



Manor farm Countryside Activity Club, Gossington, Slimbridge,  
Gloucestershire, GL2 7DN 01453 890551

## Early Years Foundation Stage Policy and Procedures

Manor Farm does not currently offer places to children who come under EYFS. However we believe it is best practice, where possible and practicable, to be informed by EYFS guidelines when delivering care to 5 year olds who have recently transitioned from reception to Year 1.

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.
- ✓ 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 setting.
- ✓ 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.
- ✓ In addition, several of our staff work as TA's or teachers in local schools and keep us up to date with topics being covered in school so we can reference them where appropriate in our activities.
- **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 and disconcerting to other children, and also pose a potential child protection risk. Families are welcome to arrange an appointment to view the setting and meet the staff prior to their child's visit.

- ✓ The one exception to the above procedure is the weekly enrichment day we run for home-educated children. This involves a small group of children, where some parents elect to stay for the session in order to follow up on activities. In this instance, parents are never left alone with children other than their own.
- ✓ 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 or modelling.
- ✓ We help them to make sense of the world around them through interaction with the animals on the farm, pond dipping, planting our own vegetables and practical experiments such as collecting and winnowing wheat for making bread.
- **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.*
- ✓ At Manor Farm we provide some 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.

This policy was adopted by:  
Hannah O'Brien

Date: 5<sup>th</sup> Jan 2018

To be reviewed: 5<sup>th</sup> Jan 2019

Signed:



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## 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 staff at Manor Farm**

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.

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## 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 emailed 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)** is Hannah O'Brien. 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)** is Hannah O'Brien. The SENCO 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

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## Operational Policies and Procedures

### Daily operational and security procedures

- ✓ Before the start of each week, members of staff are emailed a confidential, colour-coded register of each child and children with additional needs, allergies or any concerns are highlighted.
- ✓ Our staff ratios are 1 staff member to 10 children for age 5 - 8 and 1 staff member to 15 children for children over 8 years.
- ✓ Each day a member of staff is stationed at the front gate to greet and welcome children and parents/carers, and to discreetly monitor who is entering the setting.
- ✓ At 9.30am the gate is locked until 4.00pm, when staff are on the gate until 4.30pm. Visitors are required to 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 breakfast and tea.
- ✓ 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.
- ✓ Staff are also 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 registers are taken at regular intervals to prevent an incident where a child might become lost.
- ✓ Children are gathered in the barn or craft rooms 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 office. A staff member is stationed at the internal door.

- ✓ 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 carries the Club mobile phone at all times.

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## 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 18 years or over to work at Manor Farm, but all those under 18 years work alongside a staff member, and are never left in sole charge of 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 18 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 and Prevent duties of care.
- Where agreed in advance in writing volunteers and mentors may be reimbursed for reasonable expenses, ie. 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 staff and volunteers will undergo induction training to include a fire drill.

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## Children's Belongings Policy

Children should not bring valuable or precious items to Manor Farm. 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.

### 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.

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## 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:

Dursley Police Station – **01453 542 386**

OFSTED – **0300 123 1231**

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## **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 15minutes 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 will be charged unless the delay was genuinely unavoidable.

### **Over 15 minutes late**

If a parent/carer is more than 15 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 at least two 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 30 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 if possible, 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, to the home of a staff member, or 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:**

Dursley police: non-urgent, dial **101**

Gloucestershire Children and Young Person's Referral Team: **01452 426565**

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## Complaints Policy

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

- If it should arise that a parent/carer 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.
- 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 investigate all written complaints.
- ✓ We will investigate all written complaints 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.
- ✓ We will observe strict confidentiality, with the exception of providing Ofsted with information, should they require it.
- ✓ 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
  - The outcome of the complaint investigation
- ✓ 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)

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## Staff Behaviour 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.
- The Club staff have a responsibility to maintain their reputation, and the reputation of the Club, both during and outside of working hours.

### Behaviour

- Our staff team are ambassadors for Manor Farm, and we expect them to conduct themselves professionally at all times. Staff should treat anyone attending the Club (children, parents/carers and visitors) courteously and with respect.
- We expect staff to value all the children as individuals and to comply with the Club's **Equalities policy** at all times.
- Swearing 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, prepare food, facilitate craft activities and engage in physical activities with the children.

- 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.

### 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. As We are a rural setting and often off the premises, and it is important to have telephone communication in case of emergencies. 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.
- 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 cloakroom. This must not affect staff ratios.
- If a member of staff has a family emergency or similar, and needs to keep their mobile phone to hand, they must obtain prior permission 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 with the prior agreement of parents/carers.
- Staff must **never** use their personal mobile phones or cameras to take photographs 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 outside play areas.
- 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.

## 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
- ! 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 will investigate the alleged incident thoroughly before any decision to dismiss is made

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## Data Protection Policy

The Data Protection Act controls how your personal information is used, by organisations, businesses, or the government.

