

LADY K CARE AND PLAY POLICIES

Updated/Reviewed: November 2017

Input/comments from:
Two Care & Play parents
All Care & Play staff

Ratified by Governors of the ACM Committee
Discussed at meeting on 29th November 2017

Next Review: November 2018

ADMISSIONS

Aims

We aim to provide an inclusive environment which caters for the needs of all children, including:-

- Children from all religious and social groups
- Children from all cultural and ethnic groups
- Children with, or without disabilities

Admissions Criteria

The Admissions Policy adopted by Lady K Care and Play is based on the following rules:-

- Children on the school roll or who have applied for a school place
- Siblings of children on roll at Lady Katherine Leveson Primary School
- Children between the ages of 2 and 4 for admission into Lady K Care and Play sessions
- Ethos
- Children who will benefit from a placement due to family circumstances.
- First come, first served

Our School has a Christian heritage and community.

NB: Children designated disabled, or disadvantaged, will be considered for a place, according to their individual circumstances and the ability of Lady K Care and Play to provide the necessary standard of care.

Availability of places

The availability of places will take into account staff/child ratios, the age of the child and the registration requirements.

Children who are young in their year will not be disadvantaged.

Registration

Before a child can be left in the care of Lady K Care and Play, parents must complete the Child Information Record/Medical Information Form and an Agreement form. These will be given to all parents who express an interest in any Lady K Care and Play provision.

AIMS AND OBJECTIVES STATEMENT

Our **aim** is to provide good quality childcare.

We want our children to feel happy and secure in a relaxed and anti-discriminatory atmosphere, where they can establish good relationships, learn practical skills and build their self-esteem.

APPOINTMENT OF STAFF

The need for and role of a new member of staff will be agreed by the Extended Services Manager/Head Teacher, in consultation with the Admissions, Childcare and Marketing Committee and the Bursar.

Advertisements will be posted, as appropriate, stating:

- Outline of role
- Necessary qualifications
- Job Description
- Person Specification
- Closing date for applications

- Date of interviews
- Commitment to safer recruitment

Interview panel will be agreed and will decide:

- Short listing procedure
- Short list
- Format of interview
- Interview questions

Any candidate not short listed will be informed.

References for those candidates short listed will then be contacted.

Following the interviews, unsuccessful candidates are entitled to feedback from a member of the interviewing panel.

It is our policy to adopt a fair policy of equal opportunities for all candidates.

The successful candidate will be requested to write a letter in response to their written job offer, confirming their wish to take up the position. They will also be expected to fill in the "New Employees Pack", which contains, among other forms, a DBS check form. (**No unsupervised contact with children allowed until DBS check completed/received**).

The LEA will be informed of the appointment and will arrange contracts.

It is the responsibility of a new member of staff, any member of staff, to inform the Head Teacher of all convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children at any time during their employment with Lady K Care and Play.

The Bursar/Head Teacher will arrange induction and Performance Management processes.

ARRIVAL AND DEPARTURE OF CHILDREN

It is the policy of Lady K Care and Play to give a warm welcome to each child as they arrive at any of the sessions offered.

On arrival at school, Parents/Carers are asked to ensure that their child has entered the room, that a member of staff has welcomed them and marked their time of arrival on the Register. It is the responsibility of Parents/Carers to sign their child in on the Register. Children are encouraged to organise their belongings, with the support of their parents/carers. Parents/Carers are welcome to speak to a member of staff, although we request that only important matters are discussed at this time as the staff's priority is the children.

If a Parent requests that their child be given medicine, they must ensure that the appropriate form has been completed and is up to date.

Any messages should be recorded in the message book and passed on to the appropriate member of staff or parent by the member of staff who took the message.

Children attending After School Club will be collected by a member of staff from the school playground at the end of the school day, where they will be waiting with their teacher. A member of After School Club will register the children, while additional members of staff will assist settling children into a variety of activities available.

