

TOWER HAMLETS

Holiday Childcare Scheme

Policies and Procedures

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Mission Statement

Our aim is to provide a good quality, safe, inclusive childcare service encouraging all children to engage and participate in play based activities indoors and outdoors.

Aims and objectives:

- Offer an inclusive service, accessible to all children in the community.
- Ensure children feel happy, safe and secure, allowing them to learn and develop freely in a play centred environment.
- Encourage children to take responsibility for themselves and their actions.
- Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination.
- Provide a wide range of resources and equipment which can be used under safe and supervised conditions.
- Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals.
- Work in partnership with parents to provide high quality play and care.
- Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers.
- Keep parents/ carers informed about changes in the administration of the scheme and to listen and respond to their views and concerns.
- Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise.
- Employ experienced, well trained staff and offer them appropriate support.
- Promote the Playwork Principles.
- Comply with the Children's Act 1989, the Childcare Act 2006, and all other relevant legislation.



Medication Policy

If a child attending the Tower Hamlets Holiday Childcare Scheme (HCS) requires prescription medication of any kind, their parent/carer must complete **consent to administer medication** form. Staff at the Holiday Childcare Scheme will not administer any medication that has been bought over the counter and not prescribed by a doctor. Medication without prior written consent from the parent/carer will not be administered. Parents/carers are responsible for ensuring that medication is in date and not passed its expiry date. All medication administered will be recorded on a **Medicines Administered Log** in which parent/carer will need to sign in acknowledgment of medication administered.

If possible, children should take their medication before arriving at the holiday scheme. All medication will be stored securely during the scheme. All medication including Inhalers must be labelled with the child's name and handed in to a designated staff member will be responsible for administering or witnessing self-administration by the child.

Before any medication is given, the designated person will:

Check prior consent has been received

A witness will be present to ensure that the correct dosage is given

When the medication has been administered, the designated person must:

Record all relevant details on the record of **Medicines Administered Log**

Ensure parents/carers sign the form to acknowledge that the medication has been given, when collecting their child.

Any medication left and not collected by the last day of the scheme will be disposed. It is the responsibility of parents/carers to ensure medication is collected before the scheme ends.

If a child refuses to take their medication, staff will not attempt to force them to do so. The child's parent/carer will be notified, and the incident recorded on the **Medicines Administered Log** form.

A child's parent/carer must complete a new **consent to administer medication** form if there are any changes to a child's medication (including change of dosage or frequency)

Any medications requiring specialist training before use, e.g. Epi Pens etc, appropriately trained staff will only administer the medication. If a child requires such medication the Holiday Childcare Team will arrange appropriate training before a child is able to attend the scheme. If unable to arrange necessary training, the child will not be able to attend.

If a child suffers from a long term medical condition the Holiday Childcare team will request parents/carers to provide a medical care plan from their doctor, to clarify their symptoms and how to treat them.



Illness and Accidents Policy

We will record any accidents or illnesses, together with any treatment given, on an **Accident or Incident Record** as appropriate, which the parents/carers will be asked to sign on collection. If a child suffers an accident/injury prior to arrival at the scheme parents/carers are required to complete a **Pre-Existing Injury Form**.

If any child is ill at the scheme we will immediately notify their parents/carers to collect them. Any child who has been ill should not return to the scheme until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

Parent/carers will not receive a refund if their child is ill for a few days. If their child is ill for a period of 5 consecutive days or more they can apply for a refund, if a doctor's certificate can be presented. Parent/carers cannot carry the days that their child is sick over to another scheme.

First Aid

The HCS will always have designated Paediatric First Aiders present during every scheme. The list of all First Aid qualified staff is displayed during the scheme.

The location of the First Aid box is always in the main office/medical room. The Scheme lead regularly checks the contents of the First Aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981. The scheme lead will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current Paediatric First Aid certificate.

Procedure for a minor injury or illness

The First Aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent/carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent/carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.



Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent/carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's **application form** with them and will consent to any necessary treatment (as approved by the parents/carers on the **application form**).
- We will contact the child's parents/carers, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident the scheme lead and staff will review the events and consider whether any changes need to be made to the schemes policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (e.g. broken limb, amputation, dislocation, etc. – see the HSE website for a full list of reportable injuries).

Communicable diseases and conditions

If a case of head lice is found at the scheme, the child's parents/carers will be informed to collect their child. Other parents/carers will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on the premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children, the Holiday Childcare team will inform Ofsted as soon as possible.

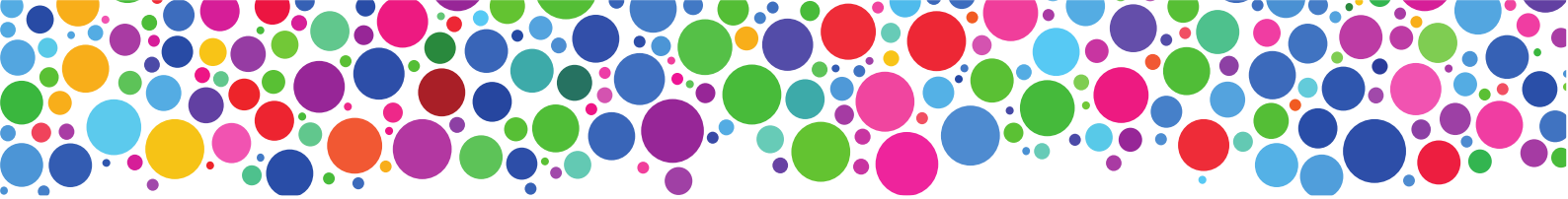
If there is an outbreak of a notifiable disease at the scheme, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

