

HI5 Out of School Club Registration Form



Child's Details:

Date of Registration:

First name:	Surname:	Preferred name:
Date of Birth:	Age:	Class:

Parent/Guardian Details:

Title:	First name:	Surname:
Home address:		
Work address:		
Home number:	Mobile number:	Work number:
Available times at these numbers:		
Email Address:		

Emergency Contact Details:

Name:	Relationship to child:
Home address:	
Home number:	Mobile number:
Available times at these numbers:	
Email Address:	

Details of child's doctor:

Name of Doctor:	
Address:	Telephone:

Signature of Parent/Carer:

Date:

Registration Form

Additional Information

In order to meet your child's needs as best we can, please answer the following as fully as possible:

Has your child been given an official diagnosis in respect of his/her needs:

.....
.....

Is there anything s/he is afraid of or does not like?

.....
.....

Is there anything that is likely to upset him/her?

.....
.....

If your child is upset, what will normally calm him/her down?

.....
.....

Please detail any dietary requirements/ food allergies for your child:

.....
.....

In order to meet your child's needs as best we can, please tell us if any of the following apply:

- ◇ Needs help/reminding re the toilet
- ◇ Is likely to run off
- ◇ Finds it difficult to interact with other children
- ◇ Is accident-prone
- ◇ Finds it hard to follow instructions
- ◇ Has ever had an epileptic fit
- ◇ Needs help with feeding
- ◇ Needs help to organise themselves
- ◇ Has a disability/ medical condition

HI5 Club

Introduction

Welcome to the HI5 Club! We hope you enjoy it. Please complete the form and return it to the HI5 Club at 107 St. John's St.

The HI5 Club is a place where you can meet other children who are interested in the same things as you. It is a place where you can learn about the world and have fun.

1. Personal

Name

Age

Gender

Address

City

If you have any comments about your child's entry at the club, please write them in the space below.

All About Me

My name is: _____



Introduction

Welcome to your child's *All About Me* booklet. Please complete the booklet with your child and return it to us when the child starts at HI5 Out of School Club.

The information that you supply will help us to better understand your child's likes and dislikes and will to ensure that your child settles in to the Club as quickly and easily as possible.

1. Parents' Information

Child's full name: _____

Name child is known by: _____

Date of birth: _____

Nationality: _____

Allergies: _____

Do you have any concerns about your child starting at the Club, or are there any areas that he/she requires help with?

Is there anything that you are aware of that might make it difficult for your child to settle at the Club (eg recent changes at home)?

Are you happy for us to share information about your child's progress with his/her reception teacher? Yes / No

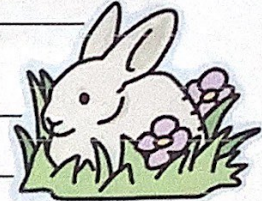
Child's Page: Facts about me!

I live with: _____

At home the language we speak is: _____

The special days that we celebrate are: _____

My pets are called: _____



At home, the toys I like to play with most are: _____

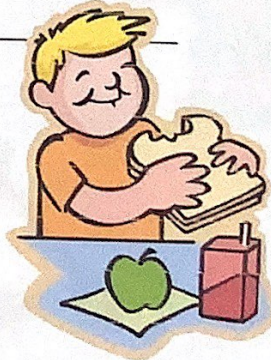
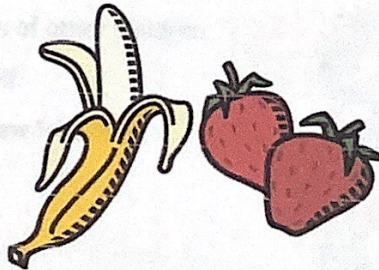
The things I really don't like doing are: _____

My favourite foods are: _____

I don't like to eat: _____

I like to drink: _____

I don't like to drink: _____

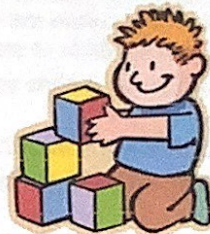


Child's Page: Things to do at the Club

We have lots of games and activities for you to enjoy at the Club. Tick the boxes below to show us what types of things you would like to do when you come to the Club.

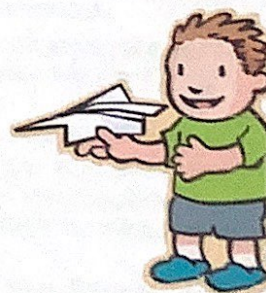
I like to play with:

- ☐ Construction toys (Lego, K'Nex etc)
- ☐ Cars
- ☐ Dolls
- ☐ Trains
- ☐ Puzzles
- ☐ Board games
- ☐ Computer games / Wii



I like:

- ☐ Painting and drawing
- ☐ Dressing up
- ☐ Making dens
- ☐ Cooking
- ☐ Playing football
- ☐ Reading
- ☐ Crafts and making things
- ☐ Dancing



I prefer:

- ☐ Running around outside
- ☐ A nice bit of quiet time
- ☐ Playing with lots of other children
- ☐ Playing by myself
- ☐ Playing with a few friends



HI5 Out of School Club

Missing Child Procedure

At HI5 Out of School Club we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the school to the Club).

