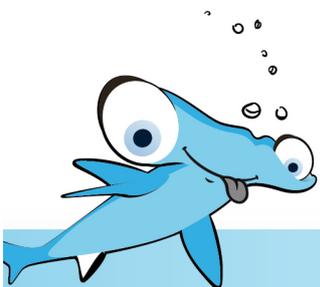




POLICES AND PROCEDURES



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The Organisation



FISH Kids

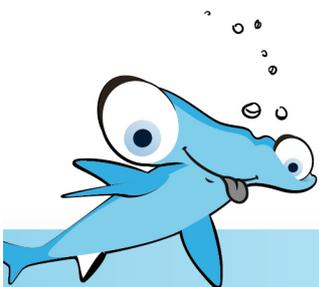
FISH Kids is the professional, legal name and UK Trademark for;
Daniel Baxter & Sarah Jones
Apple Blossom House
Cheriton Fitzpaine
Exeter
EX17 4jn
08445 618847

The club leases premises from the host school, but it has no other link with the Head Teacher, members of staff or Governors. Any enquiry should not be addressed to school but direct to the above address or telephone 01363 866450 / 08445 618847 please.

We understand that the cost of registered childcare may seem expensive to parents. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the club, we must ask parents to respect our policy regarding fees.

- Fees are reviewed in September & April in the light of the club's financial position
- Payment of the fees should be termly in advance or monthly, other arrangements should be discussed with Daniel or Sarah
- Payment must be received at time of booking.
- If a payment is not made the office will contact the parent or carer and a £5 late payment will be charged each week the payment is outstanding.
- Continued late payment may result in the child's place at the club being forfeited
- Please do speak to any member of staff if there is a difficulty about fees

There is no discount for siblings, as we offer our prices at the lowest possible rate. If we did offer a discount for siblings we would have to increase the day rate for the first child thus increasing the cost for people who only have one child attending F.I.S.H. We feel that it is better to offer a flat rate regardless of how many children you bring.



STAFFING



The Manager, Playworkers and assistants will be suitably qualified according to the requirements set out in Statutory framework for Early years, in addition to this they will have relevant experience and have undergone a Disclosure and Barring Service (**DBS**) check. This helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

If volunteers are required at the F.I.S.H they will only do so when they have completed DBS forms satisfactory references have been gained.

F.I.S.H will not employ any person who has been convicted of an offence or who has been the subject of an order that disqualifies them from registration under schedule 9a of the Children Act 1989. Criminal record checks will be updated every 3 years.

The club manager has at least a level 3 childcare qualifications appropriate to the post, along with at least 2 years experience of working with children

We are conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support. The staffing ratios for children aged 4 to 8 will be 1:8. For children over 8 we will make every effort to keep staff at a ratio of 1:8 but sometimes this goes to 1:10. There will always be at least 2 members of staff on duty at any time.

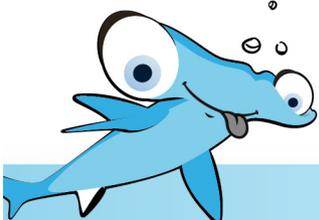
Staff Training

Staff will be offered training, where appropriate, which will be identified at the end of each term or school holiday by an appraisal with the Operations Manager, Owners or the Club Manager.

We are a close team and are like a small family we feel that this relationship between our teams helps make your children feel happy and we are sure they will feel part of our FISH family. We know that our Staff is our most valuable resource and we wish to provide good training, development opportunities for them and an enjoyable place to work.

Staff will have access to;

1. Job description and a copy of policies and procedures
2. Induction training to help them settle in to a new setting





3. An up to date record of their qualifications and training
4. A regular system of appraisals, an annual meeting with the manager to identify current knowledge, skills, areas for future development and potential training needs
5. Monthly discussions with the manager as an opportunity to reflect on professional progress, targets and issues raised during appraisals
6. A non discriminatory grievance procedure which will apply to all staff irrespective of sex, marital status, sexual preference, race or disability

Induction Sessions

All new staff will attend F.I.S.H induction Sessions at the site prior to the commencement of their employment. All Staff will be given a copy of the clubs' policies and procedures for their information with special attention given to the Child Protection Policy and Child Behaviour Policy. When a job offer is sent to new employee they are required to complete an online safeguarding group 2.

All Staff are expected to adhere to the following rules:

1. Staff are expected to conduct themselves at all times in a professional, courteous, helpful and warm manner
2. We require all staff to discuss and contribute to the development and quality of the club.
3. We are committed to promoting family friendly employment practices to help staff balance work and family. We will make every effort to be flexible with staff and to promote harmonious working relations.
4. We will ensure all employment legislation and regulations are abided by
5. We expect honesty, loyalty and diligence from our staff

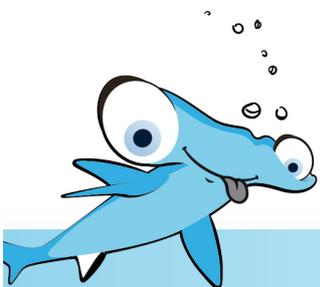
We actively encourage an honest partnership with parents of children in our Club. Parents are encouraged to discuss any issues regarding their child at home, with the staff, so that continuity of care is achieved for the children attending and helps dealing with situations (which may include behavioural issues) can be met in a constructive way.

Parents are encouraged to contribute their own skills, interests and knowledge, and to share these with staff and children, where appropriate, and under the supervision of club staff. If you feel you could come and give a little presentation to the children about what you do, or a religious festival or to tell a story, please speak to the Operations Manager or Club Manager to arrange a time to come in.





All staff that work at the club are entitled to work in a safe, secure environment. Any person(s) who verbally threatens any member of staff will be asked to leave the premises voluntarily or the Police would be called. Depending on the severity of the behaviour, the offender will not be permitted onto the premises again and may be asked to remove their child.



STAFF CHILDREN



Staff are welcome to bring their own children to the session but both they and their children must understand some basic rules:

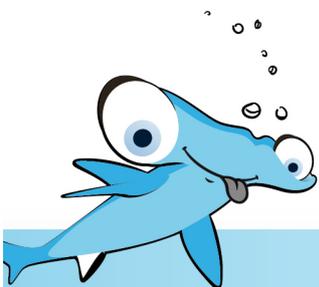
- All children are counted into the adult: child ratios
- All children are booked in and out in the same way
- Staff children do not have priority when booking

All children must be treated in the same way i.e. staff must not favour their own children, equally they must not be overly harsh, any chastisement must be done in a professional manner.

Parents must understand that any staff member may need to admonish their child and they must accept that this is right and proper

Children must understand that their mother or father is in the club to work with all the children attending on that day, where the main responsibility is to the work in the club.

If any parent has an issue with staff children they are asked to speak to the Play leader or the Manager



STUDENTS & VOLUNTEERS

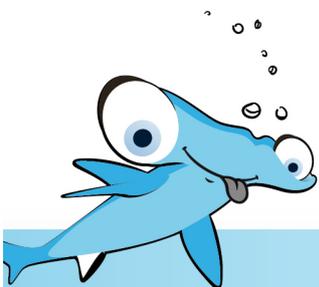


FISH recognise that training and experience is an important contribution to the quality, care, and education provided by our play work settings. As part of our commitment we offer placements to all students/volunteers including work experience and those undergoing childcare qualifications

Aim

We aim to provide students/volunteers with a placement that contributes to their studies and that provides high quality practice in early years care and education.

1. The role of the student/volunteers will compliment, not supplement or replace the role of the paid staff
2. We require students meet the “suitable person” requirement of Ofsted.
3. We require schools placing students under the age of 16 years with the setting to vouch for their good character and provide a written reference.
4. We will supervise all students at all times and will not allow them to have unsupervised access to children.
5. Students & Volunteers who are placed in our setting are not counted in our staffing ratios
6. We take out employers’ liability insurance and public liability insurance, which covers both trainees and voluntary helpers.
7. We require student & volunteers to keep our confidentiality policy
8. We co-operate with students tutors in order to help students to fulfil the requirements of their course study
9. We provide students & volunteers at the first session of the placement, with a short induction on how our setting is managed, and a staff pack containing our polices & procedures.
10. We ensure that the we have a limited number of students & volunteers at any one time (MAX 3)
11. Students/Volunteers/parents that come into the setting are unpaid.
12. Students over the age of 18 years will be expected to provide a CRB check prior to commencing



Care, Learning and Play



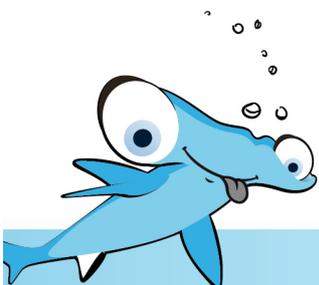
Our aim at F.I.S.H is to offer affordable child care for parents, offering children a fun and safe environment to play, make new friends, improving their confidence and enjoy being a child. We want every child to want to come back to our holiday club instead of being forced to by their parents.

We feel that so many of our children are growing up too fast and they are missing out on their childhood, the way in which our children play is different from when we were children, but the way we played and learn was also different from our parents. We feel it is important to understand what children want to do and enjoy doing in their free time but it is also good to share games and activities that we also enjoyed doing when we were children.

The programme of activities and the atmosphere of F.I.S.H is designed and aims to encourage, confidence, independence and enjoyment for all children. Our work has, at its core, the aim of enabling children to develop their emotional, social, intellectual, inter personal and physical skills. Children will be encouraged to explore, discover and create.

We will provide;

- Activities which take into account the differing ages, interests, backgrounds and abilities of the children
- A fun, safe environment for children to have their own summer adventure.
- Opportunities to build on children's natural curiosity, advance their thinking and get them to use their imagination
- Space to make relationships with other children and adults
- Support and praise so that every play opportunity is a positive one
- A range of equipment and resources appropriate to different ages and interests
- Access to outdoors every day, subject to weather conditions
- Proper supervision





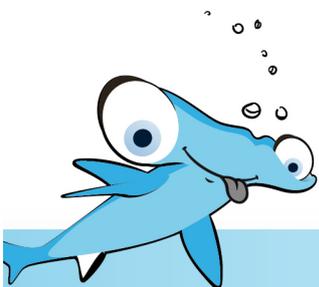
When planning activities we take into consideration the above and the ideas and thoughts of the children, they will be active in planning the club activities so that the programme reflects their opinions and they feel a sense of ownership over their own club. This helps to build good relationships with them and enables them to participate in all aspects of the club to ensure it meets their needs. We will use several forms of communication with the children including:

- Chat
- Drawing
- Asking questions
- Drama and role play
- Showing empathy
- Respecting feelings
- Group discussion

In the Breakfast & After School club we have a termly theme and the holiday club will have a weekly theme each week. The age Groups are "BIG FISH & Little FISH" will have a different theme and program, which will aim to provide a broad range of interesting activities, including trips away from the club premises. Spaces will be allocated on a first come first served basis in every case.

Our Breakfast and After School clubs are open exclusively for the children who attend the host school or linked details of this are on our website (www.fishkids.co.uk).

Our Holiday club is open to all children, not just children who attend the host School.



E.Y.F.S

(Early Years Foundation Stage)



As parents ourselves we understand

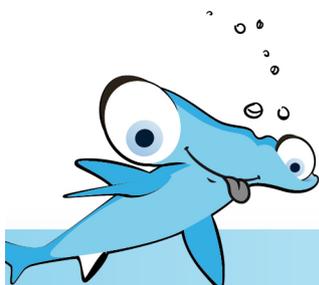
“Every child deserves the best possible start in life and support to their full potential. A child’s experience in the early years has a major impact on their future life chances. A secure safe and happy childhood is important in its own right, and it provides the foundation for children to make the most of their abilities and talents as they grow up. When parents choose to use early years services they want to know the provision will keep their children safe and help them to thrive. The Early Years Foundation Stage is the framework that provides that assurance.”

The Early Years Foundation Stage applies to children from birth to the end of the reception year. At FISH children join us from 4 (3 at some Schools) and many parents should be aware of the EYFS and that their children are on they’re way to completing the early learning goals. At FISH we a work with the child’s “Primary Provider” usually the school but sometimes a nursery to ensure they meet these goals. We understand that your children have been learning all day while they have been at school, this doesn’t stop when children are at FISH, it’s just achieved in a different way. We feel that children can often learn more while playing than sitting at a desk. We believe that you as parents/carers and your child teachers are your child’s first and foremost educator and that you know your child better than we would ever hope to. Your child will also do things when they are with you that we may never have the opportunity of observing. We would love this child profile to be our record that both FISH and yourselves complete in partnership as well as with their primary provider, to celebrate your child’s “WOW Factors”

The Early Years Foundation Stage is based upon four themes:

1. A Unique Child
2. Positive Relationships
3. Enabling Environments
4. Learning and Development

This policy explains how our practice is underpinned by these four themes.





A Unique Child

At FISH we recognise that every child is a competent learner who can be resilient, capable, confident and self-assured. We recognise that children develop in individual ways, at varying rates. Children's attitudes and dispositions to learning are influenced by feedback from others; we use praise and encouragement, as well as celebration and rewards, to encourage children to develop a positive attitude to learning. Each child has an "all about me" book that celebrates each child's individual achievement and children enjoy updating their "wow" moments

Inclusion

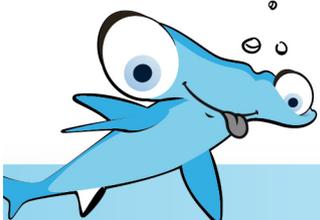
We value the diversity of individuals within FISH. All children at FISH are treated fairly regardless of race, gender, religion or abilities. All children and their families are valued within our clubs. In our clubs we value the thoughts and opinions of our parents, children and staff, we believe that all our children matter and they are at the centre of our clubs. We give our children every opportunity to achieve their best. We do this by taking account of our children's range of life experiences when planning for their learning. In our clubs we work with the child's "primary provider" and together we are able to set realistic and challenging expectations that meet the needs of our children. We achieve this by planning to meet the needs of boys and girls, children with special educational needs, children who are more able, children with disabilities, children from all social and cultural backgrounds, children of different ethnic groups and those from diverse linguistic backgrounds.

Welfare

It is of paramount importance to us that all children at FISH are 'safe'. We aim to educate children on boundaries, rules and limits and to help them understand why they exist. We provide children with choices to help them develop this important life skill. Children should be allowed to take risks, but need to be taught how to recognise and avoid hazards.

"Children learn best when they are healthy, safe and secure, when their individual needs are met and when they have positive relationships with the adults caring for them."

At FISH we understand that we are legally required to comply with certain welfare requirements as stated in the Statutory Framework for Early Years Foundation Stage.





At FISH we:

1. Promote the welfare of children.
2. Promote good health, preventing the spread of infection and taking appropriate action when children are ill.
3. Manage behaviour effectively in a manner appropriate for the children's stage of development and individual needs.
4. Ensure all adults who look after the children or who have unsupervised access to them are suitable to do so.
5. Ensure that the premises, furniture and equipment is safe and suitable for purpose
6. Ensure that every child receives enjoyable and challenging learning and development experiences tailored to meet their needs.
7. Maintain records, policies and procedures required for safe efficient management of the setting and to meet the needs of the children.

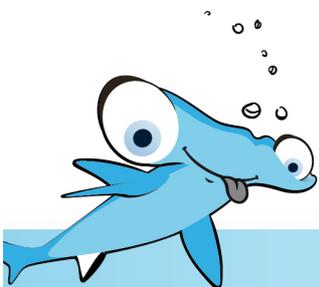
Positive Relationships

At FISH we recognise that children learn to be strong, confident and independent from being in secure relationships. We aim to develop caring, respectful, professional relationships with the children and their families.

Parents as Partners

We recognise that parents are children's first and most enduring educators and we value being partners with them in their child's education through:

1. Talking to parents about their child before their child starts in our clubs, and giving parents information about FISH
2. Offering both parents and children the opportunity to spend time in the clubs and get to know our staff before starting school.
3. Operating an open door policy for parents with any queries.
4. Sharing regularly the children's 'all about me' books with parents and valuing the ongoing contributions to this from parents.
5. Offering a number of social events for families (Christmas parties, end of summer party and bonfire night fireworks).
6. Developing a range of activities throughout the year that encourage collaboration between child, Primary providers and parents





All staff involved with the EYFS aim to develop good relationships with all children, interacting positively with them and taking time to listen to them. We have very strong links with our host schools Foundation Stage staff

Enabling Environments

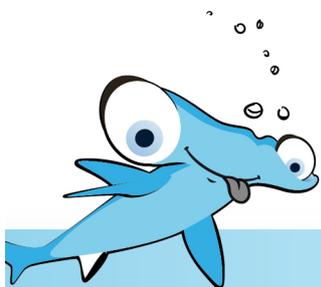
At FISH we recognise that the environment plays a key role in supporting and extending the children's development. This begins by observing the children and assessing their interests, development and learning, before planning challenging but achievable activities and experiences.

Observation, Assessment and Planning

Each child's Key worker uses observations as the basis for planning. Staff are skilled at observing children and work with the child's "Primary Provider" to identify their achievements, interests and next steps for learning. These observations then lead the direction of the planning. We use the children's interests to plan for themes for which the staff draw up medium term plans. In addition to this the children lead the short term activity planning on a day to day basis. This fostering of the children's interests develops a high level of motivation for the children's learning. The Planning objectives within the Foundation Stage are from the Development Matters Statements from the Early Years Foundation Stage document. We make regular assessments of children's learning and we use this information to ensure that future planning reflects identified needs. Assessment in the Foundation Stage takes the form of both formal and spontaneous observations. At the end of their foundation year in school the children's progress is shared with the primary provider and it is recorded on to the Early Years Foundation Stage Profile. Each child's level of development is recorded against the 17 Early Learning Goals.

The Learning Environment

Our Clubs are designed to be fun they allow children to explore and learn securely and safely. There are areas where the children can be active, be quiet, creative etc. Our clubs make the most of the facilities of the host school and many of our clubs now regularly take part in forest school activities. We aim for all of our clubs to have free flow between the inside and the outside to create a positive effect on the children's development. Being outdoors offers opportunities for doing things in different ways and on different scales than when indoors. The children can explore, use their senses and be physically active and exuberant.





Learning and Development

There are seven areas of learning and development that must shape educational provision in early years settings.

All areas of learning and development are important and inter-connected. Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive.

Prime Areas:

- Personal, Social and Emotional Development
- Communication and Language
- Physical Development

Key workers will also support children in four specific areas, through which the three prime areas are strengthened and applied.

Specific Areas:

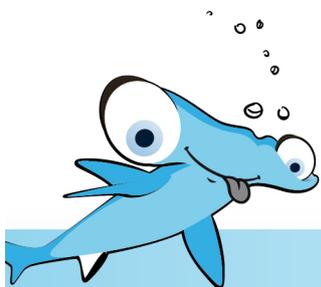
- Literacy
- Mathematics
- Knowledge of the world
- Expressive arts and design

We deliver learning for all of the areas through, purposeful play and learning experiences, with a balance of adult-led and child-initiated activities.

“Children’s play reflects their wide ranging and varied interests and preoccupations. In their play children learn at their highest level.”

Through play our children explore and develop learning experiences, which help them make sense of the world. They practice and build up ideas, and learn how to control themselves and understand the need for rules. They have the opportunity to think creatively alongside other children as well as on their own. They communicate with others as they investigate and solve problems.

To access more information on the Early Years Foundation Stage refer to the “ALL ABOUT ME” Book. Should you wish to discuss any aspect of your child's time at FISH please do not hesitate to speak to your child's key worker, or Club Manager who will be delighted to arrange a mutually convenient time.



Key Person Policy



A key person has **special responsibilities** for working with a small number of children, giving them reassurance to feel **safe** and cared for and building relationships with their parents/carers

Each child in our setting is assigned a key person; a key person has special responsibilities for working with a small number of children, giving them reassurance to feel safe and cared for and building relationships with their parents/carers. A key person will help your child become familiar with the setting and to feel confident and safe within it. A key person will talk with the child's parents/carers to make sure that the child's needs are being met appropriately, and that records of development and progress are shared with parents/carers and other professionals as necessary.

What is a key person's job role?

Secure attachment:

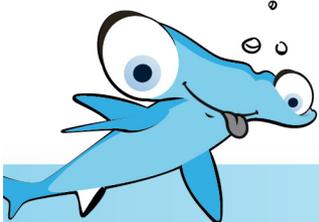
- A key person helps the child to become familiar with the setting and to feel confident and safe within it.
- A key person develops a genuine bond with children and offers a settled, close relationship
- When children feel happy and secure in this way they are confident to explore and to try out new things

Shared care;

- A key person meets the needs of each child in their care and responds sensitively to their feelings, ideas and behaviour.
- A key person talks to parents/carers to make sure that the child is being cared for appropriately for each family
- A close relationship with a key person does not undermine children's ties with their own parents/carers.

