procedures for Manor Farm Group Slimbridge & Wickselm House Settings**

### **Early Years Foundation Stage Policy and Procedures**

Manor Farm @ Slimbridge offers places to school aged children from year 1 class to year 8. This means the setting does not cover the EYFS age group but does care for children who may have just transitioned from reception class. Therefore, we believe staff having an understanding of EYFS is beneficial to younger visitors.

Manor Farm @ Wickselm House offers places to children who come under EYFS as we cater for children aged from three to eleven years. As a holiday club we do not accept NE funding.

Parent's must evidence that their child accesses EYE from a primary, term time provider.

We understand the importance of embracing every individual's cultural capital and encourage children to share their experiences in the wider world with staff and peers at our club. We are passionate about bringing the 'awe and wonder' of our amazing natural world to the attention of everyone who spends time at Manor Farm.

The guiding principles of EYFS, are:

- **A Unique Child:** *Every child is constantly learning to be resilient, capable, confident and self-assured* – we provide a wide variety of experiences for each child to develop, play, create and think for themselves. We help the children to learn more about themselves and how to manage their feelings and behaviour.
- **Positive Relationships:** *Children learn to be strong and independent through positive relationships* – we aim to develop caring, respectful and professional relationships with the children and their families and between the children themselves, who are of varied ages and at different stages of development.
- ✓ **All setting managers will have a minimum of two years' experience working in a childcare setting and have undergone safeguarding, FGM and Prevent training. For Wickselm House this must include EYFS.**

**\*\*\*Our Wickselm House managers all hold a full and relevant level six qualification. Half of all Wickselm House staff hold a full and relevant level 2 qualification or above. All Wickselm House staff hold an up to date 12 hour paediatric first aid and have undergone safeguarding training. At least one member of staff on site at all times holds a food hygiene certificate.\*\*\***



All staff are responsible for delivering care which meets the needs of all children attending including those who are in the EYFS age group.

- ✓ **At least one member of staff on site will have an up to date 12 hour paediatric first aid certificate.**  
At our Wickselm House camp ALL staff hold an up to date 12 hour paediatric first aid certificate.
- ✓ **All of our staff have undergone induction training including safeguarding,FGM and Prevent training.**
  
- ✓ Each day we plan activities which result in a product the children can proudly take home to share what they have done during their day at club. We also share photos on our social media pages for family to see what we have been up to. Relevant photo permissions are always requested. As well as our daily contact with parents/carers and siblings, we hold an annual Winter Fair, to which all families are invited. We feel that this is an important social occasion, which further strengthens relationships and familiarises children and their parents/carers with our ethos. We strongly encourage families to communicate relevant information to staff and to introduce siblings both older and younger at pick up and drop off time so that staff can identify well with each individual child.
- ✓ We carry out regular parent feedback questioner campaigns to allow us to improve our services and understand what we are doing well already.
- ✓ We visit schools in the area to talk about the story of wheat and 'food to fork'. Liaison with local schools, helps us develop a shared ethos and also makes us familiar faces to some of the children who will attend Club. We have built a relationship with Hardwick Parochial School and the charity Together in Matson to offer funded spaces to children with low level SEN needs and as respite for siblings of children with SEN. We regularly liaise with the school SENCO to plan children's visits and discuss outcomes.
  
- **Enabling environments:** *Children learn and develop well in environments in which their experiences respond to individual needs and where there is a strong partnership between practitioners and parents/carers.*



- ✓ To help children settle in on their first day at Club, we allow parents/carers to stay for 30 minutes - 1 hour. We then feel it is best for the children and staff to focus on the activities: having a parent on-site for longer can be disruptive .
- ✓ Families can arrange a designated tour at a prearranged time.
- ✓ All preschool parents are asked to complete an 'all about me' record prior to their child's first day.
- ✓ All parents are asked to read and abide by our T's & C's as set out in our parent and child handbook.
- ✓ On a child's first day s/he is assigned a 'buddy' who is a friendly, confident child of a similar age who regularly attends Club, and will help them settle in.
- ✓ We are constantly observing and interacting with the children, and are therefore able to identify interests and provide opportunities for individuals to follow-up on a specific activity, such as den building, modelling, science or even guinea pig grooming, chick and chicken husbandry.
- ✓ We help them to make sense of the world around them through interaction with the animals in our setting, planting our own vegetables and practical experiments such as collecting and winnowing wheat from pre planted tubs for making flour and dough.
- **Children develop and learn in different ways and at different rates:** *The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities – we support all the children to have a full, satisfying and enjoyable experience, tailoring it to their specific needs.*
- Many of our staff have had experience and training in working with children with extra needs including caring for diabetic children and a range of SEN needs. We are always happy to liaise with parents and undergo further child specific training and to run short 'tester' days for new children with extra needs. Staff always familiarise themselves with allergy and medical action plans, care plans and any other material made available to help meet a child's specific needs. We have a budget set aside to allow staff to access specific training to meet an individual child's needs. Our SENCO's are encouraged to update their training regularly.
- ✓ At Manor Farm we provide a range of adult-led activities through our 'themes for the week', as well as those that are initiated by the children themselves. All activities are play-based and children are never forced to take part, but choose how they spend their time.



## Behaviour Policy Statement and Procedures

We believe strongly in supporting children in learning to manage their behaviour through positive reinforcement of desirable behaviour, rather than discipline of negative behaviour. However, behaviour that is dangerous, emotionally hurtful, destructive or disruptive needs to be dealt with quickly and effectively. To that effect, we have developed the following procedure to clearly outline how we will work with parents/carers to ensure all the children in our care are happy, and that any undesirable behaviour is effectively managed.

We have written a short list of 'house rules' so that everyone is clear about the basic boundaries at Manor Farm.

### House Rules

- ✓ **Have fun and help others to enjoy themselves**
- ✓ **Always be kind to other children, adults and animals**
- ✓ **Always follow safety advice from Manor Farm staff**

We also have the following disciplinary procedure to provide clear guidelines and expectations to children and parents/carers:

<b>1<sup>st</sup> Incident</b>		<b>A warning and reminder of house rules and expectations</b>
<b>2<sup>nd</sup> Incident</b>		<b>Time out from activities and a chat with a staff member</b>
<b>3<sup>rd</sup> Incident</b>		<b>Phone call home to discuss behaviour with parent/carer</b>
<b>4<sup>th</sup> Incident</b>		<b>Exclusion – Phone call home to collect child</b>

### Detailed Procedure

- If a child behaves in a destructive, dangerous or undesirable way, we will



deal with the issue immediately.

- Initially we will aim to resolve the situation by talking to the child and reasoning with them in an age-appropriate way.
- If appropriate and necessary, we may exclude a child from a particular activity until s/he is ready to join in again. This would entail sitting aside from the activity, not being made to leave the room and being isolated from the group.
- If the behaviour continues, we will discuss the issue with parents/carers to help understand any underlying cause, and to develop a uniform approach to dealing with the current behaviour and encouraging desirable behaviour.
- In the unlikely event that a child's continued behaviour is destructive and disruptive to others, we may, sadly, have to discontinue their attendance at Manor Farm Activity Club.
- If toys or equipment are deliberately damaged, we may ask parents/carers to replace them.



## Equalities Policy

Every person who comes to Manor Farm is treated with respect and we work to ensure that we provide a safe and caring environment, free from discrimination, whether on grounds of race, religion or culture, where both children and staff feel valued as individuals, including children with additional needs.

