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WHAT ARE POLICIES & PROCEDURES?

These Policies & Procedures relate to the sessions & activities that are delivered by MASKK.

They cover the issues outlined in the Ofsted Guidance to National Standards on which all out of school care settings for the under 8's and the EYFS standards for under 5.11 years are assessed & inspected.

They cover organisational and operational standards outlined in a variety of legislation and national policy.

These policies support MASKK to fulfil the five outcomes of Every Child Matters:

These five outcomes are:

- Stay safe.
- Be healthy.
- Enjoy and achieve.
- Make a positive contribution.
- Achieve economic well-being.

MASKK is a Playwork organisation and our policies are underpinned by the eight Playwork principles:

- All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.
- Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
- The prime focus and essence of Playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
- For Playworkers, the play process takes precedence and Playworkers act as advocates for play when engaging with adult led agendas.
- The role of the Playworker is to support all children and young people in the creation of a space in which they can play.
- The Playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
- Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the Playworker.
- Playworkers choose an intervention style that enables children and young people to extend their play. All Playworker intervention must balance risk with the developmental benefit and well being of children.

This policies have undergone a complete review & has been updated to reflect changes in practice & legislation in the organisation. This will assist the staff, volunteers & Trustees in evaluating their practice against these five Every Child Matters outcomes.

All the policies are written in line with draft policies produced by About Play (formally known as Sheffield Out of School Network), Sheffield City Council, the Safeguarding Children Board and support from Manor Community Childcare Centre.

Date: May 2019

REVIEWING POLICIES AND PROCEDURES

MASKK regularly reviews its policies to make sure they work effectively & satisfy the needs of the organisation. They are amended as and when the need arises but reviewed annually. All policies show the date they were reviewed & are due for renewal on a yearly basis or when the relevant legislation regarding the policy changes. (whichever comes first) This is the process for reviewing policies:

- Circulate a copy of the existing policy to all those to be involved in the review
- Meet to begin the review
- Prepare draft of amended policy and disseminate widely
- Collect and log feedback
- Reconsider the draft in the light of feedback
- Agree final policy and circulate

The same process can be followed where a model policy is being used as a starting point for developing policy.

In order to ensure that policies work for your organisation they need to be reviewed by both the full team and Trustees.

REGISTRATION POLICY

Registration Procedures

MASKK recognizes the importance of keeping up to date & accurate records to allow us to work safely and in accordance with the law.

All parent / carers must complete a Registration Form and a Medical Form before their child first takes a place at the club. We also advise parents / carers to come in and visit us with their children before their child starts at the Club, so that they become familiar and comfortable with the other children, staff & surroundings.

Registration Form

This gives details of:

- the child's name (and any other name the child is known by), address and contact number
- the child's gender, date of birth and ethnic background
- the parent or carer's name, place of work and contact
- names and contacts of people authorised by parent/carer to collect the child
- contact details of family doctor
- any other information deemed relevant by parent/carers or staff
- emergency contact details of persons to be contacted in the event of any emergency (back-up in case the main contact cannot be contacted)
- permission / consents for plasters, face painting, etc

At the point of registration, staff will also ascertain who has parental responsibility for the child and record this on the form, for future reference. If parental responsibility is unclear, or under dispute, staff must ask for proof which includes legal documentation granting parental responsibility or which forbids any parent access to the child. Registration forms need to state that some of the information may be used anonymously for monitoring purposes e.g. ethnicity or religious belief - parents will be asked to sign that they are in agreement that this information can be used in this manner.

Medical Details

During the registration process we will ask for information and details about:

- any medical conditions - including a special educational needs or physical disability statement
- any medication to be administered
- any special dietary requirements, allergies and food and drink preferences

It will also include an Emergency Medical Treatment Statement giving authorisation to staff to summon medical help or take a child to hospital where necessary. These records are confidential and will not be disclosed unless regulations from Ofsted or other statutory agencies override this. All records will be kept in a safe and secure place for at least one year, daily registers will be kept for at least two years after a child has left the club unless other legislative regulations state otherwise.

UNCOLLECTED CHILDREN POLICY

MASKK has the highest regard for the safety of the children in our care, from the moment they arrive to the moment that they leave.

We understand that sometimes it is unavoidable that things happen that could delay parent, etc collecting their children.

At the end of every session, the setting will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy.

A child may be collected by an adult other than those designated on the registration form, *only* after verbal telephone agreement between the parent/carers and the Manager or Lead Playworker. This may involve the use of a password.

If for some reason a child is not collected at the end of a session, the following procedures will be activated:

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager/Duty will be informed.
- The Manager/Duty will call the parent, carer or designated adult and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone / mobile phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Manager / Duty will call the Safeguarding Hub for advice.

In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Manager / Co-ordinator will attempt to leave a further telephone message with the parent/carers or designated adults' answer phone / mobile phone.

Furthermore, a note will be left on the door of the setting's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.

Under no circumstances will a child be taken to the home of a member of staff, or away from the premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.

The child will remain in the care of the setting until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.

Incidents of late collection will be recorded by the Manager / Co-ordinator and discussed with parents/carers at the earliest opportunity.

Parents and carers will be informed that persistent late collection may result in the imposition of an extra charge to cover the wages of staff that have to stay with the child or the loss of their child's place at the setting & exclusion may be commenced when the problem becomes long term.

ARRIVAL AND DEPARTURE POLICY

Arrival Procedure

It is the responsibility of the Manager / Co-ordinator to ensure that an accurate record is kept of all children attending the club and that all arrivals and departures are recorded on the clubs signing in / out sheet & register. As children enter the play setting, they will be registered immediately by a member of staff.

The signing in record will record the time of the arrival, who brought them and any notes.

Absences

If a child is going to be absent from the club, the Manager / Co-ordinator should be notified in advance by the child's parent / carer. Due to the nature of the club's business fees cannot be fully refunded once paid, this will assist the club in paying its overheads and cannot be refunded under any circumstances.

Notice by required parents:

- If a parent notifies staff before the day of attendance, the fee will be transferred fully to another session
- If a parent notifies staff before 2 pm, half of the fee will be retained
- If a parent notifies staff after 2pm or no notice is given, all the fee will be retained

Departure Procedure

Children must be collected by an individual named on their Registration Form. Persons other than those named can only collect a child if the parent / carer have previously notified the club. If someone turns up to collect the child without prior notification, the club will contact the parent/carer immediately to obtain approval verbally. If a parent or carer, not named on the registration form comes to collect a child, proof of their parental responsibility must first be given. This should be in the form of legal documentation which clearly shows that they have parental responsibility for the child in question. If possible, the parent or carer who registered the child will be contacted and informed of the situation before the child leaves the premises. If, after consideration, the Manager still considers that access to the child is under dispute, the child will be kept at the club until the named parent or carer arrives.

No person under the age of 13 will be allowed to collect a child.

The authorised person who collects the child must sign next to that child's name on the 'signing in /out' form & also put the time in which they collected them. This is to verify that the child has been collected and is no longer on the premises (i.e. in case of a fire drill). If a parent / carer do not collect their child by 6pm, then the Manager / Co-ordinator will attempt to contact them by telephone. If this is not possible, then the emergency contacts on the child's registration form will be contacted. Two members of staff will then wait with the child until someone collects them. If no contact can be made and it gets to 6.45pm the Manager will have no alternative but to contact the police / social services, as outlined in the 'Uncollected Child Policy'.

Under no circumstances will a child be left alone



COLLECTING & ESCORTING CHILDREN POLICY

All adults (playworkers / volunteers) involved in the transportation of children, by foot or by vehicle, must not smoke whilst collecting children from school and transporting them to the club.

All volunteers will have a valid DBS check completed before they are allowed to escort children from their school to the club.

They will also be shown the following policy and given a copy for future reference. The Manager / Co-ordinator will show any escorts the route & schools they are collecting from and delivering the children to, etc. This is so they can become familiar with what is expected of them & the timescale allowed.

Where children need to be collected from school premises and escorted to the club, the following procedures will be carried out:

At the school

- All children will be collected from school by an appropriate ratio of playworkers/escorts to children.
- Staff will have a register of which children they are collecting.
- Children will be collected from their classrooms (or from a designated meeting place)
- The playworkers/escorts collecting the children will carry proof of identity and will produce it when necessary. Whenever possible the same playworker / volunteer will collect the children & be their 'key person' until they arrive at MASKK.
- If any child does not arrive for collection, the playworkers/escorts must establish whether that child has been absent from school that day. This should be established by contacting the child's teacher or the school office if the teacher is unavailable. If a child who is booked in for that session has not been absent from school and fails to attend the club then the *Missing Children Policy* will come into force.
- If a child is waiting to be collected but is not included on the register, the playworkers/escorts will establish if the parent has booked a place by contacting the club manager or Manager. If a place has not been booked the club manager or Manager will contact the parent to check if a place is required.
- If a place is not required or there is no place available at the club, the playworkers/escorts will contact the child's teacher or the school office to make arrangements for the safety and supervision of the child, under the school's own policy and procedures.
- In case of any issues arising from these arrangements the club will have a named contact/liaison person at the school.
- If an emergency occurs the Club Manager will be contacted immediately. All escorts will have some basic knowledge of first aid or a member of staff will be sent to them if en route. If an accident occurs in the School Grounds, the escort will ask for the assistance of one of the School's first aiders & an accident form will be completed by the school (and a copy given to the club). An accident form will be completed upon arrival at the community centre and upon the collection of the child, their parent / carer will be asked to read and sign it. The form will then be kept on file in the child's records for future reference.

Transport of children

Regular risk assessments will be undertaken and whenever there are changes to the route or arrangements for any journeys, by foot or by vehicle, to collect and escort children to the club.

On foot:

- The children will be kept together as a group.
- The ratio of staff to children will be one adult to eight children with a minimum of two staff acting as escorts.



- At times, for example when the number of children is very low, it may not be possible to provide two playworkers/escorts. In these circumstances a risk assessment will be undertaken and followed. If there is any doubt or uncertainty then proper guidance will be sought from Ofsted.
- Particular attention will be paid to the route to the play setting. The safest route possible will be taken even if this is not the quickest.
- If children leave belongings or school work, etc in School they will not be allowed to go back and collect it once the group has left the School Grounds and is on route to the club.
- Any children found to be acting irresponsibly or dangerously will be reported to the Club Manager upon arrival at MASKK and their parents/ carers when collected at the end of the session. Please note that if a child's behaviour continues to be a problem the Management Committee will be consulted and exclusion (temporary / permanent) may be put in place. All incidents regarding a child's negative behaviour while being escorted from their School to Sun setters will be recorded on an 'accident & incident form' for future reference.
- Children will be asked to not touch any dogs that they may encounter on route (even if the dogs are known to them).
- Wherever possible playworkers/escorts will hold hands with children under seven years old and older children will be encouraged to walk in pairs.
- Playworkers/escorts will place themselves at the front of the walking bus and one at the rear and follow appropriate road safety guidelines.
- Recognised crossing places should be used whenever available e.g. school crossing patrol, pelican and zebra crossings.
- Children will only be allowed to cross roads under supervision.
- At least one playworker/escort will carry a mobile telephone at all times to use in case of an emergency. This phone will have both School contact numbers & MASKK direct line. The escort /s are responsible for making sure that this phone is fully charged at all times & should inform the club Manager when more credit is required.

Reflective armbands or vests will be supplied & available for use by children and playworkers/escorts.

EQUAL OPPORTUNITIES POLICY

Principles

MASKK acknowledges & aims to promote the diversity of our community & wider society. We aim to ensure that the principles of equal opportunities run through all the activities, policies & procedures of the club.

MASKK's Equal Opportunities Policy is based on the following principles:

- Every individual is of equal value, irrespective of race, gender, ability, disability, culture, religion, family situation / or other differences
- Everyone has a right to equality of opportunity
- Children should be prepared for life & citizenship through principles of fairness, mutual tolerance, acceptance & inclusion
- Discriminatory behaviour from anyone at the play setting is unacceptable

Policy & Practice

The organisation particularly seeks to do the following:

Admission

Operate an inclusive admissions policy.

Take positive action wherever necessary to help ensure that equality of access is provided to all children, within the community taking into account the differing language needs of parents & carers
Ensuring that children's specific physical or cultural needs are identified & can be met where possible

Premises

Ensure that, as far as possible, the club premises are physically accessible to all members of the community.

Resources

Promote positive images of all people in the selection & display of toys, materials & resources, & to avoid stereotypes

Discard any material found to promote stereotypes or to go against what the play setting aims in its principles & practices

Positively promote a wide range of culturally specific customs & festivals

Ensure there is a sufficient range of activities which allows all children to be included

Be sensitive to specific cultural needs of all children, such as dietary requirements & dress code.

Communication to Parents/Carers

Acknowledge that there are many definitions of a family

Acknowledge that families have different working patterns

Acknowledge the differing language needs of parents/carers

Review & Evaluation

The methods used to implement the principles within the play setting & their effectiveness will be monitored & reviewed regularly. From this process of review any areas requiring attention will be acted upon swiftly

Recruitment and Selection

The organisation is committed to becoming an equal opportunities employer.

We welcome job applications from all individuals irrespective of race, gender, ability, disability, culture, religion, sexual orientation or other differences.

The organisation will aim to create a staff team which positively reflects the community the organisation serves.

The organisation will ensure that staff regularly take up training opportunities to enhance their understanding of equal opportunities practice.



INCLUSION POLICY (SPECIAL EDUCATIONAL NEEDS & DISABILITIES)

MASKK welcomes all children & recognises that children with SEND have the right to be included & have their needs met. The organisation also acknowledges the need to work together with parents/ carers and other relevant agencies to organise or adapt the setting and to plan activities to ensure that all children can take part at a level appropriate to their needs.

The organisation recognises its legal duties under 'The *Disability Discrimination Act 2001*' that: "Out of school providers should not refuse to admit a child on the grounds of their disability - unless it is considered that to admit a child with disabilities would seriously impact on the ability of the club to continue to offer a service to other children or could put the health & safety of other children at risk. This decision will only be made after a risk assessment has taken place & advice has been sought as appropriate. Disabled children must not be treated less favourably than a child without disabilities".

Childcare providers must make 'reasonable adjustments' to prevent children with disabilities being at a substantial disadvantage.

Principles

MASKK will also ensure all team members are aware of their responsibilities for meeting the requirements of children with special educational needs and/or disabilities.

Identify any needs for appropriate training for all team members in supporting children with SEND. Aim to provide appropriate support for children with SEND in a manner that enhances their self respect & confidence.

Policy

If a child with SEND wishes to attend MASKK:

The setting will not discriminate against a family by adding additional charges above the usual club fees or above the additional costs the club may incur to supply additional staff to meet the individual needs of the children.

The Special Needs Inclusion Playcare Service (SNIPS) or appropriate sources will be contacted for information & advice on access to funding if applicable.

The co-ordinator / nominated staff member will arrange a meeting (come and try) with the parents / carers of the child to discuss the child's needs & produce an Individual Play Plan, if it is appropriate. The Co-ordinator/Manager will inform the team of any areas, which may require attention in order for the child to attend the session. Including the creation of a risk assessment.

Staff will be encouraged to attend all appropriate training courses specific to delivering an inclusive service.

More details on the Disability Discrimination Act (2001) are available from the Disability Rights Commission Telephone: 08457 622 633

MASKK provides services and activities in conjunction with Sheffield City Council to provide a place for children with special / additional needs to play in freedom whilst being supervised and mentored by a member of staff either on a 1:1 / 1:2 / 1:4 ratio depending on the level of support children need. **See Ratio Policy for more information**

Before referring children SNIPS will evaluate and visit children and their families in their homes before offering them a visit; they will then pass the child's individual needs and requirements onto the team at these sessions.

If resources are needed the setting will seek support in acquiring these from outside agencies or suppliers / loan or apply for additional grants to cover the costs.

Wherever possible MASKK will always strive to provide all children with the same opportunities as each other regardless of their abilities. It will be the responsibility of the co-ordinator at sessions and manager to investigate ways to carry out this.

RATIO POLICY:

This policy outlines MASKK’s staff ratio and rota setting.

MASKK is an Ofsted registered provision and will ensure we meet the national standards at all times. Also refer to the Health and Safety Policy, Lone Worker policy, Volunteer policy and Equal Opportunities policy.

MASKK has different levels of staffing requirements depending on the situation, below is a breakdown of the minimal and ideal adult levels for each situation. Please note that the definition of an Adult is someone aged 18 or over and may include a qualified inducted volunteer, see the volunteer policy for more details.

Standard Sessions:

Assuming no children who require additional support

When Off Site MASKK will use a ratio of 1 adult to 4 children if 2 or more are under 7, or 1 staff member to 6 children if all children are 7 or over. This will include lone working but with someone available to call if support is required.

