

Muskateers After School Activity Club

Parents Information and Welcome Pack **Date: December 2023**

Welcome to Muskateers After School Activity Club

GENERAL



We are a registered Ofsted Provider operating at Bitterne C of E Primary School. We are based predominantly in the Music room in KS2 but also have access to several other areas within the school, including the hall and outside play area. We aim to offer top quality care and a happy, safe, warm, rich stimulating play environment for school children aged 4-11 years to play, learn and develop freely.

Our opening times are 3:00 - 5.45pm Monday to Friday, term time only.

STAFF AT THE AFTER SCHOOL CLUB



Permanent Members of Staff

- Karen Duggan – Joint Club Leader (Deputy Safeguarding Lead)
- Lorraine McIntyre – Joint Club Leader (Designated Safeguarding Lead)
- Kathryn Porter – Playworker
- Alisa Merrill – Playworker
- Elaine Godden - Playworker
- Nicky Macey – Playworker

All staff/volunteers working at the club are Enhanced DBS checked. Our 2 main staff members are qualified in childcare to level 3. All permanent staff hold current food hygiene certificates and Safeguarding Certificates and there will always be at least one staff member on duty holding a paediatric first aid certificate.

Staff regularly attend new training workshops/seminars to update knowledge and for personal development in order to provide a quality care and professional service.

CONTACT DETAILS



The contact telephone number for the club is **07551 684470**. There will be a staff member available on this number from midday until 6.00pm Monday to Friday (term time only). Alternatively you can send a text message outside of these times, and a member of staff will respond as soon as possible. Our email address is: muskateers@live.co.uk

ADMISSIONS



Places will be allocated on a first come, first served basis upon receipt by the club of a completed registration form. Priority will be given to existing children who require additional sessions and also to siblings of existing children who require places.

SESSION FEES



- £11.15 per session
- £10.95 per session for a full weeks care (discounted rate) £10.95 per session per child, if siblings attend

Children may attend from 1-5 sessions each week. Please see our charges/payment policy detailed at the end of this pack for further information on all fees and charges.

The club is also registered to accept COMPUTERSHARE, EDENRED, and KIDDIVOUCHEERS amongst others, and would be willing to sign up for any other organisations providing this service. We can also accept the Government Tax Free Childcare Scheme. For more information of any of the above, please speak to a club leader.

REGISTRATION DETAILS



All parents/carers are required to fill in and return a registration form prior to their child starting at the club, along with any medical/dietary or additional needs forms if required. Please make sure that you keep us up to date with any change of details. This includes any medical conditions that arise after your child has started at the club. Unfortunately the club cannot be held responsible for any incidents that occur as a result of failure to provide details of changes and circumstances. You are responsible for informing your child's teacher of the days that they will be attending the club together with advising them of any changes to their sessions.

POLICIES AND PROCEDURES



The club has policies/procedures produced in line with current legislation to ensure safety and good practice at all times. Club policies and procedures are available for viewing during club opening hours. We encourage parents to read these and copies are available from the Club Leader if required. Included in these procedures is a copy of our complaint's procedure, behaviour management policy, safeguarding children policy and equal opportunities policies and procedures.

PLAY ENVIRONMENT



Children are encouraged to have a say in what they do at the club. Meetings are held regularly with the children to ascertain what activities they would like. We aim to offer a wide range of play opportunities, which are suitable for all. Details of the daily resources available are displayed on the wipe board, located next to the register so that children, parents and carers can view activities that have been offered during session.

Sample activities available include:

• Imaginative Play Dressing Up	• Construction	? Home Corner	? Board Games	? Drawing
? Construction Play	• Sand and Water	? Outdoor Play	? Cookery	? Arts/ Crafts
? Messy Play	• Book/Reading	? Group Games	? Quiet Area	
? Homework Help	• Wii	? Dance games in the hall		

We aim to promote diversity through the play opportunities that we offer. We celebrate festivals and learn about different countries, cultures and customs, which we hope, will encourage everyone to respect and value one another.