Useful contacts

Corporate Health and Safety Team: 0207 364 4193

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23



Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	5 days from first appearance of rash
Cold Sores	None. Avoid contact with sores
Conjunctivitis	24 hours or until the discharge from eyes has stopped
Diphtheria*	Until certified well by doctor
Diarrhoea and Vomiting	48 hours after symptoms cleared
Glandular Fever	Until fully recovered
Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	Until certified well by doctor
Hand, Foot and Mouth disease	While rash and ulcers are present
Hepatitis A*	Until certified well
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until the skin has healed
Influenza	Until recovered
Measles*	5 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	Until treatment has been given
Pertussis* (Whooping cough)	21 days from the onset or 5 days from commencing antibiotic treatment
Poliomyelitis	Until certified well by doctor
Ringworm of scalp	Until cured
Ringworm of the body	Until treatment has been given
Rubella* (German Measles)	5 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever*	5 days from start of the treatment
Slapped Check, Fifth Disease	None
Streptococcal infection of the throat	3 days from the start of the treatment
Threadworms	None
Tonsillitis	None
Tuberculosis*	Until certified well by doctor
Typhoid*, Paratyphoid*	Until certified well by doctor
Warts (including Verruca)	None. Verruca sufferers should keep feet covered

* Denotes a notifiable disease.

If in any doubt contact local health services for further information.



Smoking, Alcohol and Drugs Policy

Smoking

Smoking is not permitted anywhere on the premises of the Holiday Childcare Scheme, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors. If we discover that a child has cigarettes in their possession whilst at the scheme, we will confiscate the cigarettes and notify their parent/carer at the end of the session.

Alcohol

Anyone who arrives at the holiday scheme clearly under the influence of excessive alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at the scheme, we will confiscate it and notify their parent or carer at the end of the session and/or instigate Safeguarding Procedures in line with the Safeguarding Policy

Drugs

Anyone who arrives at the scheme clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.

If we discover that a child has illegal drugs in their possession whilst at the scheme, we will inform their parent or carer and instigate Safeguarding Procedures in line with the Safeguarding Policy

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the scheme lead as soon as possible. The scheme lead will then complete a risk assessment.

Safeguarding children

All members of staff have a duty to inform the scheme lead and the Designated Child Protection Person (DCPP) if they believe that a parent or carer is a threat to the safety of a child due to them being under the influence of alcohol or illegal drugs when they drop off or collect their child. The scheme lead and DCPP will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary the police should be called.



Healthy Eating Policy

When the Holiday Childcare Scheme provides food and drinks we ensure it is healthy, nutritious and balanced. Food and drink will be safely prepared with regard to the dietary and religious requirements of the children in our care. Parents/carers are required to notify us regarding any special dietary requirements or allergies when completing the application form.

- We will provide suitable healthy snacks for all the children.
- Healthy **Packed Lunch guidance** is available for all parents/carers.
- 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.
- Snacks will be offered in the morning for early year's children and in the afternoon for all children.
- Withholding food will not be used as a form of punishment.
- Staff will promote healthy eating with the children.
- We will avoid excessive amounts of fatty or sugary foods.
- Children will not be forced to eat or drink anything against their will.

Packed Lunches:

We encourage parents to provide a healthy balanced packed lunch. For more information please see the healthy packed lunch guidance on our website www.towerhamlets.gov.uk/packedlunch.

Snacks:

- We provide a mid-morning snack for early year's children consisting of foods such as fresh fruit/breadsticks/humus/chopped vegetables.
- All children are given a mid-afternoon snack of a choice of fresh fruit.

Drinks:

The recommended healthy drink options are:

- Water
- Milk (semi-skimmed)
- Pure fruit juice (only 1 small glass per day)

All other drinks should be avoided as they either contain; very high levels of sugar, have no nutritional value and have many additives and colourings. Pure fruit juice is one of a child's 5-a-day but is very high in sugar and can damage children's teeth. Ideally it should be diluted and only given once a day.



Visits and Outings Policy

It is the aim of the Holiday Childcare Scheme to ensure that all trips or outings are planned carefully, associated risks are assessed and addressed and costs are considered.

When planning an outing the **Trip checklist** should be followed and a risk assessment should be completed, a written plan drawn up and a timetable of trips provided to the Holiday Childcare team. Children can only participate in an outing if a trip consent form is completed by their parents/carers. The procedure below should be followed:

- 1) On the day the scheme lead should ensure:
 - A **Trip Checklist** is completed.
 - Consent for child/ren has been given from their parent/carer'
 - A register of all children present is completed.
 - Emergency medical/SEN information is made aware of.
 - The First Aid bag is fully stocked.
 - A member of staff is designated as trip leader and holds all risk assessments, site information, and SEN/medical needs.
 - All mobile phones are available and charged – with numbers held on site.
- 2) The scheme lead should ensure that the adult/child ratio is followed. Ratios will be decided according to the children's needs. Adult/child ratios for trips are reviewed each scheme and are as follows:
 - 1:5 for children in our early years
 - 1:8 for children in our main scheme
 - 1:10 for children in our teen space
- 3) Holiday childcare workers and children should be aware of the fire exits and safety procedures at the venues and should make children aware of them upon arrival.
- 4) Children should wear a high visibility jacket.
- 5) If the group is separating, a meeting point must always be identified so that all children and staff know where they should go to regroup.
- 6) Children should be counted in and out of the venue, on and off transport and at any other meeting points during the day.
- 7) If a child is lost, the **Missing Children** procedure should be followed.
- 8) On return to the scheme, collection by parents should be carried out in accordance with the **Arrivals and Departure** policy.