When on the premises MASKK will use a ratio of 1 adult to 8 children with a minimum of 2 adults in ratios. This may be increased to 1:10 when taking part in structured activities, such as watching a show.

Additional Staff Support:

MASKK welcomes children with disabilities and additional support needs and recognises that these children, assessed on an individual basis, will require additional adult time and resources. There are various levels of support that may be needed and this will be negotiated with parents.

This additional staff time will enable the child to take part in activities as well as ensure their personal needs are met.

LEVEL 1: - Child requires minimal/infrequent additional staff support – 1:4 Ratio.

For the definition of places a child with this ratio when in an **indoor** setting will take 2 places.

For the definition of places a child with this ratio when in an **outdoor** setting will take 5 places.

LEVEL 2: - Child requires frequent additional support or assistance with personal hygiene – 1:2 Ratio.

For the definition of places a child with this ratio when in an **indoor** setting will take 4 places.

For the definition of places a child with this ratio when in an **outdoor** setting will take 7 places.

LEVEL 3: - Child requires regular/constant personal assistance – 1:1 Ratio

For the definition of places a child with this ratio when in an **indoor and outdoor** setting will take 8 places.

Reviews

This policy will be reviewed every 12 months and will also be assessed when renewing risk assessments.

Date of last review: 17/02/2023	
Date of next review: 17/02/2024	
Date implemented: July 2013	Signed:
	Signed:





BOOKING POLICY AND PROCEDURE

Policy Aims

1. This policy sets out how we will allocate places at sessions at our childcare and inclusive play settings.
2. Through the implementation of this policy the club aims to:
 - a. Offer consistency of care to children
 - b. Offer flexibility to families, parents & carers
 - c. Maintain affordable charges whilst ensuring that the club remains financially sustainable.
 - d. Be fair and transparent in how we allocate places at the club
3. The settings provides after school care for children attending a variety of schools. The club offers the following sessions:
 - a. After School Club
 - b. Saturday Club
 - c. Holiday Club
 - d. Community Activities including HAF provision and events

Booking a place at the after school club

New bookings for places should be made in person or at the relevant site by completing a club booking form.

- For sessions where a place is available the child may attend on agreement of the appropriate fee and completion of a introduction visit (24 hours prior)
- For sessions where a place is not available the child can be added to the waiting list for the session

Retaining a place at the after school club

Parents/carers of children with places must confirm they will continue to require these every half term, for the next half-term.

- Places must be confirmed by submitting a club booking form by the date stated on the booking form provided with invoices.
- If a booking form is not received by the stated date the club will assume the places are no longer required and make them available for reallocation.
- If the booking form contains changes to the attendance pattern **the changes will be treated as a new booking** and a place will be allocated in-line with the booking a place at the after school club.

Managing waiting lists

- Waiting lists will be set up as necessary. A separate waiting list will be maintained for each session.
- To meet the aims of the policy waiting lists will be prioritised using the criteria below, where multiple children fall within a category, places will be allocated in the date order in which the booking forms were received.
 - **Priority 1** – Children currently regularly attending
 - **Priority 2** – Siblings of children currently regularly attending
 - **Priority 3** – Children currently regularly attending a different session MASKK deliver
 - **Priority 4** – Siblings of children currently regularly attending a different session MASKK deliver
 - **Priority 5** – Children not attending a session

Ad-hoc bookings & holiday club places

- To offer parents, families and carers greater flexibility if a session is not full spare places will be made available for ad-hoc bookings.
- Ad-hoc places will be made available on a first come first served basis.



- Holiday club places will be made available on a first come first served basis and must be booked by advertised deadlines.

Fees

- Details of the current fee structure are available from club staff.
 - All fees are subject to regular review by the board of Trustees.
 - Parents/carers will be given at least one month's notice of any change to the fee structure.
- Payment can be made by cash, debit card, or cheque at the club or by childcare vouchers or bank payment.
- Payment must be made on a monthly basis or on receipt of an invoice. Invoices are issued upon booking.
- The Credit process will only apply for cancelations that are made in line with the settings cancelation policy.
- For ad-hoc bookings and holiday club payment must be made at the time of booking. Credits will not be given for cancelled ad-hoc or holiday club bookings.
- Non-Payment of Fees:
 - MASKK reserves the right to cancel a child's permanent place at the club and/or refuse to book future places for a child if the account associated with that child is in debit.
 - The Manager can agree payment plans with parent/careers where financial considerations need to be made to enable accounts to be settled.

Late collection of children

- The finishing time of a session will be clearly communicated with parents/carers and parents/carers must ensure that their child is collected by this time in line with the organisations policy.
- MASKK reserves the right to charge a fee for late collections to cover costs and this charge is included in our fee descriptions.
- If a child is repeatedly collected late MASKK reserves the right to cancel the child's permanent place at the club, a refund will not be provided in this circumstance.

Repeat Cancellations and unused places

To discourage the block booking of permanent places MASKK reserves the right to cancel a child's permanent place at the setting if their place is repeatedly cancelled or not used. MASKK reserves the right not to provide a refund in this circumstance.

Disputes

Disputes in relation to this policy will be managed in-line with the organisations complaints process, which is available to view at the setting.

Date of last review: 17/02/2023	
Date of next review: 17/02/2024	
Date implemented: July 2013	Signed:
	Signed:

PLAY POLICY

Policy Statement

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2021)*, “Play is essential for children’s development, building their confidence as they learn to explore, to think about problems, and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults.”

At MASKK we recognise the importance of play to a child’s development and follow the Playwork Principles. As playworkers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play but allow children to initiate and direct the experience for themselves.

Facilitating play

We support and facilitate play by:

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

Play areas and equipment

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.
- MASKK keep an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
- Children are involved in selecting additional equipment and resources for use at the sessions.
- The resources used at the sessions promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equalities** policy.
- MASKK has a selection of fiction and non-fiction books, suitable for all age ranges.

This policy was adopted by: MASKK	Date: May 2023
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To be reviewed: May 2024

Signed: Craig Judson

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Learning and Development requirements [1.1- 1.17]; Safeguarding and Welfare Requirements: Safety and Suitability of Premises, Environment and Equipment [3.58 – 3.59 & 3.65]*



OUTSIDE PLAY POLICY

Children learn through play and real experiences. At this stage of development, children's opportunities for learning are all that they see, hear, feel or do — both indoors and outdoors. Children thrive when given plentiful access to stimulating outdoor environments. They learn best through involvement in play activities that are meaningful to them and through experiences that build on their current curiosity, enthusiasms and interests.

When providing for Children's learning outdoors we aim to include a balance of the following opportunities:

1. Experiences that practitioners create and plan for
2. Spontaneous activities that children initiate for themselves
3. Naturally occurring cyclical opportunities linked to seasons, weather and nature.

When organising our outdoor curriculum, Playworkers early years practitioners will take account of these three elements and will also adhere to the Playworker principles and those of the Early Years Foundation Stage.

Expectations – Why we are providing outdoor provision

The outdoor environment is an essential part of high quality provision for children. Effective use of outdoors supports delivery of all four themes within the Early Years Foundation Stage and promotes positive play across all areas of learning:

The Four themes are:

1. A Unique Child
2. Positive Relationships
3. Enabling Environments
4. Learning and Development

The areas of learning are:

1. Communication and language
2. Physical development
3. Personal social and emotional development
4. Literacy
5. Mathematics
6. Understand the world
7. Expressive art and design

Planning for the outdoor provision and maximising learning outcomes for children

We recognise that Play and learning outdoors is vital to the development, health and well-being of children. It offers them unique experiences and opportunities that are hard to replicate in the same way indoors. For example:

- Fresh air, and contact with the natural world, weather and seasons.
- Multi-sensory experiences.
- More space and the opportunity to gain a different perspective on their world.
- Freedom, challenges, expeditions and adventures.
- Play and exploration of a wider range of materials, including moveable and Open-ended resources.
- A place for interaction and sociable activities with other children, adults and the local community.



To ensure continuity and progression of children’s play and learning experiences, practitioners will create an outdoor provision that is informed by on-going observations, and assessments that consider what children can do, what they are interested in, and what could be provided next. The outcome of these discussions might involve reorganising, supplementing or adapting what is currently offered outdoors; or might involve organising an expedition into the local community for a small group of children to build on and extend or inspire further play around that particular interest.

How we make our outdoor space into an enabling environment

Playworkers will plan carefully and ensure that the outdoor space:

- Is a stimulating environment richly resourced with open-ended flexible materials that support play and learning across the curriculum.
- Is a dynamic, flexible and versatile place where children can choose, create, change and be in charge of their play.
- Offers children the unique opportunities that indoors cannot, by harnessing the special nature of the outdoors.
- Is a well-designed, well-organised, integrated environment, preferably with indoors and outdoors available simultaneously so that children can choose where to spend their time.
- Is full of irresistible stimuli, contexts for play, exploration and conversation, offering children meaningful experiences and contact with the natural world and with the wider community.
- Enables children to have long periods of time outside on a daily basis so that they can return to their play and develop their ideas over time.
- Provides children with supervised and appropriate opportunities for challenge and risk within a framework of security and safety.
- Provides children with opportunities to be enterprising and develop their own play ideas
- Encourage children to initiate experiences and make decisions for themselves about their play
- Ensure resources can be accessed independently by children.
- offer children opportunities for a wide range of role-play experiences outdoors; through their play children can explore what it feels like to assume a variety of roles and responsibilities, many of which they see being performed by adults around them.

The role of the adult

Adults should be actively involved with children in planned, purposeful play with a balance of adult led activities and child initiated activities. Outdoors is a both a teaching and a learning environment where adults interact with children to extend their knowledge, skills and concepts.

Adults should be talking to children in a variety of ways (conversing, discussing, questioning, modelling and commentating)

- Helping children to find solutions to problems
- Developing and extending their language experiences
- Supporting and encouraging children
- Extending their activities by making extra resources available and providing new ideas
- Initiating games and activities or joining in gamed and activities
- Observing, assessing and recording children
- Evaluating observations in order to plan appropriate resources and experiences
- Being aware and assessing safety issues



- Being aware of every child's needs
- Providing role models for appropriate clothing

Health and safety

Healthy lifestyles are promoted and children's physical and mental health is supported. This outcome is supported through outdoor provision that ensures children have:

- Fresh air, contact with nature, weather, seasons.
- Opportunities for growing and eating healthy food.
- Opportunities for physical activity and exertion, and rest and relaxation.

Children are provided with a safe environment and children, parents and carers are informed about key risks and how to deal with them.

The outside area is safely enclosed with a high fence. A fire door leads to the car park, but the lock is only released on activation of the alarm.

Before any child enters the outside play area a risk assessment must be completed to check all areas and ensure they are safe. Any hazards must be removed or reported immediately to the session coordinator who will inform the manager.

Continuous provision should be checked and cleaned on a weekly basis.

It is essential that any equipment from which a child may fall such as climbing or balancing equipment and slides are placed on impact absorbing surfaces.

Children must always be supervised by qualified staff and staff/child ratios must be appropriate at all times.

Students must never be left alone supervising children.

Staff should be vigilant at all times, especially during free flow so that staff are aware of the children's whereabouts.

If a child is injured or needs to go to the toilet he/she should be passed to a member of staff indoors or a relief obtained and an accident report must be written up as soon as possible.

Managing risks

The staff will 'risk assess' daily outdoors to enable and support children to experience new challenges and learn how to manage risk.

The setting will ensure that parents and carers are supported to understand why risk-taking is important to young children.

Elements

Not all MASKK settings have a dedicated outside area. However all settings do have access within close walking distance providing an enabling environment in a variety of weather conditions. All children will be encouraged to play outdoors no matter what the weather; however no child should be made to go outdoors. The children will be appropriately dressed for each type of weather and the time and longevity of use accordingly. When children access outdoors, clothing should be assessed



for potential risk of slippage, snagging and protruding objects. (Hoods, belts, strappy sandals, unfastened coats, shoe laces). Parents will be informed through newsletter and posters of the requirements needed for their child during the differing seasons.

Sunny weather

When the weather is hot we encourage children to dress appropriately in the prevention of overheating and sun burn. We ask parents to provide;

- Sun hats
- Sun cream

We take into account the duration we are outside for and the times of day to avoid. Staff will create as many shelters and shaded areas as possible. Water is provided for all children freely.

Please see our sun awareness policy for more information.

Rainy weather

When the weather is wet outside we will provide size appropriate Wellingtons and wet suits for children. No child is to go outside unless dressed appropriately. Children’s clothing will be changed if becoming wet immediately to prevent cold.

Windy weather

Due to the large open yard space, windy weather can cause safety issues for particular equipment.

- No climbing frame if it is too windy.
- Doors to the outside to be tied or appropriately restrained preventing limb accidents.

Winter weather

When it is cold we will access outdoors but we may limit the time to be shorter than stated on routines as it could be too cold or dangerous for some groups of children depending on their age, stage and development. Clothing will be assessed to be appropriate for the weather conditions and spare items such as gloves and hats will be freely accessed in all rooms.

Policies to refer to

- Health and safety policy
- Sun policy
- Inclusion policy
- Equality and Diversity policy

Date of next review: July 2019	
Date implemented: 21 st July 2018	Signed:
	Signed:



SUN PROTECTION POLICY

MASKK clearly understands the dangers posed to children by over exposure to the sun.

In hot weather, parents/carers will be encouraged and reminded to provide sunscreen for their children.

A store of sun protection will either be kept in a child's book / school bag or be kept on the premises and children will be encouraged to wear a hat when playing outdoors.

All children **MUST** be able to apply their own sun cream. If this cannot be done parents / carers should ensure that their child has sun cream on which is long lasting and will protect them whilst at the setting.

All sun cream supplied by parents / carers must have the child's name displayed clearly on it.

Under no circumstances must sun cream but used on any child other than the one for whom it is intended.

Children will also be encouraged to put sun cream on 5-10 minutes before going outside to play, this will give the sun cream time to become effective.

Staff will also encourage children to drink water frequently. Staff should also ensure that shady areas are always available to children when playing outside.

****Please note that staff will not be responsible for children who become sunburnt and cannot force children to apply cream to their skin to protect themselves - they can only encourage children to do this and inform them as to what can happen if they do not apply any sun cream to their skin. If a child tells staff that their parents / carers applied an 'all day sun cream' to them in the morning— it is not the responsibility of staff and they are not at fault if that child later becomes sunburnt.****
All children will be encouraged and reminded to take frequent breaks from direct sunlight. Children will also be encouraged to take frequent breaks when playing out in the sun.

DANGEROUS PLANTS POLICY

MASKK recognises that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants shown below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

The outside area at Temple Park Centre has also been checked for the dangerous plants listed below. Where a potentially dangerous plant exists and we are unable to remove it, we have conducted a risk assessment which takes into account:

- the ages and maturity of the children
- the degree of supervision required
- whether we need to restrict access to affected areas
- how children with allergies might be affected.

The following is a list of the most commonly found plants that team members should be aware of as posing a possible hazard. Note that this list is *not* fully comprehensive.

Common name	Latin name	Harmful
<i>Indoor Plants</i>		
Angels' Trumpets	(Brugmansia or Datura)	E
German Primula	(Primula Obconica)	T
Lantana	(Lantana)	E / T
Leopard Lily	(Dieffenbachia)	E / T
Oleander	(Nerium Oleander)	E
Rosy Periwinkle	(Catharanthus Roseus)	E
Umbrella Tree	(Schefflera)	T
Bulbs eg Daffodils & Hyacinths	(Narcissus) (Hyacinthus)	E / T
Cut flowers eg Daffodils, Monkshood, Mistletoe	(Narcissus) (Aconitum) (Viscum Album)	E / T
<i>Garden Plants</i>		
Autumn Crocus	(Colchicum Autumnale)	E
Castor Oil Plant	(Ricinus Communis)	E / T
Foxglove	(Digitalis Purpurea)	E
Freemontodendron	(Fremontodendron)	T
Ivy	(Hedera Helix)	E / T
Laburnum	(Laburnum Anagyroides)	E
Leyland Cypress	(X Cupressocyparis)	T
Lily-of-the-Valley	(Convallaria Majalis)	E
Lupins	(Lupinus)	E
Mezereon	(Daphne Mezereum)	E / T



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Monkshood	(Aconitum Napellus)	E / T
Pokeweed	(Phytolacca)	E / T
Rue	(Ruta Graveolens)	T
Spurge	(Euphorbia)	E / T
Yew	(Taxus Baccata)	E
Wild and native plants		
Black Bryony	(Tamus Communis)	E
Black Nightshade	(Solamum Nigrum)	E
Cherry Laurel	(Prunus Laurocerasus)	E
Deadly Nightshade	(Atropa Belladonna)	E
Giant Hogweed	(Heracleum Mantegazzianum)	T
Hemlock	(Conium Maculatum)	E
Hemlock Water Dropwort	(Oenanthe Crocata)	E
Horse Chestnut	(Aesculus Hippocastanum)	E
Lords-and-Ladies	(Arum Maculatum)	E
Mistletoe	(Viscum Album)	E
Snowberry	(Symphoricarpos Albus)	E
Wild Privet	(Ligustrum Vulgare)	E
Woody Nightshade	(Solanum Dulcamara)	E

Key: E = Harmful if eaten, T = Harmful if touched

This policy was adopted by: MASKK	Date: May 2023
To be reviewed: September 2023	Signed: Craig Judson

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Safety and Suitability of Premises, Environment and Equipment [3.55, 3.63]*

HEALTHY EATING POLICY

At MASKK we believe in encouraging healthy eating and good manners among the children in our care. The local schools promote healthy eating through the 'Schools Food Trust' (prepares & provides healthier menus, tuck shops, etc) and we continue these practices with the food & drink we provide to the children. But we do feel that children do sometimes need a treat and occasionally we bring them a biscuit or a bun. The club provides drinking water which is available to children throughout the session. All children are aware that they can help themselves to this at any time.

