



# **The Wacky Club Policies and Procedures**

**June 2012**

**The Wacky Club**  
**Great and Little Shelford After School and Holiday Play Scheme**

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# 1. Admissions Policy

The Wacky Club (Ofsted Reference 221675) is committed to provide inclusive quality-and-fun childcare for children of primary school age (4-11), taking into account the needs of the children and their parents.

In order to join the Club, parents/carers are required to register their children and provide confidential details regarding them to ensure the best care (see Registration Procedure)

Places at the Wacky Club are provided solely according to the terms and conditions set out in the Club's policies and procedures. These can be found on the Club's website [www.wackyclub.co.uk](http://www.wackyclub.co.uk). (Hard copies can also be seen in the Club's premises.)

The Wacky Club is licensed for 24 children at any one time. Following completion of the relevant Booking form (see Booking Procedure), care places are allocated according to the following priorities:

- Children attending Great & Little Shelford Primary School. This recognises the association of the Club to the School where it is located, and the commitment and support offered by the school.
- Children of working parents or parents in full-time education.
- Families that require full sessions and most sessions per week.
- Children with siblings in the Club.
- Children with siblings at Shelford Primary School.
- Children with special physical or emotional needs or with particular personal circumstances such that attendance to the Club would result in an important contribution to the development or well being of the child.

Children from other schools in the area are welcome to come to the Holiday Play Scheme.

The Club is managed by a committee whose members are elected each year at an Annual General Meeting. All families with children at the Club become members of the Club and are eligible to join the management committee. The AGM, which usually takes place during the first month of the academic year, is an opportunity to hear about the work of the Club, to discuss any issues and concerns, and to meet the staff and other parents. Attendance at the AGM by parents/carers of the children attending the Club is expected and greatly encouraged.

The management committee decides the allocation of available places in case of over-subscription. It also reserves the right, upon reasonable notice to parents and carers, to make such changes to the terms and conditions of the Club as it may deem necessary for the effective running of the Club.

Signed on behalf of the  
management committee ..... Date .....

## 2. Registration procedure

In order for children to gain a place at the Club (whether for After-School Care or for Holiday Care), parents/carers must complete a registration form and a confidential form for each child giving personal details such as medical and dietary needs. The forms, for which an annual registration fee is charged, must be renewed and signed annually at the start of each school year; they constitute a contract that runs to the end of that school year. Children will only be accepted at the Wacky Club subject to these registration requirements having been fulfilled.

Parents/carers must agree to their family details being entered onto the Parenta data base held by the Club. This database is held under very strict security and can only be accessed by the Club's permanent staff, the Club Chairman and the Club Treasurer. Parents/carers can access their own children's information via the Parent Portal on the Club's website using their personal password, where they will find information relating to their bookings and their accounts.

Attendance fees and registration fees for each coming calendar year are agreed upon at the AGM (normally held in the first month of the school year).

Signed on behalf of the  
management committee ..... Date .....

### 3. Booking procedure

#### *After-School Care*

Booking application forms for each term are issued several weeks before the end of the preceding term. Places are available for 3.30-5.00 pm, 4.30-6.00 pm or 3.30-6 pm.

Parent/carers must complete a booking form for each child. Every attempt will be made to satisfy all booking requests but where there is more demand than available places, sessions will be allocated in the following priority order:

- Existing users of the Wacky After-School Club re-booking the **same sessions** for the following term as they have for the current term.
- Existing users booking different sessions than they had previously been using.
- Existing users booking for siblings.
- Families on the waiting list. Once on the waiting list, families' booking needs will be addressed strictly in the order in which they went on the waiting list.
- New families who require bookings, whether they are new to the school or just new to the Wacky Club. New families also need to complete the necessary registration forms.

If it is not possible to offer sessions for a child for the following term, there will be an opportunity to go on to a waiting list. If sessions become available during the term, families with children on the waiting list will be contacted to see if they would like to take up the spaces.

#### *Holiday Care*

Booking application forms are issued at the beginning of each half-term for the coming holiday period. Places are available for 8.00 am-1.00 pm, 1.00 pm-6.00 pm or 8.00 am-6.00 pm. Parent/carers must complete a booking form for each child. Places are allocated on a first-come/first-served basis.

Signed on behalf of the  
management committee ..... Date .....

## 4. Fees Policy

This policy outlines payment conditions, modes of payment, procedure for late payments, invoice disputes, cancellations, forced closures and payment difficulties.

### 1. Payment conditions

#### 1.1. After-School Club and Holiday Club Fees

1.1.1 Normal fees: The current fees can be found on the booking forms.

1.1.2 Late collection fees: If carers are late collecting a child, they will be charged a late collection fee as follows:

- £1.25 per child for late collection at the end of a first session of After-School Club.
- £4 per child for collection between 6 pm and 6:15 pm. After 6:15 pm, the fees will go up by 50p per child every additional minute.

#### 1.2. Invoices and payment terms

Payment is required in advance when booking sessions for all families of children that require a Holiday Club place.

In all other cases, fees are paid in arrears following receipt of an invoice.

Invoices are prepared at the start of each term for payment. Carers will be notified via the school newsletter and/or e-mail when the invoices are available. Please ensure you check your e-mails including the junk folder or collect your invoice promptly from the Wacky Club. If you are unable to collect it, please let us know as soon as possible so we can post it to you.

The following rules apply for all payments:

- If the invoice is settled in full, payment must be received at the latest two weeks after the date of the invoice.
- If paying in instalments (see section 2), the first payment must be received at the latest two weeks following the date of the invoice. The invoice must be settled in full by the end of the school's term after the date of the invoice. Please note that the first invoice of a term is normally issued during the first week of a school's term.

Any queries regarding invoices should be addressed to the Wacky Club treasurer.

### 2. Modes of payment

You may choose from the following modes of payment to settle your invoices.

#### **Paying by cheque**

- In an envelope please provide:
  - Your cheque made payable to "The Wacky Club"
  - Your invoice number and the name of the child(ren).
- Address the envelope to the Wacky Club treasurer.

#### **Paying with electronic childcare vouchers**

- When making your payment online, please reference the invoice number and the name of the child(ren) if possible.

#### **Paying with paper childcare vouchers**

- Please consider switching to electronic vouchers if at all possible, as these are much quicker to process.

- Put your vouchers in an envelope together with your invoice number and the name of the child(ren).
- Address the envelope to the Wacky Club treasurer.

#### **Paying directly into the Wacky Bank account**

- The Wacky Club bank account details can be obtained on request from the Wacky Club treasurer.
- When making your payment, please reference the invoice number and the name of the child(ren) if possible.

#### **Paying by cash**

- Please consider using other modes of payments if possible.
- Put your cash in an envelope together with the name of the child(ren) and invoice number.
- Address the envelope to the Wacky Club treasurer.