Risk Assessment Policy

The Holiday Childcare Scheme uses its risk assessment systems to ensure that the scheme is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

The HCS staff will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the scheme lead to ensure that risk assessments are completed, logged and monitored.

Risk assessments will be carried out:

- Whenever there is any change to equipment or resources.
- When there is any change to the scheme's premises.
- When the particular needs of a child necessitates this.

Risk assessments are reviewed annually through a risk benefit assessment approach. We use guidance from the Health and Safety Executive with our risk benefit assessments.

<https://www.hse.gov.uk/entertainment/childs-play-statement.htm>

If changes are required to the scheme's policies or procedures as a result of the risk assessment, the scheme lead will ensure that the relevant documents are updated and that all staff are informed.

Daily checks: The Scheme lead will carry out a visual inspection of the equipment and complete a **Daily Health and Safety Area Checklist** of the whole premises (indoors and out) before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety.

If a member of staff discovers a hazard during the course of a session, they will make the area safe and then notify the scheme lead. The scheme lead will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

Recording dangerous events: The scheme lead will record all accidents and dangerous events on the **Incident** or **Accident Record** sheets as soon as possible after the incident. If the incident affected a child, the record will be kept on the child's file. The scheme will monitor **Incident** and **Accident Records** to see whether any pattern to the occurrences can be identified.



Health and Safety Policy

The Holiday Childcare Scheme has appropriate insurance cover which is displayed. Tower Hamlets Local Authority is responsible for renewing this insurance yearly.

Each member of staff follows the scheme'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 scheme.
- 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 scheme lead.

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

Responsibilities of the scheme lead in collaboration with the Holiday Childcare Team


The scheme lead for the setting holds ultimate responsibility and liability for the day to day safe operation of the scheme. The scheme lead will ensure that:

- The Holiday Schemes designated health and safety officer is the scheme lead.
- All staff receives information on health and safety matters and receives training where necessary.
- The **Health and Safety** policy and procedures are reviewed regularly.
- Staff understands and follows health and safety procedures.
- Resources are provided to meet the scheme'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 scheme lead

The scheme's scheme lead is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature.
- Should other organisations also have permission to use the setting at the same time discussions will have taken place by the Holiday Childcare Team and Head Teacher and appropriate safety measures put in place.
- All the scheme's equipment is safely and securely stored.
- A **Daily Health and Safety Area Checklist** is completed each day in accordance with our **Risk Assessment** policy.
- Children are only allowed in the kitchen if properly supervised (e.g. for a cooking activity).

- 
- A working telephone is available on the premises at all times.
 - Chemicals and cleaning materials are stored appropriately.
 - External pathways are cleared in severe weather.

Security

Children are not allowed to leave the scheme premises during the session unless prior permission has been given by the parents/carers. During the scheme, all external doors are locked, with the exception of fire doors. Staff monitors the entrances and exits to the premises throughout the scheme.

All visitors to the scheme must sign the visitor's book. Visitors will never be left alone with the children. If a person has no reason to be on the scheme's premises we will escort them from the premises. If the person refuses to leave, the police will be called. In such an event an **Incident Record** will be completed.

Hot weather and the application of sun cream

The holiday childcare team encourage children to wear sun cream in hot weather. Parents/carers are asked to provide sun cream with the child's name clearly marked on the lotion. If sun cream lotion is not provided by the parents/carers the staff can apply 'scheme' purchased lotion if consent is obtained from the parents/carers.

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 the scheme must 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 handling food are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff should ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions are kept covered.

Dealing with body fluids

When dealing with body fluids; blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.



Fire Safety Policy

Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.

- A clear **Fire Evacuation Procedure** is located on the main noticeboard of the scheme.
- All children will be made aware of the fire safety procedures, including location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked.
- Fire extinguishers and alarms are regularly tested in accordance with manufacturer's guidance. The premises scheme lead is responsible for this.
- All fire drills are recorded.

Responsibilities of the Fire Safety Officer

The Holiday Childcare Scheme scheme lead and/or the site premises scheme lead is the designated Fire Safety Officer. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The scheme has a Fire Safety Risk Assessment which is located within the Generic Risk Assessments. Any potential fire hazard would be identified within the **Daily health and safety checks**.

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.

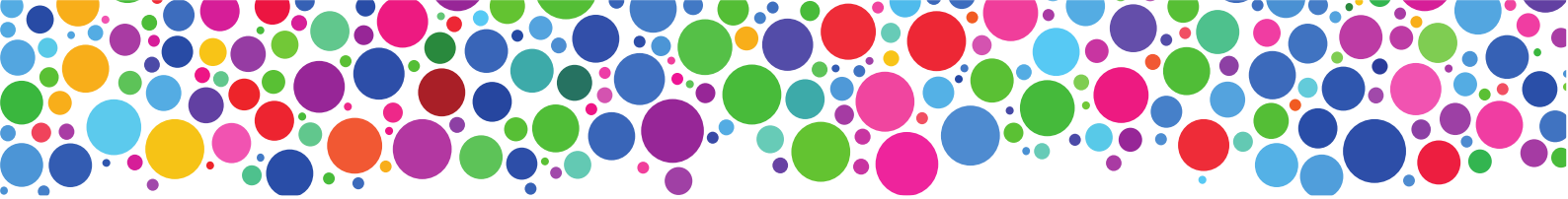
Fire prevention

The scheme will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the scheme's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.



- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the scheme lead will use the emergency contacts list (which is kept off the premises at the Holiday Childcare central office) to contact parents/carers.



Arrivals and Departures Policy

Any arrivals or departures are recorded on the **registers**. The register will be kept in an accessible location on the premises at all times and monitored.