At the end of any session, children going home will be handed over to their Parent/Carer. For Morning, Lunch and Afternoon Club, Parents/Carers are required to sign their child out on the register, along with a note of the time.

Please ensure you are prompt to arrive at the end of a session, as it can be upsetting for children if they are the last to be collected. If, due to unforeseen circumstances, you are delayed, please contact Care and Play on 01564 772 020 as soon as possible, so that we may reassure your child that you are on your way. Please refer to the Terms and Conditions regarding late collection charges.

A child will NOT be allowed to leave any session with anyone other than the expected person, without written permission. In extenuating circumstances, a phone call to school will be accepted as notification. This call will be noted on the Register and kept on record. **A password will be required.**

BEHAVIOUR

At Lady K Care and Play we model, encourage and reward positive behaviour at all times.

We endeavour to promote a calm, happy and respectful environment. However, the provider and staff are alert to instances of inappropriate behaviour and children are encouraged to report such instances. It is our policy to refer to the behaviour observed as inappropriate, not the child.

If a child's inappropriate behaviour affects another child, e.g. pushing, hitting, biting, being unkind, the following procedures will be adopted:

1. A member of staff will intervene to stop the behaviour immediately.
2. The child behaving inappropriately will be spoken to first to establish: What they did; Why they did it; What they felt like when they did it/how they would feel if it was done to them; What was unacceptable about the behaviour and why; Reinforce and encourage good behaviour, such as apologising for their actions; Discuss other methods of solving the problem or issue.
3. The child who is the object of inappropriate behaviour will be spoken to, in order to establish: What happened to them; Why it happened; What they felt like, reassuring them as appropriate; If it had happened before; Discuss ways to cope if it were to happen again.
4. Both children will be brought together to discuss what happened and why. Both children's feelings will be taken into consideration.
5. On occasions, where mess has been made, or something has been taken, the child will be required to tidy up/give back the property.
6. The children's Parents/Carers will be informed, if this is considered appropriate, and a written record kept on an Incident/Accident Form.
7. The Parents/Carers and staff will be expected to work together to positively reinforce good behaviour.

The above procedures may be adapted/changed slightly in order to meet the needs of children with limited communication.

COMPLAINTS

Lady K Care and Play aim to provide an excellent level of service for both children and Parents using their facility.

However, if any Parent/Carer should have cause for complaint, they should, in the first instance, discuss the matter with the Extended Services Manager/Head Teacher or Supervisor.

The Extended Services Manager/Head Teacher or Supervisor will investigate any complaint and report back to the Parent within three working days, following notification of the issue.

It is hoped that by raising your concerns and following discussions with the staff, that any problems can be resolved.

If the matter is not satisfactorily resolved, Parents/Carers have the right to raise their concerns with the Admissions, Childcare and Marketing Committee of the Governing Body.

If the complaint is still not resolved to the satisfaction of all involved, it can be referred to Ofsted who will investigate, although it should be noted that this course of action is reserved for only the most serious of issues.

Ofsted address/telephone number:

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Tel: 0300 123 1231 (General Enquiries) or 0300 123 4666 (About concerns)

Lady K Care and Play

School DfE Number: 3343312

School URN Number: 104095

EDUCATIONAL WALKS/ACTIVITIES

To enrich the children's outdoor learning experience, and to take advantage of our beautiful, historical and interesting surroundings, the children will often visit the church, woodland, stream, school field and immediate surrounding area. Staff/children ratios strictly adhered to.

EQUAL OPPORTUNITIES

Aims

- It is our aim to treat each individual as a person in their own right, whether they are a child or an adult.
- There will be no discrimination due to age, gender, disability, sexuality, religion, family, status, family means, colour or political beliefs.
- It is our aim to promote, within Lady K Care and Play sessions, an awareness of the rich diversity of our multi-racial society.
- All children and staff will be respected and their individuality and potential recognised, valued and nurtured.