- We encourage all the children in our care to respect themselves and others. If we find a child acting in a hurtful or discriminatory way, we will deal with it immediately.
- We keep up to date with current legislation and training relating to inclusion and anti-discriminatory practice.
- We believe it is important, wherever possible, to offer places at Manor Farm to children with additional needs. Staff will always liaise with parents/carers to assess an individual child's needs.
- We will not tolerate any form of racial harassment at our Club. We will challenge racist and discriminatory remarks, attitudes and behaviour from the children at Club, from staff, from any adults on the premises.
- ✓ Staff will be kept up to date with relevant childcare training.
- ✓ We will ensure that our recruitment procedures are open, fair and non-discriminatory.
- ✓ We will work to fulfil all the legal requirements of the Equality Act 2010.
- ✓ We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis
- ✓ As with any undesirable behaviour, as detailed in our **Behaviour Policy**, we will act immediately to intervene if a child is seen or heard to be hurtful or discriminatory.
- ✓ We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.



- ✓ Where possible, we will undertake training and implement strategies to enable staff to support children with additional needs.
- ✓ We will encourage the children to accept and celebrate individual differences, using a range of resources and activities.
- ✓ All staff will be given a confidential 'child details' list at the beginning of each Club week to identify any children with additional needs and/or dietary requirements so that we can be prepared to meet those needs.

The club's **Equal Opportunities Named Coordinator (ENCO)** are Hannah O'Brien and Rebekah Mills. The ENCO is responsible for ensuring that:

- Staff receive relevant and appropriate training
- The Equalities Policy is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour or language occurs

The Club's **Special Educational Needs Coordinator (SENCO)** are Hannah O'Brien and Rebekah Mills.

The SENCO's will:

- Manage the provision for children with special educational needs
- Have training and experience in the care and assessment of such children

All of the staff will assist the SENCO and be involved in caring for children with additional needs of any kind.



## Operational Policies and Procedures

### Daily operational and security procedures

- ✓ Before the start of each week, members of staff are given confidential, colour-coded register of each child and children with additional needs, allergies or any concerns are highlighted. This list is also displayed, along with any health action plans on the inside of a locked cupboard door and staff are asked to recap on the list at key points though out the day.
- ✓ Our target staff ratios are;  
1 staff member to 8 children for EYFS aged children.  
1 staff member to 10 children for Y1-6 aged children.  
1 staff member to 15 children for school year 6 and up.
- ✓ Each day a member of staff is stationed at the front door or gate, dependant on weather, to greet and welcome children and parents/carers, and to discreetly monitor who is entering or exiting the setting.
- ✓ All children must be signed in and out and staff must be notified of who will be collecting the child. A child will never be handed to an unauthorised adult.
- ✓ At 9.30am the front gate is locked until 4.00pm. Visitors are required to buzz or telephone for access. Visitors are never left alone with children. Visitors, other than parents/carers collecting early or dropping late, are required to sign a log stating the time of and reason for their visit. Unauthorised persons will be asked to leave and escorted from the premises.
- ✓ Those children to whom it applies remain inside during early drop off and late stay.
- ✓ At 9.20 all the children are gathered inside for a 'meet and greet' from staff, and to be told the general itinerary for the day. A roll-call and head count is taken and any amendments to the pre-printed register are made. The children are given a fun and interactive fire and safety drill and also encouraged to share ideas and preferred activities they hope to engage in that day. Children who would like them are given important jobs including being a 'buddy' to help newcomers to the club.
- ✓ During morning and afternoon register all staff are reminded to put a face to the name of any child with allergies or additional needs.
- ✓ Children are registered at the beginning of both the morning and afternoon



sessions. Before leaving the Club, parents/carers or agreed collection person are required to sign their child off-site. This will ensure that there is always a clear record of which children are on-site at any time.

- ✓ On outings to the wider environment children remain in designated groups under close staff supervision and head counts are taken at regular intervals to prevent an incident where a child might become lost.
- ✓ Children are gathered in the classrooms/barn to watch a film or enjoy quiet crafts at the end of the club day. This allows for a calm and orderly collection by parents/carers and for managers to discuss any issues privately with parents/carers in the cloakroom or empty classroom. A staff member is stationed at the internal doorway.
- ✓ Staff monitor the exits/entrances to the premises throughout the session.
- ✓ Children are not allowed to leave the Club during the session, unless prior permission has been given by parents/carers (for example to attend other activities).
- ✓ The manager/supervisor always carries the Club mobile phone. The mobile phone is passcode protected and the setting follows GDPR and is registered with the ICO. **Other staff are not permitted to use personal mobile phones except for a situation where it is in the interests of safety to contact the manager, colleague or emergency services. We are a setting with an outdoor ethos and spread over a wide site therefore we have developed this policy. Staff are not permitted to take photographs or videos with personal phones.**
- ✓ Children bring their own snacks and lunch and drinks; water bottles are always accessible, and children are encouraged to drink and to ask staff for water top ups regularly. We are a peanut free site. All cookery activities are overseen by a staff member with an appropriate food hygiene certificate.
- ✓ There will always be a quiet, private area for staff should they need it.
- ✓ There will always be a quiet, comfy rest area should children need it.



## **Volunteers and Peer Mentors Policy**

**Volunteers and peer mentors have a highly valued role at Manor Farm. However, there are specific differences between the role of full staff members and the volunteers and mentors.**

- Volunteers and mentors do not need to be 17 years or over to help at Manor Farm, but they will work alongside a staff member and are never left in sole charge of or alone with children. Volunteers and young people on work experience placement under the age of 16 years do not require a DBS certificate. Managers and staff over the age of 17 years will apply the same risk assessment criteria to volunteers and peer mentors under the age of 16 years as they do to children attending holiday club. This includes safeguarding, FGM and Prevent duties of care.
- Where agreed in advance in writing volunteers and mentors may be reimbursed for reasonable expenses, i.e. travel and lunch.
- Volunteers and mentors are never responsible for handling money.
- Volunteers and mentors are never responsible for delivering first aid.
- Volunteers and peer mentors are not included in staffing ratios.
- All volunteers will undergo induction training to include a fire drill and health and safety.
- All volunteers aged 16 or over will be required to hold enhanced DBS clearance and also to hold or undertake safeguarding, FGM and Prevent Duty training.
- All volunteers must complete a personal medical emergency card and appropriate worker declaration.
- All volunteers will be required to read, abide by and familiarise themselves with Manor Farm policies and procedures and relevant risk assessment documents.

**Any data records such as emergency cards will be stored and processed according to GDPR regulations. All volunteers will be given a copy of our privacy policy and made aware of their rights to their information and to require changes and to be forgotten where the law does not override this right.**



## **Children's Belongings Policy**

Children should not bring valuable or precious items to Manor Farm club. We do not accept liability for any loss or damage of property. There is a comprehensive 'kit list' on the website and parents/carers are asked to ensure that their children do not bring any items of value to Club. They should only wear clothes suitable for mud, glue, paint and active play, and that do not matter if they are damaged.

Children are not permitted to bring mobile phones to club without prior arrangement and consent of the manager. If a child does bring a phone they must seek permission from staff to use it.

## **Payment and Refund Policy**

- Payment is due on receipt of an invoice to secure a child's place at the Club. The exception to this is the summer holiday Club, when a deposit may be paid and payment plans can be agreed.
- We offer a full refund for places cancelled with at least 24 hours notice.
- No refund will be issued where places are cancelled with less than 24 hours notice.