Independence;

- Children become independent by being able to depend upon adults for reassurance and comfort
- Children's independence is most obvious when they feel confident and self-assured, such as when they are in their own home with family, or friends carers such as a key person.





- Children are likely to be less independent when they are in new situations, such as a new group or when they feel unwell or anxious

Methods:

Each Key Person will be an experienced practitioner. They will be able to effectively observe children, recording and interpreting learning and development as appropriate. A Key Person will be part of the settings planning group, and will be able to work closely with parents and other members of the team.

In order to achieve these aims the Key Person will:

- Be introduced to parents, outlining the responsibility and role involved in the key person duties.
- Work with parents as well as the children, encouraging parents to ask questions and make suggestions.
- Support new families during the registration and settling in process.
- Introduce new families to the setting, explaining the thinking behind activities and equipment, and introducing staff, other children and their parents.
- Keep a watchful eye on their key children providing reassurance to children and their families, discussing and agreeing any changes.
- Assists new children in becoming integrated into the setting, understanding any setting rules and feeling comfortable with the people and activities.
- Be aware of any changes in the child's home that may affect their behaviour and needs. Liaising with staff keeping the team informed about any relevant information.
- Carry out regular observations as appropriate, assessing each child's progress and development.
- Ensure that planning is adjusted to reflect the requirements of individual children.
- Make contact with each child's parents regularly to ensure that information is shared and the family are aware of what the child has learned / experienced.
- Alongside the designated SENCO, liases as necessary, normally in conjunction with parents, with statutory authorities especially for children with special educational needs.
- Promote each child's rights through equality, inclusion and anti-discriminatory practice.

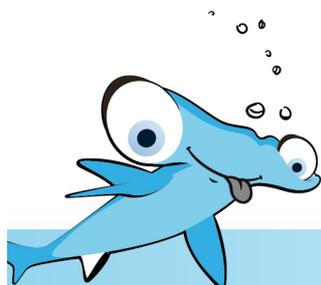




Being Healthy

At F.I.S.H we ensure children are healthy and excel, because our dedicated staff follow highly effective procedures and practices, which successfully meet the children's physical, nutritional and health needs. F.I.S.H staff and children discuss the 'golden rules' or 'right choices' which we have jointly created, to include areas such as staying healthy, keeping clean and washing hands to reduce the spread of infection. We start each session with a by taking the daily register and ensure that children are aware of things such as fire meeting points, where the toilets are, how to wash your hands which the children act out the scenario of washing hands where children make the noises of the soap, and water etc this enables children to gain an excellent understanding of hygiene and we support the desire to become increasingly independent in their personal care. We have put together a program of physical and creative activities; the program encourages regular exercise and fresh air, such as following nature trails and scavenger hunts, in the wide and spacious playing field outside or in the nature garden at the back of the school. We have a strict exclusion policy for children who have serious infections and an agreement is reached with parents, for children's return when they are well enough. Please see table below:

Disease	Period of Exclusion
Antibiotics prescribed	First 24 hours
Chicken Pox	7 days from when rash appeared
Conjunctivitis	24 hours or until eyes are not 'weepy'
Diarrhoea	24 hours
Gastric upsets, food poisoning	48 hours or until advised by a doctor
Impetigo	Until skin has healed
Measles	7 days from when rash appeared
Head lice	Until treatment has been given
High temperature	24 hours
Warts, including verruca	No exclusion, keep covered
Hand, foot and mouth disease	During acute phase and while rash and ulcers are present





We understand that every child has individual needs and we ensure that every child's good health is positively maintained and recorded, as records of children's allergies are meticulously kept within the main filing system, as well as a list of those children carried by all play workers as a precautionary measure.

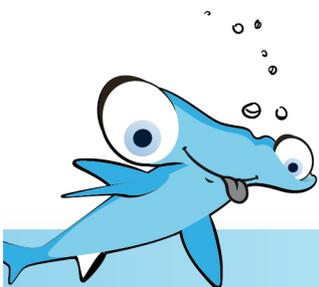
All policies and documents relating to administration of medication and its storage, accident records and absences due to illness, are stored in a locked filing cabinet which can only be accessed by F.I.S.H. Staff.

We encourage children to explore, test and develop physical control in a stimulating indoor and outdoor environment. The children who attend F.I.S.H. are able to take part in exciting activities such as cooking painting picture frames and drawing, writing, cutting and glueing, football, hockey, rounder's and sprinting. We choose Staff who have a broad knowledge of play work due to their previous experience in out of school care and in-house training.

Some staff have level 3 qualifications in play work, and others are primary teachers and sport coaches. We follow the EYFS to ensure that everyone has a clear understanding of children's stages of development. We talk to children about the benefits of a healthy lifestyle, in our breakfast club we serve a selection on healthy ceareal, toast, and juice.

We encourage the children to try new and healthy foods in the after school club and children are encourage to make there own food such as leek and potato soup, omelette, bread and pizzas. Parent must provide their children with a packed lunch during the holiday club and we encourage parents to send their children into the holiday club with a packed lunch box that is healthy. To help parents and give them ideas we have put together some healthy food cards which gives them ideas for lunch over the next week. We ask parents to provide an ice pack for lunch boxes, we check lunch boxes to ensure that this has happened if not we put items such as tuna sandwiches or yogurts in our fridge or provide them with an ice pack.

Children get to explore and create their own healthy recipes during special sessions; children make cakes, and healthy milkshakes and smoothies choosing their own fruit and other healthy contents.





Stay Safe

We choose our sites very carefully to ensure the safety of the children that we care for; our clubs are usually run in the secure grounds and familiar grounds of the Infant, Junior, Primary or Secondary school. We ensure that children are well protected while they are in our care, all our staff are well trained and have a clear understanding of our policies such as Safeguarding and Child Protection. We have stringent procedures in place to as our top priority is the children's welfare when children are dropped off they must be sign into the club by their parents, guardian, or the key worker of the after school club when they are signed in. All parents must ensure they have completed the password section of the registration form and we will only let someone collect if they know the password and they are on list of people allowed to collect.

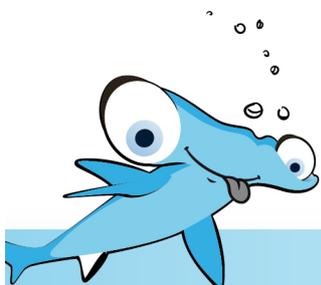
As a team we have undertaken risk assessments to reduce the risk of injury to parents, children, staff and visitors. We also complete risk assessments on our equipment and ensure that it is fit for purpose, all equipment and toys, which are highly maintained and appropriate for their age and stage of development. At the beginning of each session we go through the health and safety and daily check list form. All parents have access to documents containing consent forms, including emergency medication and any treatment of children, due to accidents or illnesses. We also have adapted signs so that they are easy to understand for our younger children.

We are totally committed to enhancing children's safety, confidence and self-esteem, through high quality play using the best range of resources and equipment available.

Enjoy & Achieve

During their time with us children enjoyed their time at F.I.S.H many of the children don't want to go at the end of the day. Children feedback is continuous from helping to evaluate the sessions or activities on offer or a visit to the diary room and questionnaire.

All of our staff are consistently encouraging the children using a stimulating range of activities to help to ensure that the children are having fun. We help children who are new to F.I.S.H settle in with the help of children who are regular; we will choose a "special helper" to help their new friend find their feet at our clubs. All our staff are sensitive to the child's needs and the needs to the group as a whole, this is why we arrange activities to ensure that everyone can enjoy it.





Although we have plenty of adult led activities on the timetable we also have activities that the children are in charge of and lead independently of our staff. Our games are design to be as fun as possible with tasks such as design a fashion item to model on the catwalk, or try something new like trampoling, climbing, archery, horse riding or abseiling.

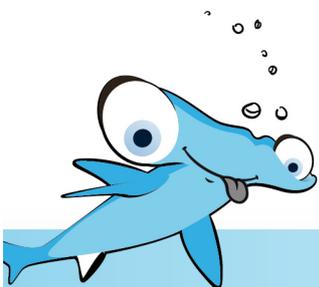
At F.I.S.H. we value the children's concerns, comments and ideas and consistently respond to them as they arise. At the end of each holiday club or term we ask children to complete a questionnaire or they can go into the diary room so that we know what activities children like and dislike. We feel that children learn more when they are having fun and children are encouraged to express their ideas freely as they join in a diverse range of exploratory and sensory experiences.

Make a positive

At the beginning of each session we welcome the children and we let all the children know the F.I.S.H. rules, we encourage every child to think of a rule to add to the rules. We let children play an active role in there clubs, we feel that that our clubs belong to the children and it is this reason we let children make the rules, choose activities and help choose new toys when we purchase them. We have an emphasis on discouraging bullying at F.I.S.H and we encourage all children to always speak to staff, if they are upset about anything that troubles them.

Each child has a named worker, who closely monitors the children in their group and consistently responds well to children's individual needs. We feel that it is important to encourage and praise children for their efforts and ideas, which raises children's self-esteem. We are very keen on involving parents even more in the life of there childrens club, we have Christmas and summer parties were parents can enjoy some of the fun activities that their children enjoy. This gives us opportunities to meet with parents and further contribute to children's well-being.

We actively seek parent's views about their children's needs before the child starts at the setting and parents are invited to take part in the diary room. At the end of the holiday club or each school term we send out questionnaires to see how we can make our service better for parents. We monitor the children's progress in play and learning is greatly enhanced through many planned activities with accompanying outcomes such as, taking responsibility, self-esteem, social skills and learning and enjoyment through books. Parents receive an itinerary of





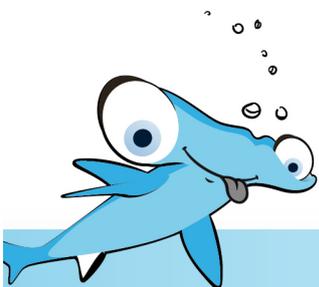
activities planned for each day. We also produce a DVD of the week's highlights for parents to watch at the end and the beginning of the day.

Achieving economic well being

At F.I.S.H we ensure that our club is accessible, we want all children to come to our clubs. We are ensuring that everyone is included and not prevented from coming to our holiday club because of the economic situation.

We are working to ensure that every parent is aware of child tax credits and how they can be accessed. We are also working with parents who have children that may need extra help like a 1-2-1 carer, we are ready to help secure extra funding so they can have the 1-2-1 attention they need and deserve. We provide information to parents about the choices in childcare and the facilities that we offer, we enable parents to pay in advance or when they book in on the day.

Although offering childcare may seem expensive we want feel that we do our best to keep all costs to a minimum. We want to ensure sure that all children regardless of their economic circumstances are able to come to our clubs and that they are not being prevented by economic disadvantage from achieving their full potential in life.



RISKY PLAY POLICY



Children need and want to take risks when they play. At FISH we aim to respond to these needs and wishes by offering children stimulating, challenging environments for exploring and developing their abilities. In doing this, play provision aims to manage the level of risk so that children are not exposed to unacceptable risks of death or serious injury.

Taken from The Play Safety Forum August 2002.

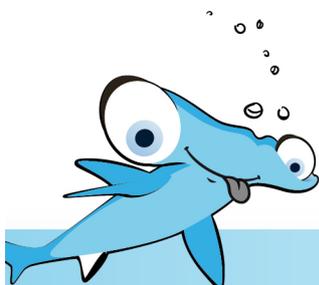
“Play is not only a vital part of the way children enjoy their childhood, but also it is central to all the Every Child Matters outcomes. Play is essential for children’s good physical and mental health and development. Through taking risks whilst playing they also learn how to manage risk – helping them to stay safe. Play develops learning skills, central to achievement, and is essential for the development of the skills that children and young people need as they become adults and move on in education or into work.”

When we talk about risky play, we are not condoning exposing children to unacceptable hazards; we are looking to the way we provide creative opportunities that can enhance the quality of the play provision offered at our breakfast, afterschool, and holiday clubs.

Providing children with positive play opportunities, within a stimulating and challenging environment, that enable them to take manageable risks to test and develop their own abilities.

When risky play is offered in a setting; measures need to be in place to manage that risk. It is the responsibility of the play workers providing these play activities to make sure they are safe. The law states that we must identify and make informed judgements about the hazards to which people are exposed, and ensure that risks are managed and controlled so far as is reasonable, whilst at the same time allowing the potential benefits to be delivered.

Good risks and hazards in play provision are those that engage and challenge children, and support their growth, learning and development. These might include equipment with moving parts; which offer opportunities for dynamic, physically challenging play; changes in height that give children the opportunity to overcome fears and feel a sense of satisfaction in climbing; and natural loose materials that give children the chance to create and destroy constructions using their skills, creativity and imagination.

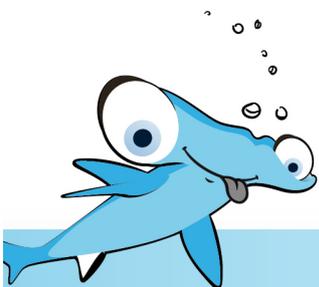




Bad risks and hazards are those that are different or impossible for children to assess for themselves, and that have no obvious benefits. These might include sharpedges or pointes on equipment, weak structures that may collapse, and items that include traps for heads or fingers

However, the distinction between good and bad risk is not always easy to make, and different people may draw the line in different places. For instance, unprotected falls from a height are arguably good up to a certain level, but if they are too high they become problematic. One relevant factor is the frequency of injuries. One or two broken limbs a year arising from a popular, challenging piece of equipment might not be a problem in a busy play space; in a small, quiet neighbourhood play area, though, it may be a bigger issue.

At FISH we regularly review our risk assessments. Each term we look at the number of accidents and look at whether certain activities contribute to more injuries and how we can reduce the risk or further injuries. We also review our risk assessments if a serious accident or incident has occurred or we have completed a RIDDOR form.



PHYSICAL ENVIRONMENT



Because we are operating on school premises we know that the areas are safe, secure and suitable for their purpose. However, because the club is administered separately from the school, we undertake to provide our own Risk assessments and check them before each session. We shall liaise with the school if any problems are found.

Our opening times are often different from the school reception, the school telephone may not be manned so parents are asked to keep a note of the mobile numbers these can be found on our website www.fishkids.co.uk or you can collect a club mobile contact card from the club.

Club mobiles should be used to let us know if you are running late or someone else is coming to collect or other important information. Due to the nature on the setting we recommend sending us a text message if we do not answer. For all non-emergency queries please call 08445 618847 / 01363 866450 for bookings or out of hours information.

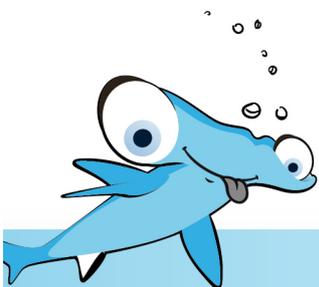
We are committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities; including children with special educational needs and /or disabilities.

Toilets and washbasins along with spaces for coats and bags are available in our clubs

All furniture, toys and equipment will be checked daily to ensure that they are clean, well maintained and in good repair. All electrical goods are subject to PAT (portable appliance testing) to make sure they are safe; this includes televisions, DVD players, computers and games stations.

All our equipment and resources will reflect positive images with regard to culture, ethnicity, gender and disability. We will show, where possible, men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

Outside club hours our property will be stored separately and kept safe.



HEALTH & SAFETY



We take the maintenance of Health and Safety extremely seriously as a matter of both legal and moral importance. All staff receive training as part of their induction and are expected to promote safety within the club and on outings. This policy will be explained and discussed with the children at appropriate moments to help them understand what is expected from them.

The Children Act 1989 and the Health and Safety at Work Act 1974 place a number of legal responsibilities on any club. Therefore we have insurance cover appropriate to our duties under the legislation, including Employer Liability Insurance. Responsibility will, in most cases, rest with the club but staff will take reasonable care, both for themselves and other people who may be affected by their acts or omissions at work.

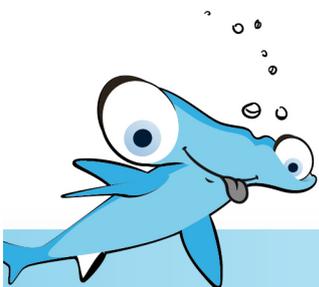
We will undertake to minimise any hazards to any one on the premises, inside and outside by use of risk assessments. The identification, assessment and control of hazards is vital in reducing accidents and incidents and a risk assessment is a format which gives a way of doing this. The scheme has space for an action plan with time scales and this is regularly reviewed. Reports of safety inspections will be logged and records held in the club file.

The responsibility for implementation, management and monitoring of Health and Safety issues remains with the club manager who will delegate tasks to staff in each club.

If a child or adult suffers an accident during Breakfast, After School or Holiday Club then we have to complete an entry in the Accident book Details include;

- Time, date and nature of accident
- Details of the people involved
- Type, nature and location of any injury
- Action taken, we will always have a trained First Aider on site
- Staff signature
- Space for Parents signature

This record is kept to enable us to review all reported accidents in case there is an underlying causes, which could be rectified.

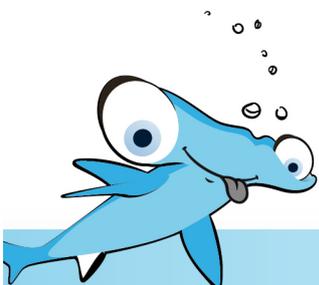




Parents and Carers are asked to speak to children about the importance of remaining safe and not leaving club premises during the session. The club and its staff will reinforce this message.

During outside trips children will be given an unbreakable wristband, which has a mobile telephone number, printed on it. If they become separated from their key worker, they simply need to approach a member of staff at whichever attraction we are visiting and the club staff can be contacted.

There will be no stray adults on school premises during club hours. Staff will be required to approach and question any adults and either book them into the visitors book, or escort them from the area.



EQUIPMENT



A large range of suitable equipment for the children has been purchased to encourage their development in areas such as social, physical, intellectual and creative skills.

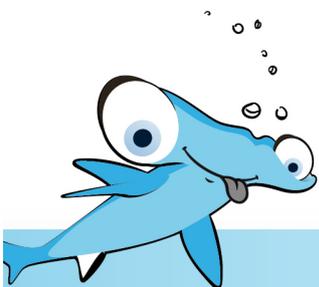
The equipment will be checked on a daily basis to ensure clean and suitable for use.

All furniture, toys and equipment will be checked daily to ensure that they are clean, well maintained and in good repair. All electrical goods are subject to PAT (portable appliance testing) to make sure they are safe, this includes televisions, DVD players, computers and games stations.

All our equipment and resources will reflect positive images with regard to culture, ethnicity, gender and disability. We will show, where possible, men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

All Staff will be trained how to use the equipment along with Manual Handling and health and safety guidelines. All Relevant risk assessment will be carried out before any equipment is use.

Outside club hours our property will be stored separately and kept safe.



Bookings Policy



We understand that all parents have different needs when choosing childcare, and we feel that being flexibly is a great advantage to parents that work shift patterns or may only need sessions on an ad hoc basis.

Before you can book any sessions you will need to complete a registration form online and create a secure online account. The registration process does require you to complete lots of information about your child so that we can ensure your child has a great time with us and we can ensure their safety while they are in our care. It is important that we have this information to ensure this information is kept up to date.

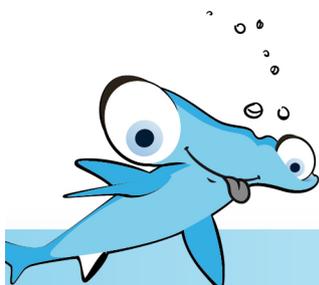
Once you have completed the registration form online you will need to print this and return it to your child's club or post it to:

FISH Kids
Apple Blossom House
Cheriton Fitzpaine
EX17 4JN

Once you have completed the registration form you can book the session you need using our online booking system. The online booking system is really flexible and you are able to book and choose the sessions you need, if you need regular set days we also offer a priority booking system.

Online booking forms for the next half term, during the middle of the current term and 6 – 8 weeks for the holiday club. Once you have registered with us we will email you with a new booking form as soon as they become available in addition we share this on our Facebook and twitter pages.

Bookings are accepted on a first-come, first-served basis and payment for the sessions is taken at the time of the booking via a debit, credit card or childcare vouchers. All sessions are non refundable or transferable unless we are able to resell them once the club is full.