Commitment of Lady K Care and Play Staff

- To encourage positive role models through their choice of resources, which promote non stereotyped images.
- To develop an environment which is free from prejudice and discrimination.
- All children will be encouraged to join in a wide range of activities suitable to the Club attended and the ages of the children.
- Children will be encouraged to explore, acknowledge and value similarities and differences between themselves and others.
- Staff will ensure that projects and activities are both accessible and relevant to all the children.

Discriminatory behaviour and remarks

These are unacceptable.

Any apparently discriminatory behaviour or remarks will be challenged by a member of staff. We aim to be sensitive to the feelings of those involved and to help those responsible to both understand and overcome their prejudices.

Any discriminatory behaviour or remarks will be recorded and then referred to the Head Teacher and the Parents of the children involved.

FIRE/FIRE DRILL

Fire drills are held regularly on rotation to ensure that all Clubs are covered.

Staff procedures agreed in the event of a fire or fire drill:-

Manager of the session will lead all children onto the playground, along with the Register.

Assistant will check area for children and join Session Manager on the playground.

Muster Point for Care and Play: Playground (Friendship Stop bench)

FIRST AID BOX – CONTENTS

First Aid provisions are kept and maintained by Miss Ensor in the School Office.

In addition, Care and Play has their own First Aid box containing essential items.

HEALTHY EATING

Aims

Meal times should be an enjoyable, social occasion for all the children and the staff alike.

General procedures – Preparation

- The children will be encouraged to use the toilet before meals/snack-time.
- The younger children will be supervised as they wash and dry their hands.
- The children will collect their food from the serving hatch, where appropriate.
- The children will be asked to sit at the table.

General Principles

- Individual dietary requirements will be respected.
- Cultural differences in eating habits will be respected.
- Healthy, balanced meals will be provided either by the school cook or staff at Breakfast and After School Club.
- Healthy, balanced snacks will be provided e.g. fruit, milk and water.
- Quantities will take account of the age and appetite of the children.
- Children who are not on special diets will be encouraged to try all the foods available.
- **Any child showing signs of distress will have food removed from them, without any fuss and this will be discussed with their Parent/Carer.** All staff should follow this.
- Food is stored in a fridge, in appropriate containers.
- Food Safety Due Diligence forms completed daily for all sessions (fridge temperature recorded).
- Food Safety Training is undertaken by all staff who are involved with the preparation of food.
- **Ofsted will be notified, within 14 days, of any food poisoning affecting two or more children.**

Routines

- The children sit in a group around the table.
- Where appropriate children are encouraged to use cutlery.
- Children are encouraged to find and move their name once they have had their snack.
- Children and staff are expected to say "Please" and "Thank you".

- Children will be encouraged to articulate their thoughts about the foods they are experiencing and to converse with the children either side of them.

HEALTH AND SAFETY

Aims

To ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve the above we aim to actively work towards the following objectives:

- To establish and maintain a safe and healthy environment.
- To establish and maintain safe working procedures with both staff and children.
- To ensure the provision of sufficient information, instructions and supervision to enable all staff and children to avoid hazards.
- To ensure that all staff have access to appropriate training.

Safety precautions

- Children must never be left unattended.
- Supervision must be maintained during indoor and outdoor activities and members of staff should pay attention to safety considerations.
- All equipment and furniture must be regularly checked for damage and appropriate action taken.
- Fire drills must be practiced regularly. All exits and entrances must remain clear of obstacles.
- Critical Incident drills must be practiced regularly.
- Children who are ill cannot be accepted for any session. Children who become ill during a session must be cared for and the appropriate action taken. Parents/Carers will be informed as soon as possible.
- Any accident and/or incident must be entered on the appropriate form. Parents/Carers must sign the original form and a copy is sent home. Two members of staff should sign entries on the Incident/Accident form.
- A review of accident forms takes place regularly and any corrective measures put in place. Immediate action taken if deemed necessary.
- **Ofsted/local child protection agencies will be notified, within 14 days, of any serious accident, illness or injury of any child in our care and of the action taken.**
- Procedure to follow in the event of a child having an accident whilst in our care and needing to go to Hospital by car:
 - 1) Phone parent
 - 2) Phone school office – send up extra staff/support.
 - 3) If parent is unable to attend, call 999 and seek advice.
 - 4) If an ambulance is required, follow from point 4 below.
 - 5) Follow up call to parent.