## Missing Child Policy and Procedure

In the unlikely event that a child goes missing, the following procedure would be implemented:

- ✓ All staff will be informed that a child is missing
- ✓ All other children will be secured within the Club building with staff who will maintain as normal a routine as possible
- ✓ Allocated staff members will search the grounds
- ✓ If the initial search is unsuccessful, a member of staff will be sent by car to search the surrounding area
- ✓ The police will be informed, giving a clear description of the child and what s/he is wearing
- ✓ Parents/carers will be informed by telephone
- ✓ Staff will continue to search whilst waiting for the police and parents/carers
- ✓ The manager will liaise with the police and parents/carers and will record the incident in the **Incident Log**
- ✓ A review will be conducted regarding this and any other related incidents, along with relevant policies and procedures. We will identify and implement any changes as necessary. If the police or Social Care were involved in the incident, we will also inform Ofsted

### **Useful numbers:**

Stroud Police Station – 01452 753500

OFSTED – 0300 123 1231



## **Uncollected Child Policy and Procedure**

At Manor Farm we endeavour to ensure that all children are collected by a parent/carer promptly at the end of each session. If a child is not collected, and the parent/carer has not notified us that they will be delayed, the following procedure is followed:

### **Up to 10 minutes late**

- ✓ When the parent/carer arrives they will be reminded that they must call the Club to notify us that they are delayed.
- ✓ The parent/carer will be informed that the penalty fee of £5 per ten minutes late will be charged. Unless the delay was genuinely unavoidable. (This is at the discretion of the manager).

### **Over 10 minutes late**

If a parent/carer is more than 10 minutes late in collecting their child, the manager will:

- ✓ Try to contact them using the contact details on file
- ✓ If there is no response from the parent/carer, messages will be left requesting that they contact the Club immediately
- ✓ The manager will then try the emergency contacts listed on the child's registration form
- ✓ While waiting to be collected, the child will be supervised by a members of staff
- ✓ When the parent/carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will be charged (other than in exceptional circumstances)

### **Over 30 minutes late**

If, after 20 minutes, the manager has been unable to contact the child's parents/carers or anyone on the emergency contacts list, the manager will:

- ✓ Contact the local Social Care team for advice
- ✓ The child will remain in the care of a member of staff, on the Club's premises



until collected by a parent/carer or emergency contact, or until placed in;

- ✓ the care of the Social Care team
- ✓ If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club, informing the child's parent/carer where the child has been taken, (for example into the care of a safeguarding agency). A contact number will be left, together with a further message on the parent/carer's telephone explaining events

### **Managing persistent lateness**

Persistent lateness on arrival is disruptive for both children and the staff and interrupts the continuity of the day. Persistently late collection can be distressing for the child and cause anxiety.

- ✓ The manager will record incidents of late arrival and/or collection and will discuss them with the child's parents/carers
- ✓ Parents/carers will be reminded that persistent lateness, unless by prior arrangement, may result in them losing their place at Club

### **Useful numbers:**

Stroud police: non urgent **101**

Gloucestershire Children and Families Help Desk; **01452 426565**

**(out of hours) Children & Families Services Emergency Duty Team on 01452 614194.**



## **Complaints Policy**

**For ANY Safeguarding related concerns please see our safeguarding policy which includes specific Safeguarding allegation procedures.**

We are committed to working in close partnership with parents and carers, so that, together, we can best meet the needs of their children.

- If it should arise that a parent, carer, child or member of staff is unhappy with any aspect of our service, we would like them to inform us so that we can discuss the issue and aim to resolve it.

**The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind. They should not:**

- **Investigate or ask leading questions;**
- **Make assumptions or offer alternative explanations;**
- **Promise confidentiality.**
- In the event of a complaint that **IS NOT** of a safeguarding nature. If the parent/carer deems it necessary to make a more formal approach, they are invited to put the complaint in writing, or in an email to us at: [hannah@manorfarmfun.co.uk](mailto:hannah@manorfarmfun.co.uk) We have a duty to follow up all written complaints.
- ✓ Managers and Hannah O'Brien will review all written complaints as soon as possible and inform the complainant of the outcome within 24 hours.
- ✓ We will keep a written record of all complaints and their outcomes for three years or longer where the law requires it.
- ✓ We will observe strict confidentiality, with the exception of providing Ofsted or other government agencies with information, should they require it.
- ✓ Where the complaint involves serious or gross misconduct Ofsted will be notified as soon as possible and always within 14 days.

Following all complaints verbal or written we will record the following information:

**The name of the person making the complaint**

**The nature of the complaint**

**Date and time of the complaint, location of incident/s and names of any potential witnesses.**

**Who initially received the complaint**

**Discussions about the child and/or member of staff, any decisions made,**



**and the reasons for those decisions.**

- ✓ Details of the information and findings will be given to the person making the complaint, (which should have been given to them within 28 days), including any action taken.
- ✓ If the complaint cannot be resolved, or if the complaint is of a serious nature and it is felt inappropriate to discuss it with a member of staff, the complainant should contact:

Ofsted on **0300 123 1231**, or write to:

**The National Business Unit**

**Ofsted**

**Piccadilly Gate**

**Store St**

**Manchester M1 2WD**

There is more information and guidance for complainants on the Ofsted website:

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)



## Staff Behaviour & Disciplinary Policy

Manor Farm expects all members of staff to follow our **Staff Behaviour Policy**, which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct.

- Manor Farm staff are in a position of trust and influence, as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting. They must always behave in line with our policies and procedural requirements.
- The Club staff have a responsibility to maintain their reputation, and the reputation of the Club, both during and outside of working hours.

Staff will be made aware that all data records, such as contracts and staff emergency cards will be stored and processed according to GDPR regulations. All staff will be given a copy of our privacy policy. Staff will be made aware of GDBR regulations when handling staff, children's and parents information including day to day record keeping. Staff will be made aware of their rights to request access, removal and amendments to their information via our privacy policy.

### Behaviour

- Our staff team are ambassadors for Manor Farm, and we always expect them to conduct themselves professionally. Staff should treat anyone attending the Club (children, parents/carers and visitors) courteously and with respect.
- An open, attentive and friendly approach to children, parents/carers and colleagues is strived for at all times.
- We are here to support one another, and staff should always feel they can approach managers and co-workers if emotional support is needed.
- We expect staff to value all the children as individuals and to comply with the Club's **Equalities policy** at all times.
- Swearing, offensive and abusive behaviour are not tolerated from anyone at the Club. If any member of staff exhibits such behaviour, they will be subject to the Club's disciplinary procedures.

### Dress code

Whilst working at Manor Farm, staff will need to help to set up and pack away the setting, facilitate craft activities, small animal handling, and engage in physical



activities with the children. Specific trained staff will handle larger animals including sheep, pigs and ponies.

- The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.
- Whilst on duty all staff should wear the approved Club sweatshirt or T-shirt at all times. With the exception of dress up days.
- Staff should always bring wellington boots to the Slimbridge site and bring them during cold and or wet weather at our Wickseim House site.

### **Confidentiality and social media**

- Staff must not pass on any information about children attending the Club, or their parents and families, to third parties without their permission.
- The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the Club, the press, etc.).
- Posting any material relating to the Club or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any member of staff who breaches this rule will face disciplinary action.

### **Use of mobile phones and cameras**

- Manor Farm has a dedicated mobile telephone, with the number available to parents/carers and staff to use in an emergency. Staff are allowed to keep their personal mobile phones, but they must be kept out of sight of the children, during working hours and Bluetooth turned off. **Except for a situation where it is in the interests of safety to contact the manager, colleague or emergency services. We are a setting with an outdoor ethos and spread over a wide site therefore we have developed this policy.**
- If a member of staff needs to make an urgent personal call they can use the Club phone or make a personal call from their mobile in the designated staff quiet area with prior approval from the manager.
- Staff may only use the Club camera to take photographs of children at the Club. Photos are only to be taken as a record of children's achievements, or as part of relevant activities. They may be taken for publicity purposes and to share on our social media sites **only** with the prior agreement of parents/carers.



