

ADMISSIONS AND BOOKINGS POLICY:

• ADMISSIONS:

Activ8tors is open to all children aged 3 to 14 years providing they are in full or part time education.

Children will need to have a registration form completed before they can begin attending Activ8tors.

The registration form includes information about the child's details, particular needs and emergency contact telephone numbers.

Children who have special educational needs are able to attend the breakfast, after school and holiday club provision. Activ8tors will meet the children's needs and provide adequate staffing levels as we feel appropriate.

Parents must discuss the child's needs with Activ8tors and the Head Teacher. The school will then assess the child's needs and decide the level of support needed, in the case of a child needing one to one support parents may need to pay for additional staffing costs.

It is the responsibility of the parents to inform staff in Activ8tors of any changes in this information.

Activ8tors will send out a new registration form on an annual basis to ensure all records are updated.

All forms and children's details will be kept in a secure place to ensure confidentiality

• BOOKINGS:

Bookings should be made to Activ8tors by contacting the school office on telephone number 01280 823374 - Option 2.

If a child arrives who is not booked into Activ8tors, a member of staff will contact the parents. If a space is available, the child may be allowed to stay. If no space is available the parent will be asked to collect the child. This is to ensure staff ratios are maintained at all times.

Parents will need to contact the school office or Activ8tors if they wish to cancel their child's session. We ask parents to give 24hours notice if they wish to cancel the place, parents not giving 24hours notice will be charged.

All children will be allocated a key person this will be displayed within Activ8tors.

Review Date: MAY 2012

HEALTH AND SAFETY POLICY:

• PREMISES AND EQUIPMENT:

All staff and children in Activ8tors have a responsibility to ensure the safety of others. If any member of staff sees anything dangerous or any unsafe practice they should take action by correcting this themselves or reporting it to the Activ8tors leader.

The premises will be checked both indoors and outdoors at the beginning of each session and details recorded to ensure they are safe and secure.

All equipment will be checked before it is used. Any equipment that is found to be faulty will be removed and reported to the leader. The leader will ensure that the necessary repairs are carried out.

All appliances and equipment will be properly installed and operated with electrical appliances PAT tested.

Buildings are checked by fire officers and fire doors are not to be obstructed, All the fire doors are fitted with an alarm that will sound if the fire doors are opened to ensure NO child can open them with out a staff member being aware.

Risk assessments will be carried out for the premises, activities deemed appropriate and outings to ensure that risks are kept to a minimum. Risk assessments will be reviewed and updated at least once a year or when deemed appropriate.

Children will be made aware of boundaries of play both inside and outside. A code of conduct for good behaviour is displayed within the room and will be referred to regularly.

Children will always remain within sight of an adult, except when privacy is required for changing and toileting.

The club has access to a land line and will always have access to a mobile telephone **07505 557032** this number will be displayed on the parent's notice board.

• REGISTRATION:

A register is taken at the beginning and end of each session and a record is kept of the times children arrive and depart Activ8tors.

Regular head counts of children are made during the session

Staff and visitors also required to sign in and out of Activ8tors.

• EMERGENCY PROCEDURE:

The emergency procedure is displayed within the Activ8tors room clearly marked with all fire exits. Fire exits will never be obstructed.

Fire drills will be practised every term and will take place at different times during the session and on different days. New children, staff, visitors and those children who do not attend the school will be made aware of the procedure as soon as they arrive for the first time.

Activ8tors will keep a record of fire evacuation time and dates of fire safety talks with the children. Parents will be notified when fire evacuation procedures have taken place. A fire book is kept within Activ8tors and parents are welcome to view this if they wish.

EMERGENCY PROCEDURE:

~ On hearing the alarm (one continuous bell) the children will stop what they are doing and will be asked to line up by the nearest fire exit.

~ The designated person will collect the register and first aid box

~ The leader will check the building to ensure all staff and visitors are safely out.

~ Staff will escort the children to the school field and a register will be called.

~ The leader will contact the emergency services.

If necessary, parents will be contacted to collect the children. The building will only be re-entered once the leader has deemed it safe to do.

In the event of the premises being unsuitable for Activ8tors, parents will be contacted and the children taken home.

HEALTH AND SAFETY PERSON IN ACTIV8TORS: Wendy Wells

FIRE PERSON IN ACTIV8TORS: Wendy Wells

• FIRST AID:

The registration form requests parents to authorise first aid treatment if and when required.