Arrivals and departures

Parents/carers are required to sign their child's attendance daily, recording time of arrival and departure. Children can only be collected by an adult who has been authorised to collect them on their application form. The child's parents/carers must inform the scheme in advance if someone who is not listed on the registration form is to collect the child.

Children over 10 years old will only be allowed to leave the scheme alone at the end of the session with written consent from their parents/carers. Children below the age of 10 years will not be allowed to leave the scheme unaccompanied.

Late or Uncollected Children

If a parent/carer is late, they will be charged a late collection fee. (Please see our Bookings and Fees Policy for charges).

If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will use the following procedures:

- The scheme lead will contact the parent/carer using their contact details on the child's application form.
- If there is no response from the parent/carer the scheme lead will contact the emergency contacts listed on the child's application form.

No contact for over 30 minutes

- If the scheme lead is unable to contact the child's parent/carers after 30 minutes, the scheme lead will contact the local Social Care team for advice.
- The child will remain in the care of the scheme's staff, on the scheme's premises if possible, until collected by the parent/carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the scheme's premises, a note will be left on the door of the scheme informing the child's parent/carer where the child has been taken with a contact number. A further message will be left on the parent/carers telephone explaining events.

While waiting to be collected, the child will be supervised by at least two members of staff.

Managing persistent lateness

The scheme lead will record incidents of late collection and will discuss them with the child's parents/carers and charged accordingly. Parents/carers will be reminded that if they persistently collect their child late they may lose their place at the scheme.



Safeguarding Children Policy

The Schemes Designated Child Protection Person (DCPP) are named on our parents/carers notice board. The DCPP will have attended suitable training, mentor and support staff members, and will be responsible for liaising with the Social Care, Health, Safeguarding Team, Ofsted and with other agencies deemed appropriate. They will also be fully supported and advised, by the Senior Management Team.

Forms of 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 behaviour
- deterioration in a child's general well-being
- unexplained bruising; marks
- comments made by a child which give cause for concern
- Inappropriate behaviour displayed by other members 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:

- Listen to the child, offer reassurance and give assurance that he or she will take action;
- Not question the child
- Records the incident as soon as possible on the **Incident Record** form
- These records are signed and dated and kept in a secure, confidential, file



If a member of staff witness or suspects abuse, they will record the incident immediately. 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 scheme is obliged to and the incident will be logged accordingly.

Logging an incident

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

- Date of the disclosure or the incident 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 scheme DCPD who will decide whether to contact Social Care or make a referral. All referrals to Social Care will be followed up in writing within 48 hours by the DCPD.

If any member of staff thinks that the incident has not been adequately dealt with, they may contact Social Care themselves.

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 witness 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 (e.g. police) should be informed, and the scheme will act upon their advice. Any reports to the LADO will be followed up in writing within 48 hours by the DCPD.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.

All staff are fully trained and aware of the Tower Hamlets safeguarding children policy.

Prevent Duty and promoting British Values

Tower Hamlets Holiday Childcare Scheme supports 'The Counter Terrorism and Security Act'. The scheme ensures it has "due regard to the need to prevent people from being drawn into terrorism/radicalisation".

Within our setting we will;

- assess the risk of children being drawn into terrorism/radicalisation
- demonstrate that we are protecting children from being drawn into terrorism by having robust safeguarding policies in place
- ensure that our safeguarding arrangements take into account the policies and procedures of the Local Safeguarding Children Board
- make sure that staff have training which gives them the knowledge and confidence to identify children at risk of being drawn into terrorism/radicalisation, and to challenge extremist ideas which can be used to legitimise terrorism/radicalisation



- **Promote British Values** by supporting children to learn between right and wrong at an early age. We support and guide decision making (PSED) and democracy and respecting each other's views and values, talking about feelings and learning to share ideas and take turns during play.

Female Genital Mutilation

It is a criminal offence for a child to undergo Female Genital Mutilation (FGM). Staff are required to report any actual and suspected cases of FGM to social care by law. If a member of staff suspects a child is going to be taken out of the country to undergo the procedure then this must be reported to the DCPD and the police immediately. Staff will complete an **Incident record** form for any concerns relating to FGM.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents/carers permission. Only the schemes devices will be used to take photographs of the children at the scheme except with the express permission of the scheme lead. Neither staff nor children may use their mobile phones to take photographs at the scheme.

Making a referral to the Local Authority Social Care Team

When a decision has been made to make a referral (in collaboration with the Senior Management Team), the following procedures must be followed with the support of the DCPD:

- Contact either the Child Protection Advice Line or the MASH immediately and keep a log of the phone calls including times and the name of the person spoken to.
- Ofsted will be informed of any allegations of abuse concerning a member of staff regarding any abuse allegations that have taken place on the premises or during visits and outings.
- Parents/carers will be made aware when the scheme has made a referral to social care unless doing so would place the child at risk of harm.

Useful contacts

Agency:	Contact Number:
Multi-Agency Safeguarding Hub (MASH)	0207 364 3444/5601/5606
Ofsted	0300 123 1231
LADO	0207 364 0677
Children's Social Care Emergency	0207 364 5006
Police Child Abuse Investigation Team (CAIT)	0208 217 6484



Whistleblowing Procedure

If a member of staff discovers evidence of malpractice or wrongdoing within the scheme they can disclose this information internally without fear of reprisal. Our Whistleblowing policy is intended to cover concerns such as:

- Conduct of staff which may consider to be a criminal offence;
- Disclosure relating to miscarriage of justice;
- Dangers to health and safety or the environment;
- Financial malpractice or fraud;
- Breaches of procedures;
- Failure to comply with legal obligations;
- Improper conduct or unethical behaviour;
- Deliberately concealing of information relating to any of the above matters.