#### Payment by instalments

Whichever mode of payment you use, it is possible to spread your payment over the school's term and pay in three instalments, subject to prior agreement with the Treasurer. Please note there is a maximum of 3 instalments allowed after receipt of invoice: 1st at 2 weeks, 2nd at 6 weeks and 3rd at 12 week. Please note you will not receive reminders when these payments are due. It is expected however that the first payment will represent at least a third of the total amount invoiced. Last instalment must be paid by end of the term in which the invoice has been issued. Late payers will be subject to late payment penalties as listed below.

### **3. Late payments**

You are encouraged to talk to the Wacky Club treasurer if you think you will have difficulties in paying your invoice (see section 7). The sooner we hear, the easier it is to find a solution. Please contact us as soon as possible. This is in everyone's interest.

In the eventuality that payments are not received as outlined in section 1.2, the Wacky Club treasurer will engage the following procedure to secure payments:

- **Stage 1:** A reminder letter will be sent by e-mail or left at the Wacky Club asking for a payment to be made within two weeks of receipt of the letter.
- **Stage 2:** If no response has been received two weeks after the receipt of the reminder letter, a warning letter will be sent to you by special delivery asking for payment to be made within one week of receipt of the warning letter. A £50 penalty will be added to the total amount due.
- **Stage 3:** If no response is received within one week of receipt of the warning letter, then the child (children) 's place (s) will be withdrawn immediately and the child (children) will no longer be accepted at Wacky Club for a whole term following receipt of payment.

### **4. Invoice Disputes**

Should you not agree with the amount on the invoice, you may send a dispute letter to the Wacky Club treasurer, with a copy of the invoice, outlining the disputed amount and the reason for the dispute. Any such dispute letter must be received at the latest 14 days after the invoice date to be considered. If no dispute letter is received within this period, the invoice is deemed to be accepted, and liable for payment in full.

On receipt of such a dispute letter, the Wacky Club treasurer will investigate the situation and provide a prompt response, including supporting information as appropriate. The first minimum payment will still be expected as per the original schedule whilst the investigation is being carried out. In the eventuality that the invoice is confirmed to be incorrect, a revised invoice will be sent.

#### **5. Booking cancellations**

Booked sessions may be cancelled at any time. In order to get a refund, cancellations must be received in writing by the Wacky Club Playleader at least 2 weeks before the booked session. Any session cancelled after that time will not be refunded.

Any refunds will be credited in the next invoice / statement.

#### **6. Forced closure of the Wacky Club**

In some extreme circumstances, the Wacky Club may be forced to close unexpectedly at short notice.

- If Wacky Club is closed due to closure of Shelford School, no refunds will be made.
- If Wacky Club is closed for any other reason, reimbursement will be at the discretion of the committee. In the event that you are unable to collect the child/ren, or if we are unable to reach you to notify you of the closure, then no refund will be made.

Please ensure that the contact details we have for you are up-to-date. We do not want to be in a situation where we cannot contact you.

#### **7. Payment difficulties**

If you experience problems in meeting the payments, you must contact the Wacky Club treasurer to avoid your child's place being withdrawn. You will be required to send a letter outlining the problems. The matter will be dealt with confidentially.

In this eventuality, and upon receipt of such a letter, the Wacky Club committee will meet to discuss the case and formulate an appropriate response. Should the Wacky Club committee consider the claim to be valid, support may be provided which could involve deferred payment or payment over a longer period of time. Any such decisions will be made on a case-by-case basis and you should not have any expectations in terms of the response you might receive. We may also, with your consent, be able to seek professional and/or financial support to help you.

#### **Childcare vouchers**

If your employer offers a childcare voucher scheme, you may be able to use these towards payment for your booking. These schemes are exempt from tax and National Insurance. If your employer would like support to set up a scheme, ask them to call 01954 284203 for more information and advice, or log on to [www.hmrc.gov.uk/helpsheets/e18.pdf](http://www.hmrc.gov.uk/helpsheets/e18.pdf).

We currently accept Computershare, Kiddivouchers, Saycare (Sodexo), Edenred (Accor), Care-4, Cooperative vouchers, NW Brown, KU vouchers, Busy Bees vouchers, and CCSG.

#### **Childcare tax credits**

You may be entitled to childcare tax credits, which could assist with up to 70% of the cost of this booking. To find out if you qualify, call the Tax Credit Office on 0845 300 3900, or visit [www.taxcredits.inlandrevenue.gov.uk](http://www.taxcredits.inlandrevenue.gov.uk)

#### **Childcare Information Service**

This service may be able to provide support for families and advice on paying for childcare.  
You can contact them on 0845 0454014 or at [info@opp-links.org.uk](mailto:info@opp-links.org.uk).

Signed on behalf of the  
management committee ..... Date .....

## 5. Early Years Foundation Stage (EYFS) Policy

The EYFS is a single encompassing strategy that replaces the current Curriculum Guidance for the Foundation Stage, Birth to Three Matters Framework and the National Standards for Under 8s Day Care and Childminding (including Out-of-School Care).

The Club acknowledges that all care settings dealing with children aged from birth to the end of the Reception year (the year in which the child turns five) must be in accord with the EYFS. The Club will therefore ensure that all staff are familiar with it.

### Points to consider

- EYFS children will be identified at point of registration.
- The Club will have a designated Co-ordinator responsible for implementing EYFS.
- Staff will undertake any relevant EYFS training – either formal or through in-house training.
- The Club will implement a Learning Journey and Home Planning Diary method to ensure that all relevant information relating to individual EYFS children is shared with either the child's parents/carers and/or the main EYFS provider.
- Parental consent to share information will be gained where necessary.
- All staff will be aware of who the EYFS children are.
- The Club will continue to facilitate all of the Club's play principles and ensure that children still choose how they spend their time at the Club and are never made to participate.
- The Club will continue to provide an inclusive service to all children and families attending the setting.

Signed on behalf of the  
management committee ..... Date .....

## 6. Play Policy

All children are entitled to play. It is intrinsic to their quality of life, and an important part of how they learn and how they enjoy themselves. It is also a key component of a healthy lifestyle, enabling good physical, emotional, mental and social development. At its most successful, it offers children and young people as much choice, control and freedom as possible.

The Wacky Club recognises the importance of play to a child's development. As play workers, we support and facilitate play, but do not seek to control or direct it. We will never force children to participate in play, rather encourage children to initiate and direct the experience for themselves.

### Facilitating play

We support and facilitate play by:

- providing an environment which is safe and suitable for playing in.
- providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered
- encouraging children to request additional or alternative equipment as they choose, and, if a request has to be refused, explaining why.
- not expecting children to be occupied at all times.
- making outdoor play available every day, unless the weather is particularly bad.
- involving children in planning activities to reflect their own interests and ideas.
- planning activities that enable children to develop their natural curiosity and imagination.
- allowing children freedom of creative expression, particularly in artistic or creative play.
- intervening in play only when necessary: to encourage appropriate social skills, or to reduce risks of accident or injury.
- warning children in advance when an activity or game is due to end.

### Play areas and equipment

All indoor and outdoor play areas are checked and assessed for risk daily before the children use them.

Children are involved in selecting additional equipment and resources for use at the club.

The resources used at The Wacky Club promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equal Opportunities** policy.

The Wacky Club provides fiction and non-fiction books suitable for all age ranges.

