

Farnborough  
Kids Club Ltd.



# Farnborough Kids Club!

## Parent Handbook



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# Welcome to Farnborough Kids Club

Farnborough Kids Club was created to provide high quality, local, affordable, before and after-school care. Although the club is affiliated with Farnborough Primary School we are an independent private company who are registered to provide childcare for up to 50 children aged 4 to 11 years. The club offers daily sessions, from 7.00am to school drop off and again from school pick up to 6pm weekdays, during term time. We are registered with OFSTED and received a judgement of 'good in all areas' after our recent inspection (Feb 2017) A full copy of our OFSTED report can be found online.

Farnborough Kids Club operates from **Farnborough Primary School** where we are based in the school hall. We are fortunate that we are able to share facilities and use the school grounds. The club offers a variety of play activities, as well as designated areas for crafts, a 'chill out' zone, a reading and homework space and a group snack area. The club has a secure and extensive outdoor space, with both hard and soft surfaces where a range of outdoor play activities can be organised.

## Aims

The club aims to provide a safe, friendly, fun and relaxed environment for the children in our care. We endeavour to provide an atmosphere and activities similar to those found within the home.

## What we offer

We offer a wide range of activities based around weekly themes. Activities are planned to be fun and reflect the interest and abilities of club members. We offer cookery, craft, music, board games, reading, imaginary play, construction, sport and much more. During their time at the club children choose activities that suit them best.

At our breakfast club, members will be encouraged to share a healthy and nutritious breakfast alongside other pupils. Club members will select food from the menu and where ever possible help prepare their choices themselves. (ie. selecting and spreading a topping on their toast.)

Fresh water, fruit juices and fruit will be available throughout the session but **Breakfast will not be served after 8.00am** allowing children plenty of time to eat and not rush their food.

All food served will be in accordance with statutory guidance a copy of our menu/ food choices is included in this pack.

Food and drink will be freshly prepared by staff fully trained in food safety and hygiene and with regard to the dietary and religious requirements of the children in our care. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

After school a range of snacks are provided but they are not however intended to substitute for a main evening meal. We promote independence, by encouraging the children to help prepare their own snacks, and to clear away after this session. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times.

## Staffing

Farnborough Kids Club is staffed by a qualified teacher and play workers. In addition we have bank staff available to cover absences, when regular staff are ill or attending courses. All our staff have significant experience of working with children, and comply with EYFS requirements for registered childcare. Staff are expected to undertake professional development training. All staff members are checked through the Disclosing & Barring Service. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

## Policies and Procedures

The club operates under a number of policies and procedures, copies of which are held at the club, and are available at your request.

# Admissions

It is our intention to make Farnborough Kids Club accessible to all children and families who attend Farnborough Primary School. Admission to the club is organised by the owner and a waiting list system may be implemented when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same day(s) as a sibling already attending.

A completed registration form is required for each child attending and needs to be completed prior to joining the club. This form contains information concerning your child and is confidential.

## Payment of fees

The current fees are **£5** for our breakfast sessions and **£13** per child, per after school session. Sessions run daily during term time and start from 7.00am until 8.38 am and again from school pick up and run until 6pm. Fees are payable in advance by cheque or bank transfer. Cheques should be made payable to "Farnborough Kids Club Ltd" **Account No 23143473 Sort Code 20-14-33**

The price per session per child applies to all children. This is payable for all sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

Bank holidays and professional days will not be charged for.

Non-payment for more than one month will result in your place being terminated.

Farnborough Kids Club aims to keep fees to a minimum, whilst still raising enough income to cover our running costs. Please ensure fees are paid promptly.

## Changes to days and cancelling your place

One month's notice of termination or of changes in attendance must be given.

Requests for changes to days should be made to the manager and will be accommodated where possible.

## Temporary changes

Please remember that we need to know if your child (or children) will not be attending Farnborough Kids Club. Even if you have informed the school, we still need to know.

If you know in advance of any days when your child/children will not be attending during the following week, please try to let the manager know. In cases of illness or emergency when notice cannot be given, please call as soon as you can.

Contact details can be found at the end of this handbook.

## Induction

The child and parents/carers will be invited to come and see the club before the child's first day; the club encourages the first attendance not to exceed half a session.

Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines.

Another child will usually be allocated to act as the new child's mentor for the first few sessions.

## Arrival and departure

Breakfast Club members should gain entry to the school through the main pedestrian gate which is open from 7.00am. Access to the breakfast club is made through our hall door using the code 1436. Farnborough Kids Club Ltd will only take responsibility for your child once they have been signed in. Where older children arrive, unescorted - written permission to attend will be required from a parent or carer.

After school the children attending our sessions are collected from their classrooms and escorted to our room by a member of the schools staff. Children in YR3 -YR6 can make their own way to the hall where they are registered.