CLUB ROUTINE



3.00pm – 3.10pm	-	Arrival, Registration and Show and Tell
3.00pm – 4.00pm	-	Freeplay/Activities
4.00pm – 4.15pm	-	Snack Time
4.30pm – 5.20pm	-	Freeplay/Activities
5.30pm Approx	-	End of session game/activity
5.45pm	-	Session Ends and all children need to be collected by this time

SNACK



A light snack will be provided daily at the club at around approximately 4.00 pm – 4.15pm. We aim to provide a variety and choice of healthy foods including fruit and raw vegetable. Snacks maybe hot or cold and our menus will reflect individual children's dietary requirements. Children are actively encouraged to suggest foods that they like and would like to have available at the club. Please note that the snack we provide is not intended to take the place of a main meal. Water will be available throughout the session. A list of snack items provided during the day's session is available again on the wipe board next to the register.

SAFEGUARDING CHILDREN (Copy of our Policy Enclosed)



It is our duty to report anything we see or hear that leads us to think that a child is being neglected, or suffering physical, emotional or sexual abuse. If any parent or carer has any concerns, please do not hesitate to speak to a club leader, and the utmost discretion will be adhered to at all times. Our club procedure is available in this respect.

ACCIDENTS/INCIDENTS



We have a duplicated first aid/accident booklet at the club on which we record all minor accidents. This will be completed by a member of staff trained in first aid, giving details of the accident and relevant treatment given. A copy of the accident form will be handed to the parent/carers upon collection of their child. The child's name will be underlined on the register so that the parent/carers will know to speak with a member of staff for the accident to be relayed to them. In the case of a more serious accident, appropriate action will be taken and parents informed immediately. If your child needs hospital/doctors treatment and the emergency contacts cannot be reached then a member of staff will accompany your child.

An incident record book is held by the club to record any incidents that occur during the session or any relevant observations made by staff. Parents / Carers will be advised of relevant incidents.

INFORMATION SHARING



All records are kept confidential, however parents/carers are entitled to and may request to see any information we hold relating to their child. This request must be made in writing and information will be made available at the earliest opportunity.

Staff from the club communicate regularly with school teachers to share relevant information to enable us to pass relevant messages on to parents /carers.

For more information on access, please see our documentation and information policy.

MEDICATION



Staff at the club will only be able to administer medication which has been prescribed by a GP/Consultant. Parents/Carers need to complete an Administering Medication Consent form along with if applicable an Emergency Care Plan form.

Please see our Health, Illness and Emergency Policy for further details. If you require a Administering Medication Form – Please ask. This will be supplied to you along with a copy of our Medicines Policy.

ILLNESS/ NON ATTENDANCE



We cannot accept a child who has not attended school during the day due to illness. Anyone with a stomach upset will not be able to attend for at least 48 hours after last symptom of illness. If your child is ill whilst at the club, we will telephone you and you are requested to arrange immediate collection to ensure the sick child's comfort and the wellbeing of the other children in attendance. We would like to draw your attention to our Infectious and Communicable Diseases Policy for exclusion periods of common illnesses and diseases. This can be found in our policies and procedures file or feel free to speak to a member of staff (by telephone if necessary). Any children arriving at the club before the specific exclusion period for any illness has expired will be isolated and the parent/carer requested to collect their child in order to prevent the spread of infectious illness.

In view of the above it is therefore extremely important that you ensure that your emergency telephone contact number is available at all times. If this number happens to be a mobile it would be appreciated if this could be left on silent if it is inconvenient to have the phone ringing, and that the phone be checked on a regular basis and any calls from the club urgently returned.

Please Note: If your child is not attending a session, we must be notified by 2pm that day regardless of whether your child has attended school that day or not. Notification must be sent directly to us as messages are not automatically passed on to us from the school. Notification must come directly from parents/carers and not from siblings or other children.

NON-ARRIVALS (CHILDREN WHO ARE EXPECTED AT THE CLUB THAT DON'T ARRIVE)



The After School Club only accepts responsibility for children once they have arrived at the After School Club and have been signed in on the register, however all measures will be undertaken to ensure the safety of any children that are expected at the club but that have not arrived.

