

Safeguarding Children Policy

Our responsibility as Play workers is to ensure the safety and welfare of all the children in our care in line with the procedures laid out by our Area Children's Officer (Bradford).

The Area Children's Officer is responsible for producing Safeguarding Children Procedures based on national guidelines set out in Working Together to Safeguard Children (Dept of Education & Skills). It monitors the effectiveness of the Procedures systematically and amends them as it becomes necessary.

We have received training on Safeguarding Children (Child Protection) and are aware of the signs and symptoms of child abuse, physical, emotional and sexual, and those of neglect.

If we have reasonable belief that any child in our care is being abused in any way we will report the matter to the Child Protection Team, Bradford Social Services.

Under these circumstances we will not be able to keep information relating to your child confidential, but will need to share it with Ofsted, Social Services and the Police if requested.

The booklet: "What to do if you're worried a child is being abused" booklet sets out the guidelines for how we must record any incidents and disclosures and the procedures we must follow.

Please see our 'Allegations of Abuse Policy' regarding how we protect ourselves and our family from allegations being made against us.

If you have any concerns regarding this policy please discuss them with us.

Drop off and Collection Policy

Dropping Off

Please drop off your child at the time contracted. If you arrive unexpectedly early we may not be ready to care for your child. If you are late, we may have begun the Holiday Club day and will not be able to wait for you. Please discuss with us if you have an isolated problem and we may be able to make arrangements.

Collection

We will only release your child from our care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect. If you prefer, it may be helpful if they are not known to us, to include a description or a photograph for us to keep on file.

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late.

Sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us immediately to let us know when you expect to arrive.

We will normally be able to accommodate the additional care if the delay is short. However, if we are unable to, you must contact other adults from the authorised list and arrange for them to collect your child.

We will reassure your child that someone is on the way to collect them soon.

If we have not heard from you and you are very late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with anyone we will inform Social Services and follow their advice.

Equally, if you decide to collect your child early, please give prior notice if possible or contact us as soon as you know this will happen, as we may be on an outing, or have activities planned.

We reserve the right to make an additional charge for late collection.

Equal Opportunities Policy

We give all children in our care the opportunity to reach their full potential. We will actively promote equality of opportunity and anti-discriminatory practices for all children. We will make sure that all children are treated with equal concern and respect.

We recognise and welcome all legislation and existing codes of practice produced by the appropriate commissions, for example The Equality and Human Rights commission.

No child in our care will be discriminated against in anyway, whether for their skin colour, culture, gender, ability or religion. We value and respect all different racial origins, religions, cultures and languages in a multicultural society so that each child is valued as an individual without racial or gender stereotyping.

We will also not discriminate against children on the grounds of disability, age, class, family status and sexual orientation.

We will challenge any remarks that we feel are inappropriate.

Furthermore, we encourage children to develop a healthy respect of each other's differences and to value everyone as an individual to enhance the children's learning and understanding in this area.

If you have any concerns regarding this policy please discuss them with us.

Behaviour Management Policy

We as Play Workers recognise, encourage and demonstrate positive behaviour. Each individual child will be encouraged and nurtured.

We will:

- Give praise and reward good behaviour.
- Give five minutes warning that games need to be finished and cleared away.
- Listen to each child's opinion and include them in any planning.
- Agree a set of rules with the children.

Each Child will be encouraged to:

- Set a good example to other children present
- Use good manners, saying please and thank you appropriately.
- Listen to the Play Workers.
- Do as requested, not plead for extra play time, or answer back etc.
- Avoid using bad language.
- Respect our Play Workers, Holiday Club members, the farm, any animals, toys and other property.

Children will be spoken to calmly and gently, and firmly if necessary. The only circumstance where it is deemed acceptable to shout is where the child may be in danger.

Persistent behaviour problems will be noted and parents will be invited to discuss the matter with us.

Staff will only use physical intervention as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

Where a member of staff has had to intervene physically to restrain a child, the Holiday Club Manager will be notified and the incident recorded and monitored in The Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

In the very unlikely event where unacceptable behaviour cannot be averted or controlled, we reserve the right to withdraw our Holiday Club service. We will do this only if there is no alternative solution and when the parents have been fully consulted.

St Leonard's Farm Park Holiday Club will only ever risk assess behaviour when necessary.

Bullying Policy

We do not tolerate any form of bullying in our establishment.