- Staff must **never** use their personal mobile phones or cameras to take photographs or videos at the Club during working hours. Doing so will be considered gross misconduct and may result in instant dismissal.

## **Smoking, alcohol and drugs**

- Staff are not permitted to smoke anywhere on the Club premises, including the car park.
- Staff are not permitted to bring alcohol, or illegal drugs onto the Club premises. If a member of staff arrives at work under the influence of alcohol or drugs, they will be asked to leave immediately, and disciplinary action will be taken.
- If a member of staff is taking prescription drugs, which might affect their ability to function effectively, they must inform the Manager immediately.
- Any prescribed medication needed by a staff member whilst at the Club, must be stored safely in the locked metal cabinet, out of reach and sight of the children attending the Club. The medication must be recorded on the individual's staff medical card.

## **Disciplinary Procedure**

**For minor infringements of the Club rules, we have the following procedure:**

- On the first occasion a verbal warning will be given, clearly stating the nature of the infringement. Further training and/or support will be offered if appropriate.
- This will be followed on a subsequent occasion by a written warning, clearly stating the nature of the infringement. Further training and/or support will be offered if appropriate. The written warning will be signed by the staff member and the manager, and a copy will be kept for the Club records.
- Should there be a further infringement, the manager, in discussion with the staff member, will decide whether Manor Farm is the right work setting for the staff member.
- In cases of persistent lateness, after both a verbal and written warning has been given, pay may be docked on a pro-rata basis.



## **Gross misconduct**

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

- Child abuse
- Contravening the laws of GDPR
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The Manager and Club owner will investigate the alleged incident thoroughly before any decision to dismiss is made. Where there is a legal requirement to do so the manager will inform Ofsted, the police, GSCB, of incidents of gross misconduct as soon as practicably possible and within 14 days.

**Please read our Safeguarding policy for dealing with Gross misconduct of a safeguarding nature.**



## **GDPR & Privacy Policy (Data Protection)**

Manor Farm data control is operated by Hannah O'Brien .

Manor Farm take privacy very seriously we ask all staff and parents or carers to read this policy very carefully because it contains important information on how we handle the personal information we collect about staff, children, parents and carers, our users what we do with information, and who the information may be shared with.

### **Who we are**

Hannah O'Brien on behalf of Manor Farm is a data controller for the purposes of the Data Protection Act 1998.

### **Information we collect**

a) Personal information you provide to us.

We collect the following personal information that you provide to us:

Staff and children's name, date of birth, address, telephone number. Parents and carers name and address and relationship to child. Next of kin of staff.

We take reasonable steps to ensure adults providing and signing information forms hold parental responsibility.

Some examples of when we collect this information include: On our child details form, on registers, medicine administration forms and medical incident or accident forms, job application forms.

b) Sensitive personal information.

Sensitive personal information includes any information which relates to the following:

your ethnic origin your political opinions your religious beliefs whether you belong to a trade union your physical or mental health or condition your sexual life, and whether you have committed a criminal offence.

We require staff to undergo an enhanced DBS check to adhere to legislation and keep children safe. We also ask for relevant medical history that may impact on staff ability to carry out work.

We will ask parents and carers to disclose medical information if it is required to



keep a child safe and to meet their needs while in our care.

If we do require this information we will, in every instance explain why we are requesting it and how we intend to use it. We will only collect sensitive personal information with your explicit consent.

Some examples of when we may request sensitive personal information include:

When completing your child's details form in order to meet your child's needs during their visit, we request any relevant medical information.

When completing a staff medical card.

- c) Personal information you provide about third parties

### **Childs privacy policy/Third party privacy policy**

If you give us information about a child in your care you must confirm that you hold parental responsibility.

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

shall consent on their behalf to the processing of their personal data; shall receive any data protection notices on their behalf; shall consent on their behalf to the transfer of their personal data abroad; and shall consent on their behalf to the processing of their sensitive personal data.

### **How we use the information we collect**

We collect information about our users for the following purposes:

To employ staff and volunteers during safe recruitment practise.

To identify parents and children and manage any booking they have with us, process bookings and contact parents if necessary, during a child's visit. We record a child's information to meet their needs and to contact family or to supply to emergency services and appropriate external agencies in case of a medical emergency or safeguarding need.

### **Who your information may be shared with**

We may share your information with:

Law enforcement agencies in connection with any investigation to help prevent unlawful activity



In the event of a child protection issue details may be shared with Ofsted and or the local authority.

## **Marketing**

We have an open FaceBook page. We never record children's names or information on this page. We do display photographs with express opt-in permission of parents and carers.

We will only send promotional emails to people who have signed up to our mailing list.

## **Keeping your information secure**

### **Staff, parents and children;**

We make sure any third-party software used complies with GDPR regulation and we have contracts in place with these providers.

We will use technological and organisation measures to keep your information secure. These measures may include the following examples:

All data is kept secure on a secure password protected, encrypted system, any hard copies of data are kept in a locked metal cabinet or cupboard and all systems are password protected.

However, while we will use all reasonable efforts to secure your personal data, in using our services you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

Every effort is made to reduce and destroy duplicate information, paper copies are shredded, and electronic copies destroyed. In line with legal requirements children's information will be kept until they are 21 years old.

## **What rights do you have?**

### **Right to request a copy of your information**

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy, please:



- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of, including any account or reference numbers, if you have them.

### **Right to correct any mistakes in your information**

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

contact us using the contact details below

- let us have enough information to identify you (e.g. account number, user name, registration details), and
- let us know the information that is incorrect and what it should be replaced with

### **Right to ask us to stop contacting you with direct marketing or subscriber updates**

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- email, call or write to us (using the contact details below)
- let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone)

From time to time we may also have other methods to unsubscribe from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

### **Changes to the privacy policy**

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

Manor Farm, Tyndale Rd, Gossington, GLOS. GL2 7DN

01453 890551 – 07904 035240 - hannah@manorfarmfun.co.uk



## Use of mobile phones and cameras Policy

- Manor Farm has a dedicated mobile telephone, with the number available to parents/carers and staff to use in an emergency. Staff are allowed to keep their personal mobile phones, but they must be kept out of sight of the children, during working hours and Bluetooth turned off. **Except for a situation where it is in the interests of safety to contact the manager, colleague or emergency services. We are a setting with an outdoor ethos and spread over a wide site therefore we have developed this policy.**
- If a member of staff needs to make an urgent personal call they can use the Club phone or make a personal call from their mobile in the designated staff quiet area with prior approval from the manager.
- Staff may only use the Club camera to take photographs of children at the Club. Photos are only to be taken as a record of children's achievements, or as part of relevant activities. They may be taken for publicity purposes and to share on our social media sites **only** with the prior agreement of parents/carers.
- Staff must **never** use their personal mobile phones or cameras to take photographs or videos at the Club during working hours. Doing so will be considered gross misconduct and may result in instant dismissal.

## Social media Policy

- Staff must not pass on any information about children attending the Club, or their parents and families, to third parties without their permission.
- The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the Club, the press, etc.).
- Posting any material relating to the Club or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any member of staff who breaches this rule will face disciplinary action.