On a daily basis we offer the children a snack that is accompanied by a selection of fresh fruit & vegetables (these change on a daily basis).

Each term we have a 'try something different week' which gives the children the chance to sample exotic fruits / foods from different cultures etc. We also incorporate a small learning activity in these tasting sessions.

We also offer snacks from time to time that the children can help prepare and produce e.g. pizzas, Cornish pasties, etc. These are fun for the children to prepare and they can also be made with healthy eating in mind.

MASKK also bear in mind the children's likes & dislikes when preparing their snacks.

So from time to time we discuss with the children the following:

- If they have any ideas of new foods we can try
- Are there any snacks that they are bored of and would like to have a break from?
- Have they got any ideas on cooking activities we could do as a group?
- Is there anything that they have seen in the shops, etc that they think others at the club may like?

We always try to work around the ideas and thoughts that the children have as it is their club and it also helps them to have some input into what we do and makes them feel they are valued and important.

FOOD & DRINK POLICY

Food & Food Hygiene

MASKK will provide a healthy, nutritious and tasty snack and drink for all children during its sessions. The Club recognises the importance of healthy eating and a balanced and nutritious diet and will endeavour to make a variety of foods available including meat, vegetarian and vegan options, plenty of fruit and low fat and low sugar foods. Fresh drinking water will be made available at all times and a choice of non-sugary drinks will also be made available. When provisions are purchased, materials will be avoided which contain potentially harmful or unnecessary additives.

The Club and its staff are committed to embracing the cultural and religious diversity of the families who use our services. We are also keen to help introduce children to different religious and cultural festivals and events through special food and drink sessions. We aim to make meal and snack times pleasant occasions where children are encouraged to participate by passing utensils, preparing and setting out food and cleaning up. We will aim to make eating times are peaceful and orderly, observing good manners at all times.

Working with parents

The staff will work with parents/carers to ensure that any particular dietary requirements are met. When a child first registers, parents/carers are required to complete the Registration Form, including information about any special dietary requirements or allergies the child suffers from, along with their food or drink preference. The staff will ensure that food and drink offered to children take account of this information so as to safeguard their health conform to religious requirements and meet - as far as possible - their particular preferences.

Food hygiene

All staff are mindful of their responsibilities under the Food Safety Act 1990 and the Club is registered with the local authority to provide food. All staff that either handle or prepare food hold an up to date food hygiene certificate and are fully trained in food storage, preparation, and cooking and food safety.

Food preparation

Staff & children involved in food preparation will:

- Wash their hands prior to handling food and after using the toilet.
- Ensure that any cut or abrasion is covered in a suitable waterproof dressing
- Keep themselves and their clothes clean
- Clear up as they go along and keep equipment and surfaces clean
- Prepare raw and cooked food in separate areas and use separate boards
- Keep food covered and either refrigerated or piping hot
- Ensure waste food is disposed of properly
- Inform the Manager if suffering from skin, throat, nose or bowel trouble
- Ensure that no child is left alone around sharp utensils, hot ovens or hot food
- Ensure that children do not enter or prepare food in the kitchen unattended

Food Storage

For general use, the refrigerator should have a thermometer within it and be kept at 5 degrees Celsius or below. However, the following foods must be stored at or below 4 degree Celsius:

- Soft cheeses, pates, cooked products containing meat
- Fish, eggs, cheese
- Cooked pies, pasties and sausage rolls (unless intending to be eaten on the day of or following the day of preparation)
- Certain meat or fish pastes
- Salads, cream cakes and certain dairy desserts
- Smoked or cured fish and cut or sliced smoked or cured meats
- Sandwiches or rolls containing meat, fish, egg, soft cheeses etc.

All meals and snacks will be planned to meet nutritional requirements.

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In the case of children with food allergy and with dietary restrictions, either for religious or medical reasons, these must be respected or alternatives provided.

Where children have food allergies or have dietary restrictions, this will be brought to the attention of all the staff.

When provisions are purchased, materials are avoided which contain potentially harmful or unnecessary additives.

A snack will be provided at each session, with fruit accessible each day and new parents will be made aware that this is included in the session fee.

Meal and snack times are happy times where children are encouraged to participate by passing utensils, preparing and setting out food and in cleaning up.

Attention should be paid to reflecting the backgrounds of the children and the wider community.

Eating times will be peaceful and orderly, observing good manners at all times.

SAFEGUARDING POLICY

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

MASKK will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. MASKK's child protection procedures comply with all relevant legislation and with guidance issued by Sheffield Safeguarding Board

There is a Designated Safeguarding Lead (DSL) available at all times while MASKK is in session. The DSL coordinates safeguarding and child protection issues and liaises with external agencies (eg Social Care and Ofsted).

MASKK's DSL is Craig Judson (Manager).

The Deputy DSL's are:

April Murrary (Co-ordinator – Short Breaks)

Kirsty Ward (Co-ordinator – Playcare)

Emma Okpalaeke (Co-ordinator – Training and Development)

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 directly. If they will not do so, we will explain that MASKK 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.

If FGM is suspected or disclosed

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

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

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, eg:

- 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:

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- 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.

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 MASKK's DSL who will decide on the appropriate course of action.

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

For minor concerns regarding **radicalisation**, the DSL will contact Sheffield Safeguarding Board. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the antiterrorist hotline on 0800 789 321. For urgent concerns the 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 (eg police) should be informed, and MASKK 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, MASKK will make a referral to the Disclosure and Barring Service.

Promoting awareness among staff

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

- the designated DSL has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person 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 safeguarding is a permanent agenda item at all staff meetings

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- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept in the MASKK office
- MASKK's procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' 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 MASKK camera will be used to take photographs of children at MASKK, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones to take photographs at MASKK. For more details see our **Mobile Phone Policy**.

Contact numbers

North Children's Social Care:

Sorby House, 42 Spital Hill, Sheffield, S4 7LG; Tel: 0114 203 9591

East Children's Social Care:

Stadia Technology Park, Block D, 60 Shirland Lane, S9 3SP; Tel: 0114 203 7463

West Children's Social Care:

Old Sharrow Junior School, South View Road, S7 1DB; Tel: 0114 273 4491

Children's Disabilities Service:

Floor 6, North Wing, Moorfoot Building, S1 4PL; Tel.: 0114 273 5368

Fostering and Adoption Services:

Floor 7, Eastwing, Moorfoot Building, S1 4PL; Tel.: 0114 273 5075

Social Care out of hours contact: 0114 273 4855

LADO (Local Authority Designated Officer): Andrew Adedoyin, LADO, you can ring or email (remember to do this securely) on: 0114 2734855 then select option 1. email LADO@sheffield.gov.uk

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

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

Created: 10th June 2021 by C Judson and consulted at Team meeting July 2021

Last Reviewed 18th June 2023 by C Judson - Reviewed to reflect change in DDSLs

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Child Protection [3.4-3.8] and Suitable People [3.9-3.13]*.

Prevent Duty Policy

Addendum to Safeguarding Policy

Extremism and Radicalisation

MASKK has 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, including:

- Feeling alienated or alone.
- Seeking a sense of identity or individuality.
- Suffering from mental health issues such as depression.
- A desire for adventure or wanting to be part of a larger cause.
- Associating with others who may hold extremist beliefs.

Signs of radicalisation

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

- Talking about topics / using language that could be considered extremist
- 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 their concerns in line with procedure the Safeguarding Policy as well as referring their concerns to the Designated Safeguarding Lead or in their absence the Deputy.

How we meet the Duty

In order to comply with meeting the duty, MASKK has taken the following steps:

- All staff have undertaken/ new staff will undertake Prevent Duty Awareness training.
- The setting will actively build children's resilience to radicalisation by promoting fundamental British values. This will be delivered in a number of ways including displays for the children to view, a range of activities, challenging behaviours and operating every day in line with our values and ethos, within which British Values are embedded in.
- A Risk Assessment will be created and reviewed at least yearly.
- Information about the Prevent Duty is available for parents. (Leaflets available in setting).

Created: 10th June 2021 by C Judson and consulted at Team meeting July 2021

Last Reviewed 18th June 2023 by C Judson – Alongside Safeguarding Policy

SAFE INTERNET USE

MASKK recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

Parental permission

Children will only be allowed to access an internet browser at the setting if their parent or carer has given permission when registering their child.

Guidelines for children

A printed copy of the **SMART** guidelines are kept next to the computers. The guidelines are explained to any children wishing to access the internet:

- **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don't trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

Protecting children

We have put in place the following safeguards to keep children safe whilst accessing information technology.

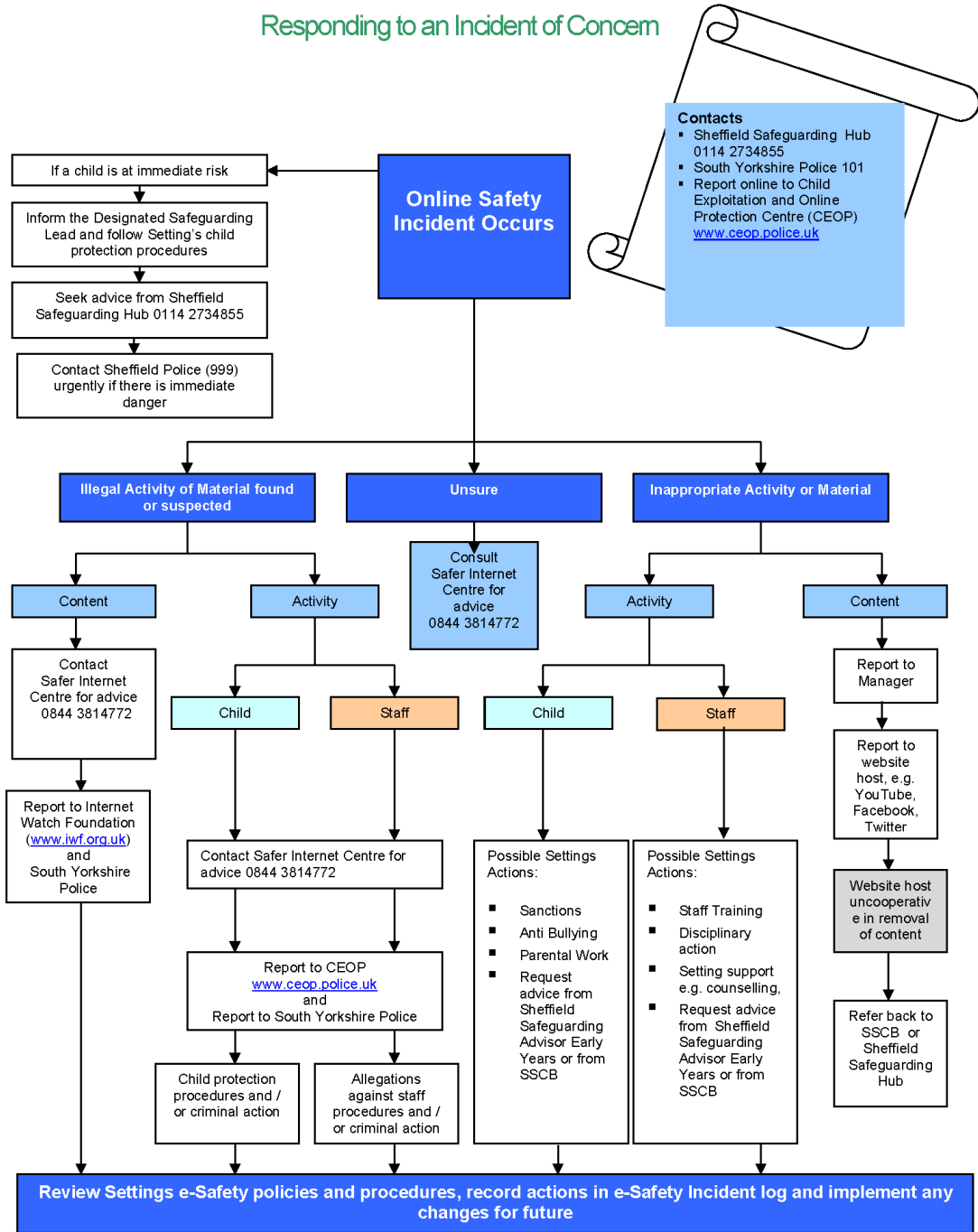
- 1) Children primarily have access to Amazon Fire Tablets with Child settings – these are mainly set up to not allow access to an internet browser or YouTube. They can only use them for games or photos
 - a. Games are monitored and none have chat features
 - b. All the tablets camera sync and photos/videos are checked
- 2) If a child or young person asks for access to the internet then a risk assessment has been undertaken and includes:
 - Parental controls have been activated on all devices accessible to children:
 - Chromebooks are logged into our Google Workplace which ensures:
 - Google SafeSearch Filtering is turned on
 - YouTube Restricted Mode is set to on
 - Fire Tablets have a mode that allows children to access the internet:
 - This can only be accessed with the correct code by a staff member
 - This has child safety features still enabled
 - MASKK have a firewall feature activated on our router which blocks gambling and adult entertainment websites
 - If using a device for the internet it would be located so that the screens can easily be seen from the

rest of the room.

- Staff keep a close eye on children and the sites that they are accessing when they use the internet.
- The devices have an up-to-date virus checker and firewall installed.
- The devices' browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact.

If, despite the safeguards the Club has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the settings's computers, the manager will be informed and the incident will be noted on an **Incident Record** in the child's file. The child's parent will be asked to sign the **Incident Record**. The manager will investigate how to prevent a reoccurrence of the incident. Depending on the nature of the breach the manager will inform Ofsted. If staff at the setting become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a **Logging a concern** form and refer the matter to the setting's designated lead safeguarding officer in accordance with our **Safeguarding Children Policy**.

Responding to an Incident of Concern



Related policies

See also: Safeguarding Children Policy, Social Media Policy.

This policy was adopted by: MASKK	Date:
To be reviewed: June 2024	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Child Protection [3.4 – 3.8]*.

Sick Children Policy

MASKK will notify Ofsted and local safeguarding children board of any serious accident or injury to or serious illness of, or the death of, any child whilst in their care, and act on any advice given. To fail to comply with this requirement, without reasonable excuse, is to commit an offence.

Staff will discuss with parents or carers the procedure for children who are ill or infectious. This will include the possibility of exclusion as well as the protocol for contacting parents or another adult designated by the parent if a child becomes ill or receives minor injuries whilst in the provider's care. If staff observe any signs of illness in a child, the Co-ordinator/Manager should be contacted immediately.

A quiet area of the setting will be designated and made available if it is appropriate to isolate the child from other children. The child will be comforted and staff will remain calm and reassuring. Staff will monitor the child and observe good hygiene practice, such as washing hands, surfaces and equipment, to minimise passing on any infectious or viral illnesses.

If the child has sickness or diarrhoea, or a slight rise in temperature, staff will contact the parents/carers and inform them of the situation. They may be asked to attend immediately if the Co-ordinator feels it is necessary.

If the child is showing signs of being very unwell, staff will contact the parents/carers or another adult designated by the parent/carer.

An ambulance will be called if the child is having an unexpected fit, is choking or collapses or the first aider on site deems it necessary. Epilepsy protocols will be followed for children known to have seizures. The parents or another adult designated by the parent/carer will be advised and reassured that a member of staff will accompany the child to the hospital and wait there until the parent arrives. Children's records must be taken to the hospital with the child.

When the child (and the parents/carers) have been handed over to medical experts, or returned home in the case of a less serious illness, a report will be written in the Accident and Incident Log. Staff will keep in touch with the child's parents/carers and be prepared to answer any queries from other parents at the setting.