Bullying can be:

- Physical: pushing, kicking, hitting, biting etc *on a regular basis*
- Verbal: Name-calling, sarcasm, rumour spreading and teasing *on a regular basis*
- Emotional: Excluding, ridicule, humiliation, tormenting *on a regular basis*
- Racist: taunts, graffiti and gestures *on a regular basis*

Being bullied can result in the victim having depression, low self-esteem, shyness, poor academic achievement, isolation and in extreme cases threatened or attempted suicide. If a bully is left unchecked they will learn they can get away with violence and aggression. A bully has a higher chance of acquiring a criminal record and not being able to have good relationships when they become an adult.

If we have any concerns that a child in our care is being bullied at our Holiday Club or *is* bullying, we will discuss the matter with you immediately. We will work with you to support your child to resolve the problem.

If your child is being bullied:

- Tell them that we care about them and are there to support them
- We will give them lots of praise, encouragement and responsibilities to help them feel valued
- We will work with you to help the child to develop techniques to deal with the bully - assertiveness, self confidence, walking away etc.
- We will reassure them that the bullying is not their fault

If your child is the bully:

- We will reassure your child that we still care about them but it is their behaviour we don't like
- We will work with your child to find ways to make amends for their actions
- We will develop a reward structure for good behaviour
- We will discuss the matter with you, not in front of your child, to see if there are any problems that may have triggered the bullying.

If you have any concerns regarding your child please discuss them with us as soon as possible. It is much better to deal with these problems before they become major issues.

Complaints Policy

We hope that you are happy with the service that we provide. Should you have a complaint, we hope that you will feel able to discuss any concerns or issues that you may have with the Holiday Club Manager or the Farm Manager, either one or both of us directly. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, for example in the evening or at the weekend.

It is a requirement by Ofsted that all complaints are logged, along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required.

If you feel that you are unable to talk to us or that after talking the matter remains unresolved then you can talk in confidence to:

*Complaints Department
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD*

Service Statement

We are Play Workers registered with OFSTED and our aim is to offer good quality care that meets the needs of the individual child. Farmer James' Holiday Club recognises the responsibility it has under Section 175 of the Education and Inspection Act, to have arrangements for safeguarding and promoting the welfare of children and to commit and comply with the legislation.

'Childcare with fun, education and hands on learning within a safe farm environment.'

Our fees are: £200 per week / £45 per day payable upon booking.

We offer the following services: Catering - breakfast, lunch, tea plus snacks included in price.

We work Monday to Friday 8am - 6pm.

We work to our agreed hours and charge £200 per week / £45 per day.

Please ensure payment is received in full as per the terms of booking with us and certainly before your child attends any session.

Meals are provided and healthy snacks are supplied in with the charge for the Holiday Club.

We offer a range of play activities that include lots of fun, a healthy lifestyle and an educational element.

We also have contingency activities in the event of very poor weather: indoor games, quizzes, arts and crafts activities, board games, films etc.

Children are not encouraged to take food or drink onto the Fun Barn equipment or onto the Farm area.

We are not permitted to care for sick children and will contact parents if the child becomes unwell. We operate an equal opportunities and non-discriminatory service (*see relevant policies under separate cover*).

We are working with Bradford Social Services under the Child Protection Act and are legally bound to report to Social Services should the need arise.

Accident and Incident Policy

The safety of your child is paramount and we take every measure we can to protect your child from hurting his/herself. However sometimes accidents do happen and we have written the following procedure on how we will deal with such a situation:

- We will comfort the child and reassure them.
- We will assess the extent of their injuries and if necessary call for medical support/ambulance.
- We will carry out any first aid procedures that are necessary and that we have been trained to do.
- Once the child is more settled we will contact you as soon as possible to inform you of the accident and if necessary to ask you to return to care for your child, or meet one of us at the hospital.

After every accident, however minor we will:

- Complete a report in our accident book.
- Ask you to sign the report and provide you with a copy.

If the incident requires any medical treatment we will:

- Inform Ofsted (under Standard 14.3 Children Act regulation, we must inform Ofsted about any significant events).
- Inform our Insurance Company.

It is important that you keep us informed regarding your child's condition following an accident and whether you have sought medical advice.

Medicines Policy

We are happy to discuss administering medication but would prefer not to if at all possible, if we agree we must have a signed parental permission form for us to do so. Each time medication is required a permission form must be signed, also our medication record book will be completed.

If the medication is pain relief we will still contact you by telephone to check that you want us to administer this medication. This is to protect your child, you and ourselves, please make sure we have a valid contact number for you.