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 manager will then contact the child's parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The manager will liaise with the police and the child's parent or carer.

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

Useful numbers

Police: 999

Social Care: 01296 383962

Ofsted: 0300 123 1231

This policy was adopted by: Justine Briggs	Date: 1/9/21
To be reviewed: 1/9/22	Signed: Justine Briggs

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.

HI5 Out of School Club

Early Years Foundation Stage Policy

HI5 Out of School Club is committed meeting the requirements of the *Statutory Framework for the Early Years Foundation Stage 2021* (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator at the Club is Justine Briggs who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Implementing a communication book, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Liaising with the primary EYFS provider to discuss what support the Club offers to EYFS children

The Club provides a mix of adult-led and child-initiated activities. The Club always follows the playwork principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- **Children develop and learn in different ways and at different rates.** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

This policy was adopted by: Justine Briggs	Date: 1/9/2021
To be reviewed: 1/9/22	Signed: Justine Briggs

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021)*: Before/after school care and holiday provision [3.41] and Safeguarding and Welfare Requirements: Information for parents and carers [3.73] and The Learning and development requirements, Footnote 5, p7

HI5 Out of School Club

Equalities Policy

At HI5 Out of School 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 staff modelling anti-discriminatory behaviour at all times.

Racial harassment

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

Promoting equal opportunities

The Club's Equal Opportunities Named Coordinator Justine Briggs is.

is responsible for ensuring that:

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

Children with additional needs

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

Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.

Special Educational Needs Coordinator

The Club's Special Educational Needs Coordinator (SENCO) is Siaka Iqbal. The SENCO will:

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

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

This policy was adopted by: Justine Briggs	Date: 1/9/21
To be reviewed: 1/9/22	Signed: Justine Briggs

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017):
Safeguarding and Welfare requirements: Equal opportunities [3.67], Information for parents and carers
[3.73], and Child protection [3.7].

HI5 Out of School Club

Administering Medication Policy

If a child attending HI5 Out of School Club requires medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff 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 (eg asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Prescription medication

HI5 Out of School Club staff will normally 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.

Non-prescription medication

If a child requires a non-prescription medication to be administered, we will consider this on a case by case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non prescription medication.

Procedure for administering medication

A designated staff 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
- Ask another member of staff 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, staff 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, eg 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 staff 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).

Long term conditions

If a child suffers from a long term medical condition the Club will 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: Justine Briggs	Date: 1/9/2021
To be reviewed: 1/9/22	Signed: Justine Briggs

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017):
Safeguarding and Welfare Requirements: Health [3.45-3.46]

What is bullying?

Bullying is a form of behaviour involving the repeated harassment of others through physically, verbally, psychologically or cyber means.

- Physical: Pushing, tripping, or being kicked, hitting, being, taking or damaging belongings, teasing or making fun of, using any sort of violence against another person.
- Psychological: Behaviour which involves a sense of fear or anxiety in another person.
- Treatment: Being deliberately excluded, drawing or excluding another person from a group of children, being picked another person that 'left out' of a game or activity, making other child others or making fun of another person.
- Verbal: Name-calling, put-downs, shouting or being asked to attack, threaten or hurt. For example, spreading rumours or making fun of another person's appearance.

Sexual harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origin. Incidents of racial harassment will be recorded as such on the incident log. See our Equalities Policy for more information on how we deal with and challenge discriminatory behaviour.

Preventing bullying behaviour

Staff at NHS Out of School Club will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discouraging 'winning' and encouraging games and team play
- Encouraging children to report bullying without fear
- Discussing the signs surrounding bullying with the children, including any bullying behaviour will not be tolerated
- Explaining the consequences of bullying behaviour with the child.

HI5 Out of School Club Anti-Bullying Policy

HI5 Out of School Club provides a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the manager. An account of the incident will be recorded in an **Incident log**. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

What is bullying?

HI5 Out of School Club defines bullying as the *repeated* 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.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident log**. (See our **Equalities Policy** for more information on how we deal with and challenge discriminatory behaviour.)