This policy should not be used to question business decisions made by the scheme, or to raise any matters that are covered under other policies (e.g. staffing, discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**.

Raising a concern

The staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and their concerns about the situation.

In the first instance concerns should be taken to the scheme's lead or the Holiday Childcare Team Manager. If due to the nature of the problem the person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- The Local Authority Designated Officer or the Local Safeguarding Children Board
- The police (if a crime is thought to have been committed).
- Whistleblowing charity PCAW (Public Concern at Work) for advice.

Responding to a concern

Initial enquiries will involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies. If the initial meeting does not resolve the concern, further investigation is required.

Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the scheme will make every effort, if appropriate not to reveal the identity of anyone raising a concern, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.



Missing Child Procedure

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The scheme lead will then contact the child's parents or carers, followed by the Holiday Childcare Team.
- Staff will continue to search for child whilst waiting for the police and parents/carers to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the scheme.
- The scheme lead and/or Holiday childcare lead will liaise with the police and the child's parent or carer.

The incident will be recorded in the **Incident Record**. If the police or Social Care were involved in the incident, we will also inform Ofsted.



Internet, Mobile Phone and Social Networking Policy

Staff will support children to ensure safe internet use whilst at the scheme. Our holiday schemes are based within primary schools and therefore the necessary security restrictions will be in place. However, if a child encounters something inappropriate on the Internet, the scheme lead will be informed and the incident will be noted on an **Incident Record**, and the child's parent/carer will be asked to sign.

We have put in place the following safeguards:

- Staff will supervise the use of the Internet.
- The computer has an up to date virus checker and firewall installed.
- The computer is subject to all the normal blocks of the schools computer systems, children are encouraged to use a child-safe search tool.
- The computer's browser history is regularly checked to monitor which sites are being accessed.

Social Networking:

- Staff must not post anything onto social networking sites that could be construed to have any impact on the reputation of the scheme.
- Staff must not post anything onto social networking sites that would offend any other members of staff or parents/carers using the scheme.
- If staff choose to allow parents/carers to view their page on social networking sites then this relationship must remain professional at all times.

If any of the above points are found to be occurring at the scheme the member of staff involved could face disciplinary action.

Mobile Phone Usage

The Holiday Childcare scheme has its own designated scheme mobile phone, the number will be provided to all parents/carers and staff.

- Staff should not be in possession of their mobile phone where children are present. Only the schemes/council mobile phones can be used in the scheme.
- Staff must store their mobile phones with their personal belongings in the staff room while on duty.
- Parents/carers will be asked not to use their phone during the scheme.
- Children are prohibited from using mobile phones during the day. If a mobile phone is found in a child's possession it will be confiscated and returned at the end of the day.

Under no circumstances may staff use their personal mobile phones to take photographs at the scheme during working hours. The scheme does not accept any responsibility for loss or damage to mobile phones brought to the HCS by the children. The scheme will be provided with an appropriate camera, the use of personal **camera phones** is not permitted. The use of any sort of camera by parents/carers is prohibited in the scheme.



Manual Handling Policy

The Holiday Childcare Scheme undertakes risk assessments in order to eliminate hazardous manual handling activities as far as possible. If care of a particular child requires manual handling, before the child is accepted onto the holiday scheme, sufficient training will have been provided to staff to ensure the safety of both the child and the staff.

Procedure

In order to limit the risk of injury from manual handling operations, the scheme will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable.
- Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment.

During any activities which require manual handling staff should seek the assistance of an additional member of staff in order to minimise the risk of injury.

Employee's duties

It is the responsibility of all staff at the scheme to:

- Comply with any instructions and training provided in safe manual handling techniques.
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities.
- Report to the scheme lead any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (e.g. pregnancy, back problems).

In summary

- | | |
|---------------|--|
| Avoid | Whenever possible, avoid manual handling situations. |
| Assess | If avoidance is not possible, make a proper assessment of the hazard and risks. |
| Reduce | Reduce the risk of injury by defining and implementing a safe system of work. |
| Review | Review your systems regularly, to monitor the overall effectiveness of the policy. |



Emergency Evacuation and Closure Procedure

The Holiday Childcare Scheme will make every effort to keep the scheme open, but in exceptional circumstances, we may need to close at short notice.

In the event of an emergency we will ensure that both children and staff are kept safe. If it is necessary to evacuate the Scheme, the following steps will be taken:

- If appropriate, the scheme lead will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit. The assembly point is clearly displayed on the **Emergency Evacuation Procedure** located on the parents/carers noticeboard.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register and registration consent form file (which includes emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the designated person will close all accessible doors and windows.
- The registers will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The scheme lead will contact parents/carers to collect their children. If the register is not available, the scheme lead will use the emergency contacts list (which is kept off site at the Holiday Childcare teams office).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the scheme will follow its **Uncollected Child** procedure.
- All emergency closures are authorised by the Director of Education, Social Care and Wellbeing.

If the scheme has to close, temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.



Early Years Foundation Stage (EYFS) Policy

Tower Hamlets Holiday Childcare Scheme is committed to delivering a high quality early years provision, as set out in the *Statutory Framework for the Early Years Foundation Stage*.

All children who are within the EYFS age range are allocated within the Early Years area of the scheme. Towards the end of the summer scheme, children who will be entering into year 1 will begin transition to the main scheme, to support with their settling into the main scheme.

There is a designated EYFS lead at the scheme who, alongside the scheme lead, is responsible for:

- Identifying EYFS children enrolled in the scheme
- Assigning a key person for each EYFS child – in line with our **Key Person/ Worker Policy**
- Ensuring that staff are all briefed on the importance of the EYFS and are shown how to undertake observations
- Gaining parental consent for information sharing, where necessary
- Implementing a communication method (WOW book) for parents/carers, the scheme and for the purpose of feedback for the principal EYFS provider
- Liaising regularly with the Holiday childcare scheme lead and team manager, before each scheme, for the purpose of ensuring best practice is adhered to.