## Record Keeping Policy

### Please also see our Privacy Policy

In order to comply with legislation and keep children safe all parents or carers will be required to complete a registration form for each of their children attending Manor Farm Club. This will include the following information on the child:

- Name
- Age
- Home Address of child
- parent/carer contacts (**at least one must hold parental responsibility**)
- Emergency contact details
- Medical, dietary and additional needs details

These records will be securely stored and available only to staff and if necessary, outside agencies. Efforts will be made to minimise duplicate information by shredding none essential or duplicated paper information and none essential or duplicated electronic information will be securely destroyed. Personal information will be kept for 21 years after the birthday of each child.

Reasonable efforts will be made to check that the person completing the form has parental responsibility for the child/children.

Records will also be kept of:

- Attendance
- Consent to administer medicine and records of any medication administered
- Accidents or incidents that occur whilst the child is under the care of Manor Farm
- Incidents relating to children's behaviour
- Incidents of a safeguarding nature
- Staff disciplinary incidents
- Staff emergency contact details and relevant medical information
- Staff qualifications, references, identity check documents and DBS clearance

Records are confidential and stored securely, electronically using password protected and encryption, meeting GDPR requirements and on paper in a locked cabinet or cupboard.

Parents and staff will all be made aware of what information is stored about them, or their child and how it is stored. This will be done verbally and by encouraging parents and staff to read our policies including our privacy and website privacy notice/policy.

Manor Farm's ICO registration under GDPR will app



## Support for Staff and Volunteers and Safe Recruitment Policy

- All applicants will be required to complete a role application form and supply two references. They will then be interviewed by two members of Manor Farm staff to assess their suitability and to see what they would bring to the role.
- All successful applicants will be required to pass an ID check and supply proof of an existing record on the DBS update service or they must be subject to a DBS check by Manor Farm before commencement of their post.

All successful applicants must demonstrate up to date Any qualifications will be checked and verified before the role is offered. safeguarding, FGM and Prevent duty training or complete training provided though Manor Farm before commencement of their post.

- Any qualifications will be checked and verified before the role is offered.
- All new staff and volunteers will receive a written job description and will be able to discuss any specific questions they may have.
- All new staff are given a full days training on site where they shadow a manager and get to know the ethos of Manor Farm and our unique environment. Inexperienced and younger team members are supported by senior staff for a longer period until they are confident to independently work with children. All training staff are not included in daily ratios.
- All new staff are expected to familiarise themselves with our policies and procedures and read our staff handbook before their induction day.

### **A Manor Farm Induction Day Includes;**

- **Attending a full core session from 8.45-4.45.**
- **Shadowing a staff member in the same roll the new team member will undertake.**
- **A fire, emergency evacuation, health and safety and manual handling induction from the manager.**
- **A supportive but thorough Q&A of our policies including safeguarding to identify any gaps in knowledge where imminent further training is needed.**
- **A tour and introduction to the site and animals by the wonderful and honest children! (Overseen by a senior staff member)**
- **Where appropriate to the role, the opportunity later in the day to lead an activity which has been demonstrated by an experienced staff member**



- **An opportunity to meet co-workers and ask questions.**
- Regular staff training evenings are conducted with a full staff training day taking place before each long summer break. All staff must attend the full day summer training and most team training evenings. At these sessions staff are strongly encouraged to share ideas and experiences with colleagues.
- All new volunteers will be offered an induction to Manor Farm and/or induction training including fire drill and emergency evacuation training and a comprehensive overview of our risk assessments. They may also be required to undertake safeguarding and prevent duty training. Volunteers are not left alone with children.
- All new volunteers will be required to familiarise themselves with the Manor Farm policies and procedures.
- All staff and volunteers will be required to complete a medical card including next of kin contact card and state any medical conditions that they feel employers need to be made aware of.
- We value staff input and feedback, and there will be a brief, weekly team meeting and/or a follow-up email with an opportunity for feedback throughout each holiday.
- Staff are required to complete an annual self evaluation appraisal. This is a valuable opportunity to share with Hannah O'Brien any concerns, or ideas and to celebrate individual success.
- All staff will be securely sent a confidential list each week of children attending club with any additional needs highlighted.
- **All staff will be offered opportunities to continue their personal development through Manor Farm's investment in ongoing staff training. We champion the philosophy to 'learn something new every day' and are proactive in encouraging staff to upskill themselves and explore new skills and interests.**
- We do not accept any verbal or physical abuse of staff or volunteers. Any incident of abuse to staff may result in the child/parent/carer being denied access to the Club and, if necessary, further action may be taken by the police.

**Please see our complaints procedure.**



## Emergency Evacuation/Closure Procedure

Manor Farm will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness
- Pandemic or food poisoning outbreak

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- ✓ If appropriate the manager or session supervisor will contact the emergency services.
- ✓ All children will be escorted from the building to the assembly point using the nearest safe exit.
- ✓ No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- ✓ A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- ✓ Before leaving the building, the nominated person will close all accessible doors and windows, if it is safe to do so.
- ✓ The register will be taken, and all children and staff accounted for.
- ✓ If any person is missing from the register, the emergency services will be informed immediately.
- ✓ The manager will contact parents/carers to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- ✓ All children will be supervised until they are safely collected.



- ✓ If after every attempt, a child's parent/carers cannot be contacted, the Club will follow its **Uncollected Child** procedure.

If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

**Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD**  
**Telephone: 0300 123 1231**



## Accident and Emergency Policy

We will always do everything within our power to ensure children are happy and safe whilst in our care. We undertake regular risk assessment and have taken stringent steps to make our premises safe.

However, occasionally accidents may happen, and we have put in place the following procedure in order to deal effectively with any accident that takes place whilst a child is in our care:

- ✓ We keep a first aid box well-stocked and regularly inspected
- ✓ A minimum of one Paediatric First-aider is on site at any one time but we aim for most staff to have first aid training.
- ✓ We require all parents to complete emergency medical and consent forms
- ✓ We will always offer appropriate comfort and support for minor injuries
- ✓ We will assess any injury and seek medical advice or attention when necessary
- ✓ First aid trained staff will use their Paediatric First Aid training to administer any necessary first aid care
- ✓ All first aid trained staff will undergo further Paediatric First Aid training at least every three years
- ✓ We will complete an accident report after all injuries, which we will ask parents/carers to sign. We will provide a copy for parents'/carers' records when required
- ✓ In the event that an ambulance needs to be called for a serious incident or injury, the staff will care for the remaining children and contact the parents/carers of the injured child, whilst a designated member of staff travels in the ambulance with the injured child. Other parents/carers may also be contacted to collect the remaining children, depending on the nature of the incident
- ✓ If a child has had an accident at home or away from the setting, we may require parents/carers to sign and acknowledge an existing injury form
- ✓ In the event of a serious accident, illness or injury to, or death of, any child while in our care, we will inform the following agencies as soon as is



- ✓ practicably possible but within 14 days. We will also inform the of the action taken by Manor Farm.