Procedure to follow in the event of a child needing urgent medical assistance and an ambulance is required:

- 1) Phone for an ambulance.
 - 2) Phone parent.
 - 3) Phone school office – send up extra staff/support.
 - 4) A member of staff to go in the ambulance with the child if the parent hasn't arrived.
 - 5) Once parent arrives at the hospital member of staff to leave hospital and return to school by taxi (ask for a receipt and claim money back).
 - 6) Follow up call to parent.
- Staff should be aware of the signs of child abuse to look out for and take the appropriate action if they suspect anything.

- Children will be encouraged to play fairly, to share and be considerate to each other and follow the session rules.
- Good personal hygiene will be encouraged.
- Staff must be appropriately dressed for their duties, in line with School dress code.
- Children must be appropriately dressed for the weather conditions, activities and off site educational activities, e.g. walk to the Church or woods.
- All medication and hazardous materials will be locked away (see Sickness & Medication).
- **Children will only be allowed to go home with a designated person aged 18 or above.**

INDOOR FOOTWEAR

Parents requested to send their child into Care and Play with suitable indoor footwear.

LOST CHILD

Our children's safety and well-being is of the highest importance whilst they are in the care of Lady K Care and Play.

Every due care and attention is given to the children and all sessions operate in a secure environment with an appropriate child/adult ratio. However, in the unlikely event of a child going missing whilst in our care, the session Manager will inform appropriate members of the school staff and search the immediate area, including classrooms, cloakrooms and toilets. Other adults will be asked to search further areas, such as school grounds, adjacent roads and lanes for a period of 5 minutes. The Assistant should stay in Wheatley House with the other children in the session.

If the child has not been found during this time, the session Manager will contact:

- The Head Teacher or Deputy Head Teacher.
- The Police – dial 999.
- The Parent/Carer.
- The session Manager will carefully record the details of where the child was last seen, by whom and at what time.
- The Chairperson of the Governor's Admissions, Childcare and Marketing Committee, as soon as possible.

Following the incident, and as soon as practical, the session Manager must write a report of the incident, gathering as much pertinent information as possible from those people involved. This must be submitted to the Admissions, Childcare and Marketing Committee and the Head Teacher and there will be a comprehensive review of the current procedures.

Ofsted will be informed of the incident immediately.

MOBILE PHONE AND CAMERA USE (safeguarding of children)

Lady K Care and Play does **NOT** allow the use of personal cameras or mobile phones within the setting.

Staff mobile phones should be left in lockers or with the Office Manager.

Visitors should be made aware of our policy and be asked to switch off their mobile phone (or put on silent) and told not to use it whilst in the setting.

In case of emergencies or visits and outings, school mobile phones should be used.

Only school cameras should be used to record children's learning and development. Consent will be sought from Parents/Carers for photographs to be taken and used in records, displays and celebration events. All photos will be downloaded onto school computers.

MONITORING WITHIN CARE AND PLAY

Monitoring forms part of Care and Play's on-going audit, with a view to reflecting and improving on practice and as a consequence the service that we provide. Monitoring covers:

- Staff supervision between all members of the team.
- Environment and Resources audit.
- Planning scrutiny.
- Parent/children feedback forms.
- Moderation of learning judgements.

NAPPY CHANGING

- Nappies and wipes should be provided by parents.
- In an emergency some nappies are kept in Care and Play and can be used if parental consent has been given.
- Parents to complete consent forms giving permission for Care and Play staff to change their child's nappy.

PARENTS' EVENINGS

Parents' Evenings are held (in line with school dates) where a relaxed discussion takes place with parents about their child's progress to date and to share next steps in learning.

