



After School Arts Club Policies and Procedures

PRIMROSE HILL PRIMARY SCHOOL

February 2026

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1. PRIVACY POLICY, DATA PROTECTION AND GDPR

At After School Arts Club (ASAC), we are committed to protecting and respecting the privacy of our users, including children who attend our Club. This Privacy Policy outlines how we collect, use and safeguard personal information. We adhere to applicable privacy laws and regulations, including General Data Protection Regulation (GDPR) in the United Kingdom. Our lead person for data protection is Natalie Lewis. The lead person ensures that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Please read this Privacy Policy carefully to understand our practices regarding the collection and handling of personal information. Our aim is to ensure that all those using and working at After School Arts Club can do so with confidence that their personal data is being kept secure.

By participating in our activities, you consent to the terms of this Privacy Policy.

1) Information We Collect:

a. Personally Identifiable Information: We collect personally identifiable information (PII) such as the child's name, age, and contact details **via our secure third-party booking system, Pebble**, during the registration process.

b. Non-Personal Information: We may collect non-personal information, such as demographic data and activity preferences, to improve our services and tailor our activities to the needs and interests of participants. This information is collected in a way that does not identify individuals.

2) Use of Information:

a. We use the collected information to facilitate the registration process, communicate with parents or legal guardians, organise and deliver our activities, ensure the safety and well-being of participants, and improve our services.

b. We do not use the collected information for marketing purposes or share it with third parties, except as described in this Privacy Policy.

3) Sharing of Information:

a. We share personal information with trusted third-party service providers who assist us in running our business, **including Pebble (for booking and data management)**, instructors, and venues. These providers are required to keep the information confidential and only use it for the intended purposes.

b. We may disclose personal information if required by law, to protect our rights and safety, or to comply with a judicial proceeding, court order, or legal process.

c. In the event of a merger, acquisition, or sale of all or a portion of our assets, personal information may be transferred or disclosed as part of the transaction. We will notify parents or legal guardians and obtain their consent before transferring personal information in such cases.

4) Data Security:

a. We implement appropriate technical and organizational measures to protect personal information from unauthorized access, disclosure, alteration, or destruction. However, no security measures are perfect, and we cannot guarantee the absolute security of data.

5) Parental Rights and Controls:

a. Parents of legal guardians have the right to review, update, or request the deletion of their child's personal information. They can do so by contacting us using the information provided at the end of this Privacy Policy.

b. We may need to verify the identity of the requesting parent or legal guardian before making any changes or disclosures regarding their child's information.

c. If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

6) Third Party Websites:

a. Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these websites. We encourage parents or legal guardians to review the privacy policies of these third parties before providing any personal information.

7) UK Laws and Protection:

a. We comply with General Data Protection Regulation (GDPR) and the Data Protection Act 2018, which govern the collection, processing, and storage of personal information in the United Kingdom.

b. We recognise and respect the rights of individuals under UK privacy laws, including the right to access, rectify, erase, or restrict the processing of personal data. Parents or legal guardians can exercise these rights by contacting us using the information provided at the end of this Privacy Policy.

8) Contact Us:

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us at:

After School Arts Club Address: 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ or at info@afterschoolartsclub.com

2 FOOD & ALLERGY MANAGEMENT

Natalie Lewis is responsible for overseeing the food hygiene at After School Arts Club.

Children bring in their own snack for their sessions with us. These must be **NUT FREE** and **SESAME FREE** as is the school policy. Children may not share food due to allergy risks. Children should have their own water bottles and refills of water will be available at all times during sessions.

Snack time is treated as ideal opportunity for socialising and developing, table manners will be positively reinforced, and handwashing or sanitising encouraged before eating.

3 ADMISSIONS AND FEES POLICY

We provide care for up to 16 children a session between the ages of 4 and 6, serving the children of Primrose Hill Primary School.

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

1. Those already attending the club requesting extra sessions per term
2. Siblings of children already attending the club
3. Anyone else

Registration

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

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Registration form, medical form, parent contract, booking form, privacy notice, photo permission form
- **Behaviour Management** policy
- **Complaints** policy
- **Club Handbook**

If a place is available, the child will be able to attend the Club as soon as the completed forms are received and payment is made, or the start of term, whatever is practical.