Inform Ofsted

Inform our insurance company

Inform the Health and Safety Executive and file a RIDDOR report

**Any data records of injuries or incidents will be stored and processed according to GDPR regulations.**



## Our injury protocol chart

<p><b>Minor bump to head</b></p>	<ol style="list-style-type: none"> <li>1 – full assessment by first-aider</li> <li>2 – phone call home to parent/ carer</li> <li>3 – accident report completed and given to parent/carers</li> </ol>
<p><b>Major bump to head -</b> resulting in symptoms of concussion, but not unconsciousness</p>	<ol style="list-style-type: none"> <li>1 – full assessment by first-aider</li> <li>2 – phone call home to parent/ carer to collect child and take him/her to hospital</li> <li>3 – accident report completed</li> <li>4 – Follow up with parent/carers to assess outcome of hospital visit</li> <li>5 – Ofsted and Health and Safety Executive reports completed</li> </ol>
<p><b>Minor knocks and scrapes to torso and/or limbs</b></p>	<ol style="list-style-type: none"> <li>1 – full assessment by first-aider</li> <li>2 – accident report completed and given to parent/carers</li> </ol>
<p><b>Major knocks and scrapes to torso and/or limbs –</b> resulting in symptoms of a broken bone, with full consciousness and no blood loss</p>	<ol style="list-style-type: none"> <li>1 – full assessment by first-aider</li> <li>2 – phone call home to parent/ carer to collect child and take him/her to hospital</li> <li>3 – accident report completed</li> <li>4 – follow up with parent/carers to assess outcome of hospital visit</li> <li>5 – Ofsted and Health and Safety Executive reports completed</li> </ol>
<p><b>Severe bumps and knocks –</b> leading to unconsciousness and blood loss</p>	<ol style="list-style-type: none"> <li>1 – ambulance called for</li> <li>2 – emergency first aid deployed</li> <li>3 – phone call to parent/carers</li> <li>4 – member of staff travelling with child to hospital</li> <li>5 – follow up with parent/carers to assess outcome of hospital visit</li> <li>6 – Ofsted and Health and Safety Executive reports completed</li> </ol>



## Illness Policy Statement

It is very important that all the children in our care are happy and healthy and that we reduce the possible risk of the spread of contagious illness. Whilst we are happy to care for children with minor snuffles and colds, we believe that the best place for a really poorly child is at home.

In addition, children who are unwell would not, understandably, be able to engage in the activities at Manor Farm.

We have developed the following procedure in line with this policy:

- If a child has suffered sickness and/or diarrhoea within the last 48 hours, s/he should be kept at home to avoid the risk of spreading infection
- Parents/carers are required to contact the Club as soon possible
- If a child becomes ill whilst in our care, we will care for and comfort them and, should it be necessary, isolate them as much as possible from the other children
- Parents/carers will be contacted immediately, so that the child can be collected as soon as possible

If key staff are ill, and we have to close the setting, parents/carers will be contacted at the earliest opportunity



## Administering Medication Policy

- If a child attending Manor Farm requires prescription medication of any kind, their parent/carer must complete a **Permission to Administer Medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent.
- Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), the Club staff will offer to keep the medication safe, in a locked metal cabinet until it is required. Inhalers must be labelled with the child's name.
- Manor Farm can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, we can only administer medication containing aspirin if it has been prescribed by a doctor.
- All medication provided must have the prescription sticker attached. This should include the child's name, the date, the type of medicine and the dosage.
- A designated staff member will be responsible for administering medication, or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.
- Before any medication is given, the designated person will:
  - ✓ Check that the Club has received written consent
  - ✓ Ask another member of staff to witness that the correct dosage is given
- When the medication has been administered, the designated person must:
  - ✓ Record all relevant details on the **Record of Medication Given** form
  - ✓ Ask the child's parent/carer to sign the form to acknowledge that the medication has been given
- When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.
- If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent/carer will be notified, and the incident recorded on the **Record of Medication Given**.



- Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication, the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.
- A child's parent/carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency).
- If a child suffers from a long -term medical condition, the Club will ask the child's parents/carers to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are, so that the Club has a clear statement of the child's medical requirements.

**Any data records of medication administration will be stored and processed according to GDPR regulations.**



## Health and Safety Policy

Manor Farm considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

Manor Farm has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's **Health and Safety** policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions, or recognised safe practices will be subject to disciplinary procedures.

### **Responsibilities of the registered person, Hannah O'Brien**

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The registered person will ensure that:

- They nominate a Health and Safety Officer. The designated Health and Safety Officer for Manor Farm Slimbridge is Hannah O'Brien. The designated health and safety officer for Manor Farm @ Wickselm House is Rebekah Mills.
- A copy of the current Health and Safety At work poster is displayed
- All staff receive information on health and safety matters, and receive training where necessary
- The **Health and Safety** policy and procedures are reviewed regularly
- Staff understand and follow health and safety procedures
- Resources are provided to meet the Club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies, and the Health and Safety Executive under RIDDOR (Reporting of Injuries,



Diseases and Dangerous Occurrences Regulations 1995) where appropriate.

- All reported accidents, incidents, and dangerous occurrences are reviewed, so that preventative measures can be taken.

### **Responsibilities of the manager**

The Club's manager is responsible for ensuring that at each session:

- Daily set up and close down records are completed
- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- **The premises are used by, and solely available to the Club during opening hours. Any staff from Wickselm House or Manor Farm Animal Department must make their presence know to the manager and sign the visitors book**
- All the Club's equipment is safely and securely stored
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

### **Security**

- ✓ Children are not allowed to leave the Club premises during the session, unless prior permission has been given by the parents/carers (for example, to attend other extra-curricular activities).
- ✓ During Club sessions staff monitor the entrances and exits to the premises throughout the session.
- ✓ A staff member is stationed at the front door during morning 'drop off' and at the door of the building where children wait for collection at the end of the session.
- ✓ The front door or front gate is locked during the core day and visitors are required to buzz or telephone for access.
- ✓ Visitors are never left alone with children.



- ✓ Visitors, other than parents/carers collecting early or dropping off late, will be required to sign a log of their visit and reason for visiting.
- ✓ Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

### **Toys and equipment**

- ✓ All furniture, toys and equipment are kept clean, well maintained and in good repair.
- ✓ We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them.
- ✓ Broken toys and equipment are disposed of promptly.
- ✓ We ensure that any flammable equipment is stored safely.

### **Food and personal hygiene**

Staff at Manor Farm maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- ✓ A generally clean environment is maintained at all times. Due to the nature of our setting, children are asked to bring indoor and outdoor shoes and wellington boots.
- ✓ Toilets are cleaned daily and soap and hand-drying facilities are always available. We also have a warm water hand washing station outside.
- ✓ Staff responsible for serving and preparing food are trained in food hygiene, and follow appropriate guidelines.
- ✓ We do not handle or serve food. Hannah O'Brien and other key staff have a level 2 Food Hygiene Certificate or above and instructs staff on safe storage of lunch boxes and allergy safety. They are responsible for overseeing low level cookery activities when they are on the itinerary.
- ✓ If we are made aware of a child with food allergies, we will provide them with alternative lunch and snack areas away from other children if necessary and take steps to make sure there is no cross contamination. We are peanut free site and ask children not to bring peanut products.
- ✓ Waste is disposed of safely.
- ✓ Staff ensure that children wash their hands before handling food and drink, after using the toilet, playing outdoors and immediately after handling



animals.

- ✓ Cuts and abrasions (whether on children or staff) are kept covered.

### **Dealing with body fluids**

- Spillages of blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises.
- When dealing with body fluids, staff will wear disposable plastic gloves and aprons and will wash themselves thoroughly afterwards.
- Soiled children's clothing will be bagged to go home – staff will not rinse it.
- Children will be kept away from the affected area until the incident has been dealt with.

### **Staffing levels**

- Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risk associated with the activities being undertaken. A minimum of two members of staff is on duty at any time.