Parents will be requested not to leave their child at the setting if it is apparent that the child is unwell when they arrive.

Exclusion for Infectious Illnesses

Children and staff will be excluded for infectious illnesses, such as sickness and diarrhoea or chicken pox —see the list of communicable illnesses and suggested periods of exclusion for further details, displayed in each setting.

All parents/carers will be informed by a notice if a child or staff member who attends the setting develops an infectious illness.

If a child who has developed an infectious illness returns to the club still unwell or before any recommended exclusion period is completed then this will be discussed with the parent/carer.

If this does not resolve the situation then advice should be sought from the Manager, Trustees via the Health Protection Team (HPT) in conjunction with any advice provided by Public Health England in their guidance document.

Local HPTs lead Public Health England's response to all health related incidents. They provide specialist support to prevent and reduce the impact of infectious diseases.

MASKK: Manor After School & Kids Klubs **Policies & Procedures**

For Advice on the notification of diseases and appropriate action to take in these cases contact South Yorkshire HPT

Public Health England

Unit C, Meadow Court

Hayland Street

Off Amos Road

Sheffield S9 1BY

Telephone: 0114 321 1177

Out of hours advice: 0114 304 9843 (ask for public health on-call)

Ofsted will be notified of any food poisoning incident affecting 2 more children who are looked after on the premises, of any child with meningitis or of the outbreak of any notifiable disease as per the Public Health (Control of Disease) Act 1984 and the Health Protection (Notification) Regulations 2010.

[Head Lice](#)

When a case of head lice is discovered at the setting, this must be handled carefully and sensitively. The child concerned should not be isolated from others and there is no need to exclude the child from activities or sessions. When the child is collected the parents/carer should be informed discreetly. Other parents will need to be issued or emailed with the information handout as quickly as possible with advice on treating head lice. Staff should check themselves regularly for head lice and access treatment themselves as soon as possible.

This policy was adopted by: MASKK	Date: 2007 Last Reviewed: June 2023
To be reviewed: June 2024	Signed:

CLEANING OF BODILY FLUIDS POLICY

If any body fluids such as blood, vomit, excretion or urine are spilled, appropriate precautions must be taken to prevent infection or contamination.

When cleaning spillages of body fluids, attention must be given to hygiene to protect children and staff, even if there is felt to be no risk.

The area must be kept clear of children.

Staff cleaning the spillage will wear disposable gloves and apron which are stored in the kitchen. The spillage will be covered with paper towels and a suitable cleaning fluid (disinfectant) will be used to clean the area.

The spillage will be disposed of in a safe and secure manner.

It will be double wrapped in leak proof bags and marked as waste material. It will not be disposed of in a bin that children have ready access to.

The club has yellow waste bags for disposing of any bodily waste.

Any contaminated clothing will be removed, placed in a bucket / sink / bag and dealt with when it is safe to do so.

The contaminated clothing when rinsed will be placed in a plastic bag & double wrapped.

MASKK does have some spare clean clothing that can be used.

If this isn't the correct size for a child - the parent/carer will be contacted to arrange some extra clothing to be brought in for their child or the child will be put into their PE kit and the parent / carer will be contacted to bring a change of clothes (suitable for the weather conditions).

The Child who has had the accident will be treated calmly & sensitively at all times & reassurance will be given by staff.

Staff will also make sure that other children behave sensitively to the child in question.

MISSING CHILDREN POLICY

Our organisation has the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing before and during sessions.

Before

If a child is not brought to a booked session the Co-ordinator or Manager will contact the parent/carer to confirm the reason why.

During

Staff will undertake periodic head counts, especially at the transition points between activities. If for any reason a member of staff cannot account for a child's whereabouts during a session at the setting the following procedure will be activated:

- The member of staff in question will inform both the Co-ordinator and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Co-ordinator will nominate two members of staff initially, to search the area surrounding the premises. Any staff surplus to the ratio of staff to children will also join a coordinated search. If it is necessary for staff to search beyond the setting's perimeters a mobile phone will if available be taken to maintain contact with the Co-ordinator.
- All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the setting.
- If after 15 minutes of thorough searching the child is still missing the, Co-ordinator will contact the child's parent/carer, the Co-ordinator and inform the police.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the setting.
- The Co-ordinator will be responsible for meeting the police and the missing child's parent/carer. The Co-ordinator will co-ordinate any actions instructed by the police and do all they can to comfort and reassure the parents/carers.
- Any incident of a child going missing from the setting will be recorded in the Incident Book. In cases where either the police or social services have been informed. Ofsted will also be informed, as soon as is practicable.
- Once the incident is resolved, the Trustees, Manager, Co-ordinator and the staff team will review relevant policies and procedures and implement any necessary changes.

This policy was adopted by: MASKK	Date: May 2018 Last Reviewed: July 2023
To be reviewed: May 2024	Signed: Craig Judson

VISITORS POLICY

MASKK is committed to providing a safe and secure environment for the children in our care. When we have visitors to our settings we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the activity.

Accordingly, when a visitor arrives at an activity we will follow the procedure set out below:

- All visitors must sign the **Visitor Log**.
- The identity of the visitor will be checked and this will be recorded on the **VisitorLog**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the MASKK Manager.
- The reason for visit will be recorded.
- **Visitors will never be left alone or have unsupervised contact with the children.**
- If a visitor has no reason to be on the premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

This policy was adopted by: MASKK	Date: May 2023
To be reviewed: May 2024	Signed: Craig Judson

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.63]*.

MOBILE PHONE POLICY FOR VISITORS AND GUESTS

MASKK fosters a 'culture of safety' in which the children and staff are protected from abuse, harm and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone. Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment

Staff use of mobile phones

Refer to the MASKK Mobile Phone Policy for Staff and Volunteers.

Children's use of mobile phones

Whilst we understand that some children have mobile phones they may not be used in the club unless under supervised conditions. During activities mobiles should be placed with the child's personal belongings or handed to a member of staff for safe-keeping.

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

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

Visitors' use of mobile phones

We will discourage parents/carers and all other visitors from using their personal mobile phone in the setting for any reason and particularly for taking photos, this includes photos of their own child. If they want a photo of their own child involved in an activity or at play they can ask a member of staff to take one using a settings camera.

This policy was adopted by: MASKK	Date: May 2023
To be reviewed: May 2024	Signed: Craig Judson

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.63]*.

INVOLVING PARENTS AND CARERS POLICY

At MASKK we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the setting, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the setting.

We do our best to keep parents informed about the setting by:

- Inviting parents to visit the setting before their children start.
- Giving all parents a copy of our **Setting Handbook**, which outlines how the setting operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child’s key person.
- Notifying the parents of their child’s key team when they start at the setting.
- Making all of our policies available at the setting for parents to consult whenever they like.
- Producing regular blogs and emails to keep parents up to date with news, events, new staff, changes to fees, etc
- Providing translations of our key policies and documents for parents who are non-English speakers, on request where possible.

We actively welcome parents and invite their input into the Setting in the following ways:

- We collect information from parents which will help their child to settle at the setting (via the **Registration** and **Medical** forms and, for EYFS children, the **Personal Development** booklet).
- We involve parents in settling their children in at the Setting (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today’s activities, etc).
- We can be contacted out of Setting hours, via telephone and email (see our **Setting Handbook** for contact information).
- We conduct an annual satisfaction survey of parents and children at the Setting to gain regular feedback.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- All of our team members wear name badges and different uniforms so that children and parents can easily identify them and their role.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Setting hours if necessary.
- We respect parents’ input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

This policy was adopted by MASKK	Date: May 2023
To be reviewed: May 2024	Signed: Craig Judson

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Introduction [3] Learning and Development Requirements [1.1, 1.2, 1.12, 1.16, 2.3], Key Person [3.27], Premises [3.62], Information and records [3.69, 3.74, 3.77]*

Behaviour Management Policy

Policy Statement

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

Whilst at MASKK we expect children to:

- Use socially acceptable behaviour
 - Comply with the Club rules, which are compiled by the children attending the club
- These are based on our three fundamental principles:
 - To Respect Each Other, accepting differences of race, gender, ability, age and religion
 - To Respect the Playworkers
 - To Respect the Environment around them (including the building and equipment)
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club.

Encouraging positive behaviour

At MASKK positive behaviour is encouraged by:

- Adults acting as positive role models
- Praising appropriate and positive behaviour
- Sticker rewards
- Informing parent/carers about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Club

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

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence. Providing paper and pens to express "What Happened?", "How Did They Feel?" and "What Could They Do Differently Next Time?".
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation. Giving the child the opportunity to make amends or apologise for their behaviour and be able to re-join the activity, if felt appropriate.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents and carers to formulate clear strategies for dealing with persistent inappropriate behaviour.
- No staff member will ever threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

MASKK: Manor After School & Kids Klubs Policies & Procedures

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

Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified, and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible. See the **Physical Restraint Policy** for more information.

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

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

Corporal punishment

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

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

This policy was adopted by: MASKK	Date: July 2023
To be reviewed: September 2023	Signed: Craig Judson

Aggressive Behaviour Policy

Policy Statement

MASKK does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our groups and activities are a place of safety and security for the children who attend and for the staff and volunteers who work here.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of the MASKK Team, whether in person or over the telephone
- Physically intimidating a member of the MASKK team, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

At MASKK we do not tolerate such behaviour whether it is directed at the MASKK team or at any of the children in our care.

Procedure

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending our settings, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The co-ordinator or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the setting's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the co-ordinator/manager will contact the police without delay.

When the immediate incident has been resolved, the co-ordinator and staff will reflect on the incident with the Manager, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration. All effort will be made to ensure that a child does not suffer as a consequence of their adult's behaviour.

Related policies

See also: **Equalities policy, Complaints policy, Safeguarding policy.**

This policy was adopted by: MASKK	Date: July 2023
To be reviewed: September 2023	Signed: Craig Judson

MASKK: Manor After School & Kids Klubs Policies & Procedures

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare requirements: Child protection [3.4]*.

Anti Bullying Policy

MASKK are committed to providing an environment that is safe for all children, welcoming and free from bullying. Bullying of any form is unacceptable at MASKK and we will not tolerate bullying of any form, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Everyone involved in the organization including staff, children and parent/carers, will be made aware of the setting's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

The Club defines Bullying is defined as 'the repeated harassment of others through emotional, physical, verbal or psychological abuse'.

Examples of such behaviour are as follows:

Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against 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.

Psychological: Behaviour likely to instil a sense of fear or anxiety in another person.

Preventing Bullying Behaviour

The Manager, Co-ordinators and staff will make every effort to create a tolerant & caring environment in the setting, where bullying behaviour is not acceptable. Staff will facilitate children to define what bullying is, why it is not to be tolerated & what the consequences of bullying will be. Discussions on the issues surrounding bullying will be conducted openly, including why bullying behaviour will not be tolerated & what the consequences of bullying behaviour will be. This will be done through creative ways including:

- Conversations
- Acknowledging and celebrating the differences between us
- Toys and games that normalise the differences and make us all feel like we belong
- Displays
- Joining in with Anti Bullying Campaigns

Our setting also follows the Anti-Bullying Alliance 10 Key Principles Anti-Bullying Charter. Although designed for schools we feel it is relevant for us too.

Anti Bullying 10 Key Principles – our setting:

1. **listens** - all children and parents and carers are listened to and influence strategies and approaches to prevent, report and respond to incidents of bullying.
2. **includes us all** - all children, including those with SEND, are included, valued and participate fully in all aspects of our setting.
3. **respects** - all staff are role models to others within the setting in how they treat others.
4. **challenges** - all forms of discriminatory language – including disablist language – is challenged taken seriously

5. **celebrates difference** – difference is actively and visibly celebrated and welcome across the whole organisation.
6. **understands** - all staff, children and parents and carers understand what bullying is and what it isn't.
7. **believes** - all children, including disabled children and those with SEN, and their parents and carers are acknowledged, believed and taken seriously when reporting incidents of bullying.
8. **reports bullying** - all children within the school and their parents and carers understand how to report incidents of bullying.
9. **takes action** - we respond quickly to all incidents of bullying. children, including disabled pupils and those with SEN, participate fully in decisions made about them and help to formulate appropriate action to respond to incidents of bullying.
10. **has clear policies** - our organisation's anti-bullying policy reflects these principles and is embedded within other policies. They are widely and actively promoted to staff, children and their parents and carers.

Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion & the organisation recognises this fact. In the event of such incidents, the following principles will govern the setting's response:

1. All incidents of bullying will be addressed thoroughly & sensitively. Taken seriously & acted on immediately.
2. Children will be encouraged to immediately report any incident of bullying that they suffer or witness.
3. They will be reassured that what they say will be taken seriously & handled carefully.
4. Staff have a duty to inform the Co-ordinator/Manager if they witness an incident of bullying involving children or adults at the Club. *By completing a bullying reporting form.*
5. If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened & reassured that they were right to report it.
6. The individual person who has been the victim of bullying will be helped & supported by the staff team. They will be kept under close supervision & staff will check on their welfare regularly.
7. In most cases, bullying behaviour can be addressed according to strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour & think through the consequences of their actions. & where appropriate, they will be encouraged to talk through the incident with the other person concerned; staff will mediate between the bully and their victim.
8. If bullying behaviour persists, more serious actions may be taken, - see the Suspensions & Exclusions policy.
9. Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.
10. Staff will inform the parents/carers of all the children involved in a bullying incident. If appropriate, staff will arrange a meeting between the respective parents/carers.
11. A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care & sensitivity.
12. All incidents of bullying will be reported to the Manager and will be recorded in the Incident Record System. In the light of reported incidents, the Manager /Management Committee & other relevant staff will review the organisation's procedures in respect of bullying.

MASKK: Manor After School & Kids Klubs **Policies & Procedures**

[Related Policies](#)

See Also: **Behaviour Management Policy, Exclusion Policy, Safeguarding and Child Protection Policies.**

This policy was adopted by: MASKK	Date: July 2023
To be reviewed: September 2023	Signed: Craig Judson

Physical Intervention Policy

Policy Statement

Staff at MASKK are trained to look after the children in their care. Staff have a duty to intervene in order to prevent children from hurting themselves or others. There may also be situations in which a child seriously disrupts good order in the club or causes damage to property. If a member of staff ever needs to intervene physically they will follow the club's Behaviour Management Policy. Any parents wishing to view this policy may do so on request.

Introduction

The term 'Behaviour Management' includes a wide range of supportive strategies for managing challenging behaviour. Included in this framework are a small number of responses which may involve the use of force to control or restrain a child. The term 'physical restraint' is used when force is used to overcome active resistance. These are referred to as 'Restrictive Physical Interventions' in national Guidance (DfES/DoH 2002). A clear and consistent Behaviour Management policy supports children who have social, emotional and behavioural difficulties within an ethos of mutual respect, care and safety.

This policy details how we implement the guidance in this club. It is designed to help staff to ensure that any actions they take are reasonable, proportionate and absolutely necessary.

The Setting's Expectations

The organisation takes seriously its duty of care towards children, employees and visitors to the setting. Staff protection is an important part of child protection; both depend on confident and competent staff who feel supported by the management. This policy has a clear focus.

- The first and paramount consideration is the welfare of the children in our care.
- The second is the welfare and protection of the adults who look after them.

Positive Behaviour Management

All physical interventions at this club are conducted within a framework of positive behaviour management. The club behaviour policy is intended to reward effort and application, and encourage children to take responsibility for improving their own behaviour. Part of our preventative approach to risk reduction involves looking for early warning signs, learning and communicating any factors which may influence bad behaviour and taking steps to divert behaviours leading towards foreseeable risk. Children are encouraged to participate in the development of their own Behaviour Management Plans by focusing on positive alternatives and choices. Parents are also encouraged to contribute. However, if problems arise, staff have an additional responsibility to support all children when they are under pressure and safely manage crises if, and when, they occur.

Alternatives to Physical Controls

A member of staff who chooses not to make a physical intervention can still take effective action to reduce risk. They can:

- Show care and concern by acknowledging unacceptable behaviour and requesting alternatives using negotiation and reason.
- Give clear directions for children to stop.
- Remind them about rules and likely outcomes.
- Remove an audience or take vulnerable children to a safer place.
- Make the environment safer by moving furniture and removing objects which could be used as weapons.
- Use positive touch to guide or escort children to somewhere less pressured.

- Ensure that colleagues know what is happening and get help.