At least one trained first aider will be present at all times during Activ8tors. All staff complete a paediatric first aid course as part of the induction training.

A first aid box is clearly located within Activ8tors room. Staff will also take a first aid kit with them during times of outdoor play and outings.

The first aid boxes will be checked and replenished on a monthly basis by the deputy manager.

In the event of an accident, first aid will be only administered by a qualified first aider.

All accidents will be recorded on an accident form and parents will be asked to read and sign the entry when collecting the child. Parents will be given a copy of the accident form.

Accident records will be kept confidential and retained for periods required by legislation.

In the event of a child needing to go to hospital the parents will be contacted. The leader will escort the child to hospital if the parents are unable to return to Activ8tors quickly. In the event of the leader needing to accompany a child to hospital. Staff will remain with the other children; if ratios are compromised it may be necessary for Activ8tors staff to contact all parents to collect their children. The child's registration records will be taken to hospital. If a child visits their GP or hospital Activ8tors are required to notify OFSTED and will do so with 14 days of the incident occurring.

If the child's accident causes them to be absent for a period of 4 days Activ8tors will inform OFSTED and complete a RIDDOR form.

If the child arrives at Activ8tors with an injury, a pre-existing injuries form will be completed. The parent will be asked to sign the record which will be kept on file.

Activ8tors will contact OFSTED of any serious accidents or injury, or in the death of any child or member of staff and act on advice given

• ILLNESS:

If a child is not well enough to attend school they should not attend Activ8tors.

If a child becomes unwell during a session a member of staff will call the parents to collect the child.

If staff in Activ8tors has reason to believe that any child is suffering from a notifiable disease identified as such in the Public Health Regulations 1988. We will contact OFSTED. Activ8tors will act on any advice given by the Health Protection Agency and inform OFSTED of any action taken.

• FOOD AND DRINK:

All staff working in Activ8tors who prepare meals for the children will hold a food handling qualification as part of their induction training, A staff list of qualification will be displayed within the room. Staff are fully aware and comply with regulations to food safety and hygiene.

Activ8tors staff will ensure water is available at all times for the children. Activ8tors will provide healthy snacks for the children and promote healthy eating.

Parents will be asked to provide information about special dietary requirements and allergies the child may have, a record of this will be kept on the child's registration form and the requirements catered for. A photograph of the child will be displayed in the kitchen area making it easy for staff to identify children with special dietary needs. All staff will be made aware of any special dietary requirements.

Children attending the holiday play scheme will need a packed lunch provided; this should be in a plastic lunch box that is clearly labelled. Children will need a water bottle again that is labelled with the child's name. Parents should take into consideration other children's allergies and **ensure that no nut** products are in their child's lunch box. Any concerns parents should speak to the club leader.

Activ8tors will notify OFSTED of any food poisoning affecting two or more children or staff in Activ8tors.

A copy of the tea menu will be displayed in the Activ8tors room and reviewed by the school cook accordingly.

Activ8tors staff will ensure the premises and equipment are clean.

• HYGIENE:

The children are encouraged and understand good hygiene practice. The children wash their hands before eating, after messy play activities and before cooking activities.

The staff will act as good role models for the children.

• SUNSCREEN:

Activ8tors staff are not permitted to apply sunscreen to the children.

Parents should apply sun protection to their child before the start of the play scheme. If children have special requirements concerning sun protection parents should speak to the club leader.

Activ8tors request that children should bring suitable clothing for the weather conditions including hats in the summer.

In order to protect the children further we use the canopies on hot days and will avoid going outside between 11:00 am and 3:00pm.

Review Date: MAY 2012

EQUALITY OF OPPORTUNITIES POLICY:

Activ8tors works in accordance with all relevant legislation including;

Disabled Persons Act 1958, 1986

Race Relations Act 1976

Sex Discrimination Act 1986

Children Act 1989

Disability Discrimination Act 1995

Activ8tors provisions will be available to all children and families.

The Early Years Statutory Framework states that all providers should support children with learning difficulties and disabilities.

Activ8tors promotes equality of opportunity for all staff and children and aims to meet all children's needs. All children are included and not disadvantaged because of their ethnicity, culture, religion, home language, family background, learning difficulties, disabilities, gender or ability.