PARTNERSHIP WITH PARENTS/CARERS

The staff and Committee of Lady K Care and Play value our relationship with Parents and Carers and are committed to working in partnership with them to provide top quality play and care for the children.

We welcome visits from Parents/Carers.

We undertake to:-

- Welcome Parents/Carers to discuss our work, have a chat or take part in our activities.
- Keep them informed of our opening times, fees and charges, programme of activities, procedures.
- Be consistent and reliable, allowing Parents/Carers to plan their time with confidence and peace of mind.
- Share and discuss the children's achievements, experiences, progress and friendships.
- Ask permission to take the children on outings and for special events.
- Listen to the views and concerns of Parents/Carers to ensure that we continue to consider and react to their needs.

Confidentiality

It is a legal requirement for Lady K Care and Play to hold information about the children. The information is used for registers, invoices and emergency contacts. This information is kept in a locked cabinet when not in use and only accessed by Lady K Care and Play staff.

The staff, through their close relationship with the children, will inevitably learn about the children's families. This information is confidential and parental permission will be sought before it is released. Likewise, everyday incidents and conversations that occur during our sessions are also considered confidential. However, there may on occasion be the need to share with other staff e.g., Head Teacher or Deputy Head.

If a child is considered at risk, the Child Protection Policy will override confidentiality.

PROGRESS CHECK REPORTS

Progress Check Reports, covering all seven areas of learning, are produced between the age 2 and 3.

Next step reports, in the three prime areas of learning, are produced half termly.

SAFEGUARDING CHILDREN

Solihull Multi Agency Safeguarding Hub (MASH) Tel: 0121 788 4333 or out of hours 0121 605 6060

Mash is a multi-agency, integrated working, intelligence led, for safeguarding.

It is the aim of Lady K Care and Play to provide a safe and secure environment in which children can thrive and develop and where all aspects of their welfare will be protected.

- Lady K Care and Play will minimise the situations in which the abuse of children might occur by ensuring that only those people whose suitability has been checked and verified have unsupervised access to the children being cared for.
- Any child attending a session run by Lady K Care and Play and anyone acting on behalf of such a child, may complain to the management about any aspect of the service they receive. For details, please see the written Complaints Procedures.
- Any child attending Lady K Care and Play may disclose to a staff member any abuse they may be suffering elsewhere in their lives and staff will be vigilant for the signs of abuse.
- Any indications that a child may be suffering from abuse will immediately trigger Lady K Care and Play's Child Protection Procedures. These procedures are consistent with good practice guidelines of LSCB (Local Safeguarding Children Board).
- Staff recruitment procedures will follow a systematic selection process designed to assess the applicant's suitability for the post and to work with children.
- Nappy changing is carried out in an open area where another member of staff is present.

Child abuse happens to children of both sexes, at all ages and in all cultures, religions, social classes and both to children with or without disabilities. It is important that allegations are always taken seriously and never dismissed without proper consideration. Detailed below are some indicators of possible abuse, however it is important to recognise that it is essential to assess the whole child, rather than which category the child falls into.

Physical abuse	Signs of physical injury.
Sexual abuse	Often indicated through: words; play; drawing; inappropriate knowledge of adult sexual behaviour; preoccupation with sexual matters.
Emotional abuse	Caused by persistent or severe ill treatment or rejection, has a severe adverse effect on the behaviour and emotional development of the child.
Neglect	Exposure to danger, cold, or starvation, resulting in the impairment of a child's health and/or development, including the failure to thrive.

The staff at Lady K Care and Play develop special relationships with the children in their care. Often, children will feel comfortable to confide in them and it is therefore important that they are aware of the action to take, following any disclosure or suspicion of child abuse.

All members of staff are **expected** to attend school based INSET training every year.

Procedures following suspected child abuse

- Any member of staff who suspects abuse should speak to the Designated Member of Staff (DSL).

- Strict confidentiality must be observed at all times.
- A written record should be completed on My Concern at the earliest opportunity.