Modifications to Environment

Ideally, staff will not be waiting until a crisis is underway before conducting a risk assessment of the environment. We know that some children at this club may exhibit extreme and possibly dangerous behaviour. In general it is a good rule to keep the environment clutter free. This may mean giving consideration to secure storage for a range of everyday objects when they are not being used. For example:

- How is the availability of pointed implements (including pens, pencils, compasses and darts) controlled?
- What small items are available to an angry child who may be tempted to use them as missiles?
- What objects are available to be used as blunt instruments?
- Do they all need to be left out all the time?
- Are there sharp edges or corners which present a risk?
- Is the design arrangements or furniture safe and appropriate for children who exhibit extreme behaviour?
- Is there a comfortable place to sit with an agitated child?
- Are protocols in place to encourage angry children to take themselves to a safer place?

Help Protocols

The expectation at this club is that all staff should support one another. This means that staff always offer help and always accept it. Help does not always mean taking over. It may mean just staying around in case you are needed, getting somebody else or looking after somebody else's group. Supporting a colleague does not only mean agreeing with their suggestions and offering sympathy when things go wrong. Real support sometimes means acting as a critical friend to help colleagues become aware of possible alternative strategies. Good communication is necessary so that colleagues avoid confusion when help is offered and accepted. They need to agree scripts so that all parties understand what sort of assistance is required and what is available.

Well Chosen Words

A well chosen word can sometimes avert an escalating crisis. When children are becoming angry there is no point in getting into an argument. Telling people to calm down can actually wind them up. Pointing out what they have done wrong can make things worse. The only purpose in communicating with an angry person is to prevent further escalation. It is better to say nothing and take time to choose your words carefully than to say the wrong thing and provoke a further escalation.

The Last Resort Principal

In our setting we only use physical restraint when there is no realistic alternative. This does not mean that we always expect people to methodically work their way through a series of failing strategies, before attempting an intervention in which they have some confidence. Nor does it mean always waiting until the danger is imminent, by which time the prospect of safely managing it may be significantly reduced. National guidance is clear on this point.

"If necessary staff have the authority to take immediate action to prevent harm occurring even if the harm is expected to happen some time in the predictable future."

Para 10 Page 4 Department of Health – 1997 – "The Control of Children in the Public Care: Interpretation of the Children Act 1989" – London: H M S O

It does mean that we expect staff to conduct a dynamic risk assessment and choose the safest alternative. It also means that we expect staff to experiment and think creatively about any alternatives to physical intervention which may be effective.

Proactive Physical Interventions

It is sometimes reasonable to use physical controls to prevent extreme behaviour from becoming dangerous provided that it is an agreed part of the Behaviour Management Plan. Examples of this are where a child has shown ritual patterns of behaviour, which in the past have led to the child becoming more distressed and violent. In such circumstances it may be reasonable to withdraw the child to a safer place when the pattern of behaviour begins, rather than wait until the child is distressed and out of control. The paramount consideration is that the action is taken in the interest of the child and that it reduces, rather than increases, risk.

Reasonable and Proportionate

Any response to extreme behaviour should be reasonable and proportionate. People should not react in anger. If they feel they are becoming angry they should consider withdrawing to allow someone else to deal with the situation. Where staff act in good faith, and their actions are reasonable and proportionate, they will be supported.

When physical controls are considered staff should think about the answers to the following questions:

- How is this in the best interest of the child?
- Why is a less intrusive intervention not preferable?
- Why do we have to act now?
- Why am I the best person to be doing this?
- Why is this absolutely necessary?

If staff can answer these questions it is more likely that a physical intervention will be judged to be reasonable and proportionate.

Unreasonable use of Force

It is not reasonable to use force simply to enforce compliance in circumstances where there is no risk. Nor is it reasonable to use any more force than is necessary to achieve a reduction in risk. Under no circumstances should pain be deliberately inflicted or should children be deliberately subjected to undignified or humiliating treatment (this should not be confused with the unavoidable discomfort associated with some approved techniques for disengaging from assaults such as bites and grabs). Other than as a one-off emergency measure to protect health and safety, force should never be used to keep a child secluded. Seclusion is only lawful by specific court order and cannot become part of a planned strategy at this club.

CPI Verbal Intervention & CPI Safety Intervention

It is the policy of MASKK that all staff working closely with children whose behaviour may cause harm or damage are trained in the pre-emptive and responsive Behaviour Management strategies and techniques of CPI, to complement the behaviour management approaches and strategies reflected in the Club Behaviour Policy. Further details of this approach can be found in the CPI handbook and on the CPI website (<https://www.crisisprevention.com/en-GB/Our-Programs/MAPA-Management-of-Actual-or-Potential-Aggression>).

Health and Safety

If dangerous behaviour presents a significant risk of injury to people, there is a legal Health and Safety issue to be addressed. Dangerous behaviour should be regarded just as seriously as dangerous equipment. Dangerous occurrences should be reported to the person responsible for Health and Safety in the club. We all have shared responsibility to identify risk, communicate potential risks and take active steps to reduce risk wherever possible. We recognise that it is not possible to entirely remove risk. Sometimes things go wrong even when we make our best efforts to do the right thing. Sometimes we are faced with unpalatable choices. In these circumstances we have to try and think through the outcomes of the options available, balance the risks and choose whatever course of action which seems to involve the least risk.

As a minimum requirement, in order to comply with health and safety legislation, each employee has a responsibility to ensure that they are conversant with club and policy and guidance, and to cooperate to make the club safer. It is also a requirement that they participate in training if they are directed to do so. This does not necessarily mean that all staff can be involved in all the physical activities. The non physical aspects of Behaviour Management training are crucially important to.

When considering a child's behaviour staff should think about the following questions:

- Can we anticipate a Health and Safety risk related to this child's behaviour?
- Have we got all the information we need to conduct a risk assessment?
- Have we provided a written plan as a result?
- What further steps can we take to prevent dangerous behaviour from developing?

[Risk Assessment](#)

Informal risk assessments should be a routine part of life for staff working with children who may exhibit extreme behaviour. Responsible staff should think ahead to anticipate what might go wrong. If a proposed activity or course of action involves unacceptable risk the correct decision is to do something else.

Factors which might influence a more immediate risk assessment, and therefore a decision about how to intervene, might include the state of health and fitness of the staff member, their physical stature, competence, confidence and relationships with the children concerned. Confidence and competence are often related to the level of staff training. Other than in an emergency, staff should only attempt physical controls when they are confident that such action will result in a reduction of risk. When faced by extreme behaviour, or even in a fight situation, the judgement may be that by becoming involved, the member of staff will increase the chance of somebody getting hurt. In this the correct decision is to hold back from the physical controls.

[Getting Help](#)

Our setting has the following support structures are in place:

- Care Plans and Behaviour Management Plans kept on file to ensure all relevant information about each child is available to all members of staff working with them.
- Daily briefing sessions in the morning to update staff on current issues and share information.
- Use of help protocols and language to remind all staff of availability of colleagues to offer help including change-overs of staff during a crisis situation with a child.
- Debrief sessions after a crisis with the child(s) involved, reflecting on how crisis was managed by all involved and identifying any points for review or learning.
- Daily debrief sessions for all staff to share experiences, concerns and access support from each other, led by a co-ordinator.

[Behaviour Management Plans](#)

Risk management is regarded as an integral part of behaviour management planning. All children who have been identified as presenting a risk should have a Behaviour Management Plan. The plan details any strategies which have been found to be effective for that individual, along with any particular responses which are not recommended. If particular physical techniques have been found to be effective they should be named, along with alerts to any which have proved ineffective or which caused problems in the past. Behaviour Management Plans should be considered alongside the Care Plan and any other planning documents which relate to the child. They should take account of age, sex, level of physical, emotional and intellectual development, special need and social context. Behaviour Management Plans should result from multi-professional collaboration with SNIPS and parents.

[Responding to Unforeseen Emergencies](#)

Even the best planning systems cannot cover every eventuality and the club recognises that there are unforeseen or emergency situations in which staff have to think on their feet. It is not enough to

thoughtlessly apply rules without thinking through the likely consequences. The key principals are that any physical intervention should be:

- in the best interest of the child;
- reasonable and proportionate;
- intended to reduce risk;
- the least intrusive and restrictive of those options available which are likely to be effective.

Whenever a physical intervention has to be made there should be a verbal warning. Where possible, staff should always attempt to use diversion or defusion in preference to physical interventions. They should only use the techniques and methods approved for use in this club. In general, if staff act in good faith and their actions are reasonable and proportionate, they will be supported.

The Post Incident Support Structure for Children and Staff

Following a serious incident, it is the policy of this club to offer support for all involved. People take time to recover from a serious incident. Until the incident has subsided the only priority is to reduce risk and calm the situation down. Staff should avoid saying or doing anything which could inflame the situation during the recovery phase. Immediate action should be taken to ensure medical help is sought if there are any injuries which require more than basic first aid. All injuries should be reported and recorded using the club's systems. It is important to note that injury in itself is not evidence of malpractice. Even when staff attempt to do everything right, things can go wrong. Part of the post incident support for staff may involve a reminder of this, as people tend to blame themselves when things go wrong. Time needs to be found to repair relationships. When careful steps are taken to repair relationships a serious incident does not necessarily result in long term damage. This is an opportunity for learning for all concerned. Time needs to be given to following up incidents so that children have an opportunity to express their feelings, suggest alternative courses of action for the future and appreciate other people's perspective. When time and effort are put into a post incident support structure the outcome of a serious incident can be learning, growth and strengthened relationships.

Complaints

It is not uncommon for children to make allegations of inappropriate or excessive use of force following an incident. The club has a formal Complaints Procedure. Children should be reminded of the procedure and encouraged to use the appropriate channels. The complaints policy applies equally to staff. We are an open club and promote transparent policy and practice in order to protect the interests of staff and children alike. Any staff concerns regarding the welfare of children should be taken to the designated person for child protection. Any safety concerns should be reported to the designated person for Health and Safety.

Training

Playworkers and anyone authorised by the Manager who are expected to use planned physical techniques should be trained. This club has adopted the CPI (MAPA) Model of training. All training courses have been fully accredited by the British Institute of Learning Disabilities (BILD) in accordance with DfES and Department of Health guidance. Behaviour Management training is always provided by qualified instructors with rigorous guidelines from Sheffield City Council.

The level of training recommended is related to the level of risk faced by the member of staff. Our preferred approach is for whole staff team training. Volunteers may not require the same level of training in physical techniques as those working directly with the most challenging children, however all staff benefit from the whole club training. The level of training required is kept under review and may change in response to the needs of our clients. Once trained, staff should practice regularly guidance of the Manager and bring any problems or concerns to them.

MASKK: Manor After School & Kids Klubs Policies & Procedures

Recording

Whenever overpowering force is used the incident must be recorded using the approved forms. The Incident/Concerns forms are kept in the office area, and the incident sheets are kept in folders in the office area. All staff involved in an incident should contribute to the record which should be completed within 24 hours. The details recorded on the forms are then copied and sent to SNIPS for Sheffield City Councils records.

Staff should:

- Read through the club recording form carefully
- Take time to think about what actually happened and try to explain it clearly.
- Complete all names in full.
- Sign and date all forms.

Bear in mind these records will be retained and cannot be altered. They will be kept for many years and could form part of an investigation at some time in the future.

Serious Incident Reports should not be completed until the individuals concerned have recovered from the immediate effects of the incident. They should not be rushed. A record is written into the Incident Book. This refers to supporting sheets and other relevant information.

Monitoring and Evaluation

The Manager will ensure that each incident is reviewed and instigate further action as required. The club incident log is open to external monitoring and evaluation.

Follow Up

Following an incident, consideration may be given to conducting a further risk assessment, reviewing the Behaviour Management Plan, behaviour management policy or this Behaviour Management policy. Any further action in relation to a member of staff, or an individual child, will follow the appropriate procedures. (See staff and child disciplinary policy)

Related Policies

See Also: **Behaviour Management Policy, Exclusion Policy, Health & Safety Policy, Safeguarding and Child Protection Policies.**

This policy was adopted by: MASKK	Date: May 2023
To be reviewed: September 2023	Signed: Craig Judson

Exclusions Policy

The MASKK Exclusion Policy works in conjunction with the Behaviour Management Policy.

From time to time when constant unacceptable / serious negative behaviour is exhibited by children, the Co-ordinator, Manager / Trustees may find it necessary to exclude a child.

Discussions will be held to discuss incidents, etc and then decisions will be made about a child and if they should be temporary / permanently excluded.

Temporary Exclusion

Exclusion will be on a temporary basis.

The child's parent / carer will be informed immediately and a letter formalising the temporary exclusion will be sent to them by email/post within two working days. Staff will also inform the parent / carer that they have a right to appeal if they wish to do so.

The child will be welcome to return after a meeting between the co-ordinator/manager and the child's parents has taken place. The aim of the meeting will be to look at supporting the child to return.

Permanent Exclusion

After serious negative behaviour the child's parent / carer will be contacted immediately to collect the child from the setting. Upon their arrival the incident will be discussed and they will be verbally notified of the exclusion. The member of staff in charge will then inform the parent / carer that formal notification will be sent to their address and that they have the right to appeal against the decision.

This decision will be formalised in writing once the Manager (or in their absence a Trustee) have held a full meeting with staff to discuss the matter.

If permanent exclusion is agreed then the child's parent / carer will be notified by post within two days of the final exclusion taking place.

Appeals

The child's parent / carer will be given the opportunity to appeal against this decision and attend a meeting with the Manager / Trustees.

This meeting will be convened within five days of the parent / carer informing management that they wish to appeal.

At this meeting the club's case will be summarised by the Manager / Chair of the Trustees. The child's parent / carer will then be given the opportunity to present their appeal.

The management team of the club will then debate the issues in private and reach a decision.

The parent / carer will be notified of the final decision within two working days by recorded delivery.

In the final decision letter the following will be given:

- Notification of exclusion
- Reason for exclusion
- The date the exclusion commenced

No further appeals to the club can be made, but the parent / carer has the right to contact:

The Complaints, Investigation & Enforcement Team at OFSTED.

Any outstanding fees will be due immediately after exclusion.

Any fees paid in advance will be reimbursed at the earliest opportunity.

N.B. The Management / Management Committee reserves the right to permanently exclude a child with immediate effect if the incident / behaviour is on-going / subjects others in the setting to harm.

Related Policies

See Also: **Behaviour Management Policy, Aggressive Behaviour Policy, Anti Bullying Policy, Safeguarding and Child Protection Policies.**

MASKK: Manor After School & Kids Klubs Policies & Procedures

This policy was adopted by: MASKK	Date: July 2023
To be reviewed: September 2023	Signed: Craig Judson

COMPLAINTS PROCEDURE POLICY

This policy constitutes the organisation's formal Complaints Procedure and is open to any person, group or organisation connected to MASKK in any way, i.e. a child, parent, carer, teacher, local worker etc. It will be displayed on the organisation notice board or made readily accessible to all users of the settings.

The organisation acknowledges that at times, parents or others connected to the organisation may have concerns about the service we provide. We would hope to resolve any concerns, in the first instance, by talking to the person raising the concern and then by taking appropriate and prompt action. However, if the organisation receives a formal complaint about our service verbally or in writing we will investigate the complaint, take any necessary action and report the outcome to the complainant.

We also recognise the importance of recording all concerns, complaints and compliments to effectively monitor, review and improve the service we offer.

The organisation also acknowledges that it is an expectation from Ofsted that we record any complaints that relate directly to EYFS welfare requirements, whether or not these complaints are subsequently passed on to Ofsted.

A complaint or concern is not always a written statement – it may be a verbal comment, it may be a change in attitude from a parent/carer or it may be an action e.g. when a child is withdrawn from an activity for no obvious reason. All staff need to be able to recognise a concern or complaint and be able to know how to manage any concerns or complaints that arise.

A complaint or a concern may come from a variety of sources – from a child, a parent, another member of staff or an outsider. It may come via Ofsted where someone has contacted them directly.

Stage One

If any person is dissatisfied with or has a concern about any aspect of our services they should, in the first instance, take up their concern with the Session Leader.

If the person making the complaint does not wish, for any reason, to raise the matter with the Session Leader, they should be directed to approach the Manager or Duty Manager.

Any concerns will be recorded on a 'Record of complaints/concerns received' form (See attached example)

If the matter is not satisfactorily resolved after informal discussion and / or written correspondence and the person raising the initial concern wishes to make a more formal complaint, Stage 2 will come into operation.

Stage Two

Any complaint should be made in writing and addressed to the Manager. If a complaint is made verbally, the person will be asked to put the complaint in writing.

Any further information will be recorded on the complaints record form and kept in a secure place.

MASKK: Manor After School & Kids Klubs **Policies & Procedures**

The Manager/Trustees will acknowledge receipt of the complaint as soon as possible and will then investigate the complaint and take action as appropriate.

A formal written response (which can include a copy of the Complaints Record or a separate letter giving more detail) will be sent to the person concerned, with an account of the findings and any action taken. This will be within 20 days of the date on which the complaint was made.