Children's interests, interactions or enthusiasm lead their play, and activities take into account individual likes, dislikes and access or support requirements.

• ADMISSIONS:

Activ8tors is open to all children providing they are in education up to the age of 14 years regardless of race, gender or social background.

Children who have special educational needs are able to attend all sessions of extended care offered by Activ8tors. Activ8tors will aim to meet the children's needs and provide adequate staffing levels as we feel appropriate.

Parents must discuss the child's needs with Activ8tors and the Head Teacher.

The school will then assess the child's needs and decide the level of support needed this will be reviewed accordingly.

• EMPLOYMENT:

Activ8tors will ensure that the best person will be appointed to each job, regardless of race, gender, social background or culture.

Commitment to implementing Activ8tors equality of opportunities policy will form part of the job description for all workers and emphasise the attitudes, behaviours, support or roles expected of them in a play environment.

Regularly training opportunities will be available to all members of staff this is discussed in the staff induction programme and updated accordingly

• CHILDREN WITH SPECIAL EDUCATIONAL NEEDS:

The Special Educational Needs Coordinator for Activ8tors: Wendy Wells

Activ8tors staff will adapt activities and 'reasonable adjustments' will be made to the environment both indoors and outside to enable all the children the opportunity to take part.

The Disability Discrimination Act 1995 requires providers to make 'reasonable adjustments' for disabled children. Adjustments will be continued to be made in Activ8tors to activities and social environments.

Activ8tors will endeavour to ensure that all children's individual needs are met. Children will be treated as individuals and respected.

Activ8tors will aim to accommodate parental needs when planning outings, events and meetings. We will regularly seek the views and feelings of all the children and families in Activ8tors; this is achieved by the use of regular questionnaires, newsletters and a comment box located within the room. All children in Activ8tors have a designated key person who will work with the child and carers.

Staff will seek appropriate support, advice and guidance from colleagues and other experts within services for children.

Practitioners with specific support roles for individual children have the responsibility for their inclusion in Activ8tors as well as individual support that is required.

The leader and SENCO will have undertaken diversity awareness training and are committed to the commitment and active participation and involvement of children, parents and staff to ensure good quality provision is made where each individual's requirements are met.

The leader and SENCO will demonstrate a positive attitude and approach to solving problems, consistently promoting the benefits of inclusive practice.

• LANGUAGE:

Information, written and spoken language will be clearly communicated.

Activ8tors will aim to deliver this in many languages if required.

All children will be valued and their home languages recognised and respected in Activ8tors.

Photographs and other visual supports are displayed within the room.

• RESOURCES:

Resources used will be chosen to reflect a balanced view of the world and to give the children an appreciation of the rich diversity of our multi racial society.

Materials will be selected to help the children to develop their self respect and to respect other people by avoiding stereotypes and derogatory images or messages about group of people

Activ8tors values and celebrates a wide range of festivals and special events.

Photographs and examples of the children's work are displayed in the room.

Activ8tors have made a celebration book of all the festivals and special events that the children have learned about. Activ8tors staff welcomes the diversity of all families and home cultures and welcomes contributions from all families that use the services of Activ8tors.

• COMMITMENT TO WORKING WITH ALL FAMILIES AND OTHER AGENCIES:

Activ8tors is committed to working in partnership with all families. Each parent is made to feel welcome and valued as being knowledgeable about their child, with a continuing role in supporting practitioners to enable their child to feel safe, involved and be genuinely included in the setting.

Before children can begin attending Activ8tors carers need to complete a registration form giving details of their child's individual needs and requirements. Staff ensure all medical, cultural and dietary needs are met this is achieved for example by displaying photographs of the children with special diets / allergies ensuring staff are able to easily identify children.

Activ8tors staff work in partnership with other agencies and liaise with the Early Years Quality and Inclusion teams. Staffs regularly attend Early Years Network Meetings.

Activ8tors aims to provide a high quality service that meets the needs of the children and families.

We aim to work in partnership with all parents and welcome suggestions on how families would like to be involved in Activ8tors and how we can improve our services further.

We try to encourage an environment that welcomes exchanges of information on a regular daily basis. Activ8tors welcomes feedback and suggestions on how to improve our service. Parents wishing to let us know their views on our service, comments and suggestions or complaints should be made to the leader or the head teacher.