All staff in the Early Years provision will plan and provide opportunities, within a play environment, which is appropriate to the EYFS.

The scheme will provide a balance of adult and child initiated activities, following the children's interests.



Play Policy

At Tower Hamlets Holiday Childcare Scheme we recognise the importance of play to a child's development. As play/childcare workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves. We promote and support the Playwork Principles. Information about the Playwork Principles are available on the website below:

<http://www.playengland.org.uk/playwork-2/playwork-principles/>

Facilitating play

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up the scheme so that activities/free play/games are ready for when the children arrive.
- Providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered.
- Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why.
- Not expecting children to be occupied at all times.
- Making outdoor play available every day, unless the weather is particularly bad.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.
- Providing a theme for each scheme – which would be the focus of some arts/crafts and sports activities.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.

Play areas and equipment

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.
- The Holiday Scheme keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required – this is kept with the Holiday Childcare Team in the office.
- The resources used at the scheme promote positive images of different ethnic backgrounds, religions, families and abilities, in line with our **Equal Opportunities** policy.
- The scheme has a selection of fiction and non-fiction books, suitable for all age ranges.



Key Person/ Worker Policy

At Tower Hamlets Holiday Childcare Scheme every child in the EYFS is designated a key person also referred to as a key worker throughout the policies and procedures. Children who require additional support on a one to one or one to three basis are allocated a Key worker.

- All children in the EYFS age range will be assigned a named key person/worker on their first day at the Holiday Scheme. It is the responsibility of the EY leader to allocate them.
- The key person/worker will introduce themselves to the child and their parents/carers so they know who their key person/worker is. The key person/worker will discuss with parents/carers their child's progress and achievement acquired at home in order to share relevant information help guide the child to reach their full potential.
- The key person/worker with support from a member of the management team will work with parents/carers and possibly any other agencies or persons involved in the care of the child to discuss the child's progress, needs, concerns (if any) and goals. Details of these meetings and discussions could be noted by the key person/worker and kept confidentially on the child's personal file. Parents/carers can access their child's information by speaking to the key person/worker and requesting time to go through details on their child's file.
- The key person/worker will be available and responsive to children's individual emotional and physical needs ensuring they respond sensitively to children's feelings, ideas and behaviour. They will help the child become familiar with the setting and meet the child's individual needs e.g. dressing, toileting etc.
- The key person/worker must also regularly note any significant changes throughout the time the child is attending the scheme and ensure this information is shared with the parent/carer and the early years lead.
- At the end of the scheme, the parent/carer will be given a file containing some examples of children's work (or photographs of) as well as any observations/development notes to pass on to the child's next setting/school, or to keep as a reminder of their child's achievements from attending the scheme.



Settling in Policy

At the Holiday Childcare Scheme we recognise the importance of supporting each child individually with their settling in period. If a child needs a longer time to settle in, this will be discussed with their parents or carers to see what can be arranged to make the transition easier.

Staff should notify the scheme lead if a child is not settling and it is the management team's responsibility to liaise regularly with the parents/carers to discuss the progress.

Parents/carers of nursery aged children (3-5 years) will be encouraged (once registered) to take their child directly through to the early years area. During the first day, the children should be introduced to their key person, who will make themselves known to the parent/carer.



Equal Opportunities Policy

The Holiday Childcare Scheme ensures it provides a safe and caring environment, free from discrimination. Committed to working with parents, schools and other relevant agencies to ensure that we offer an inclusive practice.

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, different families and disability, and through our staff modelling anti-discriminatory behaviour at all times.

Racial harassment

The scheme will not tolerate any form of racial harassment. We will challenge racist and discriminatory remarks, attitudes and behaviour from all attending, and on our premises

The Holiday Childcare team is responsible for ensuring that:

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

Inclusive practice

The scheme promotes an inclusive practice. If a child requires additional support at the scheme we will aim to work with parents/carers and professionals. A limited number of places are available on a one to one or one two three ratio. These ratios may be increased during lunch time. Funded places can be accessed through the short breaks service. Children accessing the service have to meet the eligibility criteria for short breaks, in line with the Council's Short Breaks Statement.

Special Education Needs Coordinator (SENCo)

There is a named SENCo who forms part of the management team. The SENCo's role:

- Manages the day to day provision for children with special educational needs or physical disabilities, alongside the named scheme lead.
- Is trained to undertake the SENCo role, is comfortable in taking on such responsibilities, and has regular contact with the Holiday Childcare team in ensuring that each child's individual needs are being met
- Is responsible for ensuring all key worker/one to one reports are completed effectively
- Is responsible for ensuring that children referred through social care and school are supported at the scheme and feedback is available to the referrer
- Is responsible for feeding back to the scheme lead during the scheme and on a day to day basis should any concerns arise.

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



Behaviour Management Policy

The Holiday Childcare Scheme uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the scheme. Working in partnership with parents/carers, we aim to manage behaviour using clear, consistent and positive strategies. The scheme's rules are discussed regularly with the children and are displayed at the scheme.

The lead at the scheme is the designated member of staff responsible for behaviour management. Whilst at scheme we support children to:

- Comply with the scheme rules.
- Respect one another, accepting differences of race, gender, ability, family, 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 scheme.