Children should always be collected by a named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a security password system will be adopted. The club finishes at 6pm, if you are delayed for whatever reason please telephone the club to let us know. **A**

late payment fee of £1 per minute will be charged if children are collected after 6pm. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

## Child Protection

We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection procedures and ensure that all staff are appropriately trained.

## Equal Opportunities

Farnborough Kids Club is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- Premises used by the club provide a high level of accessibility to the community at large.
- Menus include sufficient variability to provide for the cultural mix of the club's children.

## Special Needs

Farnborough Kids Club will make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents/carers and relevant professionals to meet the child's specific needs.

Our staff training programme includes specific elements relating to children with special needs.

We will endeavour to accommodate all children of all ability, whilst working within the club's limitations. Each case will be assessed individually and risk assessed to ensure everyone's safety.

# General Information

## Behaviour

Children and staff have created rules for behaviour whilst at the club. These are displayed for children to see.

The club also operates a behaviour policy, summarised here. A full copy of this policy is distributed to all members:

Children are expected to respect each other, staff and visitors.

Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

Farnborough Kids Club aims to encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

Farnborough Kids Club will not tolerate from any member: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict.

The club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club. Farnborough Kids Club recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. It will strive to be flexible in order to accommodate such cases.

## Illness

We are unable to care for children who are unwell. Please inform the manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the club for 24 hours after the illness has ceased.

## Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. All our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

## Medication

Please let the manager know if your child is taking prescribed medicine. Please speak to the manager if medication needs to be administered during club time.

## Complaints

Farnborough Kids Club is run for the users. We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receiving the complaint and a full written response will be within a month of receipt.

A full copy of our complaints procedure and policy is included in this handbook.

# Our Pledge to Parents and Carers.

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children.

We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.



## Admissions and Fees Policy

Farnborough Kids Club is registered with Ofsted to care for 50 children, between the ages of 4 and 11, primarily serving the children of Farnborough Primary School.

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week
3. Children of Farnborough Primary School
4. Children living in the area attending other schools
5. Sibling of children who live in the area attending other schools

### Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- **Registration pack** containing a registration form, medical form, parent contract, booking form, photo, sun cream, malleable materials and outing consent forms.
- **A Club Handbook** - detailing the following policies - Safeguarding, Equal opportunities, Behaviour management, Health & Safety, Healthy Eating, Admission & fees and Complaints.

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the Club as soon as the completed forms are received.

If no places are available the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

### Booking procedure

Parents must complete the necessary paperwork, ie the registration pack, before their children can attend the club.

- **Permanent place:**  
Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required
- **Temporary booking:**  
We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 48 hours notice. If notice is not given, the place will still be charged for.

## **Fee structure**

Fees are charged at **Kickstart! Breakfast Session - 7.00 am - 8.38 am - £5 per session**

**Kids Club Session School Pick-up - 6pm £13 per session**

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit.

**Fees are payable in advance**

- **Fees can be paid by cheque, bank transfer or direct debit**
- **There is a charge of £20 for fees paid later than a month from the date on the invoice, this charge will be added to the next invoice**
- **Fees are charged for booked sessions whether the child attends or not**

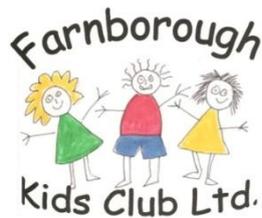
## **Payment of fees**

Fees are reviewed annually by the registered person. The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager.

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.



## Behaviour Management Policy

Farnborough Kids Club uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly.

The Club's designated member of staff responsible for behaviour management is **Penny Turpin**

Whilst at Farnborough Kids Club we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club

### Encouraging positive behaviour

Positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Certificates for exceptional accomplishments
- Offering a variety of play opportunities to meet the needs of the children attending the Club

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

### Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- Corporal punishment or the threat of corporal punishment will never be used.

- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

### **Physical intervention**

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an unknown underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

### **Corporal punishment**

Corporal punishment or the threat of corporal punishment will never be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.



## **Complaints Policy**

At Farnborough Kids Club we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request.

The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

### **Stage one**

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### **Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

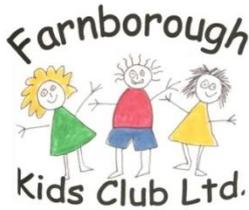
- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

### **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about Farnborough Kids Club at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)



## Equalities Policy

At Farnborough Kids Club we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status and HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

### Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

### Racial harassment

The Club will not tolerate any form of racial harassment. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (eg parents/carers collecting children).

### Equal Opportunities Named Coordinator

The Club's Equal Opportunities Named Coordinator (ENCO) is **Mrs Penny Turpin**.

The ENCO is responsible for ensuring that:

- Staff receive relevant and appropriate training
- The **Equalities policy** is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur

## **Children with additional needs**

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

The Club's Special Educational Needs Coordinator (SENCO) is Mrs **Penny Turpin**.

The SENCO will:

- Manage the provision for children with special educational needs or physical disabilities.
- Be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.