If a child is absent from the club without prior warning, staff will check to see if they attended school that day they will not simply accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the school and the parents/carers.

If staff are unable to contact the parents/carers or any of the emergency contacts to ascertain the child's whereabouts, both schools and the school grounds will be thoroughly searched. If the Child's whereabouts is still not known the club will, in liaison with the Head Teacher or Deputy Head, contact the police and notify them of the situation. It is anticipated that all these measures will take place prior to 3:30PM.

COLLECTION/LATENESS



When you collect your child you will be required to sign them out on the register. This is a legal health and safety requirement. All children must be collected by adults named on their registration form. If another adult not named on the form is to collect your child, you must notify us in advance. If we do not have prior notification, and are unable to reach you to confirm this authorisation, we will be unable to release the child into that persons

care. In this respect, if we are unable to contact yourself or any other authorised person and we reach the end of our session, we will have no option but to follow our uncollected child procedure.

We operate a password system and your individual password detailed on the registration form will be required when named persons, not seen by the club before, are to collect your child – this is to confirm identity and permission.

All adults collecting children must be over the age of 18 years, if your child is being collected by someone younger, e.g. a sibling, (who must be of at least Senior School Age), you must notify us in writing or via a text prior to the collection.

If these procedures are not followed, we regret that in the interest of safety we cannot allow your child to leave the club.

Your child may be collected anytime between 3pm and by the latest 5.45p.m. Access to the After School Club is obtained via the blue gate in the Oakley John Walk cut way. The gate has a coded padlock on it and the code for this lock and how the lock is operated will be provided to the authorised person collecting upon the first session that your child attends. The code combination for the gate should only be given to persons named as authorised collectors on your child's registration form. If someone is collecting your child as a one off, please could you provide our telephone number instead and arrange for the person to call us once they are at the gate and then we will let them in. The code for the gate is only to be operated by parents/carers if your child/children are attending a session at the club on that day and, must not be operated by parents/carers on days that their children are not attending the club, nor should it be operated by the children themselves.

To ensure children's safety at all times, all persons entering or exiting the premises should not let other persons in unless you know for sure that they are coming to collect their child from club. If you do not recognise a person trying to gain access we would ask that you request the code from them and if they are unable to provide this please secure the gate and advise that a member of staff will be requested to clarify authorisation. We do not wish for any upset to be caused by this and therefore ask that should this situation arise you speak to each other respectively and understand that site security is paramount at all times. This is following the clubs instructions to all parents, as we need to ensure the safety of all the children at all times and unfortunately we cannot have a member of staff manning the gate and therefore we ask for the parents help and cooperation in this matter.

The Club has to vacate the premises by 6.00 p.m. at the latest leaving the room neat and tidy. In order for us to be able to fulfil this agreement it is important that children are collected by 5.45 p.m. so that the Site Manager can do his final safety checks. We appreciate that on the odd occasion due to traffic etc. parents/carers may be delayed. If you are likely to be delayed could you please either organise for your child to be collected by another named person on your Child's Registration Form or notify the club prior to this time by telephone to advise of the delay, we can then re-assure your child if they become anxious that no-one has yet collected them and try and organise an alternative collection. **If the person collecting is not named on the Registration Form you need to advise us by telephone providing us with their full name and relationship to yourself/child and their telephone number.**

Late collection charges apply, please see charges and payments section.

Please note: If you have not collected your child and have not contacted us within 20 minutes of the session ending, we are legally obliged to contact and inform Social Services to ensure the child's safety.

COLLECTION FROM AFTER SCHOOL CLUBS



If your child attends any after school activities i.e. Karate, Street Beatz, Fit Kids etc. we regret that we are unable to collect your child due to our staff ratios and would therefore be grateful if you could arrange for your child to make their own way to the After School club or to arrange for another adult to walk with them to the setting. Please be assured that if your child does not arrive at the anticipated time, the missing child procedure will be immediately implemented.

If your child will be attending another after school club or school event before coming to us, we require written details from yourself, showing which club they are attending, along with the start and finish date and anticipated time of arrival at Muskateers After School Activity Club.