## **Fire Safety Policy**

Manor Farm is aware of the importance of understanding and vigilance regarding fire hazards. The following procedures are in place:

- ✓ Staff are aware of the location of fire exits, the fire assembly point and where fire safety equipment is stored
- ✓ Children will be introduced to the fire safety procedures during their settling in period and through regular fire drills
- ✓ Fire drills will be conducted at regular intervals during club sessions
- ✓ All children will be made aware of the location of fire exits and the fire assembly point
- ✓ Fire exits are clearly marked, are kept clear at all times, and are easily opened from the inside
- ✓ Fire extinguishers are regularly tested in accordance with manufacturers guidelines
- ✓ The Club has a notice explaining the fire procedures clearly positioned
- ✓ Smoke alarms are installed and maintained by the landlord.

### **Fire prevention**

The club will take the following steps to prevent fires occurring:

- ✓ Ensuring that power points are not overloaded with adaptors
- ✓ Ensuring that the Club's 'No Smoking' policy is always observed
- ✓ Checking for frayed or trailing wires
- ✓ Unplugging all equipment before leaving the premises
- ✓ Storing any potentially flammable materials safely
- ✓ There is annual PAT testing of appliances

### **In the event of a fire**



- ✓ A member of staff will raise the alarm and call the emergency services.
- ✓ The children will be immediately escorted from the building to the assembly point.
- ✓ No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- ✓ The premises will be checked by the Fire Safety Officer, and the register will be collected, providing that it is safe to do so.
- ✓ The Fire Safety Officer will close all doors and windows to prevent the spread of fire when leaving the building.
- ✓ The register will be taken and all children and staff accounted for.
- ✓ If anyone is missing from the register, the emergency services will be informed.
- ✓ If the register is not available, the manager will use the emergency contacts list (which is stored electronically) to contact parents/carers.

## **Responsibilities of the Fire Safety Officer**

The Fire Safety Officer is responsible for carrying out the fire safety risk assessment, and for ensuring that all staff are made aware of fire safety procedures during their induction period. The Club's designated Fire Safety Officers are Hannah O'Brien and Rebekah Mills.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide: [www.communities.gov.uk/documents/fire/pdf/151102.pdf](http://www.communities.gov.uk/documents/fire/pdf/151102.pdf) The risk assessment covers:

- Identifying potential risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing this information with other members of staff
- Reviewing the fire safety risk on a regular basis

The Fire Safety Officer liaises with the local Fire and Rescue Service for further



advice and ensures that Emergency Contact details are recorded at the front of the register and a copy off premises.



## Intimate Care Policy

- When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.
- 'Intimate care' covers any task that involves washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, and dressing.
- Staff at Manor Farm who provide intimate care will do so in a professional manner. All members of staff are aware of safeguarding issues and will have relevant training (e.g.: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

### Procedure

- ✓ When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.
- ✓ We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

See also Dealing with Body Fluids in our **Health and Safety Policy**



## Manual Handling Policy

Manor Farm will work towards a safe handling policy and as part of this process will ensure a current policy of minimal lifting.

We will ensure that the necessary arrangements are made to facilitate the implementation of the policy, for example by provision of appropriate and suitable training by professionally competent persons, for those who have duties under the policy.

Manor Farm accepts responsibility for compliance with the regulations.

The main objective is to reduce the risk of injury and disablement caused by manual handling in the workplace to the minimum.

Manor Farm has a duty of care to ensure that:

- Minimum requirements for the manual handling of loads are followed where there is a particular but not exclusive risk of back injury to staff
- The need for manual handling is avoided or, when it cannot be avoided, an assessment is made of the operation and where there is a risk of injury, appropriate steps are taken to reduce or avoid that risk
- Assessment of manual handling operations takes into account factors which include characteristics of the load, the physical effort required, characteristics of the working environment and the requirements of the task
- Information and training is provided to staff
- Manual handling requirements are clearly identified when recruiting staff so that appropriate medical advice can be taken as part of pre-employment health screening
- Allowance is made for any known health problems which might have a bearing on an existing employee's ability to carry out manual handling operations safely
- Reference is made to occupational health advisors if there is any good reason to suspect that an individual's state of health might significantly increase the risk of injury from manual handling operations
- We monitor and review manual handling assessments when there is reason to suppose that they are no longer valid due to changes in working conditions, personnel involved or a significant change in the manual



- handling operation affecting the nature of the task or the load
- We maintain records of accident and ill health related to manual handling operations

### **The responsibilities of the employee**

The employees of Manor Farm will:

- Take responsible care of their health and that of others whose safety may be affected by their activities when involved in manual handling operations
- Co-operate with the directors and manager in the making of assessments of hazardous manual handling tasks
- Observe safe systems of work and use of safety equipment
- Participate in training given in manual handling
- Report pregnancy or any medical conditions which may affect their ability to handle loads safely
- Report any change in working conditions, personnel involved in manual handling risks or a significant change in the nature of the task or the load which may necessitate a review of the assessment
- Employees have a duty to use manual handling equipment provided and ensure it is used correctly



## Safeguarding Policy

Hannah O'Brien is the dedicated Safeguarding Lead for the organisation Manor Farm. Emma O'Loughlin is the designated safeguarding lead for Manor Farm @ Wickseim House Club. Both have had DSL training and hold certification.

Everyone at Manor Farm, including staff and volunteers fully recognises their responsibility to safeguard and promote the welfare of children; and to work together with other agencies to ensure there are adequate arrangements within our setting to identify, assess and support those children who may be suffering harm. We also recognise the importance of being child-centred and ensuring the best interests of the child are paramount.

If family, friends or other professionals have any concerns they are advised to contact our safeguarding leads. In addition, they can contact Nigel Hatten, Local Authority Designated Officer (LADO) on 01452 426994 or email: [nigel.hatten@gloucestershire.gov.uk](mailto:nigel.hatten@gloucestershire.gov.uk).

### What is safeguarding?

Safeguarding legislation and government advice says that safeguarding means:

- protecting children from maltreatment
- preventing impairment to children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcome.

**Safeguarding** is what we do for all children and **Child Protection** is what we do for children who have been harmed or are at significant risk of being harmed.

As a childcare setting, we have a great responsibility to the children in our care, and ensuring their safety and wellbeing is paramount. To achieve this:

All staff are required to undergo basic safeguarding, FGM and Prevent Duty training before starting work. Regular ongoing training is accessed by all staff. Certificates are updated every three years.

Should any staff have cause for concern regarding a child in our care, we will report it, following the Gloucestershire safeguarding Children Partnership procedures.

We understand that child abuse can be physical, sexual, emotional or neglect.



All information and records are confidential and will only be shared with other professionals, in circumstances where child protection issues require it.

**Staff and volunteers work together in partnership with children and parents/carers to:**

- Maintain and continue to create an environment in which all children and young people feel safe, secure, valued and respected.
- Establish and maintain an environment where children are encouraged to talk and are listened to when they have a worry or concern. Ensure children know they can approach a trusted adult if they are worried.
- Ensure our children are equipped with the skills they need to keep themselves safe.
- Ensure all Manor Farm staff members maintain a culture of vigilance and have an attitude of 'it could happen here' where safeguarding is concerned and that when issues arise about the welfare of a child, staff members always act in the interests of the child.
- Establish and maintain an environment where staff and volunteers are encouraged to share and are listened to when they have concerns about the safety and well-being of a child.  
Ensure that all staff know the procedures for reporting a concern or making a child protection referral and that staff are well equipped to spot signs of abuse or a child in need of early help for a variety of reasons.
- Ensure that all staff are prepared to identify children who may benefit from early help.
- Ensure that any children who have been abused will be supported in line with a child protection plan, where deemed necessary.
- Contribute to the Spiritual, Moral, Social and Cultural (SMSC) development of children as well as other key aspects of a young person's well-being (being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic well-being).
- Ensure that we have suitable staff by adhering stringently to safer recruitment processes and ensuring any unsuitable behaviour is reported and managed quickly using the Allegations Management procedures.