## Health and Safety Policy

Farnborough Kids Club considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's **Health and Safety** policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

### Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The registered person will ensure that:

- The Club designated health and safety officer is **Mrs Penny Turpin**
- All staff receive information on health and safety matters, and receive training where necessary
- The **Health and Safety** policy and procedures are reviewed regularly
- Staff understand and follow health and safety procedures
- Resources are provided to meet the Club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

### Responsibilities of the manager

The Club's manager is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Club during opening hours
- All the Club's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with CoSSH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

## **Security**

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).

During Club sessions all external doors are kept locked, with the exception of fire doors which are alarmed. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the visitor's book and give the reason for their visit. Visitors will never be left alone with the children. If a visitor has no reason to be on the Club's premises we will escort them from the premises. If the visitor refuses to leave, we will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified. Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

## **Toys and equipment**

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

We ensure that any flammable equipment is stored safely.

## **Food and personal hygiene**

Staff at Farnborough Kids Club maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

## **Dealing with body fluids**

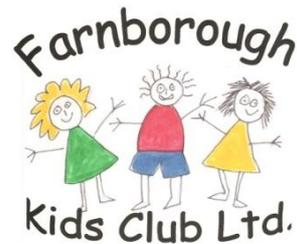
Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our **Intimate Care Policy**. ( Please ask the manager for a copy of this policy as not all our policies are shown in this handbook)

## **Staffing levels**

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

## **Related policies**

See also our related policies: **Illness and Accidents, Emergency Evacuation, Healthy Eating, Safeguarding, Administering Medication, Risk Assessment, Manual Handling, Fire Safety, Visits and Outing and Intimate care**



## **Healthy Eating Policy**

Farnborough Kids Club will provide healthy, nutritious and balanced food and drinks in accordance to Food Standard Legislation. Food and drink will be safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Farnborough Kids Club will promote healthy eating and will lead by example. Staff responsible for food preparation, handling and storage will have received appropriate training.

- We will provide suitable healthy snacks for all the children.
- Children will be encouraged to develop good eating skills and table manners.
- All children will be given plenty of time to eat.
- Where appropriate, children will be involved in planning and preparing food and snacks.
- Fresh drinking water will be available at all times.
- Fresh fruit will be available at all sessions.
- Withholding food will not be used as a form of punishment.
- Staff will discuss with children the importance of a balanced diet where appropriate.
- The club will not regularly provide sweets for children.
- We will avoid excessive amounts of fatty or sugary foods.
- Children will not be forced to eat or drink anything against their will.



## Farnborough Kids Club

### Safeguarding Children Policy

Farnborough Kids Club is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

The Club's designated Child Protection Officer (CPO) is Penny Turpin. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, the LSCB and Ofsted).

#### **Child abuse and neglect**

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

#### ***Signs of child abuse and neglect***

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

### ***If abuse is suspected or disclosed***

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below).

If a member of staff witnesses or suspects abuse, they will record the incident straightaway. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

### **Extremism and radicalisation**

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

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

### ***Signs of radicalisation***

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Logging a concern** form, and refer the matter to the CPO.

### **Logging an incident**

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the **Logging a concern** form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to the Club's CPO who will decide on the appropriate course of action.

For concerns about **child abuse**, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

For minor concerns regarding **radicalisation**, the CPO will contact the Local Safeguarding Children Board (LSCB) . For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

### **Allegations against staff**

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an **Incident record** form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate the Club will make a referral to the Disclosure and Barring Service.

### **Promoting awareness among staff**

The Club promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:

- the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- safe recruitment practices are followed for all new staff
- all staff have a copy of this Safeguarding Children policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept main filing cabinet
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2015)' and staff are familiar with the guidance in 'What To Do If You're Worried A Child Is Being Abused (2015)'.

### **Use of mobile phones and cameras**

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children may use their mobile phones to take photographs at the Club.

## **Contact numbers**

Social Care: 0208 461 7373 Out of hours contact: 0208 464 4848

LADO (Local Authority Designated Officer): Virginia Read - [Virginia.read@bromley.gov.uk](mailto:Virginia.read@bromley.gov.uk)

LSCB (Local Safeguarding Children Board): Bromley - 0208 461 7816

Local Authority Prevent Co-ordinator:

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

# Contact Information

Farnborough Kids Club

@Farnborough Primary School

Farnborough Hill

Farnborough Village

BR6 7EQ

## Farnborough Kids Club Ltd Contact Address:

Farnborough Kids Club Ltd  
7 Palmerston Road  
Farnborough village Kent BR6 7ED

## For Bookings

Penny Turpin 01689 852 637

Mobile 07963345480

## Ofsted

Ofsted registration number - **EY459045**

The National Business Unit,

Piccadilly Gate,

Store Street,

Manchester, M1 2WD

Telephone: **0300 123 1231 (general enquiries)**

**0300 123 4666 (complaints)**