Could all parents / carers please notify the relevant school / club, of any arrangements regarding transportation of their child to our setting, e.g. happy for your child to walk across on their own.

The club are unable to accept responsibility for any incidents arising as a result of parents/carers failing to notify the club direct of change to their child's booked session, i.e. attendance at other after school clubs/school events.

NOTICE PERIOD



We are unable to provide deductions/refunds/credits due to sickness, absence or any unexpected or emergency closures as you are paying to secure your child's placement rather than paying per session. If your child is unable to attend a session you are not able to swap it for another session.

All pre-booked sessions will be charged at the normal rate.

You are required to give one month's written notice if you no longer need a place for your child or wish to reduce the number of sessions your child attends as we allocate resources in advance to accommodate the number of children. All sessions within the one month period will be chargeable.

VALUABLES



Please do not send your child to the club with valuables, as the club cannot accept any responsibility for any loss or damage of personal belongings.

If your child has a mobile phone, please ensure that your child is aware that they need to hand this to a member of staff at the beginning of the session so that it can be stored away safely until they leave.

EVALUATIONS



We encourage feedback and comments as these help us to continually develop and improve our service to you and your child.

We regularly encourage the children to give us feedback on the activities we offer. Annually we will send out parents evaluation forms with the newsletter. We ask for your views as parents as to what you think of the service we provide. All information received is assessed and treated in the strictest confidence and anonymous where appropriate. We endeavour to act upon comments quickly and feedback in an appropriate manner.

If you have any suggestions or comments at any other time, please do not hesitate to let us know. We have a post box by the daily register for comments from children. A comments/suggestions book for parents is again available daily by the register.

COMPLAINTS (Copy of Policy Enclosed)



Our comprehensive complaints procedure is located in our policies and procedures file. Copies available upon request.

If you have a complaint, in the first instance please speak to one of the club leaders. If the problems remains unresolved please submit your complaint in writing to the Partners and a full investigation will be carried out.

Parents / Carers may at any time submit a complaint to OFSTED about any aspect of registered childcare provision. OFSTED will consider and investigate all complaints received. All complaints should be forwarded by email to enquiries@ofsted.gov.uk or telephone 0300 123 4666

NEWSLETTER

Each term we will endeavour to send out a club newsletter. This is to keep you up to date with any changes to the clubs operation and achievements by staff and children. We can also use it to let you know of any ways that you could help the club i.e. saving junk modelling items. If you or your child has any ideas, achievements or anything of interest that you would like to share, please inform the Club Leaders.

CHARGES/PAYMENT POLICY

Our charges are in advance, so at the beginning of each month an invoice will be issued and emailed for the following month's session charges and we respectfully request that prompt payment be made (by the specified date) by vouchers or bank transfer.

If your child starts at the beginning of a new term/mid-month, payment will be required upon receipt of the relevant invoice.

We reserve the right to charge a £9.00 late payment fee, for any payments outside of the specified date, unless prior arrangement has been made, and a further £9.00 for each outstanding month thereafter until the debt is settled. This amount may vary if a debt collection agency or other similar organisation is used as interest may also be incurred.

If we do not receive full payment for your child's sessions as detailed on your invoice, we regret that this may result in your child's place being re-allocated. It is therefore extremely important that if you are experiencing any difficulties with the payment, that this is discussed with the Club Leaders, who will address each case on an individual basis.

We are unable to provide deductions/refunds/credits due to sickness or absence as you are paying to secure your child's placement rather than paying per session. We are also unable to provide deductions/refunds/credits due to emergency/unforeseen club/school closures (i.e. Due to extreme weather conditions or Pandemics, or any other reasons for emergency/unforeseen closures) please see our admissions and fees policy for further details. Unfortunately this is because we rely purely upon parental fees and our outgoings expenditure remains the same whether we are open or closed, and therefore this loss of revenue could affect the clubs sustainability long term.

If you have queries regarding your invoice, please do not make any alterations to your invoice or payments but discuss your queries with a member of staff who will be happy to help.

Please note should an inset day fall on your child's normal session, you will not receive a charge as the club will be closed and your child unable to attend.