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

Booking procedure

Bookings are made via the **Pebble booking system**. Parents must complete the online registration, including medical and emergency contact details, before a child can attend.

- **Standard online booking:** Payment is required **upfront at the point of booking** via card on Pebble.
- **Alternative Payment (Bank Transfer):** Parents may select the 'Free Ticket' option on Pebble to secure the space and fill in the registration questions. An invoice will then be issued separately for payment via bank transfer. Bookings are only confirmed once payment is cleared. Sessions booked this way are priced the same as if paid online, however it means payment can be made at a later date.

- **Confirmation:** A booking is only confirmed once the registration is complete and payment (or proof bank transfer) has been received and confirmed.

- **Re-enrolment for the next term:**

Re-enrolment for the following term is managed through Pebble and made available half a term before the new term. Existing members will be given priority booking windows before sessions are opened to the general waiting list.

- **Changes to Days:**

If you need to change the days that your child attends, please contact Natalie Lewis. We try to accommodate such changes wherever possible.

Fee structure

Fees are charged at £20 per session.

- Fees are payable termly in advance.
- Fees can be paid by electronic transfer.
- There is a charge of £10 per 10 minutes/£1 per minute for late collection, which will be added to the next invoice.
- Fees are charged for booked sessions whether the child attends or not.
- We offer a 10% discount for siblings

Payment of fees

Fees are reviewed annually. Any queries regarding fees should be directed to the manager.

Online payments are made at the point of booking. Bank Transfer payment terms are 28 days (or before the first session, whichever is applicable) once the invoices are issued. These will be issued at our first opportunity. If you require a payment plan or wish to spread the cost, please contact the manager to discuss this on a case-by-case basis. Failure to settle invoices for 'Free Ticket' bookings within the specified timeframe may result in the child's place being withdrawn.

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

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

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

Refunds of deposits/fees

Prior to term starting

We no longer take deposits upon booking. If a parent cancels a confirmed booking before the start of term, we will provide a refund of the fees paid, **minus a £50 per day administrative fee**. Cancellations made less than 7 days before the term starts are non-refundable.

If the Club is unable to accommodate a child on a booked day, we will contact you at the first opportunity. In this instance, we will offer to move the booking to an alternative day or provide a full refund of the fee for that session.

Mid-Term Cancellations & Refunds

Once a term has commenced, we are unable to offer refunds or credits for any remaining sessions should you wish to withdraw your child. Our costs for staffing and materials are committed based on termly bookings.

In exceptional circumstances (such as a long-term medical issue supported by a doctor's note), a credit toward the following term may be offered at the Director's discretion, or refund if the child is moving schools.

Ad-hoc bookings are non-refundable and non-transferable.

This policy was adopted by After School Arts Club	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information and records [3.74]*

4 CLUB RULES

- 1. Be kind to each other.**
- 2. Share – don't exclude anyone.**
- 3. Help each other.**
- 4. No fighting**
- 5. Wash hands before eating and after using the toilet.**

6. **Take care of the equipment.**
7. **Be polite and respectful to the team and each other.**

5 BEHAVIOUR MANAGEMENT POLICY

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

Whilst at After School Arts Club we expect children to:

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

Encouraging positive behaviour

At After School Arts Club positive behaviour is encouraged by:

- Team members acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Club.

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

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Team members will discuss why the behaviour displayed is deemed inappropriate.
- Team members will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Team members 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, team members will consult with the child to find activities that more fully engage them.
- Team members will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- No team member will ever threaten any punishment that could adversely affect a child's well-being (e.g. withdrawal of food or drink).

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

Physical intervention

Physical intervention will only be used as a last resort, when the team 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 team has to physically restrain a child, the manager will be notified, and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

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

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

Corporal punishment

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

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

This policy was adopted by: After School Arts Club	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Managing children's behaviour [3.53 – 3.54]*.