Last minute bookings

We understand that from time to time you may be called in to work last minute, or your other childcare plans may fall through. If you need to make a last minute booking for the breakfast, after school club, or holiday club please call the office on 08445 618847 / 01363 866450 the office is open from 9:40 – 13:30 daily during the term time, during school holidays the office is open from 19:45 – 21:00 during the day you can call the clubs mobile these can be found on our website.

We will only be able to take your child if we have space, the more notice you give us the better chance of us being able to collect your child.

Payment

You can pay for your sessions using a debit or credit card using our online booking system, alternatively you can pay using childcare vouchers or hours can be deducted from your 30hrs free childcare if you are eligible. Your payment is due at the time of booking; we are unable to process your booking without your payment.

Returned Payments

Payments returned by the bank are subject to a £10.00 bank charge. The customer is liable for any bank charges incurred by F.I.S.H resulting from returned payments in full. Late or non-payment of fees could result in the booking being cancelled without notice.

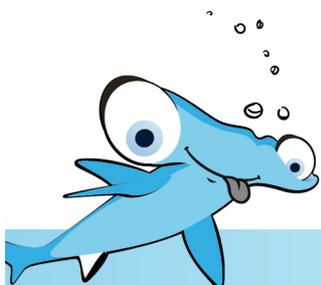
Cancelations & Refunds

If you need to cancel less than 48hrs before the session please call your club mobile, other wise please call the office on 08445 618847/ 01363 866450

All our spaces are non-refundable, however if we are full and we are able to resell your space we may be able to issue you with a credit note.

All our spaces are non-transferable, however if we have space on an alternative day we may be able to swap, this is at the discretion of the club manager

We may offer a credit note under certain circumstances; each case will be accessed on an individual basis.



Arrivals & Departures



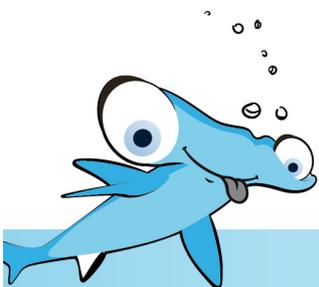
All our clubs have detailed arrival and departures procedures that form part of the normal operating procedure of the individual club.

Parent To Club Handover

1. Children are not allowed to come in unattended; they must be signed into the club by a responsible person age 16 or over.
2. All children will receive a warm and friendly welcome at the beginning of each session and will be seen safely on their way at the end.
3. On arrival staff will ensure that every child is signed into the register by their parents this will include time, date, and signature from the parent.
4. Ensure all medicine is received, labeled and place in the medical store.
5. Place packed lunch in the stores.

School To Club Handover

1. Children will be collected from the school by a member of FISH, some of our clubs allow children in key stage 2 to make there own way to the after school club from there classroom or meet at the designated meeting place, but details of this are included in the normal operating procedure for the club.
2. All children will receive a warm and friendly welcome at the beginning of each session and will be seen safely on their way at the end.
3. On arrival staff will ensure that every child is signed into the register by there key worker this will include time, date, and signature from the key worker.
4. Ensure all medicine is received, labeled and place in the medical store.





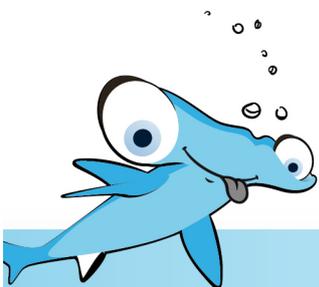
Club to Parent Handover

The safety of the children is of utmost importance to us. Therefore, in the interest of keeping the children safe, on no account will we allow them to leave with anyone other than their parents or appointed person over 16. In an emergency, parents can leave a password and brief description of the person who is going to collect the child with club staff. The person who collects the child must adhere to the following:

1. Parents to date, time, and sign the register when they collect their child at the end of the session / day.
2. Make sure all the possessions are collected from the club.
3. If a child is to be collected by someone other than the parent or carer this must be indicated to staff at the beginning of the session. Only adults named on the registration form may collect children unless this has been agreed in writing beforehand and the correct password given.
4. Obtains a signature that may be needed if any medical or other incident has occurred.
5. Any information passed onto the key worker by the school is also passed onto the parents when they collect their children.

Children not collected from the Club

If a child is not collected from the club after 15 minutes of the booked time, the club will contact the normal pick-up person and an additional charge will be incurred. If they are not available then the opposite parent will be contacted. Should this person be unavailable also, the emergency / alternative person on the registration form will be contacted. If we are unable to make contact with any of the above then we will contact Social Services for help.



SWIMMING POLICY



Swimming Public pool

We will only take children who are aged over the age of 8 swimming and are competent swimmers; it is the parent's responsibility to inform the FISH member of staff if their child is not a competent swimmer. The Public pool is responsible for the safety of the children and all their rules and procedures must be followed.

Swimming Private Pool (Chudleigh, Tiverton, Lymstone)

All children are assessed on their swimming ability, and the assessor will decide if they are a capable swimmer. Children who are deemed suitable will be allowed to swim without any aids. Children deemed to be weak swimmers will be given suitable aids and will have to swim in a non-swimmer section with adult assistance in the water.

Lessons

All Swimming Lessons will be run by Qualified A.S.A Swimming Teachers; lessons will be available on a 1:1 to 1:8 for children. There will always be two members of staff on poolside, and children should not be left in the pool area unsupervised. Lessons will be structured with an aim for all children to achieve a National Swim Award Certificate. We will also run structured and unstructured sessions they are designed to be fun and will be supervised by at least two staff. All Sessions will be lifeguarded.

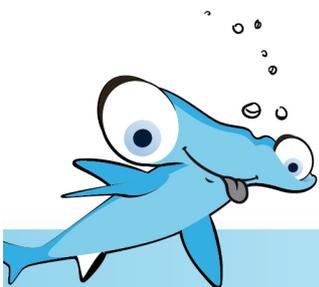
Equipment

All equipment will be checked before use to ensure that it is safe to do so. (Please see Equipment Policy)

Changing

There must be a minimum of two staff in the changing areas; Staff, are not allowed to get changed in the changing room while children are getting changed. They must either use the disabled changing rooms or get changed before or after the children have got changed. All Children must be capable of changing themselves, but play workers will support children.

The changing will be checked before and after, use and cleaned by the F.I.S.H



TRANSPORT POLICY



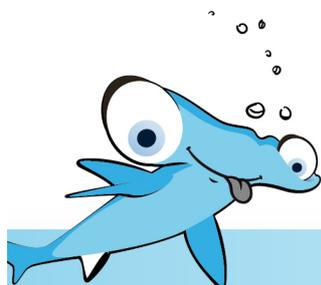
Mini Buses & Coaches

When the children go on an outing using the mini buses or coaches they must always wear their seat belts, a member of staff is always in the back with the children to ensure that they do. It is explained to the children that if they want to go out on trips they must use the seat belts and behave on the vehicle otherwise they will not go out again during. Should a child refuse to put on a seat belt, if it is before we go out the child will be taken off the bus and not allowed to go. Any money paid will not be refunded. If it is on the way back then staff will contact the parent concerned and seek their help. If the child still refuses then the parent will have to meet the bus and remove their child (if it is a local trip) or take responsibility for their child to travel without a seat belt, a member of staff will sit with them. The child will not be permitted to go on any further trips with FISH.

In event of the vehicle breaking down the club will be informed and the parents will be contacted to let them know the children will be back later than planned. If we are travelling on a motorway and the bus breaks down the children will be taken, where possible, to a place of safety away from the vehicle whilst we await recovery.

FISH Car

- All drivers must have a current driving licence for the appropriate vehicle.
- There must be appropriate insurance
- Vehicles must be regularly maintained and have a current M.O.T.
- The driver must hold a first aid qualification.
- Vehicles must have the appropriate restraints and child seats.



Walking Bus Policy



At FISH we feel that it is important to get your children out and about, whether we are visiting the local parks, beach, the cinema, or walking back to the club from there school. Your child's safety is paramount and we have set out the following guidelines when we are a "walking bus".

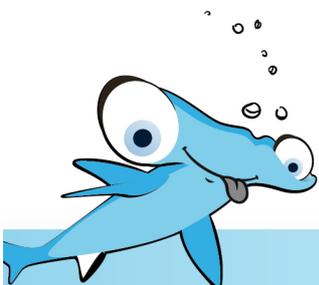
1. There will be at least two FISH staff on each route escorting up to 16 children; there must be one adult for each eight children thereafter.
2. One adult will be the 'Driver' leading the bus, the other will be the 'Conductor' at the back of the bus. Other adults will walk between, so that children are supervised at reasonable intervals, concentrating on smaller children or children who need extra support.
3. The above ratios will not be exceeded. Otherwise, an additional playworker will join the bus and help supervise.
4. All children and adults walking with the bus will wear high visibility waistcoats.
5. Children must stay with the group. Play workers will organise a structured crocodile, and children will be required to walk in pairs, or in single file along narrow stretches of the road.

Any children who do not stay with the group, or behave in such a way that FISH staff feel is unacceptable, will be warned of the possible dangers and consequences. If they are consistently badly behaved the parents will be told that they cannot continue with the bus. Any problems will be referred directly to Sarah or Dan who will deal with the parents directly.

Road Crossing

Any road with through traffic and any major road will be crossed as a whole group - the Driver will stop at the kerb and they or the other adult leading the road crossing will wait for the whole bus to be together before commencing crossing when the road is clear:

1. *When there are only 2 adults on the bus* – For very quiet side roads and at controlled crossings, the driver will lead the bus over. For other roads, the driver will walk out first and stand in the road as the bus crosses, catching up with the front of the bus as the conductor enters the road.





2. *When there is an additional adult to lead the road crossing* – For very quiet side roads, the driver will still lead the bus over. For other roads, and at controlled crossings, the additional adult will stand in the road whilst the driver, bus and conductor cross. If at any point crossing becomes unsafe, the group will split and wait for the next opportunity. This may happen at signalised crossings. The bus will regroup once everyone has crossed.

Children will be learning traffic awareness and be made aware of danger areas. We feel the walking bus is an ideal situation to teach road crossing skills. Talking to them on the way, about why you are stopping at the road edge and pointing out risks such as cars coming out of driveways, walking too close to the road and the differences between road and pavement, is helpful in starting their road crossing skills, although they may not be able to learn to cross independently until age 8 or over.

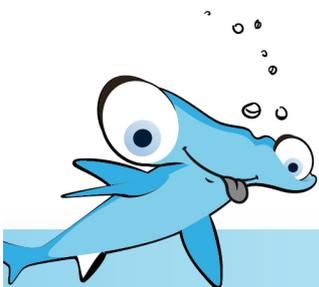
Accident Reporting

There will be a separate Walking Bus accident book that will be kept at TCC and filled out for any minor accident. Any major accident should be dealt with by one adult whilst the children are moved out of the way by the other adults. Afterwards, the parents, school, and the Road Safety Unit must be notified, and the appropriate reporting forms used.

Staff

All Walking buses must operate according to the written risk assessment. This indicates that all adults must be DBS certified.

FISH staff operating walking buses within these guidelines will have training in the above and will be covered by FISH's extended liability insurance. At least 1 adult on the walking bus will have a mobile phone that can be used for emergency use, as well as checking attendance issues.



EQUAL OPPORTUNITIES



We believe that our clubs should be open to all children and families, and to all adults committed to their welfare. We aim to ensure that all who wish to work in our clubs have an equal chance to do so regardless of their racial origins, religions, sex, age cultures and languages. All F.I.S.H staff and helpers must value and respect the different racial origins, religions, cultures and languages of our society. Each child, Parent, and Staff will be treated positively as an individual without influence of racism, sexism or any form of stereotyping.

We recognise that certain individuals and groups in our society can be discriminated against. Accordingly we are strongly committed to positive action to remove/and or counter discrimination in all aspects of our work in our practice as employers in the way we work with other organisations and in all our work with children, families and others.

Each person will be valued equally and affirming the positive value of different skin colours, cultural and family backgrounds or disabilities. Children will be invited to join in activities of their choice regardless of age; gender or ability and activities will encourage children to understand different cultures. We will ensure children and staff is kept up to date on relating issues on a regular basis and welcome parents/carers views on our policies.

Equal opportunities will be considered in all aspects of the service the Club provides. This will be reviewed regularly and monitored for effectiveness. Language or behaviour designed to be offensive to individuals or groups is unacceptable and will not be tolerated in our club.

Admissions

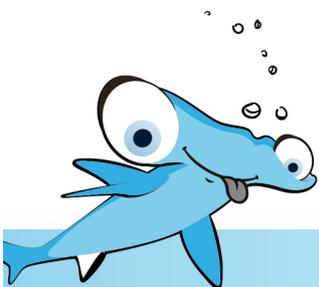
The club is open to every family in the community. Children from this school or other schools may attend.

Employment

We will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed.

Families

We recognise that many different types of families successfully love and care for children.





The Activities

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Resources

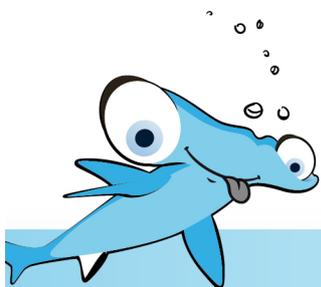
These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures and messages about any group of people.

Additional Support

We recognise the wide range of special needs of children and families in the community, and will consider what part we can play in meeting these needs. Planning for activities will take into account the needs of people, with or without disabilities.

Discriminatory Behaviour/Remarks

These are unacceptable in our clubs. The response will aim to be sensitive to the feelings of the victims and to help those responsible to understand and overcome their prejudices.



Inclusion Policy



'We think children are amazing, there isn't a day that goes by that a child doesn't make us laugh or put a smile on our faces, by what they say or how they act every child has a unique character, interests, abilities and learning needs this is what make them special, an individual and unique'

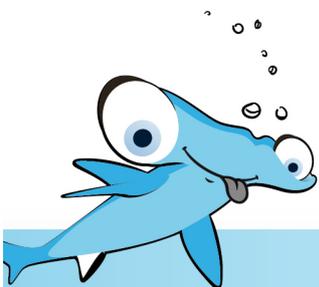
FISH is committed to the principle of inclusion and values and recognises the needs of all children in our care. We believe that every child has the same right to a safe, enriching and engaging environment for all children to play and develop, where each individual child is equally valued without discrimination on any grounds.

It is the responsibility of the FISH team to ensure that the environment and activities provided are free from any barrier. The setting is all on one level and has ramps at all doors where necessary. Resources are age and ability appropriate, all of which can be accessed by children and are representative of all people using the setting.

Resources and activities are based on the Early Years Foundation Stage for our younger children and we like to include our older children in helping us to make decisions on new equipment we are looking to purchase. In addition we ask parents to complete a questionnaire about their child's interests to support our planning.

We recognise that as parents and carers are the most important people in a child's life, it is essential that we work with parents and carers to include them in their child's development. We understand the importance of building good relationships with parents and carers to enable us to support each other when necessary.

If a parent or a member of the FISH team identifies a child with special needs, staff will work with parents and any appropriate outside agencies to provide support for the family. Individual play plans will be put in place for children who need additional support and these will be devised through care through working in partnership with other professionals and outside agencies.





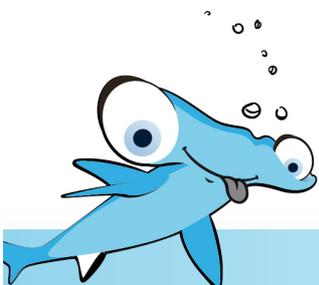
Staff have high expectations of children's behaviour depending on what is appropriate for individual children. We set clear boundaries and use positive behaviour management techniques including conflict resolution strategies to encourage respect and understanding between children and between staff and children. (See Behaviour Policy)

Everyone involved in our clubs are expected to be patient, understanding and supportive to each other and to appreciate that people's needs are different.

At FISH, we recognise that this is an aspiration that requires deep commitment and constant effort on the part of many people if the necessary changes in skills and attitudes are to take place.

FISH has an equalities policy regarding recruitment and our FISH team reflect the diversity within the wider community. When recruiting we ensure prospective staff are suitable through a thorough interview process, checking references and DBS checks. In addition, Ofsted carry out a 'suitable person' interview with senior staff and owners.

FISH welcomes parents' views and encourage these to be aired through questionnaires, parent representatives and a suggestion slips. In addition staff are friendly and approachable and are always willing to discuss any aspect of care. The complaints policy is available for parents to read (as with all policies) and any complaints made are logged and are also available for all parents to see.



S.E.N Policy

(Special Education Needs)



We wish to ensure that all children, including those with special educational needs have access to a broad and purposeful range of play opportunities. We will seek to establish a collaborative relationship with parents and other agencies, in order to provide the best care for each child.

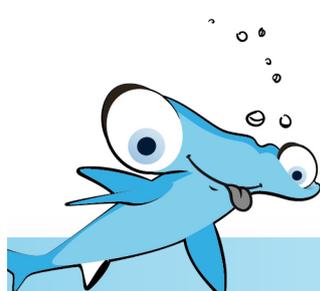
We have duties under the Disability Discrimination Act 2005 and the Special Educational Needs and Disability Act 2001 to provide equality of opportunity to young disabled children. It is unlawful to discriminate, without justification against disabled people in all aspects of life.

The definition of children with learning difficulties includes children with a disability where any special educational provision needs to be made. This does not mean that disabled children necessarily have learning difficulties, nor that only disabled children with learning difficulties have special educational needs. Children with severe asthma or diabetes may not have SEN but have rights under the legislation if they have any difficulty accessing education or care, needing anything, which is additional or different from what is normally available.

Children with special needs will have access, along with their peers, to all facilities, activities and play opportunities, where reasonable, in order to promote their welfare and development. Children will be individually assessed and their needs will be considered when the programme is planned.

We will involve parents and carers and will be guided by them when asking for advice or support from outside agencies.

The Social Services Department and sure start are familiar with our club and we have been advised that it may well be possible to arrange for extra funding to cover respite care or help under the social inclusion fund. Please contact your social worker or health visitor.



Partnership With Parents



We actively encourage an honest partnership with parents of children at FISH. Parents are encouraged to discuss any issues regarding their child at home, with the staff, so that continuity in dealing with situations (which may include behavioral issues) can be met in a constructive way.

Parents are encouraged to contribute their own skills, interests and knowledge, and to share these with staff and children, where appropriate, and under the supervision of club staff. If you feel you could come and give a little presentation to the children about what you do, or a religious festival or to tell a story, please speak to the Supervisor to arrange a time to come in.

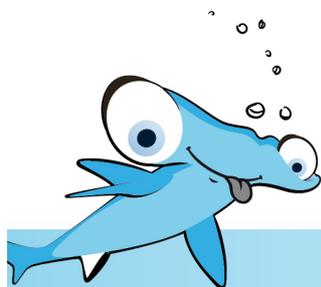
We are committed to working in partnership with parents to provide high quality, child centered care. We aim to achieve this by:

- Welcoming all parents and carers
- Dealing promptly with any concerns or queries they may have
- Providing a copy of policies and procedures on request
- Make all information as full and clear as possible
- Set up an interactive web site to enable parents to view information, download forms and pay online
- Consult parents and value their feedback on the clubs progress
- Facilitate opportunities for face to face meetings
- Ensure complaints are dealt with properly and recorded.
- Keep parents up to date with any changes, such as alterations to fees, hours or dates

We ask parents and carers to complete the registration form as fully as possible to make sure we have all relevant information on a child to best meet their needs.

We are aware of our obligations under the Data Protection Act 1998 and are committed to a policy of openness with parents and carers regarding the information we hold on their child. Records and information will be made available to parents on written request. The records we hold include the following;

- Ordinary information such as names and addresses for each child
- Details to help assess needs such as dietary, ethnic, medical information



Safeguarding Policy



Purpose and Aims

The purpose of F.I.S.H. safeguarding policy is to provide a secure framework for the workforce in safeguarding and promoting the welfare of the children/young people who attend our setting. The policy aims to ensure that:

- All our children are safe and protected from harm.

Other elements of provision and policies are in place to enable children to feel safe and adopt safe practices:

As the owners, our club managers, play workers, children, visitors, volunteers and parents are aware of the 'expected behaviours' and the settings legal responsibilities in relation to the safeguarding and promoting the welfare of all of our children.