If you are late collecting your child, we regret that you will be charged £5.00 per child for the first quarter of an hour and a further £8.00 per child thereafter. This is due to the club incurring extra costs for staffing. Should we then incur any additional fees from the school after 6PM for a late lock up, then we will have no alternative but to pass this fee on also. This charge will be added to your invoice for the following month. Late collection charges will apply from 5:46PM and will be based upon the time displayed on the clock of the Musketeer's Phone.

ACCESS TO SCHOOL DURING CLUB HOURS



Please note that access to classrooms and other areas of the school is out of bounds during the Club's operation times. If your child has left any items in the classroom unfortunately we are unable to retrieve these and collection will have to wait until the next school day.

NO SMOKING / NO DOGS



The club operates and enforces a no smoking, vaping or e-cigarettes policy within school grounds at all times. In the interests of health and safety the club enforces the school's policy of no dogs on site at any time.

EQUAL OPPORTUNITIES/INCLUSION



We are strongly committed to the principles and practice of equal opportunities. All children will be made to feel welcome and given the opportunity to participate in the play opportunities that we provide. We believe that every child irrespective of gender, background, cultural or racial origin or individual ability or disability should have equal access to the play opportunities provided at the club.

Individual needs will be assessed and we will endeavour to offer support where necessary. Please speak to the Club Leader if you have any concerns regarding your child's specific needs.

Muskateers After School Activity Club

1. Safeguarding Children/Child Protection

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

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur, and these details will be passed to Lorraine McIntyre who is our Designated Safeguarding Lead or Karen Duggan our Deputy Safeguarding Lead, and they will be responsible for liaising with Social Care, the Local Safeguarding Children's Board (LSCB), and Ofsted in any child protection matter.

The club's safeguarding/child protection procedures comply with all relevant legislation and other guidance or advice from the Local Safeguarding Children Board (LSCB) formally known as the Area Child Protection Committees (ACPC).

The club is committed to reviewing its Safeguarding Children/Child Protection policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers during their child's settling in period.

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, eg 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 domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

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

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

If a member of staff witnesses or suspects abuse, they will record the 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, Children's Resource Services (formerly Mash) directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

Female genital mutilation (FGM)

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

Common names, female circumcision, cutting, sunna, gudniin, halalays, tahur, megrez, khitan It can happen has a baby, during childhood or as a teenager, just before marriage or during pregnancy, done for a number of cultural or religious and social reasons, although it is harmful and isn't required by any religion— child may talk of a special ceremony, or a relative visiting or a family arranging a long holiday overseas. It can happen both in the UK or abroad, and girls from the following communities are more at risk:

Somali, Kenyan, Ethiopian, Sierra Leonean, Sudanese, Egyptian, Nigerian, Eritrean, Yemeni, Kurdish, Indonesian

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

Honour Based Violence/Abuse

So-called 'honour based' violence/abuse (HBV) encompasses incidents or crimes which have been committed to protect or defend the honour of the family and/or the community. Abuse committed in the context of persevering 'honour' often involves a wider network of family or community pressure and can include multiple perpetrators not only from the UK but also from abroad.

Honour based violence can be physical, emotional and sexual abuse. Victims can be of any age, gender or sexual orientation.

Crimes committed in the name of so-called honour may include:

- female genital mutilation (FGM)
- forced marriage

- breast ironing – the use of heated objects to flatten a girl's breasts and stop them from developing domestic abuse
- being held against their will

All forms of HBV are abuse (regardless of the motivation) and should be handled and escalated as such.

Karma Nirvana is a recognised charity that provides advice and support to those at risk of honour based abuse. Website www.karmanirvana.org.uk Tel: 0800 5999 247

Peer-on-peer abuse

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

Staff 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 (eg much older)
 - One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
 - There has been some use of threats, bribes or coercion to ensure compliance or secrecy. If peer-on-peer abuse is suspected or disclosed
- We will follow the same procedures as set out above for responding to child abuse.

Extremism and radicalisation (Prevent Duty)

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

County Lines

County lines is a form of criminal exploitation where urban gangs persuade, coerce or force children and young people to store drugs and money and/or transport them to suburban areas, market towns and coastal towns (Home Office, 2018). It can happen in any part of the UK and is against the law and a form of child abuse.