6 SUSPENSIONS & EXCLUSIONS

After School Arts Club will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve the team, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

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

1. Give the child a formal warning; the team will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Team members 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 record** and kept in the child's records.
4. The formal warning will be discussed with the child's parents, and all team will be notified.

Team members will inform the manager if a child's behaviour warrants suspension or exclusion.

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

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

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 and ask that the child be collected immediately. Immediate suspensions require the manager's agreement.

The Club may temporarily suspend the child for a period of up to 15 consecutive days. If the Club 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 manager will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to the Club.

Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. They have the right to appeal to the manager against the exclusion within 14 days of receiving written notification of the exclusion.

This policy was adopted by: After School Arts Club	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Managing Behaviour [3.53-3.54]*.

7. Emergency Evacuation/Invacuation/Closure Procedure

After School Arts Club will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or intruder/bomb scare/explosion
- Death of a member of the team or child
- Assault on a team member or child
- Serious accident or illness

In the event of an **emergency evacuation**, our primary concern will be to ensure that both children and the team are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of the team will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken and all children and the team accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept both on and off site).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its **Uncollected Child** procedure.

In the event of an **emergency invacuation**, our primary concern will be to ensure that both children and the team are kept safe. The following steps will be taken:

- When the intruder alarm sounds, the team supervisor will lock and/or barricade the doors and move children to a position in the room where they cannot be seen.
- Contact emergency services if possible.
- Wait until it is safe to leave/move or follow instruction from emergency services.

The team will also be told where the schools panic button alarms are placed and their nearest ones.

If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted (once our registration has processed).

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone: 0300 123 1231

This policy was adopted by: After School Arts Club Limited	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.56]*

8 ARRIVALS AND DEPARTURES POLICY

After School Arts Club recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session. Primrose Hill Primary School are aware of our register each term and we inform them of any interim updates.

Escorting children to the Club

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety.
- We have risk assessed the route used to escort children to the Club and review it regularly.
- The school and the Club keep an identical register of children who require escorting between locations which is kept updated.
- Reception and Year 1 children will be met at their classrooms (external playground doors). Any Year 2 children will be met in the playground with their teacher.

- A member of the team will escort the children from their classrooms/collection line to the Club.
- If a child is booked into the Club but is not at the collection point, we will check whether the child was present at school that day. If the whereabouts of the child is not known, the team will immediately inform the designated contact at the school and ask the school to implement its **Missing Child** policy. We will also try our contact numbers held for the child.

Arrivals

Our team will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival if different from the regular timing.

Sessions take place on site in the school. The children will be escorted to the room by members of our team.

Departures

- The team will ensure that children are signed out as they leave, including the time of collection and which authorised person has picked-up.
- Children are collected by an adult who has been authorised to do so on their registration form and for whom we hold a photograph on record on our reference document.
- In addition to the authorisation, a password must be given for each child who is being collected. This will be asked for especially if the adult picking is not the main or usual authorised person, or we wish to clarify.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Club in advance and provide a description of the person and the password that they will use. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.
- Children will not be allowed to leave the Club unaccompanied.
- Children will not be allowed to be collected by an older sibling.

Absences

- If a child is going to be absent from a session, parents must notify the Club in advance.
- If a child is absent without explanation, the team will ask the school to check where the child should be, e.g. if they were absent that day. If the team still have concerns about the child's whereabouts, they will contact the parents. After attempts to contact the parents and the school, the manager will contact the police if the whereabouts are unknown.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

Team

The team sign a separate register when they arrive and leave from sessions each day, signing in and out at the school office.

This policy was adopted by: After School Arts Club	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Premises [3.63]; and Information and records [3.77]

8a UNCOLLECTED & LATE CHILD COLLECTION POLICY

After School Arts Club endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected on time, we will follow the procedure set out below:

Up to 10 minutes late

- When the parent or carer arrives, they will be reminded that they must contact the Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable and exceptional). The cost for lateness will be charged at £10 per 10 minutes/ £1 per minute due to needing to pay two members of team unplanned overtime. This will be invoiced to parents and they will be asked to sign a log acknowledging this.