Signed on behalf of the  
management committee ..... Date .....

## 7. Inclusion Policy

The Club is committed to the inclusion of all children. Our philosophy is that all children have a right to be educated and to develop to their full potential. Everyone stands to gain if all children are allowed to share the same opportunities and are helped to overcome any disadvantages they may have to face.

We will offer full and equal opportunities for physical, intellectual, linguistic, emotional, social and spiritual growth, responding to every child's changing needs and equipping children with the skills to meet the demands of a changing society. We will be flexible in our approach to meeting and welcoming diversity. The club is aware that some children have special educational needs and/or physical disabilities that require particular support and assistance. The Club is committed to taking appropriate action to make sure that all children are able to access the services, made to feel welcome, and that the activities promote their welfare and development.

The Playleader will appoint a member of staff as the Specific Educational Needs and Disability Coordinator to manage provision for children with specific needs. All sources of appropriate equipment and resources will be investigated. All members of staff will be expected to assist the Coordinator.

### **Specific Educational Needs and Disability Coordinator: Miss Fiona L Cains**

Any specific needs should be recorded on the registration/confidentiality forms by parents/carers, together with any agreed strategies of support. Staff will work together with parents to give day-to-day care for the child, and parents/carers will be given support by the whole staff team.

All staff should be made aware of children's specific needs.

If a need is identified by the staff, this will be discussed with the parents/carers and a support programme agreed, recorded and implemented.

Signed on behalf of the  
Management committee..... Date.....

## 8. Child Protection Policy

As a registered play scheme, the Wacky Club is committed to look after the welfare of the children entrusted into its care. To fulfil this role, workers undergo all necessary checks including police checks and CRB disclosures.

### **Aims:**

- To promote the individual developments of each child and to encourage self-confidence and respect for others
- To provide an atmosphere where children feel secure and are listened to and valued
- To recognise the signs and symptoms of suspected abuse
- To have clear procedures and lines of communication
- To work closely with parents and other agencies
- To monitor children at risk
- To provide child protection training for staff

### **Procedures:**

The procedures set out in the guidance produced by Cambridgeshire Area Child Protection Committee and the Child Care Services will be followed in all cases. (See the guide for Child Care Providers- "Recognising the Signs of Abuse and what to do". The Club's child protection procedures comply with all relevant legislation, and advice from the Local Safe-Guarding Board.

### **General:**

The Wacky Club's first responsibility is to the health, safety and well-being of the children. Thus, the following general rules are adhered to by the staff and the management team with regards to child protection issues:

Playworkers are required to read the current guidelines on recognising possible child abuse and what to do about it, and to keep up to date with any new guidelines. In addition, specific training is regularly provided by Cambridgeshire Care and Education Partnership, and all Playworkers are encouraged to attend. The management team will discuss child protection guidelines both at staff meetings and with new Playworkers. We will ensure that there is a designated member of staff who has undertaken both Level 1 and Level 2 Child Protection training, and that this training is updated every 3 years.

**The current designated person for child protection is Miss Fiona L Cains, Playleader of The Wacky Club.**

All injuries that have occurred while the child is at the play scheme are recorded in an accident book, explaining the circumstances of the accident and the action taken.

Any changes in a child's behaviour or appearance will be monitored, and, where there is cause for concern, this will be recorded in a separate confidential file. The record will include the name, address and age of the child, dated and timed observations, describing objectively the child's behaviour or appearance, without comment or interpretation. Where possible, the exact words spoken by the child will be recorded along with the date, name and signature of the recorder.

Playworkers will encourage parents to communicate any relevant information regarding injuries that occur outside the play scheme and to record those in the accident book in confidence (e.g. if a child fell off a scooter over the weekend and has bruised knees).

Playworkers are required to record any unexplained incident or possible sign of potential abuse and communicate this to the Playleader, who will assess each case. All child protection issues are to be kept confidential. The Playleader will consult the appropriate advisor and then proceed according to the advice.

As a general rule, no member of staff is expected to remain alone with a child; in particular, staff that have not yet had the necessary checks will not be left alone with children.

The layout of activities will be such that the children can be supervised constantly at all times.

Parents and carers are to be made aware of the need to communicate to the Playworkers any relevant information regarding the welfare of the children in their care.

All issues regarding child protection and information provided by parents/carers or other sources are maintained in strict confidence.

The children are only entrusted to named persons at the end of a session; a written confirmation by the parent or legal guardian of the child is required before the child is entrusted to an adult at the end of the sessions.

The Child Protection Officer/Playleader will be responsible for dealing appropriately with any child protection issues and will act according to the current guidelines.

***Responding appropriately to suspicions of abuse:***

In any child protection matter, the Club's Child Protection Officer will be responsible for liaising with Social Care, the Area Child Protection Committee, and Ofsted.

Concerns will normally be discussed with the parent/carer initially. If they are not in a position to allay any anxieties, then they will be informed that the matter will be referred to Social Services.

Anxieties and concerns will be kept confidential and shared only with designated personnel (this may include the parent, the Child Protection Officer, and the Playleader).

If a child discloses relevant information, this will be recorded including:

- Date of the disclosure/concern
- Date and time of the record being made
- Name and date of birth of the child/ren
- A factual report of what happened - **recorded in the words of the child, as told**
- A note of any other people involved
- Printed name and job title of the person making the record
- Signature.

The Child Protection Officer will be informed and given the record. They will then decide if there may be a need to contact Social Care or make a referral.

If staff feel that an incident has not been followed up adequately, they have a right to call Social Care themselves.

If the child protection concern is with regard to a staff member, the Club Whistle-blowing procedure should be followed (see Whistle-blowing Policy).

***Supporting families:***

The Wacky Club will endeavour to build up trusting and supportive relationships between families, staff and volunteers within the club.

Where there is a concern about a child, the club will continue to welcome the child and family.

***Responding to allegations about staff or volunteers:***

If an allegation of any form of child abuse is made against a member of staff or volunteer, the matter must be reported to the Local Authority Designated Officer (LADO) and Ofsted. The LADO will advise if other agencies (e.g. police) should be informed, and we will act upon the advice given to ensure that any investigation is not jeopardised. The club will display and follow the 'Allegation of abuse made against an adult in a childcare setting – What to do.....' procedure.

If an allegation is made against a member of staff, it will be recorded in the Incident Book, together with the actions taken. All witnesses to the incident should sign and date the entry to confirm it.

It may be necessary for the club to refer to its staff disciplinary procedure regarding suspensions and exclusions following advice sought from the LADO.

The management also has the right to seek professional advice from Employment Law specialists.

***Useful Numbers:***

Local Authority Designated Officer unit (Cambs County Council) 01223 727967

Local Safeguarding Children Board [www.cambslscb.org.uk](http://www.cambslscb.org.uk) 01480 373522

Social Care 0345 045 5203

Ofsted 0300 123 4666 for complaints and concerns, otherwise 0300 123 1231

Signed on behalf of the  
management committee ..... Date .....