Procedures following an allegation against a member of staff

The Extended Services Manager/Head Teacher will take allegations against a member of staff or volunteer seriously.

The allegation should be reported to the Extended Services Manager/Head Teacher, unless that person is the subject of the allegation, in which case it should be reported directly to the Local Authority Designated Officer (LADO).

We will seek advice from the LADO in all instances of allegations against a member of staff, for example when and how to inform parents of an allegation.

LADO Contact details: Simon Stubbs on 0121 788 4310

Checklist for action

All members of staff, volunteers, parents, members of the Admissions, Childcare and Marketing Committee of the Governing Body should be aware that:-

- Any member of staff who suspects abuse should speak to the DSL at the earliest appropriate time, who will if necessary contact Social Services. Mobile telephone numbers are kept on file if needed.

MASH Referral and Advice Team 0121 788 4333 or out of hours 0121 605 6060

- In circumstances where a child volunteers/discloses information about abuse, listen carefully to what the child has to say but DO NOT QUESTION HIM/HER.
- It is not the responsibility of the member of staff to investigate the abuse. Staff should keep **accurate** records of their observations and of anything said to them by the child, or others in connection with the suspected abuse. It is always important to listen to the child.
- Record details on My Concern.
- Strict confidence must be maintained at all times, anyone being informed on a need to know basis.
- It is important, from the outset, to make sure that the child understands that the member of staff may not be able to keep the child's disclosure confidential.
- Parents will be kept informed, by the appropriate member of staff, where relevant and safe to do so of any concerns or allegations of abuse.
- **Ofsted will be informed, within 14 days**, of allegations of serious harm or abuse by any person working or looking after children at Lady K Care and Play and of the action taken in respect of these allegations.

The Designated Members of Staff (DSL) for Safeguarding Children are documented on My Concern and are displayed in the setting.

Mobile telephone numbers are kept on file if needed.

NOTE: School Child Protection/Safeguarding Policy and Procedures can be found in the staff room on the Safeguarding Board.

KEY DOCUMENTS for staff to read and become familiar with:-

Keeping Children Safe in Education
Working together to Safeguard Children
Prevent Duty
Channel Duty
Use of Reasonable Force

SICKNESS AND MEDICATION

Sickness

The staff at Lady K Care and Play will not generally accept a child who is ill upon arrival at school.

We are unable to administer any form of medication e.g., Calpol, without written parental permission.

Sick children should not attend a session and should notify the session Manager, as soon as possible, of their absence.

Any child/member of staff who has suffered from a contagious disease must not attend any session until such time as the disease is no longer contagious (see guidelines).

Any child/member of staff who has had sickness and/or diarrhoea must be absent from school for 48 hours from the last episode of either vomiting or diarrhoea.

Staff Sickness

If a member of staff is sick and not able to attend work the procedure to follow is:

- 1) Call Simon Russell on landline or mobile an hour before you are due to commence work.
- 2) Call Michelle Pitt on landline or mobile an hour before you are due to commence work.
- 3) The member of staff off sick should then call into school before 3pm to tell us if they are returning or not the following day.

Medication

Children taking antibiotics - any medication that is administered by staff can only be given if the appropriate parental permission and instructions have been given to the session Manager. Only trained and permanent members of staff will administer medication. Any medication administered must be recorded on the appropriate form. Forms can be found in the Care and Play office.

Staff taking medication should seek medical advice in order to ascertain that the medication is unlikely to impair their ability to look after children. (As per the Statutory Framework practitioners must not be under the influence of alcohol or any substance which may affect their ability to care for children. If practitioners are taking medication which may affect their ability to care for children, those practitioners should seek medical advice. Providers must ensure that those practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly.)

In an emergency, e.g., asthma attack, a child may be supervised whilst using their inhaler.

In order to enable storage (Care and Play office) of inhalers or agreed regular medication the session Manager must be in receipt of the appropriately signed and up to date medication form.