Activ8tors aims to provide a varied stimulating environment for all children attending. Activ8tors regularly consults with the children to ensure their voices are heard. Parents are encouraged to consult with the leader and staff on a regular basis for example at the end of session or an arranged meeting to ensure everyone's needs are being met.

Questionnaires and newsletters will be sent to parents and children on a regular basis for feedback and communication purposes about the club.

Any concerns will be dealt with in a confidential manner.

Activ8tors invites parents for stay and play evenings to show the children's work they have produced in Activ8tors and share play experiences.

Parents are invited to assist with specialist activities and share their expertise with the other children for example a parent held an origami workshop after school giving all the children the opportunity to make different models and share her specialist knowledge and skills.

All policies are stored in the room and are always freely accessible to parents.

• BEHAVIOUR:

In Activ8tors we believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them.

We aim to work towards a situation in which children can develop self discipline and self esteem in an atmosphere of mutual respect and understanding.

Parents will be consulted in regard to expectations and behavioural standards within Activ8tors. This is to ensure that Activ8tors and parents are working together to ensure the child has a consistent approach to behaviour and environment.

All adults will provide a positive role model for the children with regard to friendliness, care and courtesy by praising kindness and positive interaction. Staff will encourage the children to consider and contribute to the behavioural guidelines in Activ8tors.

The golden rules will be consistent and age and developmentally appropriate for the children attending Activ8tors. The golden rules will be displayed within the Activ8tors room and are refereed to regularly to support and remind of the behavioural expectations within Activ8tors.

Positive behaviour will be praised and rewarded by the use of stickers, certificates and house points that are used within school; this is displayed on the behaviour board within the room.

Staff will manage negative or challenging behaviours by talking to the child(ren) concerned in an age and developmentally appropriate manner, explaining that this behaviour is not expectable, and they need to consider the consequences of their behaviour for example hurting others feelings, damage to equipment etc.

Activ8tors operates a yellow and red card system that is used to manage negative behaviour. A yellow card is given after the child has previously been spoken to regarding their behaviour, if poor behaviour continues a red card is given and the child is spoken to by the leader or head teacher.

If inappropriate behaviour occurs in Activ8tors parents will be informed. Activ8tors will record any incidents of continuous inappropriate behaviour and this will be shared with the parents when collecting their child and with the Head Teacher.

If, after discussion with parents and the child, the inappropriate behaviour continues, it may be necessary to exclude (for a short period) the child if the safety of others is compromised.

Threatening or abusive behaviour or any expression of prejudice or discriminatory behaviour towards or between children, staff or families will not be tolerated and all such incidents will be challenged and recorded on an incident form that will be stored confidentially in Activ8tors. All staff are responsible for reporting all incidents of discrimination to the Activ8tors leader and the Head Teacher.

Parents will be informed of such incidents.

Physical punishment or the threat of physical punishment is not acceptable and will not be tolerated. Physical risks and incidents for example a physical restraint is used *ONLY* when there is a clear risk of harm to self or others. Physical intervention will always be recorded on an incident form and reported to the child's parents as soon as possible.

Injuries or accidents such as bites will always be recorded and reported to parents at the end of the session.

Name of Behaviour person in Activ8tors: Wendy Wells

Review Date: MAY 2012

SAFEGUARDING CHILDREN POLICY:

We recognise that all staff in Activ8tors have a full and active part to play in protecting our children from harm, and the children's welfare is our paramount concern.

• THE AIMS OF THIS POLICY:

To support the child's development in ways that will foster security, confidence and resilience.

To raise the awareness of staff of the need to safeguard children and of their responsibilities in identifying and reporting cases of abuse.

To provide an environment in which children and young people feel safe, secure, valued, and respected, feel confident and know how to approach adults if they find themselves in areas of difficulty.

To acknowledge the need for effective and appropriate communication between staff in relation to safeguarding the children.

Activ8tors procedure for safeguarding children will be in line with the Buckinghamshire Safeguarding Children's Board (BSCB)

The BSCB is a statutory body that is charged with ensuring the effectiveness of local arrangements and services to safeguard children.