Preventing bullying behaviour

Staff at HI5 Out of School Club will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

Responding to bullying behaviour

H15 Out of School Club acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. When such incidents occur, the Club will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying 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 club, they will inform the manager.
- 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 him/her to change their behaviour
- If the bullying persists, the parents will be informed, and we will work with them to try to resolve the issues.
- If this fails to stop the bullying, 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 manager and will be recorded on an Incident Log. The manager and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

Related policies

Equalities policy, Suspensions and Exclusions policy

This policy was adopted by: Justine Briggs	Date: 25/8/2021
To be reviewed: 25/8/22	Signed: Justine Briggs

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021):
Safeguarding and Welfare Requirements: Managing Behaviour [3.50 - 3.52] and Child Protection [3.7].

HI5Out of School Club

Photograph Permission

The use of photographs is an important developmental tool which is widely used in play and educational settings for recording, sharing and displaying activities that your children have undertaken. At HI5 Out of School Club we take the issue of child protection very seriously and we would never knowingly publish an image of your child without your consent.

As the parent or carer of the child named below, I grant permission for images of my son or daughter to be used for the following purposes:

(please tick for consent)

- ☐ Electronic and printed displays and exhibitions at the Club (eg photos of activities)
- ☐ Observation and assessment of my child's progress
- ☐ Club records of my child
- ☐ To accompany staff or student coursework
- ☐ Club's official website
- ☐ Club's official social media account (eg Facebook, Twitter)
- ☐ Promotional material for the Club (eg flier, advert, poster)
- ☐ Local newspaper or magazine
- ☐ National newspaper or magazine
- ☐ Other organisation's website
- ☐ Other organisation's promotional material
- ☐ Other

Personal details or names of any child in a photograph will never be given in such a way that would allow them to be individually identified (except when used in the child's own records).

I understand that this image will NOT be used for anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress for the child or their parent or carer.

I understand that there will be no payment for my child's participation.

Child's name:

Signed:
(parent/carer)

Date:

Print name:

HI5 Out of School Club

Uncollected Children Policy

HI5 Out of School 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, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call 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).

Over 15 minutes late

- If a parent or carer is more than 15 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 staff.
- 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).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Club's staff, 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 (eg to the home of a staff 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

0800 999 7677 out of house social care

This policy was adopted by: Justine Briggs	Date: 1/9/2021
To be reviewed: 1/9/22	Signed: Justine Briggs

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017)*: *Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.

HI5 Out of School Club

Healthy Eating Policy

HI5 Out of School Club provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

HI5 Out of School Club promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We provide suitable healthy snacks for all the children.
- Children are encouraged to develop good eating skills and table manners.
- All children are given plenty of time to eat.
- Where appropriate, children are involved in planning and preparing food and snacks.
- Fresh drinking water is available and accessible to children at all times.
- Fresh fruit is available at all sessions.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- The Club does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

Information about food and drink is recorded on the Allergy Information Board.

All personal data is stored securely in a locked file.

Children and parents are informed of the Club's Healthy Eating Policy and are required to sign it.

Information that we keep

Children and parents are kept only the information necessary to provide a safe and secure service for the child. This includes contact information, medical information, and information about the child's diet. This information is stored securely and is only used for the purpose of providing a safe and secure service for the child. The information is kept for a period of 12 months after the child has left the Club. The information is kept for a period of 12 months after the child has left the Club.

This policy was adopted by: Justine Briggs	Date: 1/9/21
To be reviewed: 1/9/22	Signed: Justine Briggs

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Food and drink [3.48-3.50]*.

HI5 Out of School Club

Data Protection Policy

At HI5 Out of School Club we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at HI5 Out of School Club can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is Justine Briggs. 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.

Confidentiality

Within the Club we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Club staff about their child 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 Club, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

Information that we keep

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child's parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child leaves our care we retain only the data required by statutory legislation, insurance requirements and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely or returned to parents.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. Our lawful basis for processing this data is to meet our legal obligations. Our legal condition for processing data relating to an employee's health is to meet the obligations of employment law. We retain the data after

a member of staff has left our employment for the periods required by statutory legislation and industry best practice, then it is deleted or destroyed as necessary.

Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to take online bookings, and to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR. *[If you don't use any third parties at all to manage any kind of personal data, then delete this paragraph, otherwise modify it as appropriate for your setting to give more detail about the third parties.]*

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care we have to keep some data for specific periods so won't be able to delete all data immediately.
- Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment we have to keep some data for specific periods so won't be able to delete all data immediately.
- 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).

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

This policy was adopted by: Justine Briggs	Date: 1/9/2021
To be reviewed: 1/9/22	Signed: Justine Briggs

**Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017):
Safeguarding and Welfare Requirements: Information and records [3.68 -3.71].**

At the start of school Club we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we find signs of child abuse, we will try to be alert and act to amend our practices for the future. The complaints policy is displayed on the website 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 directly responsible for dealing with complaints. If the complaint is about the manager, the designated person or other senior member of staff will investigate the matter. Any complaints regarding staff members will be recorded on an incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

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

Stage two

If it is necessary 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 reach the conclusion of the outcome within 15 days
- Send a full response in writing to all relevant parties, including details of any recommended changes to be made to the Club's policies or practices 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 allegation 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 offence has been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer may send a complaint to Ofsted about the Club at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Marsh Wall, London E6 4AP.