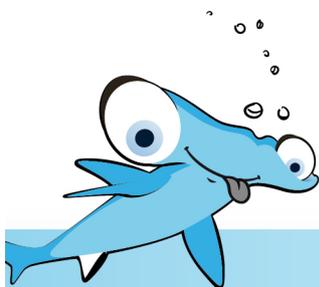
Ethos

All children deserve the opportunity to achieve their full potential. In 2003, the Government published the *Every Child Matters* Green Paper alongside the formal response to the report into the death of Victoria Climbié. The Green Paper set out five outcomes that are key to children and young people's wellbeing:

1. Be healthy;
2. Stay safe;
3. Enjoy and achieve;
4. Make a positive contribution; and
5. Achieve economic wellbeing.

The five outcomes are universal ambitions for every child and young person, whatever their background or circumstances. Improving outcomes for all children and young people underpins all of the development and work within this setting.

Safeguarding at FISH is considered everyone's responsibility and as such our setting aims to create the safest environment within which every child has the opportunity to achieve their Five Outcomes. FISH recognizes the contribution it can make in ensuring that all children registered or who use our setting feel that they will be listened to and appropriate action taken. We will do this by working in partnership with other agencies and seeking to establish effective working relationships with parents, carers and other colleagues to develop and provide activities and opportunities throughout our curriculum that will help to equip our children with the skills they need. This will include materials and learning





experiences that will encourage our children to develop essential life skills and protective behaviours.

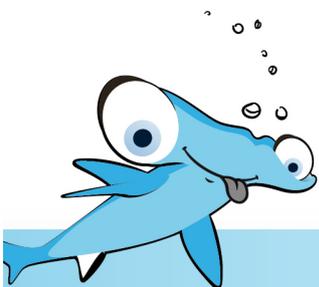
Responsibilities and expectations

As the owners of FISH we have a legal responsibility to make sure that our settings have an effective safeguarding policy and procedures in place and we monitor that each setting complies with them. This policy has been made available to all parents and carers, they are available on our website, or they are available to read at our settings. It is the responsibility of the club owners & manager to ensure that all staff and volunteers are properly checked to make sure they are safe to work with the children who attend our setting and that the setting has procedures for handling allegations of abuse made against members of staff (including the Playleader/Manager) or volunteers. Daniel Baxter is appointed as the FISH Safeguarding Designated Officer (SDO) who has lead responsibility for dealing with all safeguarding issues in all our settings the club manager is the Designated Officer (D.O).

The Safeguarding Designated Officer is Daniel Baxter, and Sarah Baxter is the deputy Safeguarding Designated Officer If they are not available then the contact person is the club manager. *(These people can also be contacted with any safeguarding concerns)*

It is the responsibility of the S.D.O. and the D.O. to ensure that all safeguarding issues raised in FISH settings are effectively responded to, recorded and referred to the appropriate agency. They are also responsible for arranging the whole settings safeguarding training for all staff and volunteers who work with children and young people in our setting. The SDO must ensure that the whole settings safeguarding training takes place at least every three years; which they can deliver within setting provided they are linked in to the support and quality assurance process offered by the Local Authority.

The SDO is required to attend or ensure that a senior member of staff who has the relevant training and access to appropriate supervision, attends where appropriate, all child protection case conferences, reviews, core groups or meetings where it concerns a child at our setting and to contribute to multi-agency discussions to safeguard and promote the child's welfare.





All Child Protection concerns need to be acted on **immediately**. If you are concerned that a child may be at risk or is actually suffering abuse, you must tell the Safeguarding Designated Officer.

All Adults, including the SDO, have a duty to refer all known or suspected cases of abuse to the relevant agency including Children and Young Peoples Service (CYPS) – Social Care or the Police. Where a disclosure is made to a visiting staff member from a different agency, e.g. Early Years Consultants, Health Visitors, it is the responsibility of that agency staff to formally report the referral to the Setting's Designated Person in the first instance. Any records made should be kept securely on the Child's Protection file.

Recognising concerns, signs and indicators of abuse

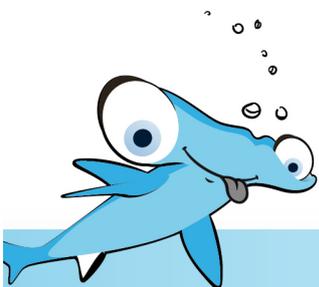
Safeguarding is not just about protecting children from deliberate harm. For our setting it includes such things as child safety, bullying, racist abuse and harassment, visits, intimate care and internet safety etc. The witnessing of abuse can have a damaging affect on those who are party to it, as well as the child subjected to the actual abuse, and in itself will have a significant impact on the health and emotional well-being of the child. Abuse can take place in any family, institution or community setting, by telephone or on the internet. Abuse can often be difficult to recognise as children may behave differently or seem unhappy for many reasons, as they move through the stages of childhood or their family circumstances change. However, it is important to know the indicators of abuse and to be alert to the **need to consult further**.

Physical Abuse

This can involve hitting, shaking, throwing, poisoning, punching, kicking, scalding, burning, drowning and suffocating. It can also result when a parent or carer deliberately causes the ill health of a child in order to seek attention through fabricated or induced illness. This was previously known as Munchausen's Syndrome by Proxy.

Emotional Abuse

Emotional Abuse is where a child's need for love, security, recognition and praise is not met. It may involve seeing or hearing the ill-treatment of someone else such as in Domestic Violence or Domestic Abuse. A parent, carer or authority figure is considered emotionally abusive when they are consistently hostile, rejecting, threatening or undermining toward a child or other family member.





It can also occur when children are prevented from having social contact with others or if inappropriate expectations are placed upon them. Symptoms that indicate emotional abuse include:

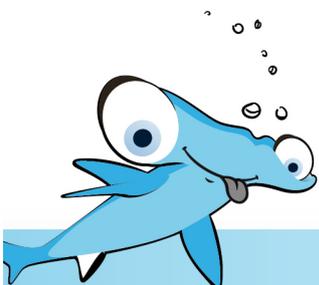
- Excessively clingy or attention seeking.
- Very low self-esteem or excessive self-criticism.
- Withdrawn behaviour or fearfulness.
- Lack of appropriate boundaries with strangers; too eager to please.
- Eating disorders or self-harm

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This may include physical contact both penetrative and non-penetrative, or viewing pornographic material including through the use of the Internet. Indicators of sexual abuse include: allegations or disclosures, genital soreness, injuries or disclosure, sexually transmitted diseases, inappropriate sexualized behaviour including words, play or drawing.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, which can significantly harm their health and development. Neglect can include inadequate supervision (being left alone for long periods of time), lack of stimulation, social contact or education, lack of appropriate food, shelter, appropriate clothing for conditions and medical attention and treatment when necessary.



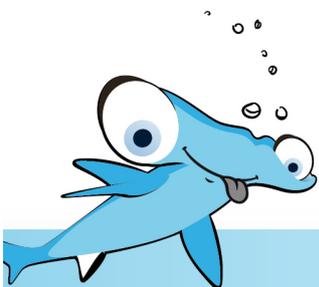


What to do if you are concerned?

If a child makes an allegation or disclosure of abuse against an adult or other child or young person, it is important that you:



- Stay calm and listen carefully.
- Reassure them that they have done the right thing in telling you.
- Do not investigate or ask leading questions.
- Let them know that you will need to tell someone else.
- Do not promise to keep what they have told you a secret.
- Inform your Safeguarding Designated Officer as soon as possible.
- Make a written record of the allegation, disclosure or incident, which you must sign, date and record your position using the setting safeguarding record log forms.





If you are concerned that a member of staff or adult in a position of trust poses a danger to a child or young person or that they might be abusing a child or young person you should report your concerns to the Safeguarding Designated Officer. Where those concerns relate to the Senior Safeguarding Designated Officer however, this should be reported to Devon Early Years, Ofsted or the alternative S.D.O using the settings 'Whistle blowing' policy.

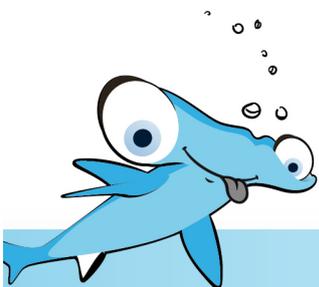
Managing Allegations

We are aware of the possibility of allegations being made against members of staff or volunteers that are working or may come into contact with children and young people whilst in our setting. Allegations will usually be that some kind of abuse has taken place. They can be made by children and young people or other concerned adults. Allegations are made for a variety of reasons:

- Abuse has actually taken place.
- Something has happened to the child that reminds them of a past event – the child is unable to recognize that the situation and people are different; Children can misinterpret your language or your actions.
- Some children recognize that allegations can be powerful and if they are angry with you about something they can make an allegation as a way of hitting out.
- An allegation can be a way of seeking attention.

If an allegation is made against an adult in a position of trust whether they be members of staff or volunteers this should be brought to the immediate attention of the SDO. In the case of the allegation being made against the SDO this will be brought to the immediate attention of the Deputy SDO. The SDO will need to discuss with the Local Authority Designated Officer (LADO) the nature of the allegations in order for the appropriate action to be taken. This may constitute an initial evaluation meeting or strategy discussion depending on the allegation being made. Daniel Baxter or Sarah Baxter will need to:

- Refer to the Local Authority Designated Officer (LADO) immediately and follow up in writing within 48 hours. Consider safeguarding arrangements of the child or young person to ensure they are away from the alleged abuser.
- Contact the parents or carers of the child/young person if advised to do so by the LADO.





- Consider the rights of the staff member for a fair and equal process of investigation.
- Advise Ofsted of allegation
- Ensure that the appropriate disciplinary procedures are followed including whether suspending a member of staff from work until the outcome of any investigation is deemed necessary.
- Act on any decision made in any strategy meeting.
- Advise the Independent Safeguarding Authority where a member of staff has been disciplined or dismissed as a result of the allegations being founded.

Training

All members of staff and volunteers will have access to whole setting safeguarding training at least every three years. We will also, as part of our induction, issue information in relation to our Safeguarding policy and any policy related to safeguarding and promoting our children/young people's welfare to all newly appointed staff and volunteers.

Our Safeguarding Designated Officer will undertake further safeguarding training in addition to the whole setting training. This will be undertaken at least every three years which updates their awareness and understanding of the impact of the wide agenda of safeguarding issues. This will support both the SDO to be able to better undertake their role and support the school in ensuring our safeguarding arrangements are robust and achieving better outcomes for the children in our setting. This includes taking part in multi-agency training in addition to safeguarding training.

Our manager have access to safeguarding training and as our named Safeguarding Designated Officer Daniel Baxter & Sarah Baxter will also undertake additional awareness training at least every three years. They will also be advised to undertake additional training to support their employers' role in Handling Allegations against adults who work with children and young people, including our staff and volunteers.

Our safeguarding arrangements are reported on a annual basis to and our Safeguarding policy is reviewed annually, in order to keep it updated in line with local and national guidance/legislation.

We will include our Safeguarding Policy in our settings prospectus/website and will post copies of our policy throughout the setting.





Useful Contacts

Devon Safeguarding Children Board www.dscb.info/
South West Child Protection Procedures www.swcpp.org.uk
Devon Early Years and Childcare Service www.devon.gov.uk/eycs
Child Exploitation and Online Protection Agency www.ceop.org.uk
NSPCC Safe (Safe Activities for Everyone) Network www.safenetwork.org.uk

CYPS area contact numbers:

(9am - 5pm Monday to Thursday, 9am - 4pm Friday)

Multi-agency Safeguarding Hub (MASH) 0844 880 3563 *(only in areas where Mash is operational)*

North Devon	01271 388 660
Exeter and East	01392 384 444
Mid Devon	08448 805 838
Teignbridge, South & West Devon	01392 386 000

Referral & Threshold Consultation Service:

If you have concerns about a child but are unsure whether to make a Social Care referral. The numbers are:

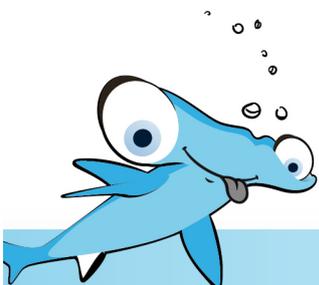
MASH Consultation Enquiries 01392 388297/ 388296 *(only in areas where Mash is operational)*
CPYS 01392 383054/384574

The lines are open Monday - Friday 9.00 am - 5.00pm (Friday 4.00pm).

Head of Safeguarding: Chris Dimmelow	01392 386091
Operations Manager: Caroline Hobson	01392 386014
DSCB Office: Christina Ashforth	01392 386067

Out of hours:

5pm -9am and at weekends and public holidays, please contact:
Emergency Duty Service 0845 6000 388 (low-rate call)



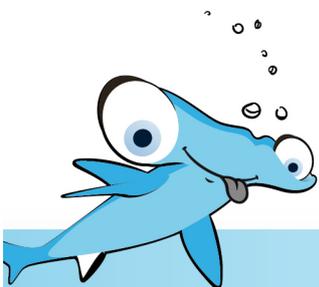


Police Central Referral Unit:

0845 605 116

Child Protection Chairs and LA Designated Officers for managing allegations against staff:

Exeter and East	Frances Hunt	01392 384965
	Jan Liff	01392 384965
South and West	Chris Vigar	01392 386675
North and Mid	Ray Charran	01392 388670
Allegations against staff Referral Co-ordinator		01392 386013





Current Safeguarding Issues

(The following Safeguarding issues are all considered to be child Protection issues and should be referred immediately to the most relevant agency. The issues featured below are linked to guidance and local procedures, which can be found on the South West Child Protection Procedures at www.swcpp.org.uk (Direct links to the policies listed below are included where available).

Some members of our communities hold beliefs that may be common within particular cultures but which are against the law of England. FISH does not condone practices that are illegal and which are harmful to children. Examples of particular practices are:

Forced Marriage

FISH does not support the idea of forcing someone to marry without his or her consent.

Under-age Marriage

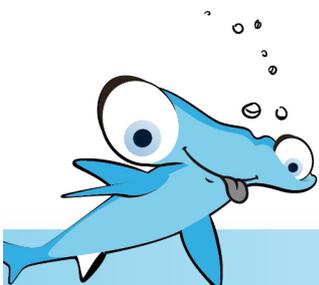
In England, a young person cannot legally marry until they are 16 years old (without the consent of their parents or carers) nor have sexual relationships.

Genital mutilation/female circumcision

This is against the law, yet for some communities it is considered a religious act and cultural requirement. It is illegal for someone to arrange for a child to go abroad with the intention of having her circumcised. If any of the above areas of concern is brought to the attention of we will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

Ritualistic Abuse

Some faiths believe that spirits and demons can possess people (including children). What should never be considered is the use of any physical or psychological violence to get rid of the possessing spirit. This is abusive and will result in the criminal conviction of those using this form of abuse even if the intention is to help the child.





Safeguarding Disabled Children

Disabled children have exactly the same human rights to be safe from abuse and neglect, to be protected from harm and achieve the Every Child Matters outcomes as non-disabled children.

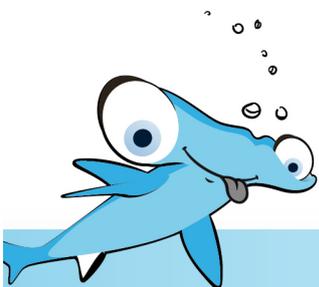
Disabled children do however require additional action. This is because they experience greater risks and '*created vulnerability*' as a result of negative attitudes about disabled children and unequal access to services and resources, and because they may have additional needs relating to physical, sensory, cognitive and/ or communication impairment (*Safeguarding Children, DCSF, July 2009*) FISH will ensure that our disabled children are listened to and responded to appropriately where they have concerns regarding abuse. In order to do this we will ensure that our staff and volunteers receive the relevant training to raise awareness and have access to specialist staff in the event they have concerns regarding abuse of a child.

Safer Recruitment and Selection

It is a requirement for all agencies to ensure that all staff recruited to work with children and young people are properly selected and checked. At FISH we will ensure that we have a member on every recruitment panel that has received the appropriate recruitment and selection training. That all of our staff are appropriately qualified and have the relevant employment history and checks to ensure they are safe to work with children in compliance with the Key Safeguarding Employment Standards. (Please see our safer recruitment file)

Honour Based Violence

'Honour based violence' is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community'. It is important to be alert to signs of distress and indications such as self-harm, absence from setting, infections resulting from female genital mutilation, isolation from peers, being monitored by family, not participating in setting activities, unreasonable restrictions at home. Where it is suspected that a child/young person is at risk from honour based violence FISH will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.





Trafficked Children

Child trafficking involves moving children across or within national or international borders for the purposes of exploitation. Exploitation includes children being used for sex work, domestic work, restaurant/ sweatshop, drug dealing, shoplifting and benefit fraud. Where FISH is made aware of a child is suspected of or actually being trafficked/exploited we will report our concerns to the appropriate agency.

Domestic Abuse

The Government defines domestic abuse as **“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender or sexuality”**.

Our staff understands what is required of them if children are members of the household where domestic abuse is known or suspected to be taking place. Our policy includes action to be taken regarding referrals to the Police and Children and Young People’s Services and any action to be taken where a member of staff is the alleged perpetrator or victim of domestic abuse. At FISH we will follow our safeguarding policy and report any suspected concerns regarding Domestic Abuse to the relevant agency.

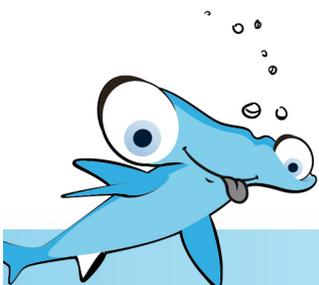
Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote his/her welfare.

A privately fostered child means a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation by someone other than:

- A parent.
- A person who is not a parent but has parental responsibility.
- A close relative.
- A Local Authority.

For more than 28 days and where the care is intended to continue. It is a statutory duty for us at FISH to inform the Local Authority where we are made aware of a child or young person who may be subject to private fostering arrangements.

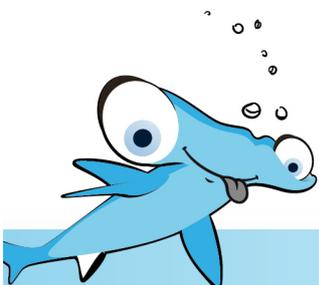




Child Exploitation and E-Safety

Children and young people can be exploited and suffer bullying through their use of modern technology such as the Internet, mobile phones and social networking sites. In order to minimize the risks to our children and young people FISH will ensure that we have in place appropriate measures such as security filtering, and an acceptable use policy linked to our E-Safety policy. We will ensure that staff are aware of how not to compromise their position of trust in or outside of the setting and are aware of the dangers associated with social networking sites.

Our E-safety policy will clearly state that mobile phone or electronic communications with a child at our setting is not acceptable other than for approved setting business. Where it is suspected that a child is at risk from Internet abuse or cyber bullying we will report our concerns to the appropriate agency.



MASH

(Multi-Agency Safeguarding Hub)



This is a new initiative, which has been developed by Devon and Cornwall Police, Devon Children and Young People's Service (CYPS) and partner agencies, supported by the Devon Safeguarding Children Board. Devon's Multi-Agency Safeguarding Hub (MASH) will provide information sharing across all partners involved in safeguarding – including statutory, non-statutory and third sector sources. All partners work together to provide the highest level of knowledge and analysis to make sure that all safeguarding activity and intervention is timely, proportionate and necessary.

How will it work

All information within the MASH is collected and decision-making will take place in a timely manner within agreed timescales depending on the priority criteria when the concern is referred to a Hub.

HIGH RISK - RED

- ❑ **MASH INFORMATION PACKAGE TO BE COMPLETED WITHIN 2 HRS**
- ❑ Police & CYPS assessment team receive immediate notification with research to follow

Immediate and serious safeguarding concern requiring action to ensure the safety of the child and possible necessity to secure and preserve physical evidence that might otherwise be lost.

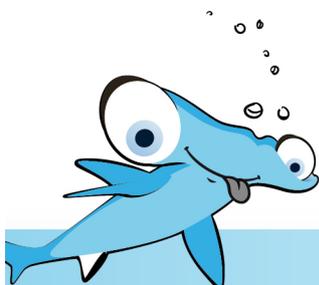
MEDIUM RISK - AMBER

- ❑ MASH product within one working day
- There are significant concerns but immediate urgent action is not required to safeguard the child although an investigation under Section 47 of the Children Act 1989 is likely.

LOW RISK - GREEN

- ❑ MASH information package to be completed within three working days or
- ❑ Immediate referral to Early Response Service (Practice Manager, CYPS, decision)

The referrer clearly has concerns about a child's wellbeing. The child may be a child in need as defined by section 17 of Children Act 1989 however there is no information at this stage to suggest an investigation under Section 47 of the Children Act 1989 would be required.