The primary purpose of the BSCB is to work in partnership with the people of Buckinghamshire to secure the wellbeing of children in the county by protecting them from all forms of harm and ensuring their developmental needs are responded to appropriately. Furthermore, the BSCB recognise their responsibilities under Article 19 of the United Nations Convention on the Rights of the child, which sets out the principle that all forms of physical and mental violence, injury or abuse, neglect and negligent treatment, maltreatment or exploitation, including sexual abuse while in the care of parent(s), legal guardian(s) or any other person(s) who has care of the child.

This includes "prevention and the identification, reporting, referral, investigation, treatment and follow up instances of maltreatment".

• DISCLOSURE OF ABUSE:

If a child chooses to make a disclosure the following should be observed:

- ~ Never make promises that cannot be kept. It may be necessary to inform other people in order to ensure the child's safety
- ~ Listen to the child, rather than directly question him or her.
- ~ Never stop a child who is freely recalling significant events.
- ~ Make a note of the discussion, taking care to record timings, setting and what is said in the children's own words. Record all subsequent events up to the time of the substantive interview.
- ~ Contact BSCB and OFSTED as soon as possible.
(A COPY OF CONTACT NUMBERS CAN BE FOUND IN ACTIV8TORS A DOCUMENT SHEET TITLED 'SAFEGUARDING / CHILD PROTECTION INFORMATION & GUIDANCE FOR CHILDCARE PROVIDERS)
- ~ If abuse is suspected, the named protection officer will sensitively discuss the issue with the parents. An accurate record of the conversation will be made if appropriate. The named protection officer will report the incident to the BSCB.

Name of child protection officer at school: Amanda Taylor Hopkins
Name of child protection officer in Activ8tors: Lucy Earwicker

• INFORMING AND INVOLVING PARENTS:

Activ8tors will take every precaution to build up trusting and supportive relationships between families, carers and staff within the group. Where abuse at home is suspected Activ8tors will continue to welcome the child and family while investigations proceed. Confidential records will be kept.

• STAFF AND VOLENTEERS:

All staff will undertake an enhanced CRB check prior to starting work in Activ8tors. Visitors and volunteers that are not cleared will not be permitted to working with the children.

Staff under the age of 18 years will not be counted in staff to child ratios and will be supervised at all times.

Two references will be taken up on all staff and a probationary period will be undertaken of six months.

A minimum of two members of staff will always be present within Activ8tors and working within sight of each other.

All staff will undertake child protection training this will be regularly reviewed to ensure staff are kept up to date with changing and new information. Staff are made aware of the Activ8tors policy and procedures and the name of the child protection person as part of their induction. Staff will be made aware of the leaflet 'What to do if you're worried that a child is being abused'.

If there is any allegation of abuse against a member of staff the head teacher will consult with the local education authority. If appropriate the member of staff will be suspended from work pending a full investigation.

• RECOGNISING AND RECORDING ABUSE:

All staff in Activ8tors need to be aware of the possible signs of abuse.

Staff will share with the leader or head teacher:

Any significant changes in the child's behaviour

Any unexplained bruising or marks

Any comments children make which give cause for concern

Any deterioration in a child's general well being.

If any of the above occurs, a separate confidential folder will be set up. These records will include the name, address and age of the child; time and dated observations, describing objectively the child's behaviour/ appearance, without comment or interpretation. Where possible the exact words of the child will be recorded then dated and signed by the recorder. This record will only be accessible by the named child protection coordinator, the parents and BSCB.

In an emergency any one can make a direct referral to social services or the police.

• ALLEGATIONS AGAINST A MEMBER OF STAFF:

It is statutory duty that OFSTED are informed of any allegations against a member of staff or if there is a risk of harm.

All staff should take care not to place themselves in a vulnerable position with a child.

If a member of staff is the subject of an allegation, the incident will be reported to the head teacher immediately. The head teacher will investigate and will consult with the local education authority concerning matters and decision of suspension.

Review Date: MAY 2012

CHILD COLLECTION POLICY:

All children from foundation 1 to year 6 will be collected from their classroom and taken to Activ8tors by a member of staff.

The children will be signed in the register when they arrive.

A member of Activ8tors staff will look for any child that has not arrived. The school will contact the parents to check whether alternative arrangements have been made. If the child is missing the Head Teacher will be informed and the police informed as becomes necessary.

If an extra child arrive who is not booked into Activ8tors, a member of staff will contact the parent. If a space is available, the child may be able to stay. If no space is available the parents will be asked to collect the child.