Consultations will be made with the school nurse and health visitors and a health medication plan drawn up should a child require regular or emergency medication, such as for allergies, asthma, pain management etc.

Storage

All forms of medication for children and staff are kept in the Care and Play office (no children are allowed access to the office). If applicable, the fridge in the Care and Play kitchen may be used, as no children have unaccompanied access to this area.

Training

Regular staff training is undertaken in Paediatric First Aid and Epi-Pen use. More specialised training is organised, in consultation with medical professionals and Parents, if a child attends Care and Play with long term medical conditions e.g., epilepsy training.

SPECIAL NEEDS POLICY AND PROCEDURES

Aims

Lady K Care and Play aims to have regard for the DfES Code of Practice on Special Educational Needs and also the guidelines supplied to private and voluntary providers of pre-school education.

- We aim to provide a happy experience, along with appropriate learning opportunities for all children.
- We are committed to the integration of children with special educational needs and the promotion of a positive image.

Procedures

- Children with special educational needs, like all other children, are welcome at Lady K Care and Play sessions after consultation between their Parents and the Admissions, Childcare and Marketing Committee of the Governing Body.
- We aim to provide for the developmental needs of each child within the group.
- All children, irrespective of their special needs, are encouraged wherever possible and appropriate, to participate in all the group's activities.
- Careful observation and liaison/discussion with Parents enables us to monitor children's needs and progress on an individual basis.
- The needs and progress of the children who have special educational needs are monitored by the schools Special Needs Co-ordinator and, when appropriate, outside agencies.

Parental Participation

- Staff work closely with parents of all children in the group to ensure that:-
 - The group draws upon the knowledge and expertise of parents in planning provision for the child.
 - The child's progress and achievements are shared and discussed with parents on a regular basis.
 - Parents know the identity of the Special Educational Needs Co-ordinator.
 - Parents are aware of the arrangements for the admission and inclusion of children with special educational needs.
 - If it is felt that a child's needs cannot be met by Lady K Care and Play provision, without additional personnel and/or equipment, funding will be sought to ensure that provision is appropriate to the child's needs.
 - The staff work in liaison with relevant professionals and agencies outside the group to meet the children's specific needs.

This involves:

- Monitoring and recording observations on the child's development.
- Liaising with the child's parents and professional agencies.
- Providing reports for review meetings and reading external reports.

- Attending review meetings with LEA agencies.

STAFF DEVELOPMENT (PERFORMANCE MANAGEMENT)

Aims

To give all the staff the opportunity to develop their personal, professional expertise (confidence, knowledge, skills and attitudes), which in turn will improve the learning experiences of the children.

Objectives

To facilitate staff development through a coherent and effective programme, combining both existing staff expertise and outside agencies where appropriate.

To incorporate a clear cycle of planning, monitoring and review.

We expect all staff to work collaboratively, as this benefits the children in their learning.

Procedure

All staff are entitled to a professional discussion.

These take the form of a planning session, a mid term review and a final review.

Objectives are agreed and recorded on appropriate forms.

A structure for training, both in and out of school, may form part of this discussion.

Training

Lady K Care and Play Training Matrix regularly updated (see separate file, kept in the school office by our Bursar).

STAFF/CHILD RATIOS

Staff/child ratios are as follows:-

Age 2: 1 to 4 ratio of staff to children

Age 3: 1 to 8 ratio of staff to children

Practitioners must be aged 17 or over to be included in staff/child ratios.

TERMS AND CONDITIONS

- All fees are payable monthly, in advance, via ParentPay (www.parentpay.com).
- The invoice must be paid by the date stated on it.
- A £10.00 surcharge will be made for late payment of invoices and will be added to the next childcare bill (or invoiced separately if necessary).
- Full fees are charged for absence and early collection of a booked session.
- Fees are charged on a "per child, per session" basis.
- Failure to pay the invoice will result in the exclusion of the child until full payment is made. If payment is not made within two weeks the place may be withdrawn and offered to another child.
- No child will be accepted at the Club without the completed Medical form, Agreement form and Child Information form.
- We are registered to accept childcare vouchers.
- Period of notice is one month, in writing.
- Adhoc bookings are possible at a minimum of 24 hours notice, subject to places being available.
- Alterations to bookings are subject to availability and a minimum of 24 hours notice.