The MASH:

- Manages contacts and referrals received from any source (usually CYPS and Police 121A reports)
- Develops a document recording the concern information and all other available information in the Hubs within agreed timescales and an Early Years and Families manager makes an informed decision using all of the available information.
- Develops concern information into an Early Years and Families referral if services are required under section 17 or section 47 of The Children Act 1989
- Liaises with the Early Response Service for children and young people who need services but do not meet The Children Act 1989 threshold
- Provides consultation to agency referrers about thresholds, appropriate action to be undertaken and services.

The Hub contributes to improved outcomes for safeguarding children because it has the ability to swiftly collate and share information held by the various agencies and to provide a multi-agency risk assessment of each case for 'actual or likely harm'.

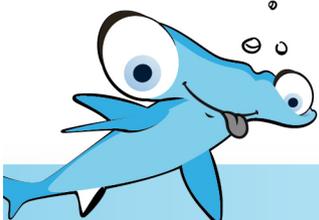
The above list is not exhaustive and as new policy guidance and legislation develops within the remit of Safeguarding we will review and update our policies and procedures as appropriate and in line with the Devon Safeguarding Children Board and Local Authority.

Related Setting Policies

Safeguarding covers more than the contribution made to child protection in relation to individual children. It also encompasses issues such as child health and safety and bullying and a range of other issues, for example, arrangements for meeting the medical needs of children, providing first aid, setting security, drugs and substance misuse, etc.

This policy will cross reference to related setting policies;
Behaviour

1. Anti Bullying
2. Confidentiality
3. ICT & Internet Safety
4. Mobile Phone Policy
5. Code of Conduct
6. Whistle Blowing
7. Safer Recruitment





8. Fire Safety
9. Stranger Danger
10. Missing Children
11. Good Health
12. Administration of Short Term Medicine
13. Administration of Long Term Medicine
14. Swine Flu Policy

Legislation relating to this policy:

Children Act 1989, 2004

Education Act 1996, 2002 (Section 175)

School Standards and Framework act 1998

Safeguarding Children and Safer Recruitment in Education Guidance DfES 2007

Every Child Matters

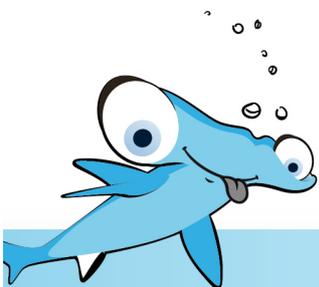
Statutory Framework for the Early Years Foundation Stage 2008

Working Together to Safeguard Children 2010

Manuals kept in setting:

What to do if you're worried a child is being abused 2006

Working Together to Safeguard Children 2010



Prevent Policy



From 1 July 2015 all registered early years childcare providers and registered later years childcare providers (referred to in this advice as 'childcare providers') are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the Prevent duty. It applies to a wide range of public-facing bodies.

What is Radicalism?

Radicalism refers to the process by which a person comes to support terrorism and forms of extremism

Protecting children from the risk of radicalisation is seen as part of FISH Breakfast, After School and Holidays clubs wider safeguarding duties, and is similar in nature to protecting children from other forms of harm and abuse. During the process of radicalisation it is possible to intervene to prevent vulnerable people being radicalised

There is no single way of identifying an individual who is likely to be susceptible to an extremist ideology. It can happen in many different ways and settings.

Specific background factors may contribute to vulnerability which are often combined with specific influences such as family, friends or online, and with specific needs for which an extremist or terrorist group may appear to provide an answer.

The internet and the use of social media in particular has become a major factor in the radicalisation of young people.

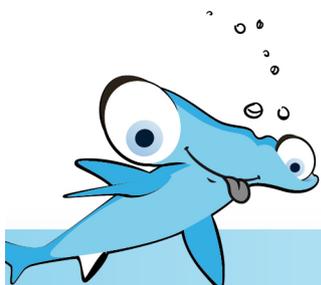
What is Extremism?

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

Constant Practice and Procedures

At FISH it is essential that staff are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified.

Protecting children from the risk of radicalisation is seen as part of our companies wider safeguarding duties, and is similar in nature to protecting children from other harms (e.g. drugs, gangs, neglect, sexual exploitation), whether these come from within their family or are the product of outside influences.





The following signs might indicate that someone is becoming radicalised:-

- A change in behaviour, their circle of friends, the way that they interact with others and spend their time
- Accessing extremist material online
- Use of extremist or hate term to exclude others or incite violence
- Writing or artwork promoting violent extremist messages

We can also build children's resilience to radicalisation by promoting fundamental British values and enabling them to challenge extremist views.

All staff are instructed to challenge extremist and radical views, and report these to the designated safeguarding officer.

It is important to emphasise that the Prevent duty is not intended to stop pupils debating controversial issues. On the contrary, in the over eights group "big FISH" we will always provide a safe space in which children, young people and staff can understand the risks associated with terrorism and develop the knowledge and skills to be able to challenge extremist arguments.

In the little fishes group (under 8's) we can emphasise this in daily work such as assisting the children's personal, social and emotional development and understanding of the world.

Risk assessment

All the club managers and staff, particularly the staff who work directly with the children are expected to assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology.

This means being able to demonstrate both a general understanding of the risks affecting children and young people in the area and a specific understanding of how to identify individual children who may be at risk of radicalisation and what to do to support them.

As with managing other safeguarding risks, staff should be alert to changes in children's behaviour which could indicate that they may be in need of help or protection.

Staff should use their professional judgement in identifying children who might be at risk of radicalisation and act proportionately, which may include making a referral to the Channel program (<https://www.gov.uk/government/publications/channel-guidance>)



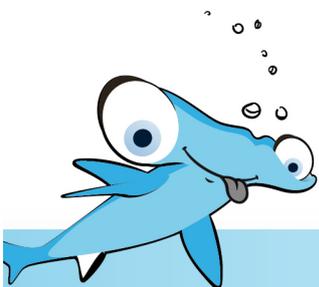


Procedure for reporting concerns

If a member of the FISH Team has a concern about a particular child or family they should follow the clubs normal safeguarding procedures, including discussing with the clubs designated safeguarding officer usually the club manager or the owners of FISH , who will, where deemed necessary, with children's social care.

You can also contact your local police force or dial 101 (the non-emergency number). They can talk to you in confidence about your concerns and help you gain access to support and advice. Also, they can advise if this would be a case for Channel The Department for Education has dedicated a telephone helpline (020 7340 7264) to enable club manager and playworkers to raise concerns relating to extremism directly.

Concerns can also be raised by email to counter.extremism@education.gsi.gov.uk.



Behaviour Policy



At F.I.S.H we want all children to feel safe and happy, at the beginning of each we will we all discuss way children should be rewarded if they behave our behaviour policy is designed/aimed to help children to;

- Develop an sense of caring and respect for one another
- Build caring and cooperative relationships with other children and adults
- Develop arrange of social skills and help them learn what constitutes acceptable behaviour
- Develop confidence, self discipline and self esteem in an atmosphere of mutual respect and encouragement

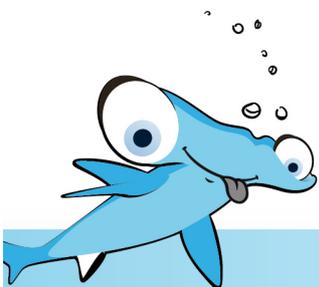
We keep rules as few and simple as possible, after all children are meant to be having a happy Playtime! Positive behaviour will be rewarded with praise and encouragement for children and staff alike.

Negative behaviour will be challenged in a calm but assertive manner while staff try to redirect children into a positive option, non negotiable issues will be clearly stated. We will manage a great deal of lively behaviour but will not tolerate nastiness and persistent disobedience. Children who cannot conform to this standard will not be accepted into the club.

Challenging behaviour is not dealt with by the child getting a 'telling off', explanations are given and the child will be diverted to a more positive activity. They will be reminded about ordinary social rules or the code of conduct and adults will actively listen to a distressed or angry individual. Children will be encouraged to resolve some problems themselves and an example will be set by adults so that threatening or rude behaviour will be replaced by negotiation and compromise.

Staff are trained to distinguish between types of negative behaviour and will have strategies for dealing with each;

- Disengaged behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions staff will often be able to re-engage a child in purposeful activity
- Disruptive behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them. It is important that a child does not get an undeserved reputation for disruptiveness





- Unacceptable behaviour refers to non negotiable actions and may include violence, bullying or destruction of equipment. Staff will be clear that consequences follow on from such behaviour, including in the first instance, removing the child from the activity session

Physical intervention will only be used as an act of care and control, as soon as it is safe, the intervention should be relaxed to allow the child to regain self control, force is always appropriate to the size, age and strength of the child involved. Any restraint will be entered in the incident book.

Bullying is not acceptable in our club. We define bullying as the repeated harassment of another through emotional, physical, verbal or psychological abuse;

- Emotional: being deliberately unkind, shunning or excluding another person. Passing notes, leaving children out of a game or making fun
- Physical: hitting, biting, pushing, taking or damaging belongings, tripping up or any other kind of violence against another
- Verbal: name-calling, put-downs, ridiculing, or using words to attack, threaten or insult. Making fun or spreading rumours, sending nasty texts
- Psychological: behaviour likely to instil fear or anxiety in another

We will make every effort to create a club where bullying will not be tolerated, but some behaviour is likely to occur at some time. Staff will discuss the issues surrounding bullying, and will stress why such behaviour is unacceptable and what the consequences of bullying will be.

Children will be encouraged to report any incidents they may see and will be reassured that what they say will be taken seriously and handled sensitively. Any incidents will be passed on to parents or carers at the earliest opportunity and staff are always available for meetings to discuss the issues.

If an individual child persists in this behaviour it may be necessary to exclude them from the club for a period of time or permanently.

We believe that children will benefit from being able to make warm relationships with the adults who care for them. It is our policy to touch your children, we are happy to help put on sun screen, cuddle children who are upset and holds hands on walks. It is important that you agree before you allow your children to come to the club. It is the aim of us all to create happy and secure children and open and loving relationships are the way we wish to promote this.



ANTI-BULLYING POLICY

(With advice from kidscape)



At FISH we are committed to providing a caring, friendly and safe environment for the children we care for so they can thrive in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at any of our clubs. If bullying does occur, we feel that all the children we care for should be able to tell and know that incidents will be dealt with promptly and effectively. We are a *TELLING* club. This means that *anyone* who knows that bullying is happening is expected to tell the staff.

What Is Bullying?

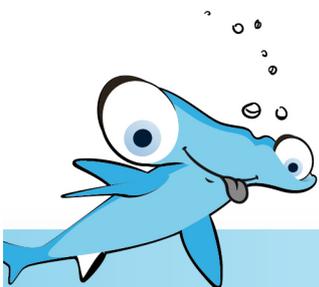
Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical pushing, kicking, hitting, punching or any use of violence
- Racist racial taunts, graffiti, gestures
- Sexual unwanted physical contact or sexually abusive comments
- Anti-gay aimed at a person because of their actual or perceived sexual orientation, or using lesbian, gay or bisexual related words to indicate dislike or prejudice against anything.
- Anti-trans aimed at a person whose gender is not the gender assigned to them at birth.
- Verbal name-calling, sarcasm, spreading rumours, teasing
- Cyber All areas of internet, such as email & internet chat room misuse
Mobile threats by text messaging & calls
Misuse of associated technology, i.e. camera & video facilities

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Pupils who are bullying need to learn different ways of behaving. We have a responsibility to respond promptly and effectively to issues of bullying.





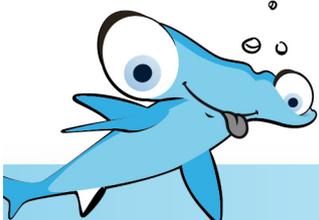
Objectives of this Policy

- All play workers, managers, and owners, children we care for, and parents should have an understanding of what bullying is.
- All staff should know what the FISH policy is on bullying, and follow it when bullying is reported.
- All members of FISH and parents should know what the FISH policy is on bullying, and what they should do if bullying arises.
- As a club we take bullying seriously. Parents and the children we care for should be assured that they would be supported when bullying is reported.
- Bullying will not be tolerated.

Signs and Symptoms

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- Is frightened of walking to or from school or to the club
- Doesn't want to go on the school or to the club
- Begs not to be driven to school or to the club
- Changes their usual routine
- Is unwilling to go to school (school phobic)
- Becomes withdrawn anxious, or lacking in confidence
- Starts stammering
- Attempts or threatens suicide or runs away
- Cries themselves to sleep at night or has nightmares
- Feels ill in the morning
- Begins to do poorly in school work
- Comes home with clothes torn or books damaged
- Has possessions which are damaged or "go missing"
- Asks for money or starts stealing money (to pay bully)
- Has dinner or other monies continually "lost"
- Has unexplained cuts or bruises
- Comes home starving (money / lunch has been stolen)
- Becomes aggressive, disruptive or unreasonable
- Is bullying other children or siblings
- Stops eating
- Is frightened to say what's wrong
- Gives improbable excuses for any of the above
- Is afraid to use the internet or mobile phone
- Is nervous & jumpy when a cyber message is received





These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated

All pejorative uses of lesbian, gay or bisexual identifying words must be challenged and stopped. Unchecked use of such words makes lesbian, gay and bisexual children and adults feel it is not safe to be openly themselves in that school.

Procedures

1. Report bullying incidents to staff
2. In cases of serious bullying, the incidents will be recorded by staff.
3. In serious cases parents should be informed and will be asked to come in to a meeting to discuss the problem
4. If necessary and appropriate, police will be consulted
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
6. An attempt will be made to help the bully (bullies) change their behaviour

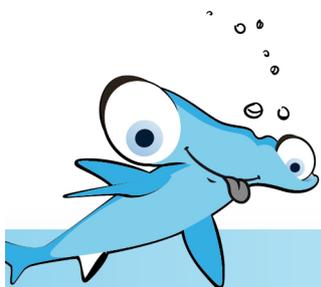
Outcomes

- 1) The bully (bullies) may be asked to genuinely apologise. Other consequences may take place.
- 2) In serious cases, suspension or even exclusion will be considered
- 3) If possible, the pupils will be reconciled
- 4) After the incident / incidents have been investigated and dealt with, each case will be monitored by the club manager to ensure repeated bullying does not take place.

Prevention

We will use KIDSCAPE methods for helping children to prevent bullying. As and when appropriate, these may include:

- Writing a set of club rules
- Signing a behaviour contract
- Writing stories or poems or drawing pictures about bullying
- Reading stories about bullying or having them read to the club
- Making up role-plays (or using KIDSCAPE role-plays)
- Having discussions about bullying and why it matters in assembly and circle time



CONFIDENTIALITY POLICY

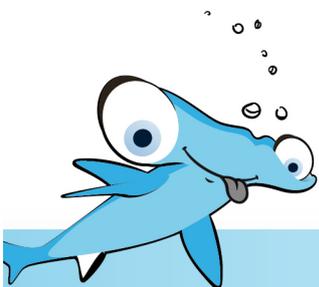


It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality childcare and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Methods

We keep two kinds of records on children attending FISH:

1. Developmental records
 - These include observations of children in the setting, samples of their work, summary developmental reports and records of achievement.
 - They are usually kept in the playroom and can be accessed, and contributed to, by staff, the child and the child's parents.
2. Personal records
 - These include registration and admission forms, signed consents, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.
 - These confidential records are stored in a lockable file or cabinet and are kept secure by the person in charge in an office or other suitably safe place.
 - Parents have access, in accordance with the access to records procedure, to the files and records of their own children but do not have access to information about any other child.
 - Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.
 - Employees must not disclose official/confidential information. Employees must not use information obtained in the course of their employment for personal gain or benefit, nor should they pass it on to others who might use it in such a way. Also for information relating to patents and intellectual property.
 - Information on pupils may not be disclosed without the consent of the child's parent, or where a child is of reasonable understanding, the child. The only exceptions to this are:
 - To safeguard the welfare of the child.
 -



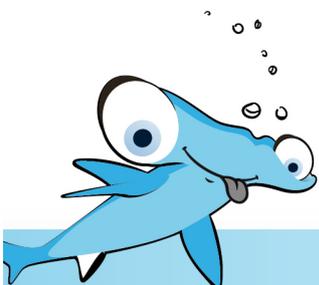


- Where information is requested by the Police to detect or prevent offending.
- Where otherwise allowed to be disclosed by a legal obligation (for example, to give information to a child protection case conference), or an Order of a Court.

Other records

- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students on Pre-school Learning Alliance or other recognised qualifications and training, when they are observing in the setting, are advised of our confidentiality policy and required to respect it.

All the undertakings above are subject to the paramount commitment of FISH, which is to the safety and well being of the child. Please see also our policy on safe guarding & child protection.



PHOTOGRAPHY POLICY



The use of images of children and young people has become more of an issue over recent years with concerns over members of the public misusing the images themselves or gaining access to the children and young people pictured. The issue has been further complicated with the advancement of mobile phone and Internet technology. At FISH we felt that it is important to make full and proper use of photographic images while meeting the law and preserving the safety of children. Concerns focus on issues around rights of privacy, child protection and copyright ownership.

Parent Permission

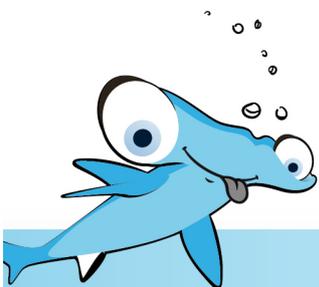
The use of images of children requires the consent of the parent / carer. Parent permission is sought at the time of registration, on the back of our registration forms. When a parent does not agree to their child being photographed, the manager must inform staff and make every effort to comply sensitively. For example, if a child whose parents have refused permission for photography is involved with a group event, e.g. a football match, it may not be appropriate to photograph the whole team. Careful liaison with parents is therefore essential. With discussion it may be possible to agree other options. The parent may accept a team photograph if names are not published or they may be prepared to relent if it affects the whole team.

Training and Portfolios

Some of our staff are training to be teachers and during this training and with newly qualified staff, colleagues need to compile portfolios with photographs of children during sessions. Staff should act responsibly in compiling these images. A member of the management team may wish to oversee the compiled images as part of the management process and consider their appropriateness.

Displays in our clubs, school reception

Still photographs shown on displays and video clips available during open / parents' evenings should depict children in an appropriate way. They should not display images of children in inappropriate or revealing clothing so appropriate levels of integrity and decency are maintained. Do not use photographs or images likely to cause embarrassment.





Children Photographing Each Other

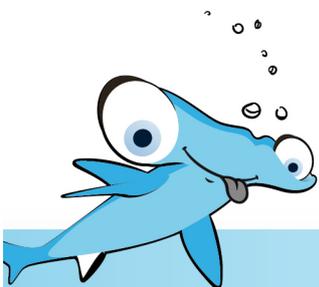
Children are not allowed to bring their own cameras into our clubs. Staff should maintain the supervision and management control to ensure children are not taking photos of each other on their own devices. We have cameras onsite and some activities involve children making their own films, animation or music videos.

Staff Camera & Camera Phones

The use of personal cameras or camera phones by staff is not allowed, therefore each club has a good quality camera; staff are advised to download and manage all images through FISH computer only. Cameras are for FISH use only and should be stored securely within each club when not in use. Personal mobile phones must not be used by staff to capture images of children.

FISH WEBSITE

On occasions (such as photos from our family & community parties) we may want to put some images on our website for you to view in your own time, these images will be placed onto a secure part of our website. We will let you know and also give you the secure password to view the photos.



MOBILE PHONE POLICY



Children's Phones

Mobile phones have become increasingly popular with children, if your child has a mobile phone we ask that you keep this at home. If it is necessary for your child to have their mobile while with us, we ask that they keep it switched off in their bags at all times.

If your child has their phone out while they are at FISH a member of the team will ask them to put it in their bags, if the child continues to get their phone out during their time with us the manager may confiscate and lock it away in the filling cabinet until the parent collects them from the end of the session.

Staff Mobile Phones

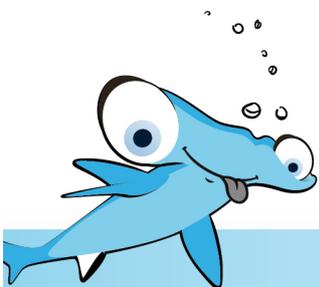
From time to time staff may use their mobile to fulfill their duties, the manager will have a club mobile on them at all times, other members of staff must place their personal mobile inside their bags or in the locked filling cabinet. Staff may only take personal calls during their break.