## 9. Safety Policy

The Wacky Club's main aim is to provide a safe and stimulating environment for children. To ensure the best possible standards of safety, the Club operates the following procedures in addition to staff training and to appropriate inspection and maintenance of the room and equipment.

1. Children booked for each after-school session are collected by staff at the end of the school day and are entered in a daily attendance record. When collecting the child/ren at the end of the session, parents are requested to sign-out and record the time of collection after informing the Playworker/Playleader. Staff initial the record when each child is signed out.

Staff are signed in and out daily, in case of an emergency. Visitors must sign in using the Visitors book.

2. Children attending the holiday play-scheme are signed-in by parents in the daily attendance record and are also signed-out with times noted in each case.

3. Alternative arrangements for collection must be notified in advance (a book is provided). Minors collecting siblings must be authorised in writing by the parent/guardian and must be 15 or over.

4. Children who attend after-school activities (sports, orchestra, etc) and join the Club afterwards are delivered to the Club by the activity supervisor.

5. Parents are required to notify the Playleader or the School Office in case of sudden cancellations. Parents are asked to inform the Club of changes in bookings as far in advance as possible. This is a safety requirement.

6. Emergency contact numbers and the children's medical information are kept accessible at all times via the Parenta website in strict accordance with data protection

7. Several Playworkers are trained in first aid. The first aid kit is kept accessible at all times (including at outdoor playtimes and outings). A book is available at each session for reporting any accidents/incidents. A trained first-aider must always be on site.

**Comment [M&N1]:** Should it say something like "a trained first aider is required to always be on site"

8. All children are supervised by Playworkers at all times. The statutory staff-to-children ratio for under-eights is 1:8. We aim to maintain a 1:6 ratio wherever possible.

9. Safety checks are carried out regularly. A thorough risk-assessment of the premises and equipment is carried out at the beginning of each term, and thereafter as appropriate. Daily inspections are carried out at the end of the session, and all equipment is disconnected or tidied away to reduce fire risks. All equipment and play opportunities are assessed for risk both by members of staff and by children to identify possible hazards. All hazardous items are either removed, repaired or discarded. Risk assessments are reviewed annually.

10. The layout and space within the club is specifically arranged so as to allow children and adults to move freely between activities.

11. Fire drills are conducted once every half-term or when new children enrol, and at least once during the summer holiday. Fire-drill instructions (shared with the Rainbow pre-school) are posted at the entrance door. Fire doors are marked, and kept unobstructed and unlocked; their operation is checked each morning.

12. All electrical appliances are subjected to a Portable Appliance Test annually.

13. All dangerous materials, including medicines and cleaning materials, are stored out of reach of children or in a locked cabinet. A COSHH (Control of Substances Hazardous to Health) assessment of such materials is made annually

14. During Wacky Club hours, the main gates are locked. Use of the intercom is required to gain access to the Club/grounds.

15. Adults do not walk about with hot drinks, or place drinks within reach of children.

Signed on behalf of the  
management committee ..... Date .....

## 10. Health and Hygiene Policy

The Wacky Club aims to promote the health and well-being of the children and the staff whilst trying to accommodate cultural and physical differences.

### Food:

The club is not registered to provide cooked meals. However it does provide drinks (pure apple or orange juice, or water) and snacks. All food is stored and prepared in a way which complies with Health and Safety procedures and Risk Assessments. Snacks include bread or toast with a variety of spreads, and fruit. Once a week we try something new, for example Wraps with Tuna. Snacks are prepared paying due attention to the children's particular dietary requirements and allergies. The Club has a policy to encourage healthy eating habits by example (see below).

At least one of the Playworkers is trained in food hygiene.

### Personal Hygiene:

Hands are washed after using the toilet

Children are encouraged to wash their hands before and after taking part in activities related to food

Tissues are available, and children will be encouraged to blow and wipe their noses when necessary

Children are encouraged to shield their mouth when sneezing

Individual hand towels are available

### Outdoor Play:

The children have daily opportunity to play in the fresh air in the playground, in all weather conditions. We adopt an open-access policy, allowing children free access to the outdoor environment.

The Playworkers will encourage children to take part in physical activities, and a range of outdoor toys and activities are on offer. The Holiday Club occasionally organises outings to surrounding areas.

### Illness:

Attention will be given to any child who appears or becomes ill during the session. The child will be comforted by a member of staff and the emergency contact will be consulted regarding the collection of the child. If the illness appears to be of a contagious nature, the child will be kept apart from the other children, and will sit in a quiet area with a member of staff.

Parents are asked to keep their children at home if they have any infection and for at least 48 hours after the last attack of vomiting or diarrhoea.

Notice of any prevailing illness or infection is put on the notice board, so if your child falls ill with, for example, chicken pox, please let the Playleader know (even if he or she is not attending Wacky).

**Comment [M&N2]:** Should it say something like "stored and prepared in a way which complies with ..."?

**First Aid:**

A correctly stocked first-aid box is available at all times, stored out of the reach of children. A portable first-aid kit is taken with the group during outings from the club. At least one Playworker on the premises will be trained in first aid. Playworkers attend certified first aid courses every three years.

As part of the registration form, parents/carers are requested to provide instructions for the Playworkers regarding the administration of emergency first aid. Confidential medical information on each individual child will be available to the Playworkers, including names and contact information of the child's doctor.

A record book is kept on any incident that requires first aid intervention and must be signed by the Playworker involved as well as the parent/carer of the child on being notified of the incident.

All hospitalisation due to accidents and injuries occurring at the club will be reported to Ofsted and to the Incident Contact Centre pertaining to RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)

Signed on behalf of the  
management committee ..... Date .....

## 11. Medication Policy

Where a child may need medication during sessions, parents must complete a Medication Consent form with all the relevant details.

Medicines must be labeled with the following details:-

- The child's name
- The exact dosage required.
- Time or times of day it is to be given.

Parents must ensure that the medication is within its expiry date.

Medicines will always be given by a qualified member of staff, and the giving of medicines will always be witnessed and noted by another member of staff.

Non-prescription medication. eg Piriton, may be administered, but only with the prior written consent of the parent and only when there is a health reason to do so. A child under 16 can not be given medicines containing aspirin unless it has been prescribed for that child by a doctor.

Personal medicines, such as asthma sprays, must be used by the child only as instructed by his/her doctor.

All medicines will be kept away from the children and stored safely and appropriately. Medication records will be kept up-to-date, and reviewed annually when applicable. Once the medication is no longer needed or has run out the bottle or container will be returned to the parent.

Signed on behalf of the  
management committee ..... Date .....

## 12. Healthy Eating Policy

The sharing of refreshments can play an important part in the social life of the Wacky Club, as well as reinforcing children's understanding of the importance of healthy eating. Our Club is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions.

Before a child starts at the club, staff will seek information from the parents/carer about the child's dietary requirements, including any allergies, and will make appropriate arrangements to meet them. A list of those with allergies or special dietary needs is always accessible for staff use only.

The dietary rules of religions and also vegetarians/vegans will be met in appropriate ways.

At least 1 member of staff is formally trained in food hygiene, and this training is passed on to other staff through in-house training.