- Children must be collected at the agreed time or extra charges will be applied (£5 for every five minutes that a child is late being collected).
- Late collection of a child may lead to future use of the Club being stopped.

If a member of staff at Lady Katherine Leveson C of E Primary School wishes to use any part of the Care and Play facility, they can do so at a reduced cost of 25% of the session. This is to be agreed with the Head Teacher and the decision is at their discretion.

If a serving member of the governing body is attending a governing body meeting, they may use the facility during this period at no cost, providing that they request, and a place is available, 24 hours before it is required. This is to be agreed with the Head Teacher and the decision is at their discretion.

If your child is due to attend any Lady K Care and Play session and is unable to do so for any reason, we request that you notify the session Manager as early as possible so that we can amend the register.

If your child is to be collected by anyone other than the usual person, written consent must be given to the session Manager, whether this is a regular occurrence or adhoc. In extenuating circumstances, a phone call to school will be accepted as notification. This call will be noted on the Register and kept on record. A password will be required.

UNCOLLECTED CHILD

Our children's safety and well-being is of the highest importance whilst they are in the care of Lady K Care and Play.

Each session booked in Care and Play ends at a specific time. Children become increasingly more concerned when their Parent/Carer is later than expected. All children should be collected at latest by the time specified on your agreement sheet. If you are delayed, please inform Care and Play on 01564 772 020, as soon as possible, so that we may reassure your child that you are on the way.

In the event of an uncollected child at the end of a session, and no communication has been made by the parent within a reasonable time delay, the following actions will be taken:

- Every effort will be made to contact all the named persons on the child's contact list to arrange collection of the child. The child will then be cared for in Lady K Care and Play until they arrive. **Additional charges will be incurred in line with our current fees.**
- In the event that we are unable to contact any of the named contacts (including the Parents) or the contact person being unable to collect the child, it is our duty to inform Social Services and/or the Police and liaise with them concerning the care and well-being of the child.

Following the incident, and as soon as is practical, the session Manager will write a report of the incident, gathering as much pertinent information as possible from those people involved. This must be submitted to the Admissions, Childcare and Marketing Committee and the Head Teacher.

VOLUNTEERS

We greatly appreciate the role volunteers play in Lady K Care and Play. The children benefit from the additional skills brought into the sessions, and an opportunity to discuss their work with other adults. Volunteers benefit from broadening their knowledge of children and working with children, often meeting the requirements of a college course.

Responsibilities

As a volunteer, you will be expected to:

- Have a current DBS check completed.
- Be dressed appropriately for the work you are doing, in line with School dress code.
- Listen to and act upon instructions given by the session Manager, or other members of staff.
- Help with the setting up of the room and tidying up at the end of each session.
- Keep anything seen or heard during a session confidential (Child Protection issues must be referred as soon as possible to the Manger of the session).

Child Protection

There is always the possibility, when working with children, that you may be told, or see something that gives you cause for concern. It is important that you talk to the session Manager about these concerns as soon as possible. Do not, under any circumstances, talk to the child about your concerns, or question the child about what you have seen or heard. Discuss with Volunteers at the start of their placement.

Confidentiality

Anything that is seen or heard in school must remain in school. It is important that volunteers understand the possible repercussions of a comment being repeated outside school, out of context and possibly having been misinterpreted. It is the session Manager's job, not that of a volunteer, to pass on information from a session as they deem appropriate.

Lady K Care and Play will ensure that:

- Volunteers will not be used instead of qualified staff.
- They will not be left alone in sole charge of the children.
- They have undergone the appropriate DBS checks.
- They have the same access to the complaints procedure as other staff.