A further record of the complaint will be kept and made available to any parent/carer requesting it. Confidentiality will be maintained when filling out this form.

All staff will be made aware and act upon any recommendations arising from dealing with the complaint, including any amendments to the organisation's procedures and policies.

If there is good reason to believe that the complaint has child protection implications, the designated Lead Safeguarding Officer will be informed immediately and procedures within the Safeguarding Children Policy will then come into force.

The Trustees will always bare in mind its legal and registration requirements when dealing with a complaint.

If the person making the complaint remains dissatisfied, and should the concern be connected in any way with the registration of the playsetting, they may wish to contact Ofsted, who have responsibility for Registration and Inspection of the playsetting.

Ofsted can be contacted as follows:

Ofsted	General enquiries 0300 123 1231
Picadilly Gate	
Store Street	Concerns 0300 123 4666
Manchester	
M1 2WD	email enquiries@ofsted.gov.uk

Date of next review: January 2020	
Date implemented: January 2019	Signed: Craig Judson
	Signed: Agreed at full team meeting January 2019.

SUITABLE PERSON POLICY

Introduction

MASKK has a legal responsibility to ensure that each member of their staff team is suitable to work with children and is not disqualified from working with children.

MASKK will aim to operate in a way that puts the care and development of children at MASKK at the centre of all our activities whilst aiming to be an equal opportunities employer.

For the purpose of this policy the term “staff” refers to all paid, and unpaid, staff, volunteers, board of Trustees, and any person who is doing work for or on behalf of the organisation.

Relevant Legislation:

- Childcare Act 2006 (sections 75,76)
- Safeguarding Vulnerable Groups Act 2006
- The Childcare (Disqualification) Regulations 2009
- Early Years Foundation Stage (Welfare Requirements) Regulations 2012
- Statutory Framework for the Early Years Foundation Stage 2013

It is an offence, under section 76, Childcare Act 2006, to provide early years provision if disqualified or be involved in the direct management of such provision if disqualified or to knowingly employ a disqualified person to work with children.

Purpose

MASKK is committed to safeguard and promote the welfare of children in our care.

This policy is intended to provide managers and staff with the information and procedures required to ensure the continued suitability of staff providing care and support for children at MASKK.

Definition

For the purpose of this Policy, suitability is defined by:

- Appropriately qualified to meet the requirements of the role.
- Ensuring continued suitability through continuous professional development.
- Being of suitable health, both physically and mentally, and ability to effectively provide safe care for children and meet the role as defined in the staff members job description.
- Not being disqualified to work with children as defined in the Childcare Act 2006.

Policy Statement

- We ensure that people looking after children are suitable to fulfil the requirements of their roles.
- All staff are required to complete a Suitability Declaration before beginning their role. We tell staff that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children (whether received before or during their employment at the setting); we make this clear at our regular supervision meetings. A new Suitability Declaration is completed each year.
- We do not allow people whose suitability has not been checked, including through a criminal records check, to have unsupervised contact with children being cared for.
- All staff are required to have an Enhanced DBS Disclosure and sign up to the DBS Update Service.
- MASKK will update all DBS checks every three years, preferably using the Update Service. Staff who have not signed up to the DBS Update Service may be asked to cover the costs of the new DBS Disclosure.
- All posts have a detailed job description and person specification.

MASKK: Manor After School & Kids Klubs **Policies & Procedures**

- New employees and volunteers will receive an induction during their first week of employment. Inductions will be carried out by the Manager or a Co-ordinator.
- All new members of staff will be issued with a contract within two months of starting their employment. Two copies will be given to the new employee. Both copies will be signed & one returned to the Manager for filing with the personnel records.
- We use a minimum of two staff on duty at any one time. Refer to the Ratio Policy for further details.
- All staff are required to attend training courses to ensure that safeguarding children, health & safety, food hygiene and first aid are kept up to date and encouraged to take up further training opportunities that update their skills, knowledge and experience to demonstrate Continuous Professional Development. Refer to the Training and Personal Development Policy for further information.
- We record information about staff qualifications and the identity checks and vetting processes that have been completed (including the criminal records disclosure reference number, the date a disclosure was obtained and details of who obtained it).
- We meet our responsibilities under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed (or would have been, had the person not left the setting first) because they have harmed a child or put a child at risk of harm.
- We inform Ofsted of any changes in the person responsible for our setting.
- We hold regular staff meetings to undertake planning and to discuss children's progress, their achievements and any difficulties that may arise from time to time.

Suitable Leadership

The Trustees of MASKK will all be registered with Ofsted as part of the "Registered Person". Ofsted procedures will be followed to assess their suitability.

The Manager of MASKK will hold a suitable level 4 (or higher) qualification and will be registered with Ofsted as being in charge of the Day to Day Running and Operations. The Manager is line-managed by The Chair of Trustees.

Co-ordinators and session leaders will hold a relevant level 3 qualification. Co-ordinators and session leaders are line managed by the Manager.

Reasons for Disqualification

There are a number of reasons that a person may be disqualified from working with children, under the Childcare Act 2006. These may be grouped under the following general headings:

- Grounds relating to the care of children
- Offences against children
- Offences against adults
- Inclusion on the list held by the Disclosure and Barring Service
- Living in or working on premises where a disqualified person lives or where a disqualified person is employed. This includes a provider or a nursery worker living in a household with a person that is disqualified
- Having registration refused or cancelled (this does not apply to a person whose registration as a childminder or childcare provider is cancelled in England for non-payment of fee after 1 September 2008)
- Offences include those committed overseas that, had the offence been committed in the UK, would disqualify that person from registration, regardless of how the offence is described in the law of the other country.

MASKK has a duty to act on any information received that brings into doubt a staff member's suitability and to take appropriate steps to make sure we do not knowingly employ someone who is disqualified. If MASKK becomes aware of information which may lead to the disqualification of a member of staff it must be reported to Ofsted as soon as reasonably practicable, but at the latest within 14 days. Failure to do so would be a breach of Early Years Foundation Stage (Safeguarding and Welfare Requirements) Regulations 2012.

Waiver

In some cases, the member of staff is able to apply to Ofsted for a waiver. The law allows Ofsted to consider granting consent to waive the disqualification with conditions attached. For example, a staff member may receive a waiver to work only in childcare in non-domestic premises.

Procedure for Unsuitability due to Disqualification

If information is given by an employee that they may be disqualified from working with children:

- Report to Ofsted as soon as reasonably practicable – in any event within 14 days
- Suspend the employee on full pay pending a full investigation
- The member of staff would need to apply for a waiver from Ofsted to allow them to continue to work with children
- If a waiver is granted: the employer must make a decision as to whether they wish to continue to employ the person. If they do, invite the employee back to work on full pay with preserved continuous service
- If a waiver is not granted: the employer should invite the individual to a disciplinary meeting in accordance with the company Disciplinary Policy. The potentially fair reason for any dismissal would be illegality – i.e. it is illegal to continue to employ, as it contravenes a statutory provision.
- If information is given by a third party that an employee may be disqualified from working with children:
- Refer to the Allegations against a member of staff Policy and Procedure.

Procedure for Unsuitability due to Health

If information is given from the employee that their health and wellbeing may impact on their ability to provide care for children:

- Refer to the capabilities policy

If information is given from a third party that the health and wellbeing of a staff member may impact on that staff members ability to provide care for children:

- Refer to the Grievance Policy
- Refer to the Capabilities Policy

Failure of staff adhering to the contents of this policy will lead to disciplinary procedures being followed and could result in dismissal. This forms part of our Child Protection and Safeguarding Policy.

Reviewed: July 2018 by C Judson and consulted at Team meeting July 2018

Reviewed: April 2022 by C Judson – no changes required

Safe Recruitment Policy

MASKK uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

Advertising the vacancy

We will advertise all vacancies, and any job advertisements will include a statement about our commitment to Safeguarding Children and our Equal Opportunities Policy.

Initial enquiry

Upon enquiring about a vacancy, we will send potential candidates:

- a job description
- a person specification
- an application form

The application form includes:

- instructions that the application form must be completed by hand
- a declaration that all information is correct
- a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned for any relevant offence
- a request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative), the other referee may be a character reference.

In order to be considered for interview, all applicants must submit an application form by the stated closing date. We will only accept CVs if they are also accompanied by our standard application form completed as required.

Interview procedure

We will notify all candidates selected for interview by letter and email. All candidates will be asked to bring to the following items to the interview:

- proof of identity, eg passport, driving licence or birth certificate
- proof of address, eg recent utility bill (not mobile phone) or bank statement
- proof of qualifications, ie the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by a minimum of two interviewers. All interviewers will have received training in Safer Recruitment. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form, for example gaps in career history, etc.

Candidates may be asked to participate in a small supervised session with the children so that they can be observed interacting with the staff and children.

Only when all candidates have been interviewed and observed in a session will we make our final selection, we aim to inform all candidates of the outcome within 5 working days of the date of their interview. Ideally we will take up references before interview where we are unable to do this we will not be able to make an offer of employment until we have received satisfactory references.

Appointing a new member of staff

When we have selected the successful candidate, we will

- send him or her a written offer, which will clearly state that it is subject to the receipt of suitable references and an enhanced DBS check
- contact both referees for a reference, including asking them if they have any child protection concerns about the candidate
- initiate an enhanced DBS check for the candidate, this may involve the DBS update service
- ask the candidate to complete a health and suitability questionnaire
- notify any unsuccessful interviewees

We will also take copies of the new member of staff's qualification certificates and proof of identity and keep these on file, together with their returned DBS number and date of check.

When a new member of staff starts work at MASKK we will give him or her:

- our terms and conditions, and get them to sign their contract; a copy of their contract will be kept on file
- access to all our policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.

We will conduct a full induction and orientation programme with all new members of staff as set out in our Staff Induction policy. As part of that induction all staff will be required to undertake as a minimum appropriate training in Safeguarding, the Prevent Duty and for all staff handling food, Food Hygiene. If staff currently have the required levels of training, the details will be placed on our central record and updating dates will be determined.

DBS checks

New staff will only be allowed to work unsupervised with children when we have received a DBS check for them and it is cleared in terms of suitability to work with children. If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will not be allowed unsupervised access to the children until their DBS check has been received and cleared. The organisation will fund the costs of the first DBS checks for all staff, however they will be required to register themselves for the Update Service.

DBS checks for all staff will be updated every three years. Information about the status of DBS checks for all staff is kept on our HR Database. Staff DBS information will be stored in accordance with our DBS policy statement and may be shared with partner organisations.

At all times we will ensure our policy is updated in line with SSCB (Sheffield Safeguarding Children Board) and is consistent with the guidance within the document DfE Keeping Children Safe in Education (2016) and the Statutory Framework for the early years Foundation Stage (suitable People) 2014.

Reviewed: July 2018 by C Judson and consulted at Team meeting July 2018

Reviewed: April 2022 by C Judson – no changes required

Volunteer Policy

MASKK is committed to volunteers and ensuring they have a worthwhile experience while able to enhance the activities MASKK offer. Therefore we feel it is essential to outline our guidelines:

Volunteers have the right to:

- Be treated as a Team Member, not just as free help.
- Receive an induction to the organisation and their role within it.
- Get regular supervision and support from their support worker.
- Receive training appropriate to their role.
- Be given information about changes in MASKK policies or procedures that may affect their volunteering.
- Have any agreed out of pocket expenses reimbursed for items such as travel, meal costs and child minding fees.
- Have a clear procedure for claiming expenses, to ensure prompt reimbursement.
- Be insured for any activities they are expected to undertake.
- Have the right to say 'no' to inappropriate demands, additional work or work that isn't in their job description and they don't want to do.
- Have access to policies and procedures relevant to their role.
- Have access to someone prepared to give a reference when they move on to paid work, further education or other volunteering activities.
- Be informed about who to go to if they have any problems.
- Have safe working conditions.
- Be welcome to attend MASKK social events.

Volunteers will not:

- Take the place of paid employees.
- Be asked to undertake any activities that are unsafe.
- Be expected to volunteer outside of normal working hours unless specifically agreed.

Responsibilities of volunteers are to:

- Work within MASKK policies and procedures.
- Understand their role in relation to Safeguarding.
- Work within the boundaries of their job description.
- Provide receipts / evidence of expenditure when claiming expenses.
- Act in a non-discriminatory manner when volunteering at MASKK.
- Be honest if there are any problems.
- Be reliable in their commitment.
- Attend supervisions, appraisals and training as agreed with the volunteer Manager.
- Inform the volunteer Manager as early as possible if they are unable to continue volunteering either permanently or for temporary periods.
- Inform the volunteer Manager or volunteer manager if they have any problems with their voluntary work.

Reviewed: May 2019 by C Judson

Reviewed: April 2022 by C Judson – reflecting Safeguarding

Team Induction Policy

It is the Managers responsibility to ensure that all team members receive an induction in their first week of joining the organisation. Although this may be completed with the Duty Manager or Lead Playworker.

The purpose of the induction is to enable new team members to become familiar with their work-place, the organisation and their colleagues, and to ensure that they have a full understanding of their job role and of what is expected of them.

All new team members will be issued with a contract within two months of starting their employment. Two copies will be given to the new employee. Both copies will be signed and one returned to the Manager for the records.

Person staff details e.g. telephone number, home address, emergency contact will be recorded.

Staff employment history details e.g. training, qualifications, DBS disclosure & update service registration details will be recorded.

All information for payment of wages will be collected and passed on to the Manager for payroll service as required e.g. P45, Bank details.

All new employees will receive information on the organisation's basic systems & procedures including:

- timekeeping,
- arranging leave,
- notification of sickness or other absence,
- team meetings,
- supervision and appraisal
- procedures for the projects relevant to them
- and any other information that may be relevant.

The new team member will receive a copy of the policies and procedures and will be made aware of where they are kept.

The new team member will be introduced to other team members and given a guided tour of the premises. If required, a mentor will be appointed to the new member of staff for a limited period this could be the employee's Line Manager / Session leader.

The new team member will undertake weekly / monthly (based on hours worked) meetings with the Manager / Co-ordinator for an agreed initial period, to identify any problems or issues that may arise. Following a 3 month probationary period an assessment / appraisal will be made of the new team member in the following areas:

- Ability to carry out job description,
- Time Keeping,
- Relations with children,
- parents and staff,
- Reliability,
- Personal standards – manner and conduct & General attitude to work.

If the 3 month view shows areas of improvement a further 3 month probationary period could be implemented.

After completing a satisfactory probation period, the team member will be monitored and supervised in line with the Supervision Policy.

Reviewed: April 2022 by C Judson

CODE OF CONDUCT FOR TEAM MEMBERS

Introduction

- The welfare of the child is paramount
- All staff are responsible to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care to all staff, volunteers and students.
- Staff and volunteers who work with children are responsible for their own actions and behaviour and should avoid any conduct that would lead any reasonable person to question their motivation and intentions.
- Staff and volunteers should work and be seen to work, in an open and transparent way.
- The same professional standards should always be applied regardless of culture, disability, gender, language, racial origin, religious belief and/or sexual identity.
- Staff and volunteers should continually monitor and review their practice and ensure they follow the guidance contained in this document.
- For the purpose of this policy the term “staff” refers to all paid, and unpaid, staff, volunteers, board of Trustees, and any person who is doing work for or on behalf of the organisation.

Professional behaviour

- Staff are expected to adopt high standards of personal conduct in order to maintain the confidence and respect of all those with whom and for whom they work.
- Staff have an individual responsibility at all times to ensure appropriate use of the organisations property and resources.
- Staff should understand the need to act as good role models for children. They also have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interests of children.
- Staff should understand and be aware that safe practice also involves using judgement and integrity about behaviours outside the work setting. Behaviour in their personal lives may impact on their work with children and the reputation of the organisation.
- Staff conduct and performance must not be adversely impacted by alcohol or drugs when undertaking their duties. Illegal drugs, consumption of alcohol and smoking is not permitted on the premises.

Attendance and Punctuality

- Staff should make every effort to be punctual and should be in the setting ready for work at their allocated time. If a member of staff is going to be unavoidably late/delayed or is ill, they must report the absence as soon as possible to the session Co-ordinator.
- In the case of planned absence, authorisation must be sought from the session Co-ordinator or Manager using Sling.

Dress and Appearance

- Staff should present themselves in a clean, smart and appropriately dressed manner at all times.
- Staff will be provided with uniform which should be worn at all times.
- Other clothing should be presentable and not viewed as offensive, revealing or sexually provocative.

Social Contact

- The organisation does not accept responsibility for childcare/ babysitting, etc. undertaken by staff outside the setting. The settings insurance will not cover them. All employees have a duty to disclose any potential conflict of interest and get a conflict of interest form signed by both the employee and the parent/carer.
- Any outside work or activity, which makes use of the organisations resources or property must always be, agreed in advance the Manager. The use of the organisations resources and property for personal purposes is not permitted unless agreed.
- Staff should refrain from befriending parent/carers and must not exchange private phone numbers without prior agreement and a conflict of interest form must be completed. Parents should be contacted through the organisations telephones at all times.