### **Guidance on Gloucestershire Safeguarding Children Protection Procedures**

The Gloucestershire Safeguarding Children Procedure states that all those who work with children, (including staff in children's centres, day nurseries, pre-schools, out-of-school and crèche provision), have a responsibility to safeguard children's welfare and protect children from abuse and neglect.

There are important documents and information our setting must have access to:

- The full Gloucestershire Safeguarding Children Procedures, which are available via the website at: [www.gscb.org.uk](http://www.gscb.org.uk)



**All our staff are asked to familiarise themselves with this document.**

<https://www.gloucestershire.gov.uk/media/2103929/gloucestershire-revised-loi-guidance-v8-july-2021.pdf>

- Gloucestershire's Levels of Intervention Guidance – Working Together to Provide Early Help, Targeted and Specialist Support for Children and Families in Gloucestershire
- Revised Prevent duty guidance: for England and Wales
- 'Working Together to Safeguard Children (2020)'
- 'What To Do If You're Worried A Child Is Being Abused (2015)'.

If a member of staff, parent/carer have any concerns about the welfare of a child, we would seek advice and guidance from any of the following departments:

Gloucestershire Children & Young Person's Referral Team – **01452 426565**  
Gloucestershire Children's Services Emergency/out of hours – **01452 614194**  
Gloucestershire Local Safeguarding Board Business Manager – **01452 583629**  
Gloucestershire Local Authority Designated Officer – **01452 426994**  
NSPCC – **0800 800 5000**

### **Signs of child abuse and neglect**

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation (FGM), or that the child may have witnessed domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

### **If abuse is suspected or disclosed**

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below).

### **Peer-on-peer abuse**

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.



Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

### **If peer-on-peer abuse is suspected or disclosed**

We will follow the same procedures as set out above for responding to child abuse.

### **Extremism and radicalisation**

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

### **Signs of radicalisation**

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Logging a concern** form, and refer the matter to the DSL.

### **Logging a concern**

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the **Logging a concern** form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.



The record will be given to our DSL who will decide on the appropriate course of action.

For concerns about **child abuse**, the DSL will contact Social Care. The DSL will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

For minor concerns regarding **radicalisation**, the DSL will contact the Gloucestershire Safeguarding Children's Partnership. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.



## **SWINE FLU POLICY / COVID 19 / UNKNOWN PANDEMIC**

**Manor Farm** recognises the importance of advanced planning in order to maintain services and limit the spread of infectious disease within our setting.

Swine flu (H1N1) is a viral infection, spread from person to person by close contact.

### **Symptoms include:**

Sudden fever, Limb and joint pain, Sudden cough, Diarrhoea or stomach upset, Headache, Sore throat, Tiredness, Runny nose, Chills Sneezing, Aching muscles, Loss of appetite.

COVID 19 is a viral infection, we believe it is spread from person to person by close contact.

Any child who becomes ill with symptoms which could be COVID 19 while at the setting will be isolated from the other children until the child can be collected by his or her parents or carer. We will follow the latest government advice on who to contact and whether to close our setting and or deep clean.

### **Infection control**

Viruses can be spread by:

- Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance (one metre or less).
- Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands.
- Touching objects (e.g. door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

### **We will limit the risk of catching or spreading viruses at the setting by:**

- Regular hand-washing (including hand washing on arrival at times of increased risk)
- Minimising contact between our hands and mouth/nose, unless we have just washed our hands
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it)



- Encouraging the children at the setting to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work.

At Manor Farm we will promote infection control through the methods above, and in addition we will:

- Ensure that adequate supplies of cleaning materials are available within the setting
- Dispose of waste promptly and hygienically
- Clean hard surfaces (e.g. door handles) with sanitizer regularly
- Provide tissues and suitable facilities for their disposal.

### **Closure**

There may be some occasions when we will have to consider temporarily closing the setting because we have too few unaffected staff to run sessions safely of under government advice / orders. If this occurs the manager will contact Childcare Services for further support and guidance. The setting will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care. In the event of closure, the manager will notify parents or carers as soon as possible. The manager will also inform the local childcare information service as well as other relevant parties. The manager will also notify Ofsted of the closure.

### **Advance planning**

In preparation for dealing with a pandemic disease, the setting will ensure that all contact details for staff, children and parents are up to date. We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs. We will also ensure that we have adequate measures in place to help support staff or children who are dealing with bereavement. We will endeavour to build a bank of relief or supply staff who are able to provide cover should staffing levels fall below the required legal minimums. Any relief staff will be DBS checked at the time of joining our team, so that they are legally able to work with children should the situation arise. The setting will regularly update its information regarding swine flu (or other pandemic disease), by checking the latest guidance from DCSF and the local authority, and will inform parents and staff of any changes to our emergency plans.



## Lone Working Policy

At Manor Farm, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

### Preparation and planning

- The Manager must approve all instances of lone working in advance and such instances will be recorded on the staff rota.
- A full risk assessment for lone working is kept up to date and any planned activities deemed to be inappropriate for lone working will be replaced or postponed.
- Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.
- There will always be another person on site who can be summoned in case of emergencies. This will be a member of the admin or animal welfare team at Slimbridge or Wickselm House all of whom have appropriate DBS clearance and most carry photo ID cards.

### Suitable staff

Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant qualifications, training and skills:

- **current 12 hour paediatric first aid certificate**
- **child protection training**
- **competent use of English**
- **the necessary skills and experience to supervise the children alone this includes two years managerial childcare experience.**
- **does not have any medical condition that might affect their suitability to work alone.**
- **is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.**

### Working practices

When a member of staff is working alone for more than one hour a designated member of staff from the Manor Farm Slimbridge HQ office will check in by phone every hour and in the event a staff member is lone working for more than three



hours a member of staff will visit the site to allow a break for the lone worker.

When a member of staff is working alone, they must still keep all children “within sight or hearing at all times” as required by EYFS 2017. Therefore all essential resources must be readily to hand and not kept in a separate part of the building. For example:

- **child records**
- **emergency contact details**
- **first aid kit**
- **club mobile phone**
- **any forms that may be required during a session, eg accident and incident logs ,logging a concern form, collection by unknown person, visitor log, etc**
- **spills box / cleaning products / sick bowl**
- **If intimate care is given, a record will be made using an Incident log and parents will be asked to sign this on collection of their child.**



## Whistleblowing Policy

Manor Farm is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the Club they can disclose this information internally without fear of reprisal. Our

Whistleblowing policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

**This policy should not be used to question business decisions made by the Club, or to raise any matters that are covered under other policies (eg discrimination or racial harassment).**

Any allegations relating to child protection will follow the procedures set out in the Safeguarding Children policy.

Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the Staff Grievance guidelines.

### **Raising a concern**

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the Club's manager. If, due to the nature of the problem, this is not possible, Hannah O'Brien the owner should be contacted. If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's Safeguarding Children policy)
- Ultimately, with the police (if a crime is thought to have been committed).



If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

### **Responding to a concern**

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which, the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

### **Rights and responsibilities of the whistle-blower**

All concerns will be treated in confidence and the Club will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

#### **Contact information**

LADO (Local Authority Designated Officer): 01452 583629 mail@gsce.org.uk

LSCB (Local Safeguarding Children Board): ): 01452 583629 mail@gsce.org.uk

Ofsted: 0300 123 1231

PCAW (Public Concern at Work): 020 7404 6609 (website: www.pcaw.org.uk)

#### **Related policies**

Staff Grievance policy, Safeguarding Children policy.