No child will ever be forced to eat or drink something against their will, and the withholding or granting of food and drink will never be used as either a punishment or reward.

Snacks available are displayed on the notice area. The club operates in accordance with the School Foods Trust Guidance. The Staff at the club will make every effort to promote healthy eating, and will lead by example.

- The children are involved in preparing the menu through their Wacky council
- Vegetarian/vegan options are always available
- Healthy packed lunches are encouraged
- The club will not regularly provide sweets for children
- Children will be introduced to different religious and cultural festivals and events through different types of food and drink
- Drinking water is always available

Signed on behalf of the  
management committee ..... Date .....

### 13. Intimate Care Policy

The Wacky Club is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. Staff providing intimate care to children [will have received appropriate child protection](#) training.

The child's welfare is paramount. When intimate care is given, all children should be treated with respect. No child should be treated in a way that causes distress or pain

Children's dignity should always be preserved and a high level of privacy, choice and control should be provided to them.

Whilst staff must be aware of maintaining children's privacy and dignity, no intimate task should be carried out completely out of sight or behind closed doors. The staff member dealing with the intimate task should inform the Playleader, or other senior member of staff present, of what is happening.

Staff will encourage all children to do as much for themselves as possible.

Where possible, the same member of staff will not care for the same child on a regular basis; staff will take turns in providing care. This will ensure that over-familiar relationships are discouraged from developing, in order to protect all involved.

Signed on behalf of the  
Management committee ..... Date .....

## 14. Behaviour Management Policy

The Club has basic ground rules for behaviour standards. Most of the ground rules have been developed in consultation with the children themselves. Rules of behaviour apply to children as well as to members (parents/guardians), management committee and staff whilst at the club. Rules are displayed on Wacky notice boards.

The overall ethos is to encourage and reward positive behavior and to promote awareness of what is desirable behaviour as opposed to behaviour that is completely unacceptable.

Physical force or physical punishment is strictly forbidden and staff are aware that such means would lead to disciplinary action (including dismissal). Punishment is also not accepted as a way of dealing with unacceptable behavior. Primarily, dissuasion, distraction or withdrawal from the situation causing the incident will be used.

**If after the event of unwanted behaviour a child needs time and space by themselves, the Playworker involved will ensure the child has the necessary time and space they need whilst ensuring the child is safe and within sight at all times.**

Bullying and discriminatory behaviour will not be tolerated. Children, parents and staff will be made aware that such behaviour is to be avoided at all cost and in all forms. Any incident will be recorded and dealt with immediately by the staff, and parents/carers will be informed.

The Playworkers will consult and inform parents of incidents of unacceptable behavior. In the case of extreme and/or repeated incidents of disruptive behaviour, an agreed exclusion period might become necessary.

Permanent exclusion will be a last resort, and only in cases where staff and the management committee agree that it is essential for the protection of the well-being of the rest of the children or the safety of both staff and children.

Appropriate language and clothing is expected from both children and staff. Use of mobile phones is not permitted except in exceptional circumstances, as agreed by the Playleader. Use of electronic toys (such as Game Boys) and personal music will be allowed occasionally, by negotiation with children, parents and staff.

Signed on behalf of the  
management committee .....

Date .....

## 15. Bullying Policy

The Wacky Club is committed to providing a safe, friendly and caring environment for all children so they may play and socialise in a secure and relaxed atmosphere.

Bullying is unacceptable, and we will endeavour to ensure that all children attending the club would be able to tell a Playworker about a bully and would know that incidents would be dealt with promptly and effectively.

Bullying is deliberately hurtful behaviour repeated over time. It can be physical, emotional or verbal.

We will aim to discourage any form of bullying within the wacky club by:

1. Sending staff on relevant training
2. Ensuring all staff are aware of the definitions of bullying
3. Encouraging positive behaviour
4. Ensuring that all areas of the club are well supervised
5. Teaching children appropriate behaviour

All members of staff will listen carefully to and record all incidents and the discussions which follow (being aware of the differences between bullying and "tale telling").

We will support the child being bullied and help the child who is doing the bullying to change their behaviour.

We will ensure that parents/carers are fully informed of any incidents involving bullying behaviour and of any discussions that followed. We will ensure that the child and parents/carers are fully aware of the unacceptable nature of the behaviour and the consequences of any repetition.

If the steps taken do not result in putting a stop to the bullying behaviour, the Playleader will inform the Management Committee.

The Chairperson or another member of the Management Committee will write to the parents informing them of the steps that will be taken if their child's behaviour does not improve.

At agreed intervals the Playleader will report back to the Committee on progress. If the unacceptable behaviour continues and there is no likelihood of it improving, the Management Committee will consider whether the child's place should be withdrawn.

Signed on behalf of the  
Management committee .....Date .....

## 16. Fire Drill

On hearing fire alarm or whistle:

1. Deputy and Playworkers line children up by the garden door.
2. Deputy and Playworkers lead children out to the school playground.
3. Playleader checks the room and follows with the register, card index and mobile.
4. Children, staff and helpers assemble on the playground.
5. Playleader calls the register.

Location of fire extinguisher:

WATER by cloakroom door.

Signed on behalf of the  
Management committee .....Date .....

## 17. Fire policy and procedure

1. All parents / carers and visitors attending the club will be made aware of our fire policy and procedure.
2. All staff members when on duty will wear their 'fire whistle'.
3. Any member of staff may decide to carry out a fire drill when they see fit and record it in the fire logbook.
4. As is the case with a real fire, prior notice of a drill may not always be given to all staff on duty.
5. It is the Wacky Club's aim to ensure that every member of staff and the majority of children experience a fire drill at least once per half-term to familiarise them with the routine.

### Fire drill procedure

If a fire is seen, a whistle will be blown or a fire alarm will be pressed.

When a whistle or fire alarm sounds:

1. The Deputy member of staff on duty, assisted by all Playworkers, will lead children through the garden door to the playground at the rear of the school. If the fire is located near the garden door, they will evacuate the room via the main entrance.
2. Staff supervising children in the garden and school playground will also assemble on the playground, away from the building. The Playleader or senior staff member will check the cloakroom and main playroom if safe to do so, to ensure all children have vacated the premises.
3. The Playleader or senior staff member will then collect the register, card index and mobile phone if safe to do so, and join the rest of the group assembled in the playground as quickly as possible.
4. All visitors at Wacky will be required to assemble on the playground at the rear of the school.
5. If the Wacky room is not safe to be re-entered, children will be led to the church, until they can be collected by their parents / carers.

#### Location of fire extinguishers

WATER: by cloakroom door

#### Location of fire alarms

To right of main entrance  
To right of garden door

**If there is a fire, safe evacuation of the children is the main priority**

Signed on behalf of the  
Management committee..... Date.....