It is vital that you inform us of any medication you may have given your child *before* they arrive into our care as we need to know what medicine they have had, the dose and time given, please do not give your child more than the stated does as if we administer more we would be in effect giving your child an overdose.

We will ensure that all medication given to us will be stored correctly and we will check that it is still within its expiry date.

If your child has a self-held medication please obtain an additional one for us to be kept at our establishment. If your child has acute allergies and carries/needs an EpiPen, please discuss the matter with us. We may need additional training to administer these forms of medication.

If your child needs to take medication prescribed by a doctor such as antibiotics, please discuss this with us. We will need you to sign an additional permission form. Please allow a child on antibiotics at least 24 – 48 hours on the medication before returning to our care in case they react to the medication and to prevent the spread of an infection to others.

All medicine given to us to administer must be in its original bottle/container with the **child's name on it**. It must have the manufacturers guidelines on it and if a prescription medication the details from the Doctor/pharmacy.

All medication administered will be recorded in our medication book and requires a parental signature at the end of each day.

If you have any concerns regarding medication please do not hesitate to discuss them with us.

Sick Child Policy

We appreciate that as a working parent you need to be able to go to work, however if your child is unwell then they will be bettered cared for in their own home with a parent.

We are happy to care for children with **minor** coughs and colds but will **not** care for children who are very unwell, infectious or running a high temperature. We need to consider the welfare of all the children in our care.

If your child has had diarrhoea or sickness please allow at least 24 hours after the last occurrence before returning them to us, but call and let us know they won't be attending. Please also consider how fit your child is before returning them to us, if they are lethargic and tearful after an illness they are not well enough to return to our care and you should give it at least another 24 hours.

If your child becomes ill whilst in our care, we will make them as comfortable as possible, isolate them from the other children if necessary and reassure them. We will contact you immediately and continue to care for your child until you arrive, please endeavour to return to us as soon as possible as it is unsettling for a child to be unwell away from their parents.

If you have any concerns regarding this policy please contact us.

Fire Safety and Emergency Evacuation Procedure

In the event of fire the premises will be evacuated quickly calmly and quietly, all doors and window locks are within easy access to ensure a quick departure.

Once assembled, a register will be taken and the emergency services called.

Dependant on the age of the children, these procedures will be discussed in a light-hearted but serious way then practised every morning before Holiday Club activities begin.

Exits are available via: The Fun Barn x 3 and the Farm x numerous

Assembly points:

- 1) Main Fun Barn door turn right and exit to Rear of FB
- 2) Fire Door next to Fun Barn Toddler Area exit onto patio and turn left to rear of FB
- 3) Fire Door under Main Play Equipment exit and turn left to rear of FB
- 4) Grass Area opposite Farm House
- 5) Grass Walkway area next to Aerial Slide

Hygiene Policy

It is very important to prevent the spread of germs and illnesses that hygiene procedures are in place and strictly adhered to.

- Children are encouraged to wash their hands after going to the toilet, touching animals and playing outside. They must also wash their hands before eating any meals or snacks.
- Children must avoid placing fingers etc in their mouths and will be reminded consistently.
- We will assist the children in hand washing, ensuring that they are washing and drying them correctly.
- After being out and about, children will wash their hands upon return to the farm site.
- In the event of a child having a cold, we will explain to them the importance of safely throwing away dirty tissues to prevent the spread of germs. We will also encourage them to put their hand over their mouths when they cough.
- Any toys will be regularly cleaned.
- We will follow strict hygiene routines in the kitchen, ensuring the fridge remains at the correct temperature and that food is stored correctly in it.
- We will wear protective gloves when preparing food and use hot water and antibacterial spray to ensure surfaces are clean.
- We will ensure that the children place any food waste in the bins provided which are emptied on a regular basis.
- We are happy to help children to clean their teeth after meals if you provide us with a toothbrush and paste.

Healthy Eating Policy

A good balanced diet is vital for children to develop healthily along with fresh air and regular exercise.

We are happy to provide all children in our care with healthy food and drinks, or to serve food provided by their parents. We are happy to discuss menus with parents and cater for children with different food allergies and cultural/religious requirements.

If your child has any particular dislikes please let us know.

We do not encourage children to have fizzy drinks, unless it is a special occasion and parents have given permission. Children are offered water or fruit juices.

We do not encourage children to eat sweets on a regular basis, however, we do sometimes offer sweets for special occasions. Please let us know what, if any sweets you do not permit your child to eat.