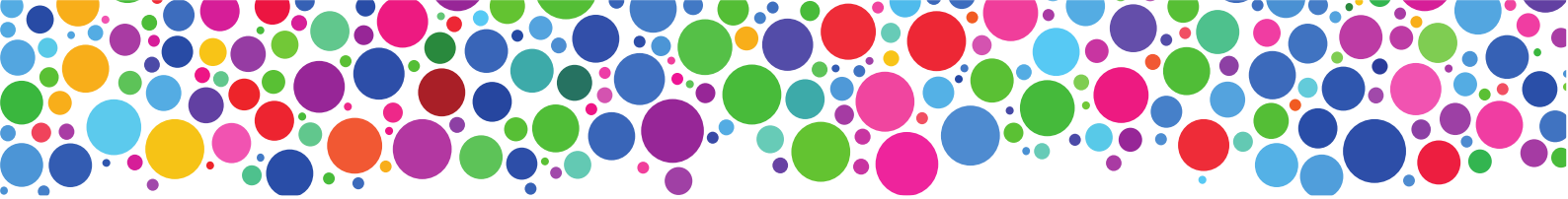
Encouraging positive behaviour

Positive behaviour is encouraged by:

- Staff acting as positive role models.
- Praising appropriate behaviour.
- Sticker rewards, Certificates for exceptional accomplishments.
- Informing parents/carers about individual achievements.
- Offering a variety of play opportunities to meet the needs of the children attending the scheme.
- Consulting with children at the start of each scheme on the ground rules and reviewing these on a daily basis. These rules will be on display at the scheme.

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 they find more engaging.
- Staff will consult with parents/carers to formulate clear strategies for dealing with persistent inappropriate behaviour.
- Corporal punishment or the threat of corporal punishment will never be used.



If after consultation with parents/carers and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the scheme will implement the **Suspensions and Exclusions** policy.

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 scheme lead will be notified and an **Incident Record** form 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 scheme lead 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.



Suspensions and Exclusions Policy

Where a child persistently behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an **Incident Log** and kept in the child's records.
4. The formal warning will be discussed with the child's parent/carer.
5. All staff will be informed when a child is given a formal warning.

Staff will inform the scheme lead if they believe that a child's behaviour warrants suspension or exclusion. Any exclusion will be authorised by the Holiday Childcare team.

We will only suspend or exclude a child from the scheme as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Temporary suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents or carers and ask that the child be collected immediately. Immediate suspensions require the scheme leads agreement.

The scheme may temporarily suspend the child for a period of up to 2 days. If the scheme takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour. At the end of the suspension period the scheme lead will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to the scheme.

Permanent exclusion

If a child is excluded from the scheme, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. The parent/carer has the right to appeal to the Holiday Childcare team against the exclusion within five days of receiving written notification of the exclusion by writing.



Anti-Bullying Policy

If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the scheme lead. A clear account of the incident will be recorded in an **Incident Log**. All staff will be informed so that close monitoring can begin. Staff at the scheme will foster an anti-bullying culture.

The scheme defines bullying as the *hurtful, repeated, intentional* harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Note: Bullying can occur face to face or online.

Responding to bullying behaviour

- We will address all incidents of bullying thoroughly and sensitively.
- Children who have been bullied will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the scheme, they will inform the scheme lead.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage them to change their behaviour.
- Staff will inform parents/carers when their child has been bullied. Staff will discuss what measures the scheme has taken and provide any support parents/carers may need.
- If bullying behaviour persists, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- All incidents of bullying will be reported to the scheme lead and will be recorded on an **Incident Log**. The scheme lead and other relevant staff will review the scheme's procedures in respect of bullying, to ensure that practices are relevant and effective.



Feedback Policy and Procedure

We continually request for feedback to help improve and plan for future schemes. We request parents/carers to complete a questionnaire/survey where we can take their views into consideration. The Holiday Childcare Team values all feedback we receive and thanks parents/carers for taking the time to complete questionnaires/surveys.

Complaints

The scheme lead will be responsible for dealing with complaints. If the complaint is about the scheme lead, the Holiday Childcare team manager or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log**. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of scheme activity:

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

Complaints about an individual staff member:

The matter will be discussed with the scheme lead, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is not possible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the scheme lead. The scheme lead and holiday childcare team 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 scheme's practices or policies as a result of the complaint. This must be kept on file at the main office for three years and available to Ofsted on inspection.
- Meet relevant parties to discuss the scheme's response to the complaint, either together or on an individual basis. **Tower Hamlets Corporate Complaints Policy** will be followed.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Tower Hamlets Holiday Childcare Scheme at any time. Ofsted will consider and investigate all complaints.



Confidentiality Policy

At Tower Hamlets Holiday Scheme we respect the privacy of all attending the scheme. Our aim is to ensure that all those using and working at the scheme can do so with confidence.

We will respect confidentiality in the following ways:

- Parents/carers can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and group management or for the well-being of the child.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents/carers to the Holiday Childcare team, which is shared with the management team, will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety will be kept in a confidential file and will not be shared within the scheme, except with the Designated Child Protection Person (DCPP) and the management team.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in the main office.
- Students on work placements are informed of all our policies and are required to respect them.
- The scheme will seek parental consent if they wish to take and/or publicise photographs of children.
- Staff personal details will remain confidential and will not be given out to anyone without the permission of that person except in the case of child protection.

Sharing information with outside agencies

We will only share information with outside agencies with consent from parents/carers and on a need-to-know basis and, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this, clearly stating our reasons.

Data Protection Act

The collection, storage and processing of personally identifiable information in both manual and electronic forms will be in line with the Data Protection Act 1998. All records will be kept safely locked/archived for three years (financial paperwork for six years). On destruction date, records will be disposed of confidentially.