Over 10 minutes late

- If a parent or carer is more than 10 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of the team.
- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances). The cost for lateness will be charged at £10 per 10 minutes due to needing to pay two members of team unplanned overtime.

Over 30 minutes late

- The child will remain in the care of the Club’s team, on the Club’s premises if possible, until collected by the parent or carer.
- If it is not possible for the child to remain at the Club’s premises, a note will be left on the door of the Club informing the child’s parent or carer where the child has been taken (e.g. to the home of a team member) and leaving a contact number. A further message will be left on the parent or carer’s telephone explaining events.

Over 2 hours late

- If the manager has been unable to contact the child’s parents or carers after 2 hours, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Club’s team, on the Club’s premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club’s premises, a note will be left on the door of the Club informing the child’s parent or carer where the child has been taken (e.g. to the home of a team member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer’s telephone explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child’s parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

Useful contacts

Camden Children and Families Contact Services - **020 7974 3317** (weekdays 9am-5pm) or **020 7974 4444** (out of hours)

This policy was adopted by: After School Arts Club	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers [3.74]*

9 ILLNESS & ACCIDENT POLICY

At After School Arts Club we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep the team and children safe from communicable diseases.

All parents or carers must complete the medical questions when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

After School Arts Club cannot accept children who are ill. If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

First aid

The Club will ensure there is a designated First Aider present at every session. The designated First Aider has a current first aid certificate and has attended a 12 hour paediatric first aid course, which complies with the requirements of Annex A of the EYFS. First aid training will be renewed every three years. The Club will endeavour to have more than one person trained in First Aid present, though this may not always be possible. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to an incident.

The location of the first aid kit and a list of qualified first aiders are clearly displayed at the Club and the team are aware of its location. The designated First Aider regularly checks the contents of the first aid kit to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

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 or 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 or 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. An accident form will be written and shared with the parent on collection.

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 or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of the team will go to the hospital with the child. The team member will take the child's Medical Form with them and will consent to any necessary treatment (as approved by the parents on the Medical Form).
- We will contact the child's parents or carers with all urgency, 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 manager and team will review the events and consider whether any changes need to be made to the Club's 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 as soon as reasonably possible and within 14 days at the latest.
- 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).

Procedure for a medical emergency`

The team will be aware of any children attending a session that have medical needs. For example need of epipens in an emergency or emergency medication. The team are familiar with storage and location of these items and refresh themselves on this each term.

Communicable diseases and conditions (including Covid-19)

After School Arts Club aims to prevent the spread of infection by maintaining high standards of hygiene and following UK Health Security Agency (UKHSA) guidance.

- **General Illness:** Children who are unwell, have a high temperature, or are not well enough to participate in activities should stay at home.
- **Exclusion Periods:** We follow standard exclusion periods for infectious diseases (e.g., 48 hours for diarrhoea/vomiting).
- **Respiratory Infections (including COVID-19):** In line with current public health advice, if a child has symptoms of a respiratory infection and a high temperature, they should stay at home and avoid contact with others. They may return to the Club once the fever has gone and they feel well enough.
- **Hygiene Measures:** We continue to encourage 'Catch it, Bin it, Kill it' respiratory hygiene and regular handwashing for all children and team members.
- **Notification:** Parents must notify the Club Manager immediately if their child tests positive for a significant communicable disease so we can monitor for wider outbreaks.

If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents 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 Club's premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at the Club the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

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

Useful contacts

Health Protection Unit: [020 3837 7084 \(option 1\)](tel:02038377084)

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

This policy was adopted by: After School Arts Club	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Staff Qualifications, Training, Support and Skills [3.25], Accident or injury [3.51-3.52], Food and drink [3.48 - 3.49]*

Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	Until all vesicles (spots) have crusted over
Cold Sores	None. Avoid contact with sores
Conjunctivitis	None
Diphtheria*	Exclusion always necessary, consult local Health Protection Team
Diarrhoea and Vomiting	48 hours after last episode of diarrhoea or vomiting
Glandular Fever	None
Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	48 hours after last episode of diarrhoea - further exclusion may be required for some children
Hand, Foot and Mouth disease	None
Hepatitis A*	Until 7 days after onset of jaundice
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment
Influenza	Until recovered
Measles*	4 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	None
Pertussis* (Whooping cough)	5 days from commencing antibiotic treatment or 21 days from the onset if antibiotics not given
Ringworm	Exclusion not usually required
Rubella* (German Measles)	4 days from onset of rash
Scabies	Until first treatment has been given
Scarlet fever*	24 hours after starting antibiotic treatment
Slapped Check, Fifth Disease	None (once rash has developed)
Threadworms	None
Tonsillitis	None
Tuberculosis*	Consult local Health Protection Team
Typhoid*, Paratyphoid*	48 hours after last episode of diarrhoea - further exclusion may be required for some children
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.

9a ADMINISTERING MEDICATION POLICY

If a child attending After School Arts Club requires medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. The team at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), the Club team will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Prescription medication

The After School Arts Club team will only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All prescription medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

Procedure for administering medication

A designated team member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Take steps to check when the last dosage was given
- Ask another member of the team to witness that the correct dosage is given.

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

- Record all relevant details on the **Record of Medication Given** form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, the team will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**.

Specialist training

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist

training is required, only appropriately trained team members may administer the medication.

Changes to medication

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency) and the **Medication Log** must be updated

Long term conditions

If a child suffers from a long term medical condition the Club may ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

This policy was adopted by: After School Arts Club	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Health [3.45-3.47]*

10 SAFEGUARDING POLICY

After School Arts Club is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalization.

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by Camden MASH.

There is always a Designated Safeguarding Lead (DSL) available while the Club is in session. The DSL coordinates safeguarding and child protection issues and liaises with external agencies (e.g. Social Care and Ofsted).

The Club's designated DSL is Natalie Lewis.

Child abuse and neglect

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

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, e.g. in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation (FGM), or that the child may have witnessed or be living with domestic abuse
- inappropriate behaviour displayed by a member of the team, 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 team member, that member of the team will:

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

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

All the team recognise that children may not feel ready or know how to tell someone that they are being abused, exploited or neglected and/or they may not recognise their experiences as harmful. This could be due to their vulnerability, disability or language barriers. They may also feel embarrassed, humiliated or are being threatened. Our team recognise this and where they have any concerns about a child they will raise these with the designated safeguarding lead (DSL) without unreasonable delay.

Female genital mutilation (FGM)

FGM is an illegal, extremely harmful practice and a form of child abuse and violence against women and girls. FGM is therefore dealt with as part of our existing safeguarding procedures. Our team receive training in how to recognise when girls are at risk of FGM or may have been subjected to it.

If FGM is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse and will make a report to Children's Social Care directly.

Child-on-Child abuse

Children are vulnerable to abuse by their peers. Child-on-Child abuse is taken seriously by the team and will be subject to the same child protection procedures as other forms of abuse. The team are aware of the potential uses of technology and the internet for bullying and abusive behaviour between young people.

The team will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If child-on-child abuse is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse.

Extremism and radicalisation

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

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

Signs of radicalisation

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

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

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

Logging a concern

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

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

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

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

For minor concerns regarding **radicalisation**, the DSL will contact Camden MASH. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.

Allegations against the team

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

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

Promoting awareness among the team

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

- The designated DSL has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- Safer Recruitment practices are followed for all new team members.

- All the team have a copy of this **Safeguarding policy**, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- All the team are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- All the team receive basic safeguarding training, and safeguarding is a permanent agenda item at all the team meetings ensuring the team receive at least annual safeguarding updates.
- Team members receive basic training in Prevent Duty
- The Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and the team are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Use of mobile phones and cameras

Photographs or videos will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Visitors nor children may use their mobile phones or wearable technology such as smart watches to take photographs at the Club. For more details see our **Mobile Phone and Wearable Technology Policy**.