## 18. 'Out and about' policy for staff and helpers

When arranging a Wacky Club trip or outing, the following steps and procedures will be followed:

1. Check with insurance company that the Club is insured for the trip/outing.
2. Carry out Risk Assessment on the venue before the trip/outing.
3. When booking a coach, check the following information:
  - Coach company has valid insurance certificate
  - Coach's MOT certificate is valid
  - Coach has fitted seatbelts
  - The driver is aged over 21 and holds a current UK driving licence.
4. Obtain from the parents/carers
  - written permission for each child to participate in the event.
  - medical information for each child.
  - written permission to seek emergency medical advice and treatment.
  - written permission for first aid to be administered.
5. Check all staff CRB disclosures
6. Ensure adequate staffing ratios (1 adult to every 6 children)
7. Ensure trained first aiders included

When leaving the school premises the following items must be taken:-

- Permission documents (see 4 above)
- Children's medication
- First aid boxes
- Black box, containing registration cards
- Mobile phone and gate phone
- Register (if split into groups, 1 group register, and whole attendance register)
- Drinks
- Changes of clothing
- Packed lunches
- Children's spending money
- Time-table of the day's events
- Map of park or area

All children must wear a badge or bracelet displaying the name of the club, and the club's mobile telephone number. If a child becomes lost, please refer to the missing child policy.

Adults and children must stay together at all times. If some get too far ahead for any reason, they need to wait for the others to catch up; similarly, the main group must wait for stragglers to catch up.

Signed on behalf of the  
Management committee ..... Date .....

## 19. Missing Child Procedure

If a child goes missing while in the care of the staff at the Wacky Club, the following action will be taken:

	As soon as a member of staff is aware that the child is missing, they will immediately inform all staff present, identify the last sighting of the child, and search that area. If the child is not found after an initial search, or there are not enough staff present to carry out an extensive search, then a committee member will be contacted. While the search is taking place, it is vital that the other children present are safe and being cared for by the required number of staff.
After 5 minutes	The Deputy Playleader will contact the committee to ensure at least 2 committee members or parents can attend and help with the search. As far as possible, all searchers should have a mobile phone whose number is known to the Playleader. A telephone call to the emergency contact will be made, leaving an answer-phone message if possible should there be no response. If the child has gone missing while away from the club setting and not within the village of Great Shelford, the police (rather than committee members) will be contacted to assist with the search.
After 5-10 minutes	The Deputy Playleader will endeavour to contact the second contact on the registration form, leaving a message where possible.
After 10-15 minutes	If the child has still not been found when the committee members/parents have been involved in the search, the police will be contacted. If after police involvement the child has still not been found within a reasonable amount of time, Social Care and Ofsted will be informed.
When child is found	The Play leader should be informed immediately by mobile phone. The Playleader will then relay the information to other searchers, and to parents and emergency contacts (and police where necessary).

A copy of this Procedure is taken on outings.

Signed on behalf of the  
Management committee..... Date.....

## 20. Procedure for child who has not arrived at meeting point at school to be collected by a member of the Wacky Club staff

If a child who has been booked in to the club and is on the register for that day does not arrive at meeting point to be collected by a member of staff, the following action will be taken:

1. The Playleader (or Deputy, in the Playleader's absence) collecting the children from the school will walk the children who have arrived at the meeting point over to the Club.
2. That member of staff will then inform the rest of the staff of the child who did not arrive at meeting point, and will then check the booking forms to see if the child's parents/carers have booked them in or have cancelled the booking. (There may simply be a misprint on the register).
3. The staff member will return to the school to look for the child and will speak to the child's teacher or the School office to ascertain that the child is in school.
4. Attempts will be made to contact the parents/carers and inform them that their child has not turned up for Wacky Club; a message will be left if necessary. It may be that the child is with its parent/carer or has gone home with someone else, and its place at the club was not cancelled. If this is the case, no further action will be taken.
5. If the parents/carers confirm that the child should be at the Club, the **Missing Child Procedure** will be followed.

Signed on behalf of the  
management committee ..... Date .....

## 21. Late Collection Policy

If a parent/carer is more than 15 minutes late in collecting their child, the Playleader or Playworker will telephone the parent/carer to try to ascertain the reason for the delay.

While waiting to be collected, the child will be supervised by at least 2 members of staff who will offer them as much support and reassurance as possible.

If, after repeated attempts, no contact is made with the parent/carer, and a further period of 30 minutes has elapsed, the Playleader will attempt to contact the child's emergency contact person.

If this fails, the Playleader will call the local Social Services Department for advice.

In the event of the Social Services being called and responsibility for the child being passed to a Child Protection agency, the Playleader will attempt to leave further messages with the parent/carer and with the emergency contact, and a note will be left on the door of the club explaining what has happened.

Under no circumstances will a child be taken to the home of a member of staff or away from the Club's premises, unless absolutely necessary.

Incidents of late collection will be recorded by the Playleader and discussed with the parent/carer at the earliest opportunity. Late collection will result in fines (see Fees Policy), and persistent late collection may result in loss of the child's place at the Club.

Signed on behalf of the  
Management committee..... Date.....

## 22. Concerns and Complaints Policy

**The Wacky Club is committed to providing a safe, stimulating, consistent and accessible service for children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.**

Under normal circumstances, the Playleader will be responsible for managing complaints and communicating with the registered person. If a complaint is made against the Playleader, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in an Incident Record sheet and a provider complaints log will be completed.

### Stage One

If a parent/carer has a complaint about some aspect of the Club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Playleader. The Club is committed to open and regular dialogue with parents/carers, and welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Playleader should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should detail their complaint in writing to the Playleader. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Club will acknowledge receipt of the complaint as soon as possible – within 7 days. The matter will be investigated fully within 20 working days. If there is any delay, the Club will advise the parent/carers of this and offer an explanation. The Playleader will be responsible for sending them a full formal response to the complaint.

If the Playleader has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social care department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

The Playleader will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Playleader will judge whether it is best for all parties to meet together or whether individual meetings are more appropriate.

Either party may need to consider consulting an external mediator who is acceptable to both parties and who will offer support and advice. The mediator must ensure discussions are kept confidential.

If at the conclusion of this process parents or carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Chairperson who will adjudicate the case. A formal record of all meetings should be taken and made available for those concerned should they wish to see them.

The Chairperson will communicate a detailed response, including any actions to be taken, to both the Playleader and the parents/carers concerned within 28 days of the complaint being received.

**At any stage, if the parent or carer is unsatisfied with the response or concerned about children's welfare, they can make a complaint to Ofsted**

**Committee Chairperson: Joanne Staines**

OFSTED

[National Business Unit](#)  
Royal Exchange Buildings  
St Ann's Square  
Manchester M2 7LA

[OFSTED complaints about a child minder or daycare provider and concerns about child/daycare issues: 0845 601 4772, website: \[www.Ofsted-0300 123 4666\]\(http://www.Ofsted-0300 123 4666\) for concerns and complaints](#)

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

Signed on behalf of the  
management committee ..... Date .....

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## 23. Staffing and Employment policy

A high adult:child ratio is essential in providing good quality after-school care. At the Wacky Club:

- We have at least one member of staff to each 8 children- we aim for 1:6.
- Individual records of the children's development are held on all Early Years Foundation Stage children (in Reception class, until 5<sup>th</sup> birthday). The team of staff work together for each child and family. There is a key person within the staff team who is responsible for ensuring that all records are kept up-to date.
- Regular in-service training is available to all staff, both paid and voluntary, through the Early Years and Childcare services.
- The Club's budget includes an allocation towards training costs.
- We support the work of our staff by means of regular monitoring and appraisals.
- We welcome volunteers (see section 27).