Telephone: 0300 121 3693 general enquiries
0300 121 3694 complaints

This policy was adopted for: **January 2023**

Page: **1/1**

To be reviewed: **July 23**

By: **Headteacher**

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017):
Safeguarding and Welfare Requirements: Information and records [3.68 -3.71].

HI5 Out of School Club

Complaints Policy

At HI5 Out of School Club we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy 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 staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

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

Stage two

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

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

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact 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 HI5Out of School 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)

This policy was adopted by: Justine Briggs	Date: 1/9/21
To be reviewed: 1/9/22	Signed: Justine Briggs

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.

HI5 Out of School Club

Contract with Parents

Child's name _____

Parent or carer's name _____

- I consent for my child to attend HI5 Out of School Club. I understand that the club has policies and procedures (which are available for reference at the club), and that there are expectations and obligations relating both to the club and to myself and my child, and I agree to abide by them.
- I understand that HI5 Out of School Club is a play setting and that whilst my child is there HI5 Out of School Club is legally responsible for him/her.
- My child will be provided with a snack and drink whilst at the club unless otherwise requested.
- Tea is Served at 5:15 and will be a light snack, this is not a substantial meal. Please ask for the menu.
- Once my child arrives at HI5 Out of School Club he/she will be in the care of HI5 Out of School Club until collected and signed out by an authorised person.
- I will notify the club before the start of the session if I am collecting my child from school on a day that he/she is booked to attend the club. I understand that I will be charged for the booked session.
- If my child has a contagious illness, I will observe the exclusion period for infection control issued by Public Health England. If I am unsure, I will consult a member of staff.
- I will book my child into the club on a monthly basis and will pay promptly for all booked sessions whether my child attends or not (eg due to illness or holidays), unless I have made other arrangements. structure is set out in its Admissions policy and Fees are £14.00 for After School Club, Breakfast Club - Early £7.00 and normal time is £6:00
- It is my responsibility to keep the club manager informed of any alterations to the information regarding my child (eg contact details, medical conditions, dietary requirements, etc).
- I accept that my child may take part in messy activities while at HI5 Out of School Club. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.
- HI5 Out of School Club closes at 6.30m. If, due to unforeseen circumstances, I am going to be late, I will contact the manager/deputy as soon as possible.
- If I do not collect my child by 6.30pm I will pay a charge of £15:00 per quarter of an hour to cover the costs of the staff who are legally required to supervise my child.
- If I do not collect my child by 6.30pm, and the club has been unable to reach me or any of my emergency contacts, I understand that HI5 Out of School Club will follow its Uncollected Children Policy and contact Social Care.
- Whilst HI5 Out of School Club tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child's property whilst at the Club.
- I have read the club's Behaviour Management Policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the club, and I will pay for any missed sessions unless otherwise agreed with the manager.
- If there are any accidents or incidents at HI5 Out of School Club involving my child, I will be informed.
- If my child has an accident at the club, he/she will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from HI5 Out of School Club will sign any consent forms necessary for treatment on my behalf, as stated on the club's Medical Form.
- Information held by HI5 Out of School Club regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.
- I understand that aggressive and abusive behaviour towards staff will not be tolerated.
- I agree that I will not use a camera, mobile phone or other mobile device on club premises.

Please provide a password here:

Please provide allergy info/ medication here:

If you cannot pick your child/children on time and you need to send someone else to pick your child up, please make sure they know the password. We keep the password safely in a folder for when this is needed.

We are currently using a WhatsApp group to communicate, if you do not want to be a part of this, please let a member of staff know.

We also send out emails and a newsletter, if you do not wish to be a part of this, please let a member of staff know.

Please remember that when your booking form is sent to us, this is your agreed days for the month or holiday club. If you change days, you will be charged per your booking form. Please plan, review, and make sure your booking form is correct.

We have had many frustrated parents because requests to change booking forms have been rejected. Please be reminded of the time and attention it takes to prepare the register for the month ahead, so we have the right number of children each day. We are totally responsible for the safe keeping of all the children and in order to do this we have to stick to the monthly booking procedure.

As per newsletter and WhatsApp. If you need additional days that have not been put on the booking form, please pay this with cash in an envelope with your child's name and additional day/days needed. Additional days are welcome if we have space, but it is an admin nightmare if it doesn't match with booking form. Please be prepared for this September 2022.

I have read and understood the above terms and conditions and I agree to abide by them.

Signature: _____ Date : _____

Form has been updated September 23rd of August 2022