Contact information

Social Care: **020 7974 3317** (weekdays 9am-5pm)

Social Care out of hours contact **020 7974 4444**

LBCMASHadmin@camden.gov.uk

If there is a safeguarding concern regarding a member of the team, contact LADO (Local Authority Designated Officer): LADO@camden.gov.uk

<https://cscp.org.uk/professionals/children-and-families-contact-service/>

<https://cscp.org.uk/managing-allegations-against-staff-and-volunteers/>

Prevent aims to stop people becoming terrorists or supporting terrorism by working with some government departments, local authorities and community organisations.

Camden Prevent: prevent@camden.gov.uk / 020 7974 1475.

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

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500 / help@nspcc.org.uk

Ofsted: 0300 123 1231

This policy was adopted by: After School Arts Club	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare requirements: Child Protection [3.4-3.8] and Suitable People [3.9-3.13]*.

10a WHISTLEBLOWING

After School Arts Club has a clear whistleblowing procedure, reflecting the principles in Sir Robert Francis's Freedom to Speak Up review, and Section 11 of The Children Act 2004, which is referenced in team training, inductions, and codes of conduct. The club has a culture to enable and promote safeguarding and welfare of children. The procedure is in place so team members can raise concerns about how the setting is run; other team members; maltreatment of children and any other bad practice.

After School Arts Club is committed to the highest standards of openness, probity, and accountability. If a member of the team discovers evidence of malpractice or wrongdoing within the Club they can disclose this information internally without fear of reprisal. Our **Whistleblowing** policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

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

Raising a concern

Ideally the team member should put their allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the Club's manager. If, due to the nature of the problem, this is not possible, speak to the other director

If this person is unwilling or unable to act on the concern, the team 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 Partnership (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's **Safeguarding Children policy**)
- Ultimately, with the police (if a crime is thought to have been committed).

If the member of the team is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity Protect for advice.

Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. 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. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of the team is unhappy with the response and wishes to take the matter further.

Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the Club will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of the team may need to come forward as a witness.

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

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

Contact information

LADO (Local Authority Designated Officer): Jacqueline Fearon
Camden LADO
Children & Families Contact Service
9th Floor
5 Pancras Square
London
N1C 4AG
Tel: 020 7974 4556 / 020 7974 3317 (9am to 5pm)

Out of Hours Tel: 020 7974 4444

LBCMASHadmin@camden.gov.uk

OFSTED: Tel: 0300 123 3155, email: whistleblowing@ofsted.gov.uk

Protect (*formerly Public Concern at Work*): 020 3117 2520 (website: <https://protect-advice.org.uk>)

This policy was adopted by: After School Arts Club Limited	Date: February 2026
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To be reviewed: February 2027	Signed: Natalie Lewis
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10b LONE WORKING POLICY

At After School Arts Club, the safety and welfare of our team and the children in our care is paramount. It is best practice for at least two members of the team to be on duty at any one time, but a situation may arise where this is not possible. When it is necessary for only one member of the team to be on duty, we will follow the procedures set out in this policy.

Preparation and planning

The Manager must approve all instances of lone working in advance and such instances will be recorded on the team rota.

Parents will be notified if only one member of the team will be on duty for a session or part of a session.

A full risk assessment for lone working must be carried out before lone working is approved.

Our insurers have confirmed that our club is covered in situations when only one member of the team is on duty as long as they are suitable.

Suitable team members

Team members who are suitable for lone working will be approved in advance. Team members approved for lone working must have all the relevant qualifications, training and skills. For example:

- current 12 hour paediatric first aid certificate
- child protection training
- food handling and hygiene certificate *if required*
- competent use of English
- the necessary skills and experience to supervise the children alone
- does not have any medical condition that might affect their suitability to work alone.
- is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.

Working practices

When a member of the team is working alone, they must still keep all children “within sight or hearing at all times” as required by EYFS 2021. This includes whilst children are eating. Therefore all essential resources must be readily to hand and not kept in a separate part of the building. For example:

- child records

- emergency contact details
- first aid kit
- club mobile phone
- any forms that may be required during a session, e.g. accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc

If intimate care is given, a record will be made using an **Incident log** and parents will be asked to sign this on collection of their child.