Use of Personal Mobile Phones and digital equipment including social networking

- Staff must ensure that they establish safe and responsible behaviours in their use of electronic communications and when online.
- All staff should be aware of the settings E-Safety Policy regarding access to and use of the internet.
- Staff mobile phones are not to be used during your working hours and should be stored with your personal belongings in the storeroom.
- The setting telephone number should be used as the main point of contact for staff in an emergency.
- Staff should refrain from befriending parent/carers using social media to ensure relationships remain professional at all times. Where a member of staff is already a friend with the parent before their child starts at MASKK a conflict of interest form should be completed.
- Staff should refrain from making comments about, or discussing the organisation on their personal social media networks
- If parent/carers wish to be contacted through social media please use the organisations face book page.
- Refer to the E-Safety Policy for more details.
- Refer to the Mobile Phone and Camera Policy for more details.

Sexual Harassment

Sexual Harassment is unwelcomed physical, verbal or non-verbal conduct of a sexual nature. Sexual harassment of any kind will not be tolerated. We must ensure that we do not allow, condone or engage in any such unwanted behaviour with our colleagues, parents or organisations partners.

Alcohol/Drug and Substance Abuse

All individuals have a duty to take care of their own health and safety and that of the children, parents and other members of staff, who may be affected by their actions. No alcohol, smoking or drugs are to be consumed within the organisation's premises.

- Staff should also not arrive under the influence of alcohol or drugs.
- Staff should not arriving suffer the effects of hangovers.
- Staff should inform the session leader / Manager if they suspect a co-worker to be under the influence of drugs or alcohol.
- Staff with a drug or alcohol dependency should declare this to the Manager.
- Staff required to take drugs prescribed by a doctor should do so responsibly as instructed by your Doctor. You must inform the Manager of any side effects of medications that may affect your performance and ability to care for children.

Health and Safety

All Staff have a duty to ensure that a safe working environment exists. Fire and evacuation procedures must be adhered to and Staff are required to familiarise themselves with the procedures and their responsibilities as set out in the health and safety policies and other related policies.

Transporting children

- Staff should not transport children in their own vehicle without prior planning and approval with the Manager.
- See Collecting and Escorting Children Policy for more information.

Good Practice

Staff must be prepared to provide support and comfort to children during times when it may be necessary, i.e. if there is stress or problems at home. We need to attend to a child's welfare and needs without becoming unduly concerned that we may be doing the wrong thing. Nevertheless, the boundaries of what is acceptable without being over-intimate need to be clear and the following guidance is offered to staff:

- All communication and contact between children and adults should take place within clear and explicit professional boundaries to avoid any misinterpretation of their motives.
- Staff should not swear, blaspheme or use offensive language in front of children.
- Staff should not use language which is discriminatory and demeaning in relation to gender, religion, ethnicity, sexual orientation, disability or age.
- The use of sarcastic, demeaning or insensitive comments towards children can also be regarded as a form of abuse which is potentially very damaging and must be avoided.
- One-to-one situations have the potential to make children more vulnerable to harm by those who seek to exploit their position of trust.

Staff may also be more vulnerable to unjust or unfounded allegations being made against them. When one-to-one situations occur, reasonable and sensible precautions must be taken to ensure the safety and security of children and staff alike.

Avoiding Misinterpretation

Staff should

- try to model appropriate boundaries regarding personal space
- avoid special relationships or rumours of having 'favourites'
- be wary of forming 'special' relationships with particular children's families that might compromise them professionally
- be aware of how their actions may be interpreted by others looking in from outside
- be observant of the behaviour of colleagues and, if you feel that their actions could be seen by others as inappropriate, inform the Designated Safeguarding Lead

Intimate Care

Please refer to the guidelines set out in the Intimate Care Policy.

Professional Judgement

On very rare occasions, there may be a time when staff must make a judgement in the best interests of the children in their charge which contravenes this guidance or for which no guidance exists. Such judgements should always be recorded and shared with a Senior member of staff. The parent or carer must also be informed where necessary. In doing so, individuals will be seen to be acting reasonably. Staff

should always consider whether their actions are warranted, proportionate and safe, and applied equitably.

Whistleblowing

- The organisation has a Whistle blowing policy. Where a member of staff has good reason for concern regarding the conduct or competence of a colleague, they should follow the procedures in the policy. This is particularly important where the welfare of children may be at risk
- All staff have a duty to report themselves if there is any reason why they may not be able to carry out their duties effectively or if there is anything that may affect their ability to work safely with children.
- Staff need to be aware of their responsibilities under PREVENT. Any worries about children or families should be viewed as safeguarding issues and reported to the Designated Safeguarding Lead following the procedures set out in the Safeguarding and Child Protection Policy. Any worries about colleagues should be reported under Whistleblowing.

Confidentiality

- Staff may have access to confidential or personal information about children or colleagues in the process of undertaking their everyday responsibilities. Staff should adhere to the Confidentiality Policy at all times.

Fraud or suspicious acts

If you have knowledge of, or reason to suspect, any fraud, suspicious behaviour or any other irregularity which may be prejudicial to the interests of the organisation or children and families, or is a breach of this policy you must inform the Manager, or an appropriate co-ordinator, immediately. If you notice any suspicious packages or persons behaving suspiciously in or around the setting you must immediately inform the Manager.

Managers' and Team Leaders responsibilities

Line managers have a responsibility to set an example that demonstrate expected conduct and behaviour and to provide guidance regarding appropriate conduct. Where inappropriate behaviour does occur Team Leaders should deal with the matter calmly and professionally as soon as possible. Team leaders should then report this to the Organisations Manager.

Disciplinary

Any member of staff found in breach of any of the above guidance may be subject to disciplinary action. Refer to the Disciplinary Policy and Procedures for more information.

Reviewed: July 2018 by C Judson and consulted at Team meeting July 2018

Reviewed: April 2022 by C Judson

Mobile Phones and Camera Policy

Introduction

- The welfare, protection and safety of every child in our care is of paramount importance and we take our responsibility to safeguard children seriously.
- We have procedures in place, which we ask everyone to respect, to help promote the safety of the children in our care.
- For the purpose of this policy the term “staff” refers to all paid, and unpaid, staff, volunteers, board of Trustees, and any person who is doing work for or on behalf of the organisation.
- **Refer to the E-Safety Policy for more information**

Personal Mobile phones/Smart Watches

We believe our staff should be completely attentive during their hours of working, to ensure all children in MASKK receive good quality care and education. This is why mobile phones and smart watches are not to be used during working hours.

- Mobile phones and smart watches must be switched off or remain on silent during your working hours but must be stored with your personal belongings in the storeroom within the childcare room or office.
- Urgent messages to staff should be routed through the organisations phone number. Mobile phones and smart watches should not be carried on person at any times during the hours of your working day.
- The management of the organisation reserve the right to spot check that all mobiles phones and smart watches are not being carried on person.
- Mobile phones can only be used on a designated break and then this must be in a room where no children are present.
- In an emergency if you need to keep your mobile phone switched on, the phone must be given to a member of staff in the office who will take the call and then contact you to come to the office to receive your call.
- In an emergency if you need to use your mobile phone to contact someone, this must be done in the office.
- Mobile phones and smart watches must not be left on charge in any room other than the office.
- During outings, a nominated member of staff agreed by a member of the Senior team will use the work mobile phone. All other phones must remain Switched Off.
- No photographs should be taken of the children on personally owned mobile phones. This applies within the setting or on outings.
- Personal mobile phones must not be used to contact parents.

It is the responsibility of all members of staff to be vigilant and report any concerns to the organisation Manager.

Work Mobile Phones

Mobile phones are a convenient form of technology that allow the families to communicate with the setting via calls, text messaging, email and social media.

Our organisation operates the following in terms of work mobile phones:

- The organisation will provide a mobile phone for each key project which will be the responsibility of that project leader / co-ordinator to ensure is charged and in good working order.
- The organisation will provide an additional mobile phone for use on outings and events.

- To protect children and the information stored on work mobile phones we will ensure the work mobiles are protected with a password and are stored securely when not in use.
- Work mobiles will be on the GiffGaff network and be Pay As You Go, but will be auto topped up each month to include free calls and text. It is the responsibility of the project lead to inform the Manager if they require additional credit. The GiffGaff network allows unlimited calls and texts between the work mobiles to allow for unrestricted communication between team members.
- The work mobiles are provided for the purpose of the organisation only, but personal calls are permitted in emergencies.
- The work mobiles are the organisations primary form of communication between families, partners and the setting and therefore will be present at every session, located in the office or kitchen. Staff have a responsibility to answer them if they are the closest and the session lead is not able. The agreed greeting is “Hello, MASKK, *name* speaking”. If you are unable to answer the persons query please ask them to hold while you find someone who can help them or take a message include the persons name and contact number.
- Work mobile phones will be available for staff leading trips to enable them to stay in contact with the setting and to use in case of emergency.
- Children’s safety must be our first priority and therefore if a member of staff uses a work mobile phone while on an outing with children, for example collecting children from school and need to call the Co-ordinator for details, they are required to stop walking and have the children in close proximity away from any roads. Once the call is over they can resume walking.
- All work mobiles must have a voice mail greeting asking people to leave a message and include the lead workers usual working hours and an email address to email if they prefer.
- Work mobile phones may be used to take photos of activities and events. The organisation uses the google cloud to sync photos between work mobiles. This means all users of work phones have access to view what has been taken to enable accountability. **Refer to the use of camera’s later in this policy for more information.**

Cameras and Photographs

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form of recording their progression in the Early Years Foundation Stage. However, it is essential that photographs are taken and stored appropriately to safeguard the children in our care. Written permission will be obtained from parents/carers on registration to the organisation to allow images to be taken or used for specific purposes. This consent form is considered valid for the entire period that the child attends the setting unless there is a change in the child’s circumstances where consent could be an issue, e.g. divorce of parents, custody issues, etc. Permission can be withdrawn at any time. We will keep a list of children for whom permission has not been granted and all staff will be provided with this information.

- Only the designated organisations camera’s, tablets and work mobiles are to be used to take any photo within the setting or on outings.
- Images taken on cameras must be deemed suitable. Ensure that children are appropriately dressed.
- Under no circumstances must cameras of any kind be taken into the
- Bathrooms or changing areas without prior consultation with a Senior member of staff.
- Occasionally images will be emailed, for publicity purposes for example. If doing so the correct permissions must be in place from the parent/carers.
- All staff are responsible for the location of the cameras and tablets; they should be placed in the designated place in a lockable store room when not in use.

MASKK: Manor After School & Kids Klubs Policies & Procedures

- Ensure where professional photographers are used a DBS and references are obtained.
- Children's names will not be published alongside their image and vice versa. If we use an individual image of a child then we will not use the name of that child in any accompanying text. If we name a child, no photograph will accompany the article

Storage of Images

- Images on the cameras and tablets are deleted from the camera once they have been printed for a child's record or transferred to be saved.
- If it is decided to save images from a camera or tablet of children for display or publicity purposes they are transferred and stored on the organisations encrypted Google storage, which is password protected.
- Rights of access to this material are restricted to senior staff or to another member of staff who has permission from a senior member of staff.
- The child's development record including the photographs is passed onto the child's parents on leaving the setting. Where this does not happen the record to archived with their registration details.
- **Refer to Date Protection Policy for more information.**

Children/Parent/Carers/Users shared buildings

- Signs reminding parent/carers and users of the setting about not using mobile phones while children present are displayed in the setting.
- Parent/Carers will be informed at induction that mobile phones are not to be used on the premises. If a parent/carer should use their mobile phone in a childcare room they will be asked to go to a child free room and reminded of the policy.
- Children will be informed upon induction that they will need to keep personal mobiles on silent in their bags or locked in the office.
- Children will be informed that if they bring their own tablet in to the setting that it must be only used in a supervised area.
- Any other users of the buildings will be informed of our policy, i.e. Induction at training sessions and will be expected to adhere to the above policy.
- We hold regular celebrations events e.g. Christmas concerts, leaving concerts. A Senior member of staff will always inform spectators that the use of mobile phones and cameras are restricted for their own personal use and **must not** be shared on social networking sites. Parents will sign a form agreeing to these terms.

E-Safety

Refer to the E-Safety Policy for more information.

Failure of staff adhering to the contents of this policy will lead to disciplinary procedures being followed and could result in dismissal. This forms part of our Child Protection and Safeguarding Policy.

Date of next review:	
Date implemented:	Signed:
	Signed:

WHISTLEBLOWING POLICY

Introduction

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

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour
- Sexual abuse or inappropriate behaviour with children is also covered under our Safeguarding Policy, you are advised to read that in conjunction with this policy.

This policy should not be used to question business decisions made by the Trustees, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the Safeguarding Children Policy. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the Staff Grievance policy.

Raising a concern

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

In the first instance concerns should be taken to the manager. If, due to the nature of the problem, this is not possible, concerns should be raised with a member of the board of Trustees.

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the organisation)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Safeguarding Children policy)
- Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

Rights and responsibilities of the whistle-blower

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

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

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

Contact information

If your concern is regarding colleagues or superiors and involves Safeguarding issues, sexual abuse or inappropriate behaviour with children please refer to the procedure and the contacts section in that policy.

Ofsted: 0300 123 1231

Free confidential advice is available from PCAW (Public Concern at Work):
020 7404 6609 (website: www.pcaw.org.uk)

Related policies

Staff Grievance policy

Safeguarding policy

Reviewed: July 2018 by C Judson and consulted at Team meeting July 2018

Reviewed: April 2022 by C Judson – no changes

RELATIONSHIPS AT WORK POLICY

Introduction

This policy aims to set out what is expected of staff members entering into a relationship or declaring one that is pre-existing. It applies to all paid staff, volunteers and Trustees.

A relationship that should be declared is described as a 'significant personal relationship' and is to include any romantic attachment and family (existing before employment is offered) as well as any co-inhabiting. It does not refer to a straight forward friendship between colleagues.

In some cases this may also include relationships that are no longer ongoing but that may still have an effect on the workplace.

The policy aims to reduce the risk that staff relations may negatively affect employee's ability to act in a professional and unbiased manner but also to reduce the risk of accusations rising from any perceived bias unfairly affecting those in relationships.

By accepting employment at MASKK employees agree to adhere to all company policies including the declaration of any 'significant personal relationships'.

The organisation will consider each individual case on its merits and will not discriminate against those declaring a relationship.

If a relationship is not declared the organisation will find it difficult to support the employee in the event of a problem arising and disciplinary action may be harder to avoid.

Responsibilities of the Employee

If a relationship is pre-existent before employment begins with the organisation then this should be declared before any offer of employment is made.

If a relationship begins during the term of employment this should be declared to avoid any conflict of interest arising.

Staff members involved in relationships must ensure that their conduct remains professional at all times and that it is perceived to be so by others.

Employees must not form, or attempt to form, a relationship based on an implicit or explicit promise of preferential treatment or on an implicit or explicit threat of detrimental treatment.

In a situation outside work hours where contact may be made with service users, staff involved in relationships should endeavour to act in a manner that will not affect their level of professionalism during work hours.

Responsibilities of the Employer

Once a relationship has been identified the organisation will take all reasonable steps to ensure that no hierarchical responsibility exists between them.

The organisation will ensure that no joint lone working takes place between the parties.

On an individual basis and in discussion with the employee the organisation's management will set out what is expected of those involved in a significant personal relationship and employees will be expected to sign an agreement to that effect.

MASKK: Manor After School & Kids Klubs **Policies & Procedures**

People involved in significant personal relationships will not be involved in any recruitment and selection process in which the other party has an interest.

No supervisory responsibility should exist between them and there should be no involvement in redundancy, grievance or disciplinary procedures.

Support will be provided to staff when required to deal with any issues arising from service users discovering the relationship or any situations created by accusations that may be made towards those in a relationship.

Reviewed May 2019 by C Judson. Adapted from a template.

CONFLICT OF INTEREST

All adults working with children have a responsibility to safeguard the welfare and best interest of children and other adults. It is therefore expected that staff adopt and promote a high standard of personal conduct.

Also adults in contact with children should therefore understand and be aware that safe practice also involves using judgement and integrity about behaviours in places other than the work setting.

For the purpose of this policy the term “employee” refers to all paid, and unpaid, staff, volunteers, board of Trustees, and any person who is doing work for or on behalf of the organisation.