Everyone responsible for using data has to follow strict rules called 'data protection principles'. They must make sure the information is:

- Used fairly and lawfully
- Used for limited, specifically stated purposes
- Used in a way that is adequate, relevant and not excessive
- Accurate
- Kept for no longer than is absolutely necessary
- Handled according to people's data protection rights
- Kept safe and secure
- Not transferred outside the European Economic Area without adequate protection

There is stronger legal protection for more sensitive information, such as:

- Ethnic background
- Political opinions
- Religious beliefs
- Health
- Sexual health
- Criminal records

### **Personal data an employer can keep about an employee**

Employees' personal data should be kept safe, secure, and up to date by an employer.

Data an employer can keep about an employee includes:

- Name
- Address
- Date of birth
- Sex
- Education and qualifications
- Work experience
- National Insurance number
- Tax code
- Details of any known disability
- Emergency contact details

They will also keep details about an employee such as:

- Employment history with the organization
- Employment terms and conditions (eg pay, hours of work, holidays, benefits, absence)
- Any accidents connected with work
- Any training taken
- Any disciplinary action

What an employer should tell an employee

An employee has a right to be told:

- What records are kept and how they're used
- The confidentiality of the records
- How these records can help with their training and development at work

If an employee asks to find out what data is kept on them, the employer will have 40 days to provide a copy of the information.

An employer should not keep data any longer than is necessary and they must follow the rules on data protection.

All Manor Farm computers are encrypted and password protected.

The above information is taken directly from the Gov.uk site's section on data protection.

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## Record Keeping Policy

All parents 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/parent/carer contacts
- Emergency contact details
- Medical and additional needs details

These records will be securely stored and available only to staff, and if necessary, outside agencies.

Records will also be kept of:

- Attendance
- Consent to administer medicine
- Accidents or incidents that occur whilst the child is under the care of Manor Farm
- Staff emergency contact details

Records are confidential and stored securely. Easy access is necessary for emergency contact and medical details

Manor Farm's registration under the Data Protection Act will apply

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## Support for Staff and Volunteers Policy

- All new staff and volunteers will be offered an induction to Manor Farm and/or induction training including fire drill and emergency evacuation training.
- All new staff and volunteers will receive a written job description and will be able to discuss any specific questions they may have.
- All staff and volunteers will be required to complete an emergency next of kin contact card and state any medical conditions that they feel employers need to be made aware of.
- All staff and volunteers will have an interview and a DBS check before their appointment is confirmed in writing. With the e
- We value staff input and feedback, and there will be a weekly team meeting and/or a follow-up email with an opportunity for feedback.
- All staff will be emailed each week with a list of children attending club with any additional needs they may have highlighted.
- 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.

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## 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

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**

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## 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 and vehicles 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
- ✓ 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
- ✓ Hannah O'Brien, or other qualified, 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 Hannah O'Brien 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
- ✓ If an incident requires any professional medical treatment and/or a visit to hospital we will:

Inform Ofsted

Inform our insurance company

Inform the Health and Safety Executive and file a RIDDOR report

This policy was adopted by: Hannah O'Brien	Date: 5 <sup>th</sup> January 2018
To be reviewed: 5 <sup>th</sup> January 2019	Signed:

## Our injury protocol chart

Injury	Protocol
<b>Minor bump to head</b>	<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>
<b>Major bump to head</b> - resulting in symptoms of concussion, but not unconsciousness	<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>
<b>Minor knocks and scrapes to torso and/or limbs</b>	<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>
<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	<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>
<b>Severe bumps and knocks</b> – leading to unconsciousness and blood loss	<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>



Manor farm Countryside Activity Club, Gossington, Slimbridge,  
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## 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

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## 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 (eg 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, eg 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.

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## 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

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 is Hannah O'Brien
- 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:

- 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
- All the Club's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
- 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 gate during morning 'drop off' and at the internal door of the building where children wait for collection at the end of the session.
- ✓ The front gate is locked during the core day and visitors are required to 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 handle no meat and only provide low risk snacks. Hannah O'Brien has a level 2 Food Hygiene Certificate.
- ✓ We follow 'Safe food, better business guidelines'. Both fridge freezers are temperature checked daily and we use colour coded boards for food prep and clean surfaces with antibacterial spray each morning, evening and before food preparation.
- ✓ If we are made aware of a child with food allergies, we will provide them with alternatives and take steps to make sure there is no cross contamination. We do not serve nuts or strawberries at all.
- ✓ 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.

This policy was adopted by: Hannah O'Brien	Date: 5 <sup>th</sup> January 2018
To be reviewed: 5 <sup>th</sup> January 2019	Signed:



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## **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 whenever new children join the club and 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 positioned in all three rooms and in the additional toilet used by the children

### **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 kept off the premises) 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 Officer is Hannah O'Brien.

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.