This policy was adopted by: After School Arts Club Limited	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Child protection [3.4-3.6], Suitable people [3.9], Staff qualifications, training, support and skills [3.20 - 3.26], Staff:child ratios [3.28-3.31, 3.41], Risk assessment [3.65]*

11 MOBILE PHONE AND WEARABLE TECHNOLOGY POLICY

After School Arts Club accepts that mobile technology is part of the ever changing digital environment that we live and work in. After School Arts Club continues to foster a ‘culture of safety’ in which the children and team are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones and other wearable technology that is understood and adhered to by everyone; team, children and parents.

Abiding by the terms of the club’s policy ensures that we all:

- Protect children from harm and abuse
- Ensure privacy is respected and online safety is preserved
- Prevent the team from being subject to false allegations
- Help the team remain focused on the care of children
- Work in an open and transparent environment.

With the evolution of mobile and wearable technology including camera facilities as standard, it is of the utmost importance that the way we deal with mobile phones and wearable technology is managed safely.

Team use of mobile phones and wearable technology

Personal mobile phones belonging to members of the team should not be used in session times, unless for contact with Natalie or a parent/carer, or explicit use for the session such as connection to the speaker for music purposes.

Wearable technology such as Smartwatches and Fitbits (this list is not exhaustive) are permitted to be worn by team members. They may only be used as a watch when working with children. This means that all other functions should be disabled (using flight mode). Photos may not be taken on a smartwatch.

If a member of the team needs to make an urgent personal call they can use the club phone or make a personal call from their mobile outside the classroom being used.

If a member of the team has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.

A member of the team may use their phone to take photos of the session if requested to by the Director, and once the footage has been sent to Natalie, it must be deleted from their device.

Children's use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the club.

The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity they can ask a member of the team to take one using the club camera.

Visitors' use of mobile phones

In the interest of safeguarding we ask all parents and visitors not to use their phones or other mobile devices on club premises. Taking of photographs by parents or visitors is **strictly prohibited**. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of the team to take one after authorization from Natalie.

Guidance

To safeguard children and practitioners online, our team will be encouraged to refer to "Safeguarding children and protecting professionals in early years settings: online safety considerations". (<https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations>)

Related policies

See also: **Safeguarding Children policy**.

This policy was adopted by: After School Arts Club	Date: February 2026
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To be reviewed: February 2027	Signed: Natalie Lewis
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare requirements: Child Protection [3.4]*.

12 EQUALITIES & SEN POLICY

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

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

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

Challenging inappropriate attitudes and practices

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

Racial harassment

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

Promoting equal opportunities

The Club will ensure:

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

Children with additional needs

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

Where one-to-one support is required, we will assist parents in accessing the funding required to provide the additional care, as long as we can accommodate.

Special Educational Needs Coordinator

The Club's Special Educational Needs Coordinator (SENCO) is Natalie Lewis. The SENCO will:

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

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

This policy was adopted by: After School Arts Club	Date: February 2026
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare requirements: SEN [3.68]*, Information for parents and carers [3.74], Staff qualifications, training, support, and skills [3.20] and Child protection [3.4]

13 COMPLAINTS POLICY

At After School Arts Club we aim to work in partnership with parents to deliver a high quality service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed

on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

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

Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual team member:

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

Stage two

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

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

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

Making a complaint to Ofsted

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

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

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Complaints [3.75-3.76]*.

14 SAFER RECRUITMENT POLICY

We are committed to ensuring the suitability of all individuals working with children at our Club. The Director has completed Safer Recruitment in Childcare courses and has implemented procedures to prioritise the safety of the children.

Our hiring process begins by requesting applicants to send their CV and fill in our application form. If we find their qualifications and experiences satisfactory, we will invite them for an interview.

Upon successful selection, we require two recent references and a clear Enhanced DBS (Disclosure & Barring Service) check (dated within 3 years or on the Update Service), and verifying their ID documents, before agreeing the contract. We sign a record to state we have witnessed the original copies. The team members first day is a trial session, overseen by the Director.