If you have any concerns regarding diet/menu please do not hesitate to discuss it with us.

Health and Safety Policy

The Health and Safety of your child is very important to us and we have therefore documented the following procedures that we have in place to support this.

- All resources will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous items will be removed immediately.
- We will regularly assess the risks in the Holiday Club to ensure that it is a safe environment for them.
- All mains electrical sockets not in use have socket covers.
- All equipment is checked and cleaned regularly.
- All children are in an adult supervised environment where we keep the gates locked.
- Children must stay with a Holiday Club Play Worker if away from the farm site.
- We will encourage the children to use their knowledge about safety issues like crossing the road and stranger danger.
- We will teach the children to avoid placing their hands in the animals' mouths; and how to hold a small animal correctly.
- We will have emergency contact details with us at all times should we need to contact the parents.
- We will work with you to remind the children about making healthy food choices and taking physical exercise.
- We will restrain a child if they are putting themselves or others in danger, for example running into a road.
- We do not permit smoking in our establishment

If you have any concerns regarding the health and safety of your child please discuss them with us.

Admissions Policy

As an Ofsted registered Holiday Club we are restricted to the number and ages of children that we can care for at any one time. These details are on our Ofsted Registration Certificates, which are displayed during our childcare hours.

In total we are registered to care for up to 60+ children from 5 years old to 12 years old but do not take more than 32 children.

We will not discriminate against children or their families for reasons such as race, religion, sex or ability. However we would like to make the following statement:

We are happy to enrol children with special educational needs or disabilities providing we feel we can offer them the care they need. If your child has additional needs please discuss them with us first in order to ascertain whether our setting can provide a safe, suitable and happy environment.

If you have any concerns regarding our admissions policy please do not hesitate to contact us.

Allegations of Abuse against a Play Worker Policy

As Play Workers working in our establishment, we can be vulnerable to allegations of abuse being made against ourselves. We will take precautions to protect ourselves from this happening by:

- Ensuring all Holiday Club staff over 16 are Criminal Records Bureau cleared.
- Ensuring all visitors to the farm site sign the visitors book and do not have unsupervised access to the children under any circumstances.
- Ensuring, where possible, that no workmen are on the farm during Holiday Club hours, unless it is to repair an emergency service or for Health and Safety Reasons.
- Document every accident and incident that occurs whilst in our care, informing parents and requesting them to sign our records.
- Noting any marks on the children when they arrive and asking parents to inform us of any accidents that have occurred whilst outside our care.
- Ensuring the children are supervised at all times.
- Keeping accurate and detailed records.

However in the unlikely event of this happening, we must follow the procedure detailed below, in order to gain support and professional advice:

Contact :

Ofsted Piccadilly Gate Store Street Manchester M1 2WD

Pacey - Professional Association for Childcare and Early Years (formerly National Childminding Association NCMA) Royal Court 81 Tweedy Road Bromley BR1 1TG

NCMA Legal Advice Line or Family Solicitor

Insurance Company NFU Mutual Head Office Tiddington Road Stratford-Upon-Avon Warwickshire CV37 7BJ

Detailed records of all related incidents, including what was said and by whom, with times and dates will be used. Any witnesses, and their contact details, will be requested to make statements should the need arise, so the allegation can be followed up by the above authorities.

If you have any concerns regarding this procedure please do discuss them with us.

Lost child Policy

In the unlikely event of a child, going missing within farm establishment the following procedure will be implemented immediately:

- All staff present will be informed and an immediate thorough search of the farm site will be made followed by a search of the surrounding farm areas, ensuring that all other children remain supervised throughout.
- A staff member will notify the Holiday Club Manager and/or the Farm Manager, whilst other members of staff continue searching.
- The Manager/s will carry out a second search of the farm and surrounding area of Esholt.
- If the Child has still not been accounted for the Manager/s will contact the police.
- The Manager will also contact the parents of the missing child.
- During this period, staff will be continually searching for the missing child, whilst other members of staff maintain normal routine as possible for the rest of the children in the Holiday Club.
- The Manager/s will meet the police and the parent/carers.
- The Manager/s will then await instructions from the police.
- Any incidents must be recorded in writing on an incident report form.
- OFSTED must be contacted and informed of any incidents.



Farmer James Holiday Club at St Leonard's Farm Park

Policies and Procedures

'Childcare with fun, education and hands on learning within a safe farm environment.'