Children and young people may be criminally exploited in multiple ways. Other forms of criminal exploitation include child sexual exploitation, trafficking, gang and knife crime.

County lines gangs are highly organised criminal networks that use sophisticated, frequently evolving techniques to groom young people and evade capture by the police.

Perpetrators use children and young people to maximise profits and distance themselves from the criminal act of physically dealing drugs (National Crime agency, 2019). Young people do the majority of the work and take the most risk.

Dedicated mobile phone lines or “deal lines” are used to help facilitate county lines drug deals.

Phones are usually cheap, disposable and old fashioned, because they are changed frequently to avoid detection by the police.

Gangs use the phones to receive orders and contact young people to instruct them where to deliver drugs. This may be to a local dealer or drug user, or a dealer or drug user in another county.

Phrases that young people may use to refer to county lines include:

- ‘running a line’,
- ‘going OT/out there’
- ‘going country’
- ‘going cunch’.

These all refer to going out of town to deliver drugs or money

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 DSO/DSL who will decide on the appropriate course of action.

For concerns about **child abuse**, the DSO/DSL will contact Children's Resource Service (formerly Mash). The DSL will follow up all referrals to Children's Resource Service (formerly Mash) in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Children's Resource Service (formerly Mash) directly.

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

Allegations against staff

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

- The allegation will be recorded on an Incident record form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (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 staff pending full investigation of the allegation.
- If appropriate, the Club will make a referral to the Disclosure and Barring Service.

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

- All staff receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme (see Government Website)
- All staff training is refreshed every three years
- safe recruitment practices are followed for all new staff
- all staff have a copy of this Safeguarding policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and we periodically refresh knowledge on our staff newsletter
- all staff receive basic training in the Prevent Duty
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2020)' and staff are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club. Neither staff nor children nor visitors may use their mobile phones to take photographs at the Club. For more details see our Mobile Phone Policy.

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

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

Promoting British Values

Our club actively promotes fundamental British values, namely democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.

The club undertakes this promotion in a variety of ways including children to participate in making and following the club rules which are then placed on the children's notice board, as well as deciding on activities particularly group games, good manners and mutual respect between all children and staff at all times and various posters are displayed within the setting to reinforce this promotion

All staff are aware of the main indicators of child abuse.

- Staff should be able to respond appropriately to:-
- Significant changes in children's behaviour
- Deterioration within their general wellbeing
- Unexplained bruising, marks or signs of possible abuse
- Neglect
- Comments children make, which give cause for concerns

- All staff are aware of their statutory requirements in respect of the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse or any concerns to the Partners.

- The club will take appropriate action detailed in the clubs procedure in relation to the findings of any investigation into allegations of abuse, consistent with it's duties to protect the safety of children and uphold fair processes for staff, students and volunteers.

- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary Policy.

- Whenever worrying changes occur in behaviour, physical condition, or appearance a specific and confidential record will be set up by the Partners. In addition the parents would be approached in a sensitive manner to see what support could be given, unless it was felt that this would be of further detriment and safety of the child concerned. All actions recorded would be reported to the relevant Safeguarding Officer.

Safe Caring

All staff understand the club's safeguarding/child protection procedures and have had appropriate training and guidance in the principles of safe caring.

To this end:

- Play workers noting an obvious injury when entering the club, should ask about its cause in a non-threatening, non-judgemental way. Play workers are not permitted to look for bruises or injuries on parts of the body usually covered by clothing. Existing injuries that children arrive at club with, should be recorded on the accident body map and held within the accident register, except where this was felt to be directly to a safeguarding issue, in which case the information would be stored separately and locked securely away at all times.
- Every effort will be made to avoid or minimise time when members of staff, students or volunteers are left alone with a child. If staff are alone with a child, the door of the room should be kept open and another member of staff should be informed.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book.
- Staff will never carry out a personal task for children that they can do for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet. Staff are aware that this and other similar activities could be misconstrued.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.
- All allegations made by a child against a member of staff will be fully recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this.