• LATE COLLECTION:

Parents are expected to telephone Activ8tors if they know they are going to be late collecting their child.

In the event of a late collection two members of staff will wait with the child. Therefore if a parent is late collecting their child/ren a penalty charge will be imposed. This will be the sum of five pounds for every fifteen minutes, beginning from 6:00pm.

If parents continue to be late collecting their child a record will be kept and the childcare place may be revoked.

If no one arrives to collect the child the leader will telephone the parents, then the emergency contact numbers. If we are unable to contact anyone to collect the child after 30 minutes social services will be contacted.

All children will be signed out of the register by the child's carers when collecting.

Only those nominated on the registration form will be allowed to collect the child. Parents must notify Activ8tors staff in advance if someone else is collecting and the password on the child's registration form given to ensure the safe departure of the child.

Review Date: MAY 2012

LOST CHILD POLICY:

• IF A CHILD FAILS TO ARRIVE AT ACTIV8TORS:

A member of staff will look for any child who has not arrived.

Checks will be made with the class teacher to see if the child was present at school.

If a child is not located parents will be contacted to see if alternative arrangements have been made.

If the child is missing the head teacher will be informed and the police contacted if necessary.

• IF A CHILD GOES MISSING FROM A SESSION:

The children will be called together and a register will be taken

The children will be asked when they last saw the child

Staff will remain with the group whilst another member of staff checks the building

The head teacher will be informed

If the child is not found immediately the parent will be informed.

All emergency contact numbers will be contacted to check if the child has gone to the house of a contact.

If the child is still not located the leader / deputy will inform the head teacher and police

Activ8tors will work with the guidance of the police from this point

A full report will be written and OFSTED informed.

Review Date: MAY 2012

MEDICINES AND CHILD SELF ADMINISTERING POLICY:

•MEDICINES:

Anyone caring for children have a common law duty of care to act like a responsible parent. Staff need to make sure that children are healthy and safe.

It is good practice to support and encourage children who are able to take responsibility to manage their own medicine.

There is no legal or contracted duty on staff to administer medication to a child.

Anyone caring for children have a common law duty of care to act like a responsible parent. Staff need to make sure that children are healthy and safe.

In exceptional circumstances in line with the local authority 'Managing Medicines' booklet the duty of care may extend to administering medication or taking action in an emergency.

- Any child who is registered in Activ8tors who is taking long term medication will need a health care plan to be completed. This will be kept on file and this noted on the child's registration form.
- Where a child needs to self administer parents will be required to complete and sign a form this giving their consent.
- Parents will inform the leader / deputy if children are self administering any forms of medication. This will be recorded in a medicines book by the parent.
- Only trained staff in Activ8tors are able to administer epipens.
- Children's medication inhalers etc will be stored in a safe place known to the staff which the children can access if required.

Review Date: MAY 2012

BEHAVIOUR MANAGEMENT POLICY:

In Activ8tors we believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them.

We aim to work towards a situation in which children can develop self discipline and self esteem in an atmosphere of mutual respect and understanding.

Parents will be consulted in regard to expectations and behavioural standards within Activ8tors. This is to ensure that Activ8tors and parents are working together to ensure the child has a consistent approach to behaviour and environment.

All adults will provide a positive role model for the children with regard to friendliness, care and courtesy by praising kindness and positive interaction. Staff will encourage the children to consider and contribute to the behavioural guidelines in Activ8tors.

The golden rules will be consistent and age and developmentally appropriate for the children attending Activ8tors. The golden rules will be displayed within the Activ8tors room and are refereed to regularly to support and remind the children of the behavioural expectations within Activ8tors.

Positive behaviour will be praised and rewarded by the use of stickers, certificates and house points that are used within school; this is displayed on the behaviour board within the room.

Staff will manage negative or challenging behaviours by talking to the child(ren) concerned in an age and developmentally appropriate manner, explaining that this behaviour is not expectable, and they need to consider the consequences of their behaviour for example hurting others feelings, damage to equipment etc. Staff will offer solutions if appropriate to help children resolve difficult situations for example turn taking, sharing etc.

Activ8tors operates a yellow and red card system that is used to manage negative behaviour. A yellow card is given after the child has previously been spoken to regarding their behaviour, if poor behaviour is continues a red card is given and the child is spoken to by the leader or head teacher.