Staff Camera & Camera Phones

The use of personal cameras or camera phones by staff is not allowed, therefore each club has a good quality camera or iPad. Staff are advised to download and manage all images through FISH computer only. Cameras are for FISH use only and should be stored securely within each club when not in use. Personal mobile phones must not be used by staff to capture images of children.

Photos on Mobile Phones

Photos are not allowed to be taken on staff or children's mobile phone.



Safe Internet Use



FISH Breakfast, After School, and Holiday Clubs recognises that the Internet is a useful resource for both staff and children, for purposes of research, homework and entertainment.

Children will only be allowed to access the Internet at the Club during supervised sessions organised by the club manager.

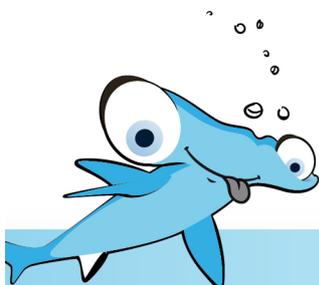
A copy of the **SMART** guidelines will be printed out and kept next to the computer. The guidelines will be explained to any children wishing to access the Internet:

- **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don't trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

If a child encounters something inappropriate on the Internet the manager will be informed and the incident will be noted on an **Incident Record** in the child's file. The child's parent will be asked to sign the **Incident Record**.

We have put in place the following safeguards:

- A risk assessment has been undertaken.
- The computer is located so that the screen can easily be seen from the rest of the room.
- Staff will supervise the use of the Internet.
- The computer has an up to date virus checker and firewall installed.
- Google SafeSearch Filtering is turned on; children are encouraged to use a child-safe search tool such as Yahoo Kids.
- The computer's browser history is regularly checked to monitor which sites are being accessed and all staff and children are informed of this fact.



CODE OF CONDUCT



At FISH we believe that it is essential for standards of conduct at work to be maintained to ensure delivery of quality childcare and also to protect the well being of all its employees, parents and children in our care. The following policy will make sure that all employees are aware of the standards set by FISH.

The purpose of this policy is to establish, and encourage all employees to achieve, high standards of conduct at work, and to help provide a fair and consistent way of dealing with alleged failures to observe them.

To assist our clubs, the following policies exist in conjunction with the Code of Conduct Policy

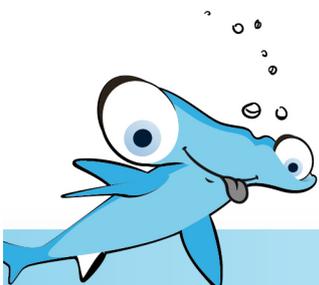
- Child Protection/Safeguarding
- Disciplinary
- Anti Bullying
- Complaints
- Equal Opportunities
- Internet Use
- Data Protection

The Purpose

1. All employees at FISH are expected to give the highest possible standard of service to the children we care for, parents and other member of the public. Employees should conduct themselves with integrity, impartiality and honesty. Breaches of conduct and personal behaviour will be dealt with under the Policy and Guidance for Discipline.
2. All employees at FISH have an absolute duty to promote and safeguard the welfare of children at FISH breakfast afterschool and holiday clubs, and to take appropriate action where they consider that a child may be at risk of suffering harm.
3. The policy applies to all employees and temporary/casual workers of the FISH including volunteers.

Equal Opportunities

Our Equal Opportunity Policy reflects one of FISH's core values. All employees are entitled to fair treatment by others, and to be treated with respect and dignity. In return, they are expected to treat others in this way.





Confidentiality

Employees must not disclose official/confidential information. Employees must not use information obtained in the course of their employment for personal gain or benefit, nor should they pass it on to others who might use it in such a way. Also for information relating to patents and intellectual property.

Information on pupils may not be disclosed without the consent of the child's parent, or where a child is of reasonable understanding, the child. The only exceptions to this are:

- To safeguard the welfare of the child.
- Where information is requested by the Police to detect or prevent offending.
- Where otherwise allowed to be disclosed by a legal obligation (for example, to give information to a child protection case conference), or an Order of a Court.

It may not be appropriate to agree to maintain confidentiality, where to do so would cause harm or allow unacceptable practices to persist. For further information see the Whistle blowing Policy.

Additional activities

For the purposes of the Working Time Regulations employees who have more than one employment should seek their club manager's approval, this should be reviewed annually. Before undertaking another job, employees must also inform their manager of other work undertaken so that the total level of work undertaken can be monitored. Managers should also find out if prospective employees have secondary employment that may prevent them from performing their job with the School to the standards desired.

The policy does not bar all outside work, however, all employees must be clear about their contractual obligations and must not take outside employment that conflicts with our clubs interests or damages FISH's interests or reputation.

Conflict of Interest

All employees should ensure before they undertake additional employment that there is no conflict of interest with their duties or with the clubs interests.

The public expects transparency and accountability in how decisions are made. FISH expects its employees to give the highest possible standard of service and





to avoid any situation where private and FISH's interests may conflict. An employee, who believes that she or he is in a situation that may cause a conflict of interest, should discuss their situation with their Manager.

Where this is not declared and there is a clear conflict of interest this may be considered misconduct. Where there is a financial/other benefit to the employee it may be seen as gross misconduct. Where there is a likelihood of dismissal for inappropriate personal interest, it is the responsibility of the owners of FISH to demonstrate that there is a genuine financial risk in continuing to employ the employee in the same capacity. An investigation will be necessary before beginning such a course of action. Below are further examples of what constitutes personal interest:

- Employees must exercise fairness and impartiality when dealing with all parents, pupils, customers, suppliers, other contractors and sub-contractors and no part of the local community should be discriminated against.
- Employees who have access to confidential information on tenders or costs for either internal or external contractors must not disclose that information to any unauthorised party or organisation.
- Employees, who engage or supervise contractors or have any other official relationship with contractors and have previously had or currently have a private or domestic relationship with them, must declare that relationship to their manager.

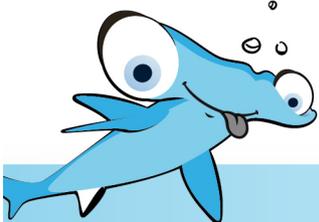
Employees must also declare an interest where:

- An employee has membership of any organisation not open to the public without formal membership and commitment of allegiance and which has secrecy about rules, membership or conduct.

Inventions and Patents

The Patents Act 1977 as amended by the 1988 UK Copyright, Designs and Patents Act states that inventions and patents, e.g. plans, reports, designs, unique processes or software, etc. are the property of the employer if:

- They have been made in the course of the employee's normal duties; or
- They have been made in the course of duties specifically assigned to the employee and where invention might be reasonably expected; or





- It was made in the course of the employee's duties and at the time the employee had (because of the nature of his or her duties and particular responsibilities arising from them) a special obligation to further the interests of the employer.

Relationships

Employees should always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to all groups and individuals within the community.

Appointment and Management of staff

Employees involved in the recruitment of internal and external staff must ensure that the decision to appoint is based on merit, (see the Recruitment and Selection Policy). An appointment that is based on anything other than the ability of the candidate to do the job may leave the company vulnerable to allegations of discrimination. Employees must not be involved in an appointment where they are related to an applicant, or have a close personal relationship with him or her.

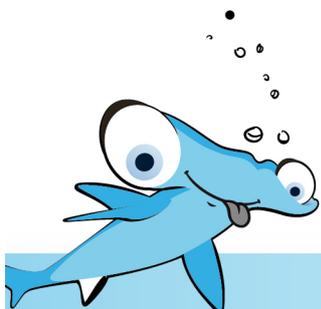
Gifts and Hospitality

Employees should not accept any personal gifts from pupils and their families, contractors and external suppliers unless the gifts are insignificant items with a value not exceeding £10.

Acceptance of gifts

Under the Prevention of Corruption Acts 1906 and 1916 it is an offence for an employee in his or her official capacity to accept any gift, inducement or reward, including hospitality, for showing favour or disfavour to any person or other organisation. It is the responsibility of the person receiving the favour to prove that it was not received dishonestly. The following must be considered:

- Employees acting in an official capacity must not give the impression that their conduct both inside and outside work with any person or organisation is influenced by the receipt of gifts, rewards and hospitality or any other such consideration.





- Employees must think about the circumstances in which they are made offers and be aware that they may be regarded as owing a favour in return.
- Employees must seek permission from their line managers before accepting such offers and be aware that the offers may have to be returned/refused.
- When gifts/hospitality have to be declined those making the offer should be courteously but firmly informed of the procedures and standards operating within our breakfast after school or holiday clubs.

How an employee should react to an offer depends on the type of offer, the relationship between the parties involved and the circumstances in which the gift or hospitality is offered:

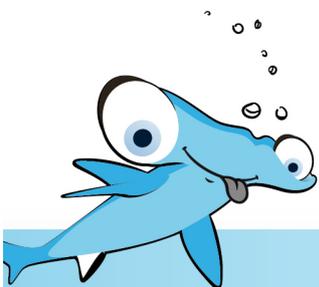
- Employees must not be seen to be acting in their own personal interests and need to be careful that their behaviour cannot be misinterpreted.
- Employees must not accept significant personal gifts. However, there are occasions when children or parents wish to pass small tokens of appreciation to staff, e.g. at Christmas or as a thank-you and this is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value, generally not exceeding the value of £10.
- Employees must be particularly wary from accepting gifts from a parent or child in our care where it is suspected that a pupil has a crush on the employee.

Matters of Conscience

Where an employee believes he or she is being required to act in a way which is illegal, improper, unethical, or which is otherwise inconsistent with the Policy for Conduct he or she should refer to their club manager or to Dan or Sarah.

Where an employee is aware, or has evidence of illegal, improper or abusive behaviour of another employee he or she should refer to their line manager or the Policy for Equal Opportunities.

Where an employee is aware, or has evidence of illegal, improper or abusive behaviour of another employee towards a pupil, he or she must notify immediately the club manager, unless the allegation is against the club manager, when he or she should bring it to the attention of the owners





Where an employee fails to report such concerns, this may be construed as misconduct and lead to disciplinary action.

Personal behaviour

As the owners of FISH we believe in treating all our employees with respect and trust in a mature, respectful and considerate manner and expect the same approach from employees. We expect employees to respect the clubs property, the School's facilities and property, other employees and their property, suppliers and the public at all times. Employees also demonstrate the characteristics they are trying to inspire in the children that we care for. Failure to observe the standards of behavior expected breaks the bond of trust that is fundamental to the employer/employee relationship and may lead to disciplinary action.

The Discipline Policy will be initiated where any employee is found to be in breach of this Policy. If an employee is found guilty of gross misconduct he or she may face dismissal.

Absence from work

All leave should be approved prior to it being taken. This includes parental leave, special leave, etc. Failure to notify absence is unauthorised absence.

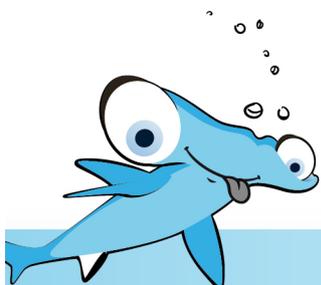
Poor timekeeping

Managers must set a timekeeping standard that is known to all employees. This standard should be applied consistently with employees arriving and departing from their place of work at the agreed times.

Employees must inform their managers/colleagues of their whereabouts and expected time of return when they are out of the office e.g. off-site meetings/visits etc.

Negligence

Negligence arises from failure by the employee to exercise reasonable care in his or her work. Employees must not cause loss or damage through carelessness, negligence, a reckless act or breach of instructions. It is only a disciplinary offence if the individual is considered to be personally responsible.





Refusal to obey a reasonable instruction

It is the responsibility of all employees to carry out reasonable instructions. In those circumstances where an employee refuses to obey a reasonable instruction, it will be necessary to investigate the situation and depending on the outcome of an investigation it may result in disciplinary action. See the Whistleblowing Policy, where refusal to carry out a reasonable instruction is linked to a matter of conscience.

Social behaviour

Employees should be aware of the following expected standards of behaviour when attending work related events in and outside of work time where attendance could be seen as representing fish:

- The Conduct and Personal Behaviour Policy will still apply e.g. regarding drug/ alcohol abuse, harassment and discrimination.
- Consideration and respect for others
- Those in a position of management/supervision should not behave in any way that could undermine their position

Employees using private vehicles for School business must ensure:

- You must have permission from the club manager or owners
- The vehicle is road worthy and complies with Road traffic/Transport regulations.
- That the vehicle is insured for “business use” and a copy is filed away in.
- They are licensed to drive the vehicle
- They do not drive under the influence of drink/drugs or where there is ill health that may impair their ability to drive the vehicle safely.
- They abide by the current Road Traffic/Transport Regulations.

Alcohol/drugs

Employees must ensure that they are not unfit for duty as a result of the effects of alcohol or legal drugs. Staff should be aware of the lasting effects of alcohol and drugs both prescription and illegal, and ensure that any consumption of these substances does not impair their ability to discharge their duties.

Smoking

Our sites are non-smoking but employees are entitled to smoke during their break, but must do so off site. They must not smoke in their uniform inside or outside of working hours





Health & Safety

Employees also have a duty to familiarise themselves with all the safety regulations that apply to their job and the area in which they work.

Fraud and Corruption

An employee who commits a fraudulent act is liable to disciplinary action, which may include dismissal and possible criminal prosecution even for a first offence. Fraud is defined as any manipulation of an accounting system or supply system to enable public money or material to be misappropriated.

Employees involved in the investigation of alleged fraud may be required to sign an additional code of conduct relating to their specific duties.

Private use of official facilities

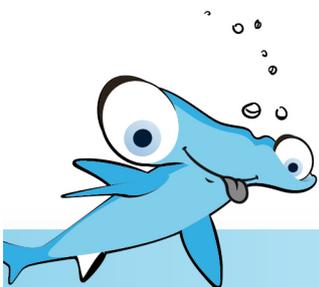
Employees are not to use official stationery for private purposes and must not carry out private correspondence during working time. Employees are allowed to make private essential telephone calls that cannot be made outside working hours but this privilege must not be abused and the duration of all calls must be kept to a minimum.

All employees must keep their mobile phones in their cars, bags, or in the FISH locked cabinet.

Employees must obtain prior approval from their manager to borrow FISH property for use at home, e.g. laptop computer, printer, dvd's bouncy castles etc. When removing FISH property from the building they may be asked to show evidence of their manager's consent.

Reporting of Arrests, Prosecutions, etc.

Employees must report to their manager details of any arrest or criminal conviction or caution made against them by the Police (except for minor traffic offences, i.e. where they do not mean imprisonment or suspension of his or her driving licence), where the offence is also a breach of discipline and/or may have a direct impact on the employee's job, or where it calls into question their suitability to work with children.





False Statements

Employees must not make any false statement e.g. on subsistence/mileage claims, etc. Where there is evidence of an employee submitting such claims, he or she will be liable to disciplinary action and/or prosecution under the Theft Act 1968.

Where an employee has witnessed misconduct i.e. a fraudulent activity; he or she will have a duty to report such an incident. See also – the Whistleblowing Policy.

Discrimination

It is FISH's policy that all current and prospective employees will have equal opportunity for employment, promotion and training on the basis of relevant ability, qualifications and merit. Employees must ensure that they do not unfairly discriminate on the grounds of gender, race, colour, marital status, national or ethnic origin, nationality, disability, sexuality, age or religion. All job applicants and workers are treated equally and FISH are willing to make reasonable adjustments where appropriate for disabled applicants and workers.

Harassment/bullying

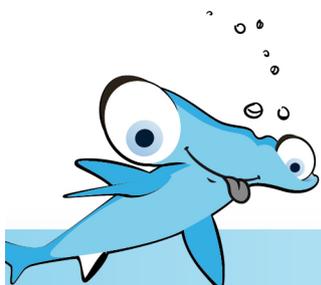
At FISH we seek to provide an environment for all employees, contractors and temporary workers free from harassment, bullying, intimidation and victimisation.

Disciplinary action will be taken against any employee who is found to have committed a deliberate or unlawful act of discrimination, sexual or racial harassment or bullying. See the Equal Opportunities Policy.

Abuse of the e-mail/internet

At FISH we will not accept any abuse of e-mail/internet or telephones. Such behaviour may result in disciplinary action.

The downloading, sending or accessing of offensive material that affect the dignity of any individual or group of individuals at work may constitute harassment. Threatening, obscene or harassing messages including chain e-mails and material that will cause offence and/or degrade individuals or minority groups will constitute a disciplinary offence which may result in dismissal.





Under the Obscene Publications Act 1959 an employee may have criminal liability if an individual publishes material that could corrupt or deprave the persons likely to see the material, this includes the transmission of data stored electronically.

Dress and Appearance

We feel that you can do your job better and easier if you feel comfortable in the clothes that you wear, we also feel that wearing a uniform you take pride in your appearance and work. All staff must wear a FISH t-shirt, hoodied top* and coat* (*where applicable). You can wear jeans, shorts, smart jogging bottoms. However, staff should consider the manner of dress and appearance appropriate to their professional role which may be different to that adopted in their personal life. Staff should ensure they are dressed decently, safely and appropriately for the tasks they undertake. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegation.

Code of Conduct and personal behaviour Declaration

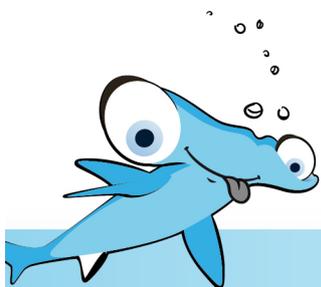
I have read and understood the Code of Conduct. I agree to work within the principles of the Code.

Name:

Signed:

Dated:

Please sign and return to your line manager along with acceptance of your terms and conditions, prior to commencing employment with FISH.



WHISTLE BLOWING POLICY



At FISH we are committed to maintaining a culture where it is safe and acceptable for all employees and users to raise concerns about poor or unacceptable service, civil offences (including negligence, breach of contract) or misconduct. This policy is designed to assist those who have come to a decision to express a concern after a great deal of thought. The law only requires that there be genuine doubt, therefore the individual who decides to “whistle blow” is not expected to produce unquestionable evidence to support the concern. Producing the evidence is the responsibility of the club.

Policy Principles:

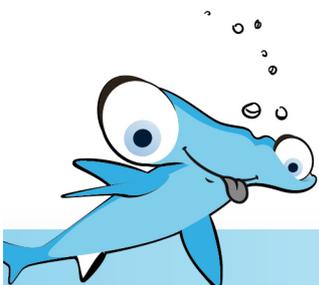
- The person raising the concern (whistle blowing) will not be allowed to be victimized for doing so
- The victimisation of whistle blowers is a serious matter and disciplinary action will be taken should this happen.
- FISH will not attempt to conceal evidence of poor or unacceptable practice and disciplinary action will be taken if any evidence of such is destroyed
- Confidentiality policy/clauses do not forbid or penalise whistle blowing

A member of staff or volunteer may raise the concern with the manager (in the case of the concern being about the manager).

The manager or Owners should then:

- Assure the whistle blower that confidentiality will be maintained unless this becomes unavoidable at a later stage and advise the whistle blower that for independent advice they can contact the charity Public Concern at Work on 020 7404 6609.
- Explain how the information will be recorded and stored – on a written file and stored in a locked filing cabinet or other secure place to which there is no general access or electronically using appropriate security codes.
- Agree steps to deal with the matter within 5 working days including checking to see if this concern has been raised with others or at another time.
- If it is not possible to agree steps, the owners/managers should contact an advisory body such as the Care Commission, ACAS, Data Protection, Citizen’s Advice Bureau (numbers are available in the phone book) etc.

Whistle blowing should not be used in place of grievance procedures or be used to raise unfounded or malicious allegations against colleagues or users.





Who should you raise your concern with?

This will depend on the seriousness and sensitivity of the issues involved and who is suspected of the wrongdoing. You should normally raise concerns with:

- FISH Owners (Daniel Baxter or Sarah Jones)
- Operations Manager
- Your Club Manager
- Ofsted

If you are unsure who to contact you may call the independent charity Public Concern at Work **tel:** 0207 404 6609 for advice.

How to raise a concern.

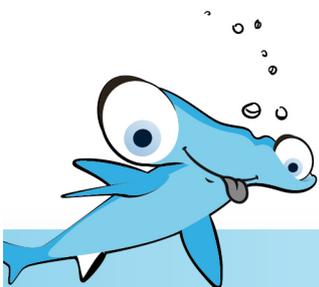
You may raise your concern by telephone, in person or in writing. The earlier you express your concern, the easier it is to take action. You will need to provide the following information:

- The nature of your concern and why you believe it to be true
- The background and history of the concern (giving relevant dates).