Conflict of interest Definition

A Conflict of interest is a situation in which an individual has competing interests or loyalties. A conflict of interest can exist in several kinds of situations:

- With a public official whose personal interests conflict with his/her professional position
- With an employee who works for one company but who may have personal interests that compete with his/her employment
- A member of staff who already has a relationship with a family attending a setting
- A member of staff providing alternative childcare for a family attending the a setting
- A member of staff holding a second employment
- With a person who has a position of authority in one organisation that conflicts with his or her interests in another organisation
- With a person who has conflicting responsibilities

Examples

- A member of staff is related to a child within the provision
- A member of staff has a close friendship with one of the families
- A member of staff has connection with families within their workplace through social networking
- A member of staff provides baby-sitting/childcare services for a family of the provision
- A member of staff has a second job

Principles for effective Professional practice

- No employee should allow their outside activities to interfere with their work. They should not allow any conflicts between their duties or their private interest to affect their ability to carry out their duties effectively.
- No employee should make use of or exploit the provision, their connection with the provision or information obtained in the course of their duties to further their own private interest
- No employee should be aware that behaviour in their personal lives may impact upon their work with children. Adults should understand that the behaviour and actions of their family members may raise questions about their suitability to work with children
- Employees have a duty to disclose any potential or apparent conflict of interest which may affect their ability to carry out their role. All employees complete a conflict of interest form and any declaration is discussed with the Manager

Employees should at all times follow the Code of Conduct. Employers have a duty to take reasonable steps to prevent conflict of interests within MASKK.

Trustee Conflict of Interests Policy

Introduction

Under charity law all trustees have a duty to act in the best interests of MASKK and its beneficiaries. In order to do so, Trustees must avoid conflicts of interest, or, where these are unavoidable, must manage them transparently. A conflict of interest can arise where:

- a Trustee receives a benefit from the charity that is not properly authorised within the MASKK Constitution,
- a Trustee's decision making in respect of the charity may be influenced by their relationship with another person or organisation.

The Charity Commission provides the following guidance for Trustees. Transparency is achieved by requiring explicit authorisation of the benefit, and by ensuring that any particular conflict of interest is properly and openly managed.

The Companies Act 2006 introduced a duty on directors/ trustees of charitable companies to avoid situations where a conflict might arise rather than just the conflict itself.

This policy aims to ensure that Trustees do avoid potential conflicts of interest as far as possible, and do manage them when they are unavoidable.

This policy applies to all Trustees and to all members of Sub-Committees.

What is a Conflict of Interest?

The most common types of conflict of interest are the following:

- Direct financial gain by a Trustee, such as payment for goods and services supplied to the charity, payment for acting as a Trustee, sale of land to a Trustee, use of a Trustee's property by the charity.
- Indirect financial gain by a Trustee, most commonly where a Connected Person receives a payment for goods or services supplied to the charity, or through a contract of employment with the charity. A Trustee may also receive an indirect financial gain if the charity awards a contract to an organisation in which the Trustee holds an interest.
- Where a Trustee may receive a financial or non-financial benefit as a user of the charity's services.
- When a Trustee has a conflict of loyalties between the charity and their personal or other interests (such as a role with another organisation), and may be unduly influenced by these in relation to their stewardship of the charity.

Managing conflicts of interest

General principles

- When Trustees meet, they must leave all their outside interests and loyalties at the door. If this is not possible, or if the conflicts are so frequent as to limit the usefulness of a Trustee, then s/he must step down as a Trustee.
- Trustees must be able to identify conflicts of interest when they arise and to ensure, if they receive a material benefit as a result of the conflict of interest, that the benefit is authorised by the MASKK Constitution, or by the Charity Commission. The Commission will only provide authority where there are clear advantages to the charity.
- If there is no material benefit to a trustee, no authority will be required, but the Trustees will need to ensure that the conflict of interest is properly managed.
- Conflicts of interest which are unavoidable must be managed transparently. For this reason MASKK has a Code of Conduct, a Register of Trustee Interests disclosing personal interests, and

a procedure for identifying and declaring conflicts, withdrawing from discussion and decision making, and the minuting of such a process.

- A Trustee must play no part in decisions where they have a conflict of interest.
- Failure to disclose an interest may create significant risks for MASKK, in terms of poor decision making and loss of reputation. A Trustee who does not comply with this policy may be removed from office.

Honesty and openness are key to minimising conflicts of interest. This policy puts in place a system in which actual or potential conflicts of interest, whether financial or more general, are properly managed and formally recorded.

Declaration of interests

Trustees should be meticulous about declaring any actual or potential conflicts of interest affecting themselves and connected parties.

Making Declarations of Interest

Relevant interests and potential conflicts of interest should be declared in writing and regularly updated. MASKK asks Trustees to declare their interests on a Declaration of Interests form as follows:

- a) pre-selection: any prospective Trustee is asked to complete a Declaration of Interests form as part of their application in order that any relevant issues may be explored during selection. This declaration is confidential and would be erased from the record if the prospective Trustee were in the end not to become a Trustee.
- b) on appointment: every new Trustee should complete a Declaration of Interests form (or amend the pre-selection declaration) at the time of appointment if this is not at the time of the annual declaration.
- c) annually at the start of a new financial year.
- d) when anything significant changes: and always within 28 days of any change.

In addition, Trustees should declare an interest:

- e) verbally at any meeting where specific relevant conflicts may arise.

These forms comprise the MASKK Trustee Register of Interests, which may be made available to members of the public on request. The Trustee Register of Interests is reviewed annually by MASKK's auditors.

Data Protection

The information on the Trustee Declaration of Interests form will be processed in accordance with data protection principles as set out in the Data Protection Act 1998, i.e. certain conditions must be met in order to establish that personal data has been processed fairly and lawfully. Data will be processed only to ensure that Trustees act in the best interests of MASKK. The information provided will not be used for any other purposes.

Declarations of Interest in Trustee meetings

The procedure for managing conflicts of interest in a Trustee Board or Sub Committee meeting is set out in Article 89 of the MASKK Memorandum and Articles of Association, as follows:

Whenever a Trustee has a personal interest in a matter to be discussed at a meeting (whether a general meeting or a Trustees' meeting) or in relation to which a decision is proposed to be made, or whenever a Trustee has an interest in another organisation whose interests are reasonably likely to conflict with those

of the Charity in relation to a matter to be discussed at a meeting (whether a general meeting or a Trustees' meeting), he/she must:

- declare an interest before discussion begins on the matter;
- withdraw from that part of the meeting unless expressly invited to remain or decline to participate in any discussion on the matter unless expressly invited to do so;
- in the case of personal interests not be counted in the quorum for that part of the meeting; and
- in the case of personal interests withdraw during the vote and have no vote on the matter.

In the event of a meeting having to decide upon a question in which a Trustee has an interest, all decisions will be made by a simple majority. A quorum must be present for the discussion and decision; interested parties will not be counted when deciding whether the meeting is quorate. Interested parties may not vote on matters affecting their own interest.

All decisions under a conflict of interest will be recorded and reported in the minutes of the meeting. The minutes will show:

- the nature of the conflict
- which trustee or trustees were affected
- whether any conflicts of interest were declared in advance
- an outline of the discussion
- whether anyone withdrew from the discussion
- how the trustees took the decision in the best interests of the charity

Where a Trustee benefits from the decision, this will be reported in the annual report and accounts in accordance with SORP.

Independent external moderation will be used where conflicts cannot be resolved through the usual procedures.

[Authorisation of Trustee Benefits](#)

In 2017 the MASKK Constitution was updated to include provisions which specify, under current charity law, what are the limited benefits that an MASKK Trustee may lawfully receive. However, before any of these benefits can be provided, the Trustee Board must be of the view that it is in the best interests of MASKK to provide them. In summary these benefits comprise:

- Payments to a Trustee as a beneficiary (service user) of MASKK.
- Payments to a Trustee made under the indemnity provisions in the Constitution.
- Payment to a Connected Person (for goods and services, including a contract of employment) provided that conflict of interest procedures have been followed, and provided that such payments are not made to Connected Persons associated with more than one third of Trustees in any one year.
- Interest on money lent by a Trustee on reasonable and proper terms.
- Reasonable and proper rent for a property let by a Trustee.
- Fees, remuneration or other benefits to a company of which a Trustee holds less than 1% of the capital.
- Trustees' out of pocket expenses.
- Premiums paid for Trustee indemnity insurance.
- Payment to a Trustee for goods and services supplied to the charity, on the instructions of the Trustee Board, provided that that conflict of interest procedures have been followed, and provided that such payments are not made to more than one third of Trustees in any one year.

Users/Beneficiaries as Trustees

As potential or actual beneficiaries of MASKK's services, Trustees may find themselves dealing with many potential conflicts of interest and these should be carefully managed.

The basic principle regarding user Trustees is that they should not receive any benefit over and above those that are available to other beneficiaries, and should not be able to influence decisions that have a direct impact upon them. In practice, this means that Trustees should withdraw from discussions and decisions that could result in them receiving a benefit that would be personal to them, and not available to other users of MASKK's services.

Similarly if a Trustee is a user of MASKK's services, or the carer of someone who uses MASKK's services, they should not be involved in decisions that directly affect the service that they, or the person they care for, receive. They should declare their interest at the earliest opportunity and withdraw from any subsequent discussion. The same applies if they face a conflict for any other reason.

A Trustee may, however, participate in discussions from which they may indirectly benefit, for example where the benefits are universal to all users, or where their benefit is minimal. If it is hard to separate the benefits of a Trustee from those of the wider membership or users of the charity, the Trustee should always declare an interest.

Managing Contracts

A Trustee must not be involved in managing a tender process or a contract in which they have an interest.

Accounts Disclosure

Under the financial reporting requirements we are required to disclose details of any connected party transactions in the Charity accounts. This includes details of properly authorised payments to Trustees and also any other transactions in which the Trustee or a connected person has an interest. This latter category will include access to the charity's services, for example attendance by a Trustee's children on activities organised by the charity. This information will be taken from the Declaration of Interests form.

Enforcement

The implementation of this policy will be monitored by the Secretary and the Trustees

The Trustee Register of Interests is reviewed annually.

Reviewed by C Judson: May 2019

TRAINING & TEAM DEVELOPMENT POLICY

The Management Team at MASKK recognises the importance of continuous staff development & training to enable staff to perform their duties & responsibilities effectively, therefore allowing the organisation to provide a high standard of service to its users.

The Management Team are committed to providing all staff with:

- An Induction Process—see Induction policy
- A variety of opportunities to undertake further training
- A regular supervision and appraisal process – see Supervision Policy

MASKK will also keep an up to date record of all staff training & qualifications - copies of all relevant qualifications will also be kept on our digital HR system.

Training Opportunities

All staff will be encouraged to take up training opportunities that will expand their knowledge base & professional development.

Staff will be expected to attend courses to update skills / knowledge as identified by the Manager.

All staff are encouraged to personally identify areas where they may benefit from additional training & should inform the Manager of any training they feel will be beneficial to them or the organisation.

The Management Team (Manager/ Duty / Trustees) is responsible for ensuring that staff qualifications are regularly updated when required - e.g. First Aid & Safeguarding Training.

MASKK has created the role of CPD Lead to assist MASKK to create and keep up to date a variety of online courses to assist team members to access training. The CPD lead will also provide short workshops on practical topics when demand is sufficient.

Two full team meetings are scheduled each year which both include an in-house workshop, allowing staff members to share their skills and knowledge.

The Management Team recognises there are other types of learning that can contribute to staff development and will consider these as part of their ongoing commitment to their employees.

This can include:

- Opportunities to 'shadow' more experienced staff in the organisation or elsewhere
- Mentoring by experienced staff in the setting or elsewhere.
- Sharing skills amongst the staff team.
- Attending workshops, conferences, AGM's or events.
- Visiting other clubs / settings.
- External online Learning.

Funding Training

When setting the annual budget an amount will be allocated each year to team training and development. If not spent this can be carried forward in to a new financial year to create opportunities to build the budget for more expensive and less frequent training. For example First Aid which is completed once every three years.

Reviewed: May 2019 – C Judson and A Horsley

SUPERVISION POLICY

Adapted from an example in Providing effective supervision: a workforce development guide; CWDC (2007)

Introduction

It is a legal requirement (EYFS safeguarding and welfare requirements 2017) that all staff in direct contact with children receive regular supervision.

The aim of this policy is to provide a framework for the one to one supervision of any team members who are in direct contact with children.

The policy has been written, following consultation, to ensure it meets the needs of the setting, the staff and their supervisors, regardless of their job role.

Promoting a safeguarding culture in the setting

Supervision will support and strengthen the safeguarding culture we are committed to for our setting.

Supervision will promote and model the following indicators of a safe setting:

- Staff are respectful to all team members as well as children
- Staff are open about discussing good and poor practice
- Blame only occurs in extreme circumstances
- Leaders model the appropriate behaviour
- Staff are knowledgeable about the vulnerability of the children that they look after
- Staff are aware that abusers may already be in the employment of the organisation
- Children are listened to
- Staff are empowered to challenge poor practice
- Parents are encouraged to be involved in planning their child's care and are welcomed into the setting
- Whistle-blowing procedures are in place and staff know how to use them
- (Cited in the Serious Case Overview Report in Respect of Nursery Z; Plymouth Safeguarding Children Board 2010)

Supervision policy statement

MASKK aims to provide appropriate, responsive and flexible services for all the children in our care.

We can only do this if our staff:

- Understand what is expected of them
- Have the skills, knowledge, behaviours, values and attitudes necessary to carry out their role
- Are fully supported in their work and managed effectively.

Supervision is one of the ways that this can be achieved. This policy sets out how staff can expect to be supervised and provides managers with the key elements needed to supervise staff effectively.

Supervision will always keep a focus on the best interests of the children in the setting and promote their safety and well-being.

Definition of supervision within the performance management framework

Individual performance management within MASKK involves three elements:

1. Supervision – a regular one to one meeting between the supervisor and supervisee in order to meet organisational, professional and personal objectives.
2. Appraisal – an annual meeting (reviewed six monthly), where the individual and their supervisor:

- review the individual's performance and identify what has gone well, and what hasn't gone so well over the last year
 - set measurable objectives and/or targets in line with their team objectives and/or targets for the coming year
 - have the opportunity to identify learning and development to help the individual carry out his/her job better, both now and in the future.
3. Learning and Development Planning – this forms part of the appraisal process and aims to encourage the individual to identify and evaluate learning that has taken place during the previous year and plan for learning and development opportunities for the coming year. A six monthly review will be conducted to ensure that the plans are still relevant and up to date in accordance with any changes, e.g. in job role.

The supervision process is a key part of the performance management framework as outlined above. Discussions held and recorded during supervision will form part of the appraisal process.

Scope of this policy

This policy applies to all Team Members (staff meaning paid or unpaid workers) at MASKK that have direct contact with children, whether on a temporary (including agency staff), permanent, full time or part time basis.

Functions of supervision

The four main functions of supervision are:

1. Management (Competent accountable performance/ practice)
2. Learning and Development (Continuing professional development)
3. Support (Personal support)
4. Mediation (Engaging the individual with the organisation)

These four functions are interdependent and one function cannot be effectively performed without the others.

An over-emphasis on, for example, management, will leave the supervisee feeling that they are being overly controlled and that the only purpose of supervision is to "check up on them".

An over-emphasis on support will result in important discussions about workload, decision-making, and accountability being neglected leading to a danger of supervision becoming counselling.

Each function is described in detail below.

1. Management (Competent accountable performance/ practice)

This function is to ensure that the work for which the supervisee may be held accountable is carried out to a satisfactory standard. The management function will be achieved through discussion of:

- The overall quality of the supervisee's performance and work output/outcomes
- The policies and procedures relating to their work and that these are understood and followed
- The roles and responsibilities of the supervisee and that these are clearly understood, including the boundaries and limits of their role
- The development and monitoring of action plans/targets and objectives
- Monitoring of the supervisee's workload.

2. Learning and Development (Continuing professional development)

This function is to encourage and assist staff in reflecting on their own performance, identify their own learning and development needs and develop plans or identify opportunities to address those needs.

The learning and development function will be achieved through:

- Helping supervisees identify their preferred learning style and barriers to learning,
- Assessing development needs and identifying learning opportunities
- Giving and receiving constructive feedback on performance
- Encouraging the supervisee to reflect on learning opportunities undertaken and applying that learning to the workplace.

3. Support (Personal support)

This function is to provide support for staff to carry out their role. The nature of the work as well as the effect of particular situations, incidents or personal issues may have an emotional impact on the staff member. By offering support within the supervision context supervisees should be given the opportunity to reflect on the impact of the work upon them and prevent issues adversely affecting them and their work.

This will be achieved through:

- Creating a safe environment within supervision where trust and confidentiality are maintained
- Clarifying the boundaries between support and counselling in the supervisory relationship
- Enabling and empowering