### Employment

The Club operates an equal opportunities employment policy (see Section 22). However, the Club is committed to using robust recruitment procedures that safeguard children and offer equal opportunity. The procedures set out below will be followed when recruiting both staff and volunteers. All managers who appoint should be aware of safe recruitment practices.

All vacant positions will be advertised. Job advertisements will include a clear message about the Club's commitment to safeguarding and promoting the welfare of children.

Persons wishing to apply (including volunteers) will be sent an application form, job description and a copy of the Club's Child Protection Policy.

### The Club application form requires:

- A declaration that all information supplied by the applicant is correct
- Completion of a section under the Rehabilitation of Offenders Act that asks if the applicant has been either awaiting a verdict, convicted, cautioned or court-martialled for any relevant offence
- Details of two referees (who will be contacted)

The form also states that the Management reserve the right to contact the applicant's last employer, as indicated on the application form, even if they are not named as a referee.

Referees will be contacted directly. They will be asked specifically if they have had any Child Protection concerns about the applicant, even if the concerns came to nothing. References will be received prior to selection for interview.

The Management will

- select suitable candidates for interview. Candidates will be invited to attend interview and will be asked to bring along two forms of identification and any relevant qualification certificates, which will be photocopied.
- follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given.
- undertake additional checks if necessary.

During the interview process, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position.

The Wacky Club uses CRB Disclosure Services to assess an applicant's suitability for positions of trust. We comply fully with the CRB Code of Practice, treating all applicants fairly, and we will not discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information revealed.

Signed on behalf of the  
management committee ..... Date .....

## 24. Equal Opportunities and Inclusion Policy

The Club operates an equal opportunities employment policy. The management team actively encourages a gender balance in the composition of the Playworkers. The Club values the contribution of different ages, gender, ethnic backgrounds and special needs, and tries to maintain a broad representation in the staff and management of the club. Children or Playworkers with disabilities will be welcomed in the best ways possible.

The Playworkers aim to include activities such as games, crafts and cooking that draw from different cultures and religious backgrounds. Equipment and resources, including books and posters, will promote positive images.

Children are treated as individuals and encouraged to share their ideas and views. The name and the logo of the club were designed by the children themselves, and the Wacky Council run by the children acts as a forum for decision-making on a range of topics.

Different ethnic, social and economic backgrounds are welcome. The Club offers assistance to ensure more children have access to the facilities offered by the Club.

The management of the Club is based on an open committee elected at an Annual General Meeting. All suggestions to improve accessibility and integration with the local community are welcome.

Signed on behalf of the  
management committee ..... Date .....

## 25. Confidentiality and Data Protection Policy

The Club will maintain the confidentiality of all information relating to children, their families, and members of staff. The Club will aim to ensure that any personal information required for the running of the Club is kept safe and confidential, whilst ensuring that the running of the Club is open and transparent and that appropriate information is communicated to the members and the community.

Confidential matters about children, staff or families will not be discussed other than with the appropriate person. Personal records are kept safe and will not be disclosed to third parties. Families or staff can access any information held regarding them by putting a request in writing to the Playleader who will in turn inform the Committee Chairperson.

The following records on children, their families and staff are kept:

1. Names, addresses and contact information.
2. Relevant medical information, special needs, or cultural circumstances.
3. Daily attendance records.
4. Incident and accident records.
5. Collection records.
6. Names and contact information of relatives or alternative named persons who can collect the children.
7. Staff references and employment records, including Criminal Records Bureau Information.

Other records kept are:

8. Visitors' records.
9. Activities and outings records.
10. Policy, registration records, insurance records and risk assessment records.
11. Early Years Foundation Stage (EYFS) records and development plans.

The only occasions on which confidential information might be revealed to a third party would be when a child protection issue is involved or when there are concerns about the welfare of a parent/carer. Where we have concerns, we would normally gain consent from families regarding the disclosure of information. However, consent would not be obtained if a child, or sometimes a vulnerable adult, might be endangered by our seeking to gain consent.

Signed on behalf of the  
management committee ..... Date .....

## **26. Disciplinary Procedure**

**The Club is committed to maintaining a well-motivated, highly skilled and professional staff team. However, action will occasionally need to be taken to encourage improvement in individual behaviour and performance.**

If a member of staff is subject to disciplinary action, fair and consistent procedures will be employed. Investigations will be non-discriminatory and apply equally to all staff irrespective of sex, marital status, maternity, sexual preference, race, disability, religion, or age.

Before taking formal action, every effort will be made to resolve the matter by informal discussion with parties concerned, and by training where appropriate. If a satisfactory outcome or improvement is not reached, formal disciplinary procedures will be implemented.

Staff will be given the opportunity to state their case, and to be accompanied by a friend, colleague or Trade Union representative of their choice during any part of the disciplinary process. Staff have a right to appeal against any disciplinary action taken against them.

### **Formal Verbal Warning**

If informal discussion does not resolve the matter, the staff member will be issued with a formal verbal warning, and a note made on the Club's records. This will be disregarded after 6 months, subject to satisfactory conduct and/or performance.

### **Formal Written Warning**

If there is insufficient improvement after a verbal warning, a written warning will be issued. This will state the reason for the warning, and advise that if there is no satisfactory resolution after a further month, a final written warning will be given. A copy of this first written warning will be kept in the Club's records, but will be disregarded after 12 months, subject to satisfactory conduct and/or performance.

### **Final Written Warning**

If the member of staff's conduct or performance remains consistently unsatisfactory, or if the misconduct is sufficiently serious, a final written warning will be given, making it clear that any further breach of the standards or other serious misconduct will result in the employee's dismissal.

A copy of the warning will be kept in the Club's records, but will be disregarded after 24 months, subject to satisfactory conduct and/or performance.

In certain exceptional circumstances, a member of staff may receive a Final Written Warning that will remain on the Club's records indefinitely. This course of action will follow when a member of staff has only avoided dismissal due to extenuating or mitigating circumstances.

### **Gross Misconduct**

If, after investigation, it is deemed that a member of staff has committed an act of the following nature, dismissal will be the normal outcome:

- Child abuse (for further details refer to the Child Protection policy)
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy)
- Assaulting another person
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Gross negligence that either causes or might cause injury, loss or damage to persons or property
- Theft, fraud or deliberate falsification of the Club's documents
- Deliberate damage to Club property
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 1989.

While the alleged incident of gross misconduct is being investigated, the individual concerned is likely to be suspended, during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after a full investigation.

### **Appeals**

Staff wishing to appeal against a disciplinary decision, must do so in writing and within 15 working days of the decision being communicated. Appeals will be dealt with as quickly as possible and within at least a further 15 days. If possible, the Registered Person, or a senior member of staff who was not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case.