Although you are not expected to prove beyond doubt the truth of your suspicion, you will need to demonstrate to the person contacted that you are acting in good faith and there are reasonable grounds for your concern.

You may wish to consider discussing your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.

You may invite your trade union, professional association representative or a friend to be present for support during any meetings or interviews in connection with the concerns you have raised.



Safer Recruitment



We only want the best people to work with our children at FISH are we want to deter unsuitable people at the earliest point possible at each stage;

Advertising – invite applications – deter.

When designing and advert we will state the following;

1. Standard applications (not CV's) will be required.
2. Position is subject to an Enhanced CRB check.

Application Forms

All our applications ask for;

1. Names of previous employers for reference purposes.
2. Signed declaration about any criminal record and one stating that all information given is correct.

Personal Specification

Each person specification is clear and specific, identifying safeguarding responsibilities within the role. It should specify the level of contact with children and list specific qualities, skills and experience that can be tested at interview.

Usually the Manager, along with the owners or his or her deputy (Min 2) will look at the applications and take time to properly scrutinise the application, using person specification to shortlist against. We will also look to identify any consistencies and gaps which can be explored at the interview.

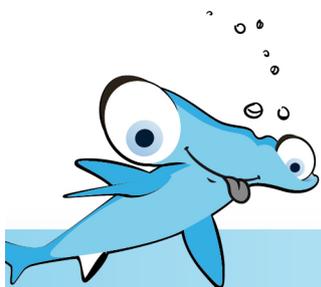
Interview applicants – reject

Panel Interview pitfalls;

1. Lack of skilled interviewers
2. Insufficient probing and exploration
3. Raise ratings or 'scores' if pressurised to appoint. (we will re advertise, if there is no suitable person)

To improve the interview panel, and reduce the pitfalls we will make sure;

1. Adequate time is made for preparation & planning; understand essential job duties and person requirements; train and brief interviewers; range of assessment tools – not just interview.





2. That we record and assess evidence thoroughly; use same standards for all – volunteers/permanent staff; seek evidence and examples by using 'historical' rather than hypothetical questions; awareness of prejudice & discrimination
3. Areas of Potential Concern – lack of understanding or appreciation of children's needs or expectations; not recognising vulnerabilities of children from troubled backgrounds; inappropriate language about children; unclear boundaries with children; implying adults and children are equal.

Appoint and induct staff – prevent

We will ensure that Robust recording, assessment and decision making on appointment, Ensuring that;

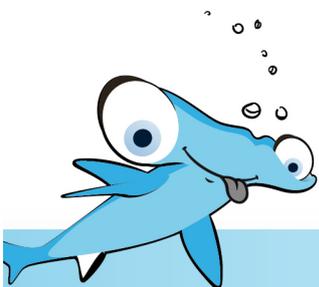
1. Thorough pre-employment checks have been carried out.
2. Follow through on all references. When asking for references list specific responsibilities, remind referees of their duty of care, follow up to clarify where necessary.
3. We will never accept an open reference – always check the authenticity of the referee.
4. Complete of an induction and probationary periods.

Develop and maintain 'safer setting' culture - prevent and detect

We have a comprehensive set of policies and procedures, which we follow and put into practice daily. We have clear procedures for reporting concerns – from both parents/carers and staff, if a concern is voiced we will take action and follow it through until the end. We are always looking at ways to improve the setting and have an ongoing culture of vigilance and make sure everybody knows that we are commit to safeguarding is paramount.

REMAIN VIGILANT AT ALL TIMES

- ⚠ Always believe it could happen here
- ⚠ Keep safeguarding on everyone's agenda
- ⚠ Never rely on any one process to keep children safe
- ⚠ Never think you have done enough in terms of creating a safer culture



FIRE SAFETY POLICY



We work within the schools fire guidelines they have a Fire safety Inspection from Devon and Somerset Fire Service and we are bound to keep our own fire certificate and fire drills.

All Schools are equipped with an electric fire warning system with alarm sounding points placed throughout the building. All F.I.S.H staff are made aware of the location of fire exits, the fire assembly point and where fire equipment is held. Fire doors are clearly marked, not obstructed at any time, and are easily opened from the inside. Our Fire Assembly point will be in the main Car Park

We shall hold fire drills as required, but on different days to educate as many children as possible, a record of any fire drills is held in the club file.

Staff shall take steps to minimise any fire hazards by doing the following;

- Operate a strict No Smoking policy
- Ensure power points are not overloaded
- Unplug equipment before leaving the premises

Children will be made aware of the fire safety procedures during the welcome & registration (morning and afternoons) and at various intervals on regular occasions from then on. All children will be made aware of the location of fire exits and the fire assembly points, we use the same areas as school to reinforce the message and avoid confusion.

1. In the Event of a fire

As soon as a fire is discovered, the person who discovers the fire should break the glass of the nearest alarm point to the sound the bells

2. On hearing the Alarm

The Fire Brigade will be called immediately by a member of the F.I.S.H (usually the manager). The children instructed by the play leader in the group, should leave the activity they are doing in a line up in single file. The Play leader will then lead their group to the designated areas for assembly, accompanied by their play leader, **closing the door of the classroom and all other doors on the escape route which will not be used again.** The Front playgrounds to be used as assembly point.

3. Escape Routes

Everyone should proceed to the appropriate playground in single file IN SILENCE so that instructions can be clearly heard.

Anyone not actually in the class when the alarm sounds e.g. in toilets, sports field should go immediately direct to the playground by the nearest external door.





In the playground, children should line up in their groups (Big Fish & Little Fish), in single file and in silence. The Group Play Leader must take the register, and must report to the person in charge of the assembly point (Manger) if pupils are not accounted for. The F.I.S.H Club Manager will ensure that all staff and visitors to the holiday

4. If anyone is missing an immediate search by the staff should be made.

If anyone is missing then a search of the school will be conducted by the Manager and senior play worker will be responsible for checking all classroom areas.

Everyone is asked to remember the following rules:

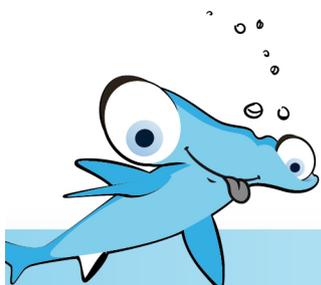
Act Quietly

Do Not Stop To Collect Personal Belonging

Do Not Attempt to pass others on your way to the assembly point

Walk at all Times

We are also planning some visit from the local emergency services, as part of these trip the local fire service will be invited to demonstrate their equipment and take about fire safety

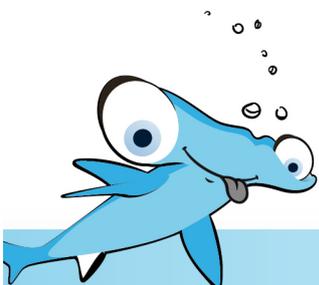


Staying Safe



Although we try to ensure that our premises and surrounding grounds are safe and secure, it may not always be possible to ensure that stranger do not get in. Because of these factors it is important that children are aware of the issues and possible actions of members of the public approaching them during their visit to FISH.

All our staff are aware of the Staying Safe Policy and the security issues and dangers children can face from strangers. We operate a strict registration procedure as well as a stringent signing in and out security system for each child. We activity teach the children about the dangers of strangers, but also there are people who can help them should they need help. All our staff are on the lookout for strangers who may be wondering around the site unsupervised. At F.I.S.H we teach the children to be on the lookout for suspicious strangers and inform a member of staff if they do not recognise the person, feels unsafe or in danger. We ask parent not to put their children in clothes that have their name on them (can be labelled on the inside) or hair bands with name, anything that can make your child's name be known to strangers.

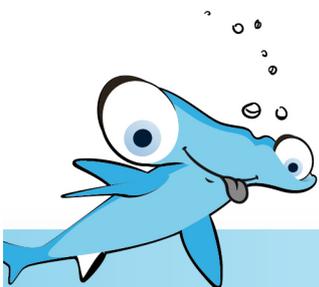


MISSING CHILDREN

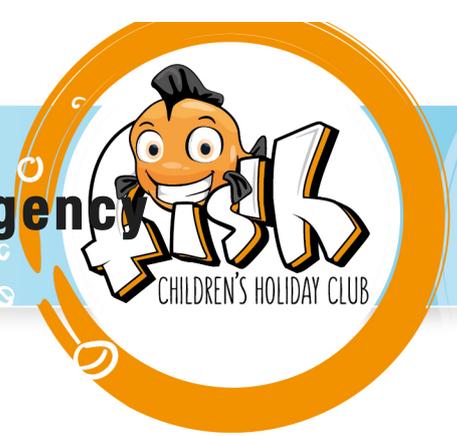


Even when all precautions are properly observed, emergencies can still arise. If a child's whereabouts cannot be accounted for during a session in school or, lost child on an outing: When the children go on an outing they wear identifiable t-shirts, and a wrist band with their leader mobile on it. All staff have a register of all the children who are on the trip. Walkie-talkies or mobile telephones are always carried so that staff etc is contactable in an emergency. In the event of a child becoming lost on an the following procedure will apply:

1. All staff will be informed and a thorough search of the area will commence, at the same time other children will be supervised and an atmosphere of calm maintained
2. If on a trip then the management of the attraction will be informed after 15 minutes to make use of help such as tannoy systems
3. After 30 minutes the Manager will be informed, the police will be called and then the child's parent/ carer
4. Searches will continue but the normal routine will be kept for other children
5. The Manager will become the coordinator with the authorities and parents
6. Once the incident is resolved the staff team will review policies and procedures and implement any necessary changes
7. All incidents of missing children will be recorded in the incident book and Ofsted informed if relevant



Health, Illness and Emergencies



FISH Breakfast, Afterschool and Holiday Clubs are committed to encouraging and promoting good health and to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care.

First Aid

Under duties set out in the Health and Safety (First Aid) Regulations 1981, the Club recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the club.

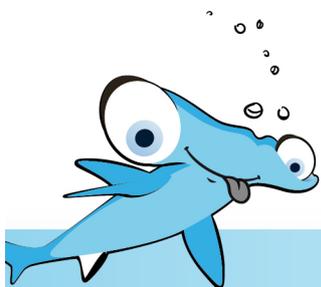
The club has a designated member of staff responsible for First Aid. This person has an up to date First Aid certificate. They are responsible for maintaining the correct contents of all First Aid boxes and administering basic First Aid when necessary and appropriate.

The manager and the designated member of staff will ensure that there will always be at least one member of staff who has a current paediatric first aid certificate available at all times during sessions at the club. The manager will be responsible for enabling the members of staff concerned to receive adequate first aid training. First Aid training will have met the criteria set out by the Department of Education.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981.

The box should contain:

- A card or leaflet giving general guidance
- Sterile triangular bandages
- Adhesive plasters
- A sterile eye pad with attachment
- Cotton wool
- Crepe bandages
- A sterile gauze
- Micropore tape
- Sterile cornering for serious wounds
- Individually wrapped assorted dressings
- Waterproof disposable gloves
- A disposable bag for soiled material





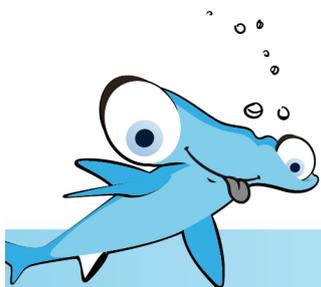
The location of the First Aid box, and the names of any other qualified first-aiders, will be clearly displayed around the club's premises. A First Aid box will be taken on all off site visits or outings. This is the responsibility of the designated First Aider, or where this is not possible, the manager.

In the Event of a Major Accident, Incident or Illness

The club requests that parents/carers complete and sign the Emergency Medical Treatment Form, enabling the manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident, incident or illness occurring at the club.

In the event of such an event, the following procedures will apply:

1. In the first instance, the First Aider will be notified and take responsibility for deciding upon the appropriate action.
2. The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.
3. If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and sign.
4. Children's records will be taken to hospital with the child.
5. If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (from this point on, the provisions of the club's Infectious and Communicable Diseases policy will govern the child's return to the club).
6. Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Club and its staff.





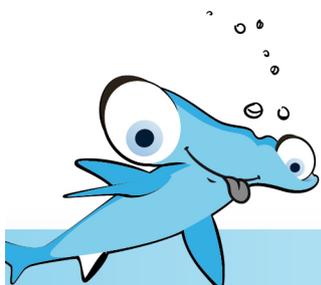
7. All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the club and its staff.
8. The manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the club's policies or procedures, and act accordingly, making suitable adjustments where necessary.

Following a Major Accident, Incident or Illness The manager will notify the following agencies as soon as reasonably practicable after the event:

Ofsted	0300 123 4234
Early Years and Childcare Service	01392 385394
MASH (Multi Agency Safeguarding Hub)	01392 388296
Health and Safety Executive RIDDOR	
Morton Michel Insurance Company	0845 2570 900

In the Event of a Minor Accident, Incident or Illness

1. In the first instance, the designated First Aider will be notified and take responsibility for deciding upon any appropriate action.
2. If the child does not need hospital treatment and is judged to be able to safely remain at the club, the First Aider will remove the child from the activities and, if appropriate, treat the injury/illness themselves.
3. If and when the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session.
4. At the end of the session, the First Aider will fully inform the parent/carer of the incident or accident and any treatment given.



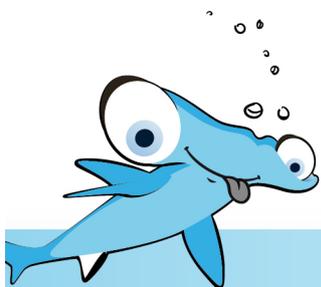


5. If the injury or illness incurred is such that treatment by the First Aider is deemed inappropriate, but does not warrant hospitalisation, the parent/carer will be contacted immediately and asked to collect their child. Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible (from this point on, the provisions of the Club's Infectious and Communicable Diseases policy will govern the child's return to the club).
6. All such accidents and incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book and parents/carers should sign to acknowledge the incident and any action taken.
7. The manager and any other relevant staff will consider whether the accident or incident highlighted any actual or potential weaknesses in the club's policies or procedures, and make suitable adjustments if necessary.

Medication

In circumstances where the designated First-Aider is absent, the manager will assume all responsibilities, or nominate an appropriately trained replacement.

- Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the club, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.
- Staff may only administer medication to the child if it is prescribed by a GP, and if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Adminstrating Medication Form (see administration of short & long term medicine policy).





- Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. The club is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training.

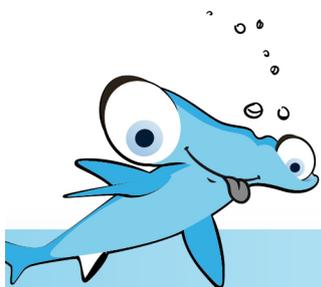
The procedure for administering medication at the club is as follows:

Medication will never be given without the prior written request of the parent/carer and a written and signed instruction from the child's GP, including frequency, dosage, any potential side effects and any other pertinent information (see Administering Medication Form).

Where the administration of prescription medicine requires technical/medical knowledge, individual training will be provided for staff from a qualified health professional. The training will be specific to the individual child. The staff will also be responsible for ensuring that:

1. Prior consent is arranged.
2. All necessary details are recorded.
3. That the medication is properly labelled and safely stored during the session.
4. Another member of staff acts as a witness to ensure that the correct dosage is given.
5. Parents/carers sign in the Medication Record Book to acknowledge that the medication has been given.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the Manager and the child's parent/carer will be notified, and the incident recorded in the Medication Record Book.





Staff will not administer 'over the counter' medication, only that prescribed by the child's GP.

Where children carry their own medication (asthma pumps or insulin for example), the club recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

Full details of all medication administered at the club, along with all Administering Medication Forms, will be recorded and stored in the Medication Record Book.

Sun Protection

The manager and staff understand the dangers posed to children and themselves by over exposure to the sun.

In hot weather, parents/carers are encouraged to provide sunscreen for their children. A store of sun protection will also be kept on the premises. Children will also be encouraged to wear a hat when playing outside in the sun.

When necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has been given by the parent/carer on the Admissions Form. In hot weather, staff will encourage children to drink water frequently. Staff will also ensure that shady areas out of the sun are always available to children when playing outside.

Closing the club in an emergency

In very exceptional circumstances, the club may need to be closed at very short notice due to an unexpected emergency. Such incidents could include:

- Serious weather conditions (combined with heating system failure).
- Burst water pipes.
- Discovery of dangerous structural damage.





- Fire or bomb scare/explosion.
- Death of a member of staff.
- Serious assault on a staff member by the public.
- Serious accident or illness.

In such circumstances, the manager and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken.

Steps will then be taken to inform parents/carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

The Club is a noisy, busy place. If your child is unwell, home is the best place for them. If prescribed anti-biotic your child must be kept away from FISH for the first 48 hours. If they have a temperature, sickness or diarrhoea they must have 24 hours clear from symptoms before they return to FISH. If your child needs prescribed medication for conditions such as asthma, or epilepsy please see the Supervisor for details.

Should your child become unwell, whilst at the Holiday Club e.g. temperature, vomiting or diarrhoea you will be contacted by a member of staff and asked to collect your child promptly.

FISH Breakfast, After School & Holiday Clubs will have the right to act as 'loco parentis' for the child in the case of an emergency. For example, if an asthmatic child's condition does not improve within 15 minutes of administering medication we will call an ambulance and a member of staff will go to casualty with the child. You will be contacted immediately. This applies to all emergency cases.

FISH Breakfast, After School & Holiday Clubs reserves the right to refuse admission to any child who looks unwell or who has an infection, which may prejudice the general health and well being of other persons in the Club. Please note that any booked sessions will still be charged for.

We are committed to encouraging and promoting good health and to dealing effectively and efficiently with illness and emergencies that may arise while children are in our care. Under duties set out in the Health and Safety (First Aid) Regulations 1981, the club recognises its responsibilities in providing adequate





and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the club.

We aim for all staff members to have first aid training, and one designated person will be responsible for maintaining the first aid box. A first aid box will accompany us on external trips.

Parents are requested to complete the registration forms as fully as possible with any medical or dietary needs or any allergy information that will help staff cater for their children. There is a signature required on the registration form which gives us permission to seek emergency treatment for your child if we consider this necessary. This means that we shall be free to take a child to hospital before trying to contact you.

Any accidents or emergencies will be recorded in the accident book.

Medicine can be administered by staff, provided it has come to the club in the original, clearly labelled container, usually we only medicine on prescription. We shall ask you to complete a permission slip in advance and also sign afterwards to confirm the administration of medicine. However, to minimise the passing on of germs, please make other arrangements for sick children and do not send them into the club.

Sometimes children are able to administer their own medicine eg for asthma or diabetes. It is vital that you complete a special permission form for this, we need to have detailed information on the child's medical routine and medicine is to be passed to a member of staff to safeguard other children.

There is a No Smoking policy on school premises.

We recommend that parents provide sunscreen and hats for children during hot weather and warm clothing, coats, hats & scarf during the winter months. We understand the dangers of over exposure to the sun and will always ensure that there are shady areas when children are playing outside. Drinks will always be available and we shall provide extra drinks when out on a trip.

We are always trying to promote healthy and active lifestyle here at F.I.S.H we ask that parents to do the same. We would simply like to suggest that you consider your child's pack lunch and snacks, try taking away the colourful sweet and replace them with some fruit, raisins, bread sticks, yogurts and why not try



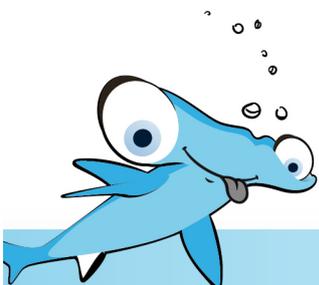


wholegrain bread and Crisps. We have water available throughout the day, but why not let your kids have one of our delicious Milkshakes or Smoothies that are made for the freshly each day.

During the breakfast & after school club we offer children a wide range of healthy snacks and breakfast. Please note that our after school club snack is not intended to replace the family meal.

We will always make sure your children thoroughly wash their hands before eating, drinking, and after they have used the toilets. There are signs on every toilet sink reminding the children to wash their hands after they have been to the toilet.

We have no facilities to prepare a cooked lunch so parents are requested to send in a packed lunch for children during Holiday Club. We shall keep lunches in a cool place, parents are asked to use a cool bag with an ice pack if their child has items that should be kept refrigerated.