15 TEAM BEHAVIOUR POLICY

After School Arts Club expects all members of the team to follow our **Team Behaviour Policy**, which sets clear guidance on the standards of behaviour required from our team and volunteers. The guidance aims to encourage the team to meet the highest possible standards of conduct. Club team members are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting.

Club team members also have a responsibility to maintain their reputation and the reputation of the Club, both during and outside of working hours.

Behaviour

Our team members team are ambassadors for After School Arts Club and we expect them to conduct themselves professionally at all times. Team members should treat anyone attending the Club (children, parents/carers and visitors) courteously and with respect.

We expect the team to value all the children as individuals and to comply with the Club's **Equalities policy** at all times.

Swearing, abusive or aggressive behaviour are not tolerated from anyone at the Club. If any member of the team exhibits such behaviour they may have their contract cancelled.

Dress code

Whilst working at After School Arts Club team members will need to help to set up and pack away the setting, hand out food, facilitate craft activities and engage in activities with the children. The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Whilst at a session, and at all times on school site, the team should wear their name badge on the After School Arts Club lanyard given to them at the start of their contract.

Confidentiality and social media

Team members must not pass on any information about children attending the Club, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the Club, the press, etc.)

Posting any material relating to the Club or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any Team members who breach this rule will face their contract being cancelled.

See our **Data Protection Policy**, **Privacy Policy** and **Safeguarding Policy** for more details.

Team use of mobile phones, wearable technology and cameras

Team personal mobile phones must be kept in bags during working hours, aside from the team member who is a designated contact point for emergencies, to contact parents and for the team member who may take photos for club records/parent email/social media (only of allowed children). The designated team member may take a photo of the space before and after the session for club records.

If a member of the team needs to make an urgent personal call they can make a personal call from their mobile outside the room as long as the other team members are aware and it is safe to do so.

If a member of the team has a family emergency or similar and needs to keep their mobile phone to hand, they must obtain prior permission from the Manager or Deputy.

Team members may use a phone to take photographs of children at the Club, with the express permission of the Manager.

Team members must **never** use their personal mobile phones, wearable technology or cameras to take photographs at the Club during working hours without express permission of the Manager. Doing so will be considered gross misconduct and may result in dismissal.

Wearable technology such as Smartwatches and Fitbits (this list is not exhaustive) are permitted to be worn by team members. They may only be used as a watch when working with children. This means that all other functions must be disabled (using flight mode).

See our **Mobile Phone and Wearable Technology policy** and **Safeguarding policy** for more details.

Smoking, alcohol and drugs

The team are not permitted to smoke anywhere on the Club premises, or school premises, including the outside play areas. This includes Vaping and E-cigarettes

The team are not permitted to bring alcohol or illegal drugs onto the Club premises. If a member of the team arrives at work under the influence of alcohol or drugs they will be asked to leave immediately and their contract may be cancelled immediately.

If a member of the team is taking prescription drugs which might affect their ability to function effectively, they must inform the Manager immediately.

Any prescribed medication needed by a team member whilst at the Club must be stored safely in their bag, out of reach and sight of the children attending the Club.

Team Conduct and Suitability

The team are expected to maintain high standards of behaviour and are expected to disclose any convictions, cautions, reprimands, warnings or other incidences that may affect their suitability to work with children. This is an ongoing commitment and expectation upon the team for the duration of their contract.

Low level concerns will be dealt with through the supervision procedures with your immediate manager. Allegations about team conduct will be handled in line with the team disciplinary policy.

Any member of the team should feel confident to raise concerns about safe practice or other concerns about adults working with children in confidence and in line with the **Whistleblowing Policy**.

Gross misconduct

Team members will be dismissed without notice and their contract may be cancelled if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. For full details see our **Team Disciplinary policy**.

This policy was adopted by: After School Arts Club Limited	Date: February 2026
To be reviewed: February 2027	Signed: Natalie Lewis

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Child Protection [3.4-3.8], Suitable people [3.11, 3.13, 3.19] and Disqualification [3.14-3.16], Safety and suitability of premises, environment and equipment [3.55], Information and records [3.69]*