At all stages of a disciplinary procedure, the right to appeal will be confirmed as part of the warning, suspension or dismissal letter.

Signed on behalf of the  
Management committee..... Date.....

## 27. Whistle-blowing Policy

### Introduction

The Wacky Club is committed to the highest possible standard of operation, probity and accountability, and recognises that its workers are often the first to realise that there may be something wrong within the Club. However, they might not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the Wacky Club, and they might also fear harassment or victimisation. In these circumstances, it might be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

The Public Interest Disclosure Act 1998 protects workers who raise concerns from victimisation or harassment. In accordance with that Act and its commitment to the highest standards of service delivery, the Wacky Club encourages its workers with serious concerns about any aspect of the Club's work to come forward and voice those concerns, in confidence, **within the Club**, rather than to overlook the problem or 'blow the whistle' elsewhere.

The aim of this policy and associated procedures is to establish an internal mechanism that will encourage and enable workers to raise serious concerns about any aspect of the Wacky Club's work (which do not meet the criteria for being dealt with as a complaint or grievance), in confidence and without fear of reprisals, to ensure that the Club continues to improve its services and provide best value.

### Scope

Concerns that should be raised via the Whistle-blowing Policy may be in relation to the actions or behaviour of other workers and may be about something that is perceived as:

- unlawful
- against other policies
- falling below established standard or practice
- amounting to improper conduct.

Concerns that fall outside the scope of the Whistle-blowing Policy are those raised by workers:

- about their own situations or conditions of service – these should be addressed via the Grievance Procedure, depending on the nature/seriousness of the complaint.
- on behalf of a 'service user' (parent/carer/child) \* – these should be addressed via the Concerns and Complaints Procedure.

*\* In exceptional circumstances, where the complaint involves a number of service users, or the service user is unable/unwilling to make the complaint personally, the Whistle-blowing Procedure may be followed.*

The Wacky Club believes that **all** staff have the right to raise concerns about perceived unacceptable practice or behaviour. Indeed, the responsibility for expressing concerns about unacceptable practice or behaviour rests with all staff, and under the Club's Health & Safety Policy staff are expected to raise concerns about potential health and safety risks.

The Wacky Club will not tolerate harassment or victimisation and will take action to protect staff when they raise a concern in good faith. The Club will do its best to protect the identity of staff when they raise a concern and do not want their name to be disclosed. However, if the concern raised needs to be addressed through another procedure, e.g. disciplinary procedure, the staff member may be required to provide a signed statement as part of the evidence. Nevertheless, in exceptional circumstances, the Club may have to disclose the identity of the staff member without his/her consent, although this will be discussed with the staff member first.

Appropriate advice and support will be made available to staff who raise concerns, and they will be kept informed of the progress and outcome of any investigation.

Further information and help regarding whistle-blowing can be found on Ofsted's website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Signed on behalf of the  
committee .....

Date .....

management

## 28. Grievance Procedure

On occasions, members of staff may feel they wish to raise a grievance relating to their employment. This might relate for example to bullying or harassment, work relations, working environment, discrimination or terms and conditions of employment. The Wacky Club will ensure that such matters are dealt with fairly and without delay.

In the first instance, the Playleader or a member of the Committee should be approached informally. If it is not possible or appropriate to resolve the matter informally, then the procedure set out below should be followed.

1. The complainant must set out the grievance in writing, with details of the matters complained of, any relevant facts, and dates and names of individuals involved. The written grievance should indicate that the matter is being raised in conjunction with the Wacky Club's formal grievance process, and should be sent to the Playleader in the first instance. If the nature of the grievance prevents an approach to the Playleader, the grievance should be sent to the Committee Chairperson.
2. The grievance will be investigated by a Committee Member who will be appointed by the Club and who will not have had previous involvement in the case. The complainant will be required to co-operate fully and promptly with the investigation. This may include providing the Wacky Club with the names of relevant witnesses and/or supplying relevant documents. The complainant may take a colleague to any investigatory meeting or grievance hearing and the colleague may submit the grievance on the complainant's behalf.
3. Following the investigation, a grievance-hearing officer will meet with the staff member to discuss the grievance. The officer will be an appropriate member of the Committee who has had no previous involvement in the case. The complainant must take all reasonable steps to attend the grievance hearing which will be held in a reasonably practicable location and without unreasonable delay.
4. After the grievance hearing, it may be necessary to investigate further matters and/or to hold further meetings with the complainant before a final decision is made. Once a decision has been reached, the grievance-hearing officer will write to the complainant setting out his/her decision and the reasons for it. The written decision will usually be sent within one week of the final grievance hearing.
5. The complainant has the right to appeal against the outcome of the grievance process. Appeals must be set out in writing and must include the grounds for the appeal and any evidence or other matters upon which the complainant wishes to rely. The complainant must send his/her letter of appeal to the Committee Chairperson no more than five working days after receiving the original decision.
6. The appeal will be heard as soon as possible after any necessary further investigation and the result of the appeal will be confirmed in writing within one week. The decision reached at the appeal hearing will be final.

A record of the grievance (including the written grievance, the results of the investigation, the grievance decision and documents relating to any appeal) will be kept on the complainant's personnel file. Insofar as is possible, the Club will keep the substance of the grievance confidential. However, the Club may need to interview witnesses or otherwise investigate issues; this may require disclosure of the details of the grievance. Further, where appropriate, it may be necessary to deal with issues raised independently of any grievance process (for example, as part of a disciplinary process).

Note that if a staff member raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

Signed on behalf of the  
committee .....

Date .....

management

## 29. Committee, Volunteers and Student Policy

The Wacky Club welcomes anyone within the community who may wish to volunteer to become involved with the Club.

### Committee

The Wacky Club is run by a voluntary Management Committee. Anyone is welcome to join the Committee. Committee members are subject to Criminal Records Bureau clearance.

### Staffing Volunteers

Anyone wishing to offer their time must follow the same procedures as a paid member of staff. They must:

- Complete application forms.
- Complete CRB Clearance forms (see Staffing and Employment policy).
- Attend an interview with Playleader and Committee members.
- Provide details of 2 referees, who will be contacted.

Only when all of the above are completed satisfactorily will any volunteer be allowed to help within the Club.

### Students

We welcome involvement from younger members of our community, especially those hoping to be trained and later employed in childcare. Through connections to local schools, we offer work experience to Year 10 students wishing to be in a placement such as ours. Such work experience will normally be for a 2-week period in May.

- We require students on qualification courses to meet the 'suitable person' requirements of Ofsted and have CRB checks carried out.
- We require schools placing students under the age of 17 years with the setting to vouch for their good character.
- We supervise students under the age of 17 years at all times and do not allow them to have unsupervised access to children.
- Students who are placed in our setting on a short-term basis are not counted in our staffing ratios.
- We require students to keep to our confidentiality policy.
- We make the needs of the children paramount by not admitting students in numbers that hinder the essential work of the setting.

The Playleader has overall responsibility for supervising and supporting students and volunteers while they are at the Club.

The Club takes out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.

Signed on behalf of the  
management committee ..... Date .....