If inappropriate behaviour occurs in Activ8tors parents will be informed. Activ8tors will record any incidents of continuous inappropriate behaviour and this will be shared with the parents when collecting their child and with the head teacher.

If, after discussion with parents and the child, the inappropriate behaviour continues, it may be necessary to exclude the child for a short period, but this

will be discussed with the child, activ8tors leader, parents and head teacher beforehand. A time scale will be discussed and the next steps will be put into place for the return of the child.

Threatening or abusive behaviour or any expression of prejudice or discriminatory behaviour towards or between children, staff or families will not be tolerated and all such incidents will be challenged and recorded on an incident form that will be stored confidently in Activ8tors.

All staff are responsible for reporting all incidents of discrimination to the Activ8tors leader and the head teacher.

Parents will be informed of such incidents.

Physical punishment or the threat of physical punishment is not acceptable and will not be tolerated. Physical risks and incidents for example a physical restraint is used *ONLY* when there is a clear risk of harm to self or others. Physical intervention will always be recorded on an incident form and reported to the child's parents as soon as possible.

Injuries or accidents such as bites will always be recorded and reported to parents at the end of the session.

Name of Behaviour person in Activ8tors: Wendy Wells

Review Date: MAY 2012

COMPLAINTS POLICY:

Activ8tors aims to provide a high quality service that meets the needs of the children and families. We try to encourage an environment that welcomes exchanges of information on a regular basis. We aim to work in partnership with parents and welcome suggestions on how we can improve our service.

• DEFINITION:

We view a complaint as any expression both verbally or written of dissatisfaction with the service or standard of management in Activ8tors.

• AIM:

We will strive to get it right first time by learning from our complaints and dealing with them in a positive and timely manner.

• ACTIV8TORS COMPLAINTS SYSTEM:

OFSTED will be informed of any complaints that involves concern for the Childs safety and welfare. OFSTED will be contacted/informed at the outset and again after the internal investigation has been completed.

OFSTED have the right to do an independent investigation at any point of the complaint investigation.

• STAGE ONE:

This is the initial complaint

If the complaint is about the service, the complaint will be taken by the Activ8tors leader. If the complaint is made about a member of staff other than the leader, the complaint will be taken by the leader.

If the complaint concerns the leader, then the complaint should be taken by the head teacher.

• STAGE TWO:

If parents are unhappy about the outcome of stage one then the complaint should be discussed with the head teacher. If the head teacher was the first contact then the governing body will be now deal with the complaint.

• OTHER ORGANISATIONS:

At all stages of investigation, the complainant has the right to inform OFSTED. A copy of the OFSTED contact number is displayed on the Activ8tors notice board in the entrance.

• TIMESCALES:

At each stage of complaint Activ8tors will acknowledge any written complaint within 10 days and send a full response within 21 days.

• FEEDBACK ON ACTIV8TORS SERVICE:

Parents wishing to let us know their views on our service, comments and suggestions or complaints should be made to the leader or the head teacher. Activ8tors has a suggestion box located within the room.

Activ8tors welcomes feedback and suggestions on how to improve our service.

Activ8tors aims to provide a varied stimulating environment for all children attending. Activ8tors regularly consults with the children to ensure their voices are heard. Questionnaires and newsletters will be sent to parents on a regular basis for feedback and communication purposes about the club. However parents are encouraged to consult with the leader and staff on a regular basis to meet the needs of the children. Any concerns will be dealt with in a confidential manner.

Review Date: May 2012

SMOKING AND INTOXICATING SUBSTANCES POLICY:

Staff, parents or visitors are not permitted to smoke whilst on the premise used by Activ8tors.

Staff are not permitted to smoke during the preparation time or running of Activ8tors.

Intoxicating substances are not permitted on site.

Should a member of staff arrive at work, who appears to have been taking an intoxicating substance will be suspended immediately and the head teacher informed. An investigation will follow.

Should a parent arrive to collect a child who appears to be influenced by an intoxicating substance; the child may not be released. Social services will be contacted and advice sought. The police maybe called if the child is deemed to be at risk.

Review Date: MAY 2012

Name

I confirm that I have read and understood the **Admissions and Bookings policy** for Activ8tors and will implement all necessary actions when working within the Activ8tors setting.

Signed.....

Print.....

Dated.....