Bookings and Fees Policy

The Holiday Childcare Scheme bookings process is prioritised for working parents resident in the London Borough of Tower Hamlets (LBTH). The bookings open at various times in the following order:

1. Working Families who are resident in LBTH
2. Non Working Families who are resident in LBTH. Please note we require evidence within the last 6 months, of either Universal Credit, Job Seekers Allowance.
3. Working Families who are **not** resident in LBTH. *(Please note we do not offer a subsidised rate for non residents of LBTH)*

Booking Procedure

The booking system will open approximately 4-6 weeks prior to each scheme all dates can be found on our website www.towerhamlets.gov.uk/hcs. Bookings are processed on a first come first serve basis, on receipt of a completed application form. Places are only confirmed on receipt of payment, following the procedure below:

1. To apply for a place on the holiday scheme visit <https://HolidayChildcare.magicbooking.co.uk> to create your account. Click on the 'Register/Sign Up' button and complete all the relevant boxes
2. You will receive a verification email, please click on the link provided to verify your account.
3. Click the 'Add Child' button and insert your child(s) information. Please complete all the relevant tabs such as allergies, medication or special need requirements that your child might need.
4. Once the above is completed you will be able to book your child following the booking dates listed on our website. Go to the 'Book' tab and select the date and time you wish to book your child on.
5. You will receive a confirmation email confirming your child has been booked into the holiday scheme.

Please note that children requiring 1:1 support will have their place confirmed once they have contacted the holiday childcare team to ensure we can provide the support required.

We can assist in helping you create a **Magic**booking account. Please contact us on 020 7364 0523 from 10am to 4pm.

Note: Any application found to contain false information can result in an immediate cancellation without any refund applied.

Cancellation and Refunds

Cancellations must be made in writing a minimum of five (5) working days before the first day of the Holiday Childcare Scheme for a refund. Please note cancellations must be made prior to 16:00 on the last cancellation date which will be the second Friday before a scheme commences. Cancellations made after this date are non-refundable and non-transferable. A cancellation fee of £10.00 will be incurred for all cancellations irrespective of circumstances.

Please note:

- Parents/carers can apply for a refund if a doctor's certificate can be presented during or after a period of **5 days** sickness.
- Parents/carers cannot carry the days that their child is sick over to another scheme.
- We are unable to refund childcare vouchers as these can only be used for childcare. Please ensure if using childcare vouchers that you intend to use the scheme.

Note: You are paying for your child's place not your child's attendance. If your child does not attend you will not receive a refund unless as stated above.

If no places are available the parent/carer will be informed and the child's name is added to the waiting list. The waiting list will be established under the following priorities.

1. Referrals from social care and or schools
2. Siblings of children already booked on the scheme

Late collection fee

Additional costs are occurred when there is a late collection. A late collection fee will be applied each time there is a late collection. (Please see our Arrivals and Departures Policy for our late collection procedure).

Note: The current late collection fee is set at £10 per child per a late collection.

Childcare vouchers

Please look on the online booking form to confirm the childcare vouchers we accept.

Note: Childcare vouchers take 5 working days to show in our bank account. Please take this into account when making bookings and awaiting confirmation of place from the Holiday Childcare Team.

We will not be accepting childcare vouchers from any other providers from this date. Childcare vouchers are being phased out because of the introduction of Tax Free Childcare.

Note: Tax Free Childcare takes 10 working days to show in our bank account. Please take this into account when making bookings and awaiting confirmation of place from the Holiday Childcare Team.

Further details about the Government Tax Free childcare is available at:

<https://www.gov.uk/get-tax-free-childcare>



Payment of fees

Fees are reviewed annually by the Local Authority Holiday Childcare Team.

Note: Payments must be made by one person or agency. The Holiday Childcare Team is unable to process split or shared payments. If a parent/carer is sharing the cost with an agency this matter is between the both parties and separate to the Holiday Childcare Team. As a service we require one full payment for all bookings.



Staffing Policy

Tower Hamlets Holiday Childcare Schemes operates to high levels of ratios, exceeding Ofsted guidelines. The scheme lead does not form part of them. It is the responsibility of the Holiday Childcare scheme lead to ensure there are enough staff employed each scheme.

Development and training

To ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the Council's guidelines and the Statutory Framework for the Early Years Foundation Stage, we provide all our staff with a thorough induction process, regular one-to-one meetings and opportunities for training and professional development.

Training

The scheme lead will identify and promote suitable training courses to meet the needs of the service and support staff professional development. Staff are expected to attend training courses as and when requested by their scheme lead.

Staff meetings

Management meetings are held and chaired by the Holiday Childcare lead and team manager. Pre scheme meetings occur at every scheme. Daily staff briefings take place during each day at the scheme.

Staff sickness reporting:

Staff must contact the Holiday Childcare scheme lead before 8am to notify an absence. If required the scheme lead will find cover staff. In the unlikely event that cover staff are not identified, leaving the scheme short staffed or out of ratio, the scheme lead will require to call non working parents to ask them to collect their children.

Staff lateness:

Any lateness, staff must inform the scheme lead immediately. All lateness will be recorded on the **staff signing in/out sheet** which must be completed every day. Staff will not be paid for any time they are late or off sick.

Uniforms and name badges:

The Holiday Childcare team will provide uniform for staff. Staff must wear their badges at all times.

Raising a grievance:

Guidance within the Tower Hamlets **Employee Handbook** enables staff to raise a grievance relating to their employment every member of staff has access to the **Employee Handbook** and should refer to it where necessary.

Safer Recruitment

In line with London Borough of Tower Hamlets Safer Recruitment procedures, The Holiday Childcare team ensure that all people working with the children in our care are safe and qualified to do so. When recruiting staff or volunteers we will follow the procedures set out by Tower Hamlets Human Resources.