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## 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 (eg: 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**

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## 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

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## Safeguarding Policy

*'Safeguarding is a term which is broader than 'child protection' and relates to the action that is taken to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility. Safeguarding is defined in 'Working Together 2015' as:*

- ! Protecting children from maltreatment*
- ! Preventing impairment of children's health or development*
- ! Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and*
- ! Taking action to enable all children to have the best life chances'*

taken from, 'Gloucestershire Guidance for Levels of Intervention (May 2017)

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

- Key staff keep up to date with regulation in child protection
- Should any staff have cause for concern regarding a child in our care, we will report it, following the Gloucestershire safeguarding Children Board 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

### **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 settings must have access to:

- The full Gloucestershire Safeguarding Children Procedures, which are available via the website at: [www.gsrb.org.uk](http://www.gsrb.org.uk)
- The 2015 booklet, *'What to do if you're worried a child is being abused'*

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 and 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 – **0808 800 5000**

## Procedure

If a member of staff has concerns about a child, they will refer to training, and the publication, '*What to Do if You're Worried a Child is Being Abused*'. They will also immediately seek consultation with Hannah O'Brien. The concerns will be recorded



If appropriate and deemed not to put the child at further risk, or compromise any investigations by external agencies, concerns may be discussed with the child's parents/carers



Staff will seek advice from, Gloucestershire Children and Young Person's Referral Team: **01452 426565**.

Staff may contact their local R&A Team to discuss concerns in principle with a social worker or social work manager and receive advice about whether a referral is appropriate, or whether there are alternative ways of addressing their concerns.



## Making a Request for Service to Children's Social Care

Staff may decide they need to make a request for Services to Children's Social Care.

- ✓ Basic information is given to the Children's Help Desk.
- ✓ As requested, the caller will complete a Multi-Agency Referral Form.
- ✓ This is passed on to a social work team and the caller will be contacted by a social worker within 24 hours (unless there are immediate risks, in which case the professional will be put through to a social work team straight away).

- ✓ The social work team will discuss whether the referral is appropriate and what action can/will be taken.
- ✓ Manor Farm will contact Ofsted and inform them of any concerns and actions.

This procedure will be used in scenarios where there is no direct/immediate concern for the child's wellbeing. However, if the Designated Safeguarding Lead (Hannah O'Brien) suspects that there is an immediate threat to the child's safety and/or wellbeing, then the concern will be immediately reported to the police.

## Managing Allegations

If a professional receives an allegation or has a concern about the behaviour of a member of staff working or volunteering with children and that concern could amount to:

- A member of staff or volunteer has behaved in a way that has harmed a child, or may have harmed a child, or
- Possibly committed a criminal offence against or related to a child, or
- Behaved towards a child or children in a way that indicates s/he may pose a risk of harm to children.

Then that professional should:

### **Report the concern to the most senior person not implicated in the allegation**

- ✓ Complete a written record of the nature and circumstances surrounding the concern, including any previous concerns. Include where the concern came from and brief details only



### **Seek advice before proceeding – Initial Discussion**

- ✓ Always contact the Local Authority Designated Officer (LADO) for advice prior to investigating the allegation. This is because it might meet the criminal threshold and so any investigation could interfere with a Police or Social Care investigation. Local Authority Designated Officer (LADO) – Tel: 01452 426994 The LADO will offer advice on any immediate action required and will assist with employment and safeguarding issues



## **Allegations Management Process**

If, after an Initial Discussion with the LADO, it is agreed that the allegation meets the criteria, a multi-agency meeting will be convened and we will be invited. This might result in a criminal investigation, a Social Care investigation and/or an investigation to inform whether disciplinary action is required.

If it is agreed that the allegation does not meet the criteria, the LADO will record the Initial Discussion and send it to us for our records. Any further action will be taken within our setting if necessary



### **Further Action**

Further meetings might be required and these will be convened by the LADO, with our input at all times. Further information on the Allegations Management process can be found in the Government Document: Working Together to Safeguard Children 2015 and the South West Procedures.

Hannah O'Brien will deal immediately with any allegations made

## **Extremism and Radicalisation**

Manor Farm has a legal duty to protect children from the risk of radicalisation and of being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, including:

- Feeling alienated or alone
- Seeking a sense of identity
- Suffering from mental health issues, such as depression
- Desire for adventure or to be part of a larger cause
- Associating with others who may hold extremist beliefs

### **Signs that child may 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 refer their concerns to the Setting Safeguarding Lead (Hannah O'Brien), who will in turn refer them to the LADO

### **Prevent duty**

- One of the provisions of the Counter Terrorism and Security Act 2015 is to place a duty on certain specified authorities and organisations to prevent people from being drawn into terrorism.

- This duty is known as the Prevent Duty and, along with other organisations, it applies to all Ofsted-registered childcare settings, including out of school and holiday clubs.
- The Prevent Duty came into force on July 1<sup>st</sup> 2015.

In order to comply with the Home Office direction for meeting the duty, Manor Farm has taken the following steps:

- ✓ All staff will be made aware of Prevent Duty obligations
- ✓ All staff at Manor Farm have basic Prevent Duty training and Hannah O'Brien has Prevent Duty for lead professionals, directors and governors
- ✓ The Club will actively build resilience to radicalisation by promoting fundamental British values. This will be done in a variety of ways, including displays, team games and quizzes
- ✓ Conduct a full Risk Assessment at six-monthly intervals
- ✓ Display information about the Prevent Duty for parents/carers

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