Isolation Policy



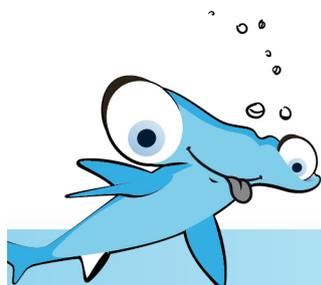
Parents are asked to keep their children at home if they have any infection, and to inform the after school club as to the nature of the infection so that staff can alert other parents and make careful observations of any child who seems unwell.

Parents are asked not to bring in any child who has been vomiting, or had diarrhoea, until at least 48 hours has elapsed since the last attack. Children should also not be brought to the after school club if they have a temperature or infectious disease.

Parents are asked to be considerate when returning children to the after school club following a notable infectious disease, such as Chicken Pox, Mumps etc, and we request that the recommended isolation period is observed.

Parents will be notified by a sign in the signing out area if there are any cases of infectious diseases, such as Chicken Pox, so they may be vigilant.

Disease	Period of Exclusion
Antibiotics prescribed	First 24 hours
Chicken Pox	7 days from when rash appeared
Conjunctivitis	24 hours or until eyes are not 'weepy'
Diarrhoea	24 hours
Gastric upsets, food poisoning	48 hours or until advised by a doctor
Impetigo	Until skin has healed
Measles	7 days from when rash appeared
Head lice	Until treatment has been given
High temperature	24 hours
Warts, including verruca	No exclusion, keep covered
Hand, foot and mouth disease	During acute phase and while rash and ulcers are present

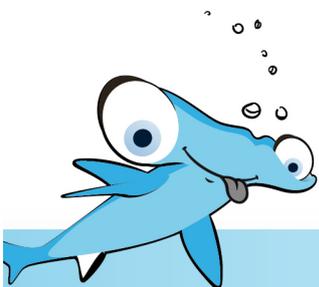




If a child becomes unwell during a session, we follow this procedure:

- Make careful observations on the child,
- Comfort and reassure them.
- Contact the parent/carer as soon as possible.
- If no contact is available during the session, make the child comfortable and warm in the quiet corner on a cushion and continue to monitor the child. A drink of water will be offered.
- The other children will be asked to be as quiet as possible and to “look after” the child.
- The Supervisor will continue to try and establish contact with parent/carer and other named contacts.
- One staff member will be responsible for keeping an eye on the child and monitoring the illness.

We feel that this procedure is sufficient for most common illnesses until the parent/carer collects the child. If however the child seems very ill we would make no hesitation to phone for medical assistance such as a doctor or ambulance. Should this be the case a member of staff will escort the child at all times.



Intimate Care



In intimate care situations, the child's safety, dignity and privacy are of paramount importance. Children requiring intimate care will be treated respectfully at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

FISH staff who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

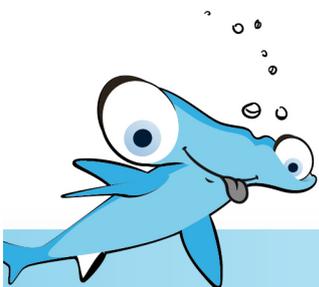
Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

Best practice

When intimate care is given, the member of staff will explain fully each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is a good idea for two members of staff to share the care between them. In this way the child should not become overly dependent on a single member of staff, and is less likely to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.





Our settings have good policies in place that promote safe recruitment, together with regular supervision, and sound safeguarding and intimate care procedures, the child's need for consistent care should not be compromised if only one member of staff provides the intimate care.

Protecting children

Staff are familiar with the Local Safeguarding Children Board booklet *Recognising The Signs Of Child Abuse* and with the DfE booklet *What To Do If You Think A Child Is Being Abused*, and will follow the guidance in they contain.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or designated CPO (child protection officer) immediately. The **Safeguarding Children** policy will then be implemented.

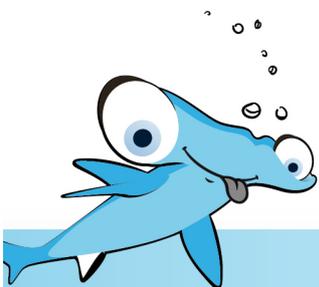
Should a child become unhappy about being cared for by a particular member of staff, the manager will look into the situation and record any findings. These will be discussed with the child's parents or carers in order to resolve the problem. If necessary the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

Dealing with blood and body fluids

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

Staff at all FISH breakfast, afterschool and holiday clubs will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.



Administration of Short Term Medicine



We will only administer medicines in the setting that have been prescribed by a doctor, and must be in their original bottle and package, with the date and dosage clearly visible. A designated person will be responsible for the administration of medicine.

A New Form should be completed for each new treatment. Under no circumstances should this form be used a “Blanket Permission”.

Name of Child:

Reason for and type of medicine to be administered:

Medicine Batch Number/ Date of Expiry

Date of Medication to be commenced:

Date of Medication to be ceased:

Print Name:

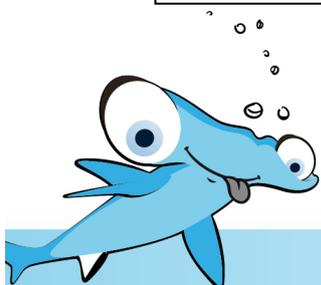
Signature of Parent/ Carer:

Date:

Print Name:

Signature of Playleader/Supervisor

Date:



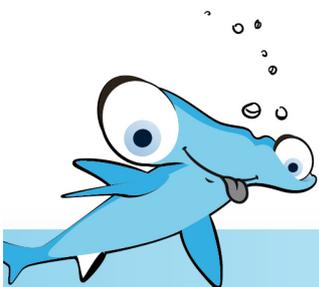


Type of Medicine:

Time and Required Dosage

Date & Time medicine previously administered by parent/carer	Signature of Person who administered Medicine	Date & Time, Medicine administered by F.I.S.H Staff.	Parent Counter Sign

Countersignature of Parent/Carer:



ADMINISTRATION OF LONG TERM MEDICINE



We will only administer medicines in the setting that have been prescribed by a doctor, and must be in their original bottle and package, with the date and dosage clearly visible. A designated person will be responsible for the administration of medicine.

A New Form should be completed for each new treatment. Under no circumstances should this form be used a "Blanket Permission".

Name of Child:
Reason for and type of medicine to be administered:
Medicine Batch Number/ Date of Expiry
Date of Medication to be commenced:
Date of Medication to be ceased:
Print Name: Signature of Parent/ Carer: Date:
Print Name: Signature of Playleader/Supervisor Date:
Review Date:



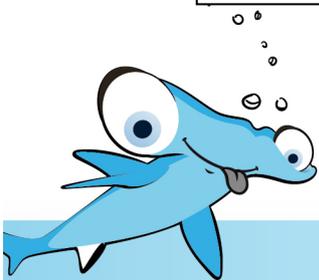


Type of Medicine:

Time and Required Dosage

Date & Time medicine previously administered by parent/carer	Signature of Person who administered Medicine	Date & Time, Medicine administered by F.I.S.H Staff.	Parent Counter Sign

Countersignature of Parent/Carer:



DBS Policy & Protocol (Administrative process)



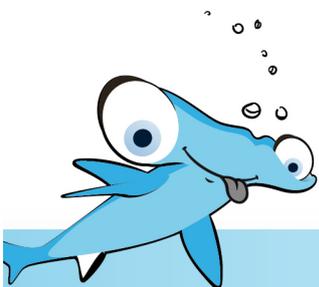
It is FISH Kids policy that all staff and volunteers either working directly with children and young people, who communicate by means of the telephone or other forms of electronic communication, or who have access to a database under section 12 of Children Act 2004 (Contact Point), have satisfactory Enhanced CRB checks and references **prior to** appointment and are subject to appropriate re-checks.

1. Where applicants are successful at interview / selection, they are issued with a conditional offer of a place on the programme. One of the specified conditions is a satisfactory enhanced Criminal Records Bureau check.
2. If an applicant does not agree to a CRB check or refuses to supply further information regarding a positive CRB check (as detailed in the procedures below), then the application will not be allowed to proceed. The F.I.S.H. club manager for the setting will initiate the appropriate communication to the applicant and withdraw the offer of a place.
3. The applicant is sent a DBS Disclosure Application form, which they must complete and return to;

Fish Club Manager
Apple Blossom House
Cheriton Fitzpaine
EX17 4JN

with appropriate documents to confirm their identity (i.e. passport and/or photo driving licence; birth certificate; marriage certificate – if applicable).

4. The completed form and ID documents are checked and verified by the Recruitment Manager (Sarah Jones), who then countersigns the CRB form, which is then forwarded to the CRB. ID documents are returned to the applicant.
5. If the CRB disclosure is returned clear, a note is made to that effect on the applicant's record and the candidate is notified in writing.
6. Where a positive CRB disclosure is received, the Recruitment Manager for the FISH will write to the applicant for further information regarding the nature of the offence(s) and the circumstances surrounding it.





7. Having a criminal record does not automatically debar someone from working with children or vulnerable adults unless they fall into one of the categories covered in the paragraph 8 below. Neither does the disclosure of soft data.

In circumstances where the Enhanced DBS check reveals hard and/or soft data the 'trace' is notified and it is the FISH Recruitment Manger and Owners responsibility to undertake a thorough risk assessment to determine whether or not it is safe to appoint or for re-checks to continue to employ the person concerned.

8. **Automatic Debarring from Employment**, under the Protection of Children Act 1999 and the Criminal Justice and Courts Services Act 2000 it is unlawful for Fun in School Holidays (FISH) to employ persons, regardless of any mitigating circumstances who may have regular contact with Children who are either:

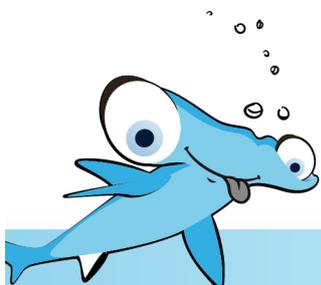
- Included on the list maintained by the Secretary of State for Health of people judged to be unsuitable to work with children

Or

- Subject to a disqualifying order made on being convicted or charged with the following offences against children:
 - murder
 - manslaughter
 - rape
 - other serious sexual offences
 - grievous bodily harm
 - other serious acts of violence

9. Apart from cases covered by paragraph 8 above, having a criminal record must not automatically bar a person from employment. Employers are required to consider whether 'the conviction or other matter revealed is relevant to the position in question.'

Employers must look at both the job and the person and weigh up whether there is a risk to the service user(s) against possible safeguards and precautions. Remember our foremost duty is the safety of our children, young people.



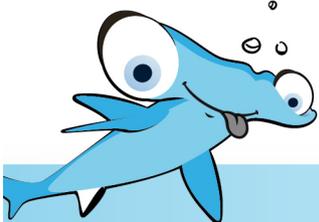


In addition the following examples, whilst not exhaustive, can be used as guide:-

- Sexual offences against a child – Offer of employment should not be made.
- Other sexual offences - the circumstances, age of the conviction, the type of job they are to be doing and the specific duties and the client group they are working with. If any doubt an offer of employment should not be made.
- Recent serious violent crimes and supply of drugs, or a pattern of possession which is recent would usually result in an offer of employment not being made.
- One off possession of cannabis, especially if some years ago - offer of employment would usually be made.
- Any convictions for theft, fraud, criminal damage etc are taken more seriously if the person has access to money, equipment or property or works in people's homes. An offer of employment would depend on the circumstances and the age of the conviction.
- Drink driving and other driving offences where driving/escorting children or vulnerable adults is a requirement of the job – offer of employment would not usually be made
- One off drink driving offence where driving/escorting children or vulnerable adults is a requirement of the job and where the appointing officer is happy there is no longer an issue - offer of employment would be made.
- One off minor violence, which can be explained, employment is usually offered but will depend on what the job is and the person's attitude towards the offence.

The following factors are considered in coming to a decision:-

- The nature and number of offences.
- Whether the conviction, caution or reprimand was disclosed.
- The degree of risk posed to patients.
- The circumstances surrounding the offence.
- The time, which has elapsed since the offence.
- Employment/study records since the offence.
- The nature of the references supplied for the applicant.

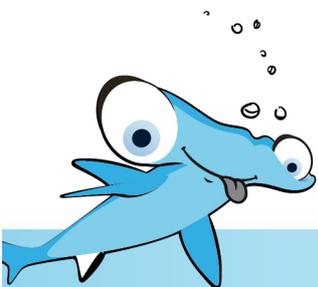




10. Where a decision is made to accept the applicant following positive DBS disclosure, the applicant will be notified in writing.
11. Where an applicant is rejected on grounds of a positive CRB check, the Recruitment Manager for FISH will initiate the appropriate communication to the applicant and withdraw the offer of a place.
12. Where an applicant resides outside the United Kingdom, it will not be possible to obtain a CRB disclosure. Therefore, they will be asked to nominate a person in authority, who can provide a testimonial on their behalf.
13. Where a CRB disclosure is obtained for an applicant who has resided in the UK for less than five years, a Testimonial will also be sought from a person of authority in the country where the applicant previously resided.
14. Where Additional Information is received by separate post about an applicant, this will be referred unopened to the Recruitment Manager for discussion with the owners. Under no circumstances will the existence of the information or its content be divulged to any third party, including the applicant. To do so carries a criminal penalty of up to £20,000 fine or five years in jail. It should be noted that Additional Information is exempt from the Data Protection Act 1998 and the Freedom of Information Act 2001 and cannot therefore be disclosed on request.

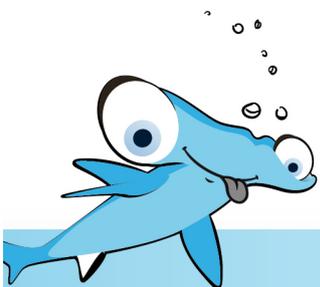
DBS Secure Storage Policy

1. Fun In School Holidays complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure Information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.
2. In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties.
3. Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.





4. During the Admissions Process: DBS declarations and all related correspondence will be filed in the Applicant file and will only be available to administrative staff in the Recruitment Team (usually the Interviewing panel).



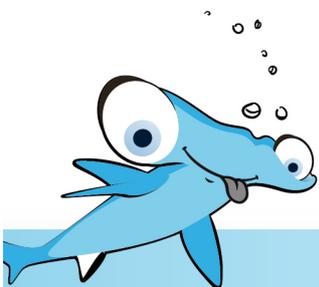
COMPLAINTS PROCEDURES



At Fish we have an open door policy when it comes to complaints, constructive criticism and further ideas on how we can make our child care facility excel further. If a parent has a complaint about some aspect of the club's activities or about a member of staff, it will often be possible to resolve the problem by speaking to the person concerned or the Play Leader on duty. If you feel that the complaint is of a more serious nature, or you felt that not enough is being done about a previous complaint please feel free to call Daniel Baxter or Sarah Jones direct at any stage, or make an appointment to visit

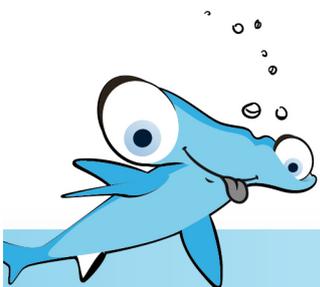
At the end of each session a play leader will sign out your child and give a brief summary of the day's activities, any accidents or incidents parents are encourage to flag any concerns or complaints at this point.

1. Following any complaint either verbally or written a holiday club "complaint, comment, compliment form" (verbal complaints must be noted in writing by a member of F.I.S.H staff).
2. The person who has complained will be contacted in 24hrs (where Possible) and no later than 3 days by Daniel, Sarah, or the supervisor. A meeting will be arranged with 14 days with the supervisor. If the person with a complaint would like another person present such as a friend or family member this is acceptable. The Holiday club representative will take notes during the meeting to be signed by all present. If the complaint is about a member of staff, such as abuse or neglect the staff member will be suspended until a full investigation by Dan or Sarah. Social services and Ofsted will be informed.
3. If the person who has complained is not happy with the outcome of the meeting they can contact the club or inform a Holiday Club representative at the initial meeting and a further meeting will be arranged with the Holiday Club Owners. Again minutes will be taken and signed by all present.
4. If the outcome is not satisfactory Social Services or Ofsted will be contacted and their assistance requested. All complaints will be dealt with confidentiality and with thought and discretion. All comments both negative and positive are valued by our Holiday Club





Every year we will send out an evaluation form to parents and staff. This gives parents, children and F.I.S.H holiday staff an opportunity to contribute to the future development, feedback and suggestions. This information is used to plan for the next holiday club, provide new equipment, new activities and goes towards providing the service parents would like from our holiday club. If you have any suggestions then please don't hesitate in contacting Dan, Sarah or F.I.S.H Holiday Staff as we are always willing to listen



HOLIDAY CLUB KIT LIST



Essential

- Ⓢ Sun Screen
- Ⓢ Sun Hat
- Ⓢ Waterproof Coat
- Ⓢ Trainers (or shoes that are comfortable to run around in. NO Heely's)
- Ⓢ Packed Lunch with Ice Pack (No Nuts or food that may contain nuts)
- Ⓢ Two Pieces of fruit or a healthy alternative for morning and afternoon break
- Ⓢ Water Bottle (There will be opportunities to fill up their water bottle throughout the day)
- Ⓢ Swimming Kit (Armbands or Backfloat if needed)
- Ⓢ Towel
- Ⓢ Spare Change of Clothes
- Ⓢ Named Inhalers if needed (in a small bag/ pocket – to be kept on a child at all times)
- Ⓢ Any other medication to be given to the staff (with Health care plans, Administration Consent Form, 2 photos of the child)
- Ⓢ FISH T'shirt (on trip days)

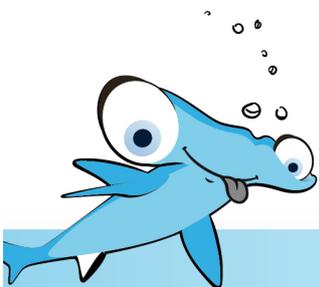
Desired

- Ⓢ Wellington Boots
- Ⓢ F.I.S.H Holiday Club T'Shirt (essential for trip days)

Please do not Bring

- Ⓢ Any electrical games
- Ⓢ Mobile Phones
- Ⓢ Any sharp objects that may cause injury
- Ⓢ Cameras
- Ⓢ Any substances that may contain nuts (Even if your child does not have an allergy, some other children may react to being in close proximity to nuts).

Please ensure that your child comes to the holiday club dressed suitably for the weather. If children wish to bring a small toy or teddy bear this needs to be at their own risk. Children are responsible for them through their time at the holiday Club.



BREAKFAST & AFTER SCHOOL CLUB KIT LIST



Essential

- Ⓢ Sun Screen
- Ⓢ Sun Hat
- Ⓢ Waterproof Coat
- Ⓢ School Bag, Uniform
- Ⓢ Pack lunch for School
- Ⓢ Spare Change of Clothes
- Ⓢ Named Inhalers if needed (in a small bag/ pocket – to be kept on a child at all times)
- Ⓢ Any other medication to be given to the staff (with Health care plans, Administration Consent Form, 2 photos of the child)

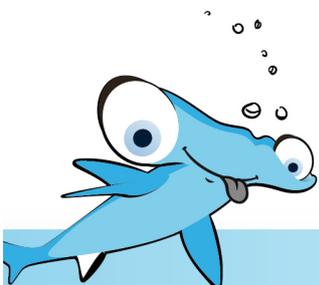
Desired

We want children to feel comfortable while they are at the after school club, we are happy for children to get change into their own clothes after school.

Please do not Bring

- Ⓢ Any electrical games
- Ⓢ Mobile Phones
- Ⓢ Any sharp objects that may cause injury
- Ⓢ Cameras
- Ⓢ Any substances that may contain nuts (Even if your child does not have an allergy, some other children may react to being in close proximity to nuts).

Please ensure that your child comes to the breakfast club ready for school, and with all the equipment they need for their school day.



OUTDOORS POLICY



At FISH we feel that it is important to make the most of the nice weather as well as the not so nice weather. All children will have the opportunity to play outside, taken out for walks to the park, visit the nature areas everyday and parents will be encouraged to bring appropriate outdoor clothing for the child.

At FISH we will assume that if your child is well enough to attend, they will be considered well enough to have fresh air.

During snowy weather children will have the opportunity to play in the snow, please ensure that they are wearing suitable clothing

This policy will be adhered to in all but extreme weather conditions.