Dealing with Allegations

The club is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. The club will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse, the relevant Safeguarding Officer will immediately be informed and will refer the case to the local statutory child protection agencies. If the Partners feel that the matter has not been dealt with appropriately in relation to the problem, they will initially speak to the Safeguarding Officer and if still not satisfied that the matter has been correctly addressed, will contact Social Care direct.

Further to this, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will report this to the Partners who will in turn report this to the relevant Safeguarding Officer at the earliest possible opportunity.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written records of all reported incidents/disclosures and allegations will be produced and maintained. Information recorded will include full details of the alleged incident/disclosure; details of all the parties involved; any evidence or explanations offered by interested parties; relevant dates, times and locations and any supporting information or evidence from members of staff. A body map should

be used where appropriate, when recording information from a disclosure. Be sure to write as accurately as you can, what you have said and what the child has said, using the child's own words.

The club will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.

These records will be given to the clubs relevant Safeguarding Officer, who will decide whether they need to contact the Social Care team or make a referral. If other staff feel that the incident has not been followed up, they may call the social care team themselves.

- The Partners and the relevant Safeguarding Officer will be responsible for ensuring that written records are kept confidentially.
- If an allegation of abuse is made against a Safeguarding Officer, an alternative Safeguarding Officer would be informed as soon as possible and would then assume responsibility for the situation.

Whistleblowing/Speaking Out Policy

Under the Public Interest Disclosure Act 1998, individuals cannot be disciplined for speaking out against a colleague or employer. Muskateers After School Activity Club operates a whistleblowing policy which promotes and encourages disclosure by a member of staff of confidential information relating to some danger, fraud, or other illegal or unethical conduct/practices connected with or influential to the workplace. All persons involved in any whistleblowing incidents will be offered relevant support from the club. (Please see our full Whistleblowing Policy).

Referring Allegations to Child Protection Agencies

If the Partners or the Safeguarding Children/Child Protection Officer has reasonable grounds for believing that a child has been – or is in grave danger of being – subject to abuse, the following procedure will be activated:

- Contact will be made, at the earliest possible opportunity, with the local social services department / Children's Resource Service
- The Partners or the Safeguarding Children/Child Protection Officer will communicate as much information about the allegation and related incidents as is consistent with advice given by social services / Children's Resource Service and the police.
- At all times, the safety, protection and interests of children concerned will take precedence. The Partners and staff will work with and support parents/carers as far as they are legally able.
- The club will assist the social services / Children's Resource Service and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- OFSTED will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.

Muskateers After School Activity Club

31: Complaints Procedure

Our club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the club's formal Complaints Procedure. It will be available for viewing at all times.

Under normal circumstances, the Partners will be responsible for managing complaints. If a complaint is made against the Partners an investigation will be conducted. All complaints made to staff will be recorded in detail in the Complaints Record Book.

If the Partners has good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed who will then ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police are contacted.

Stage One

If a parent/carer has a complaint about some aspect of the club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Partners. As outlined in the Partnership with Parents/Carers policy, the Club is committed to open and regular dialogue with parents/carers and the Club welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the Partners. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Partners. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The club will acknowledge receipt of the complaint as soon as possible – within three operational working days at least – and fully investigate the matter within fifteen operational working days.. If there is any delay, the club will advise the parent/carers of this and offer an explanation. The Partners will be responsible for sending them a full and formal response to the complaint – within 28 days of having received the complaint*.

The formal response to the complaint from the club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the club's policies or procedures emerging from the investigation.

The Partners will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the club's response to it. The Partners will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the club's response can be submitted to Ofsted for further investigation.

The Partners will communicate a detailed response, including any actions to be taken, to the parents/carers concerned within 15 operational working days.

Records of all complaints must be retained for a period of at least 3 years from when the record was made.

Parents will be allowed access to all written records about their children on request (except in exceptional cases).

Parents will be given on request, the address and telephone number of Ofsted.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Ofsted Email Address: Enquiries@ofsted.gov.uk
Tel: 0300 123 1231

Thank you for reading this document, if you have any further questions or queries please do not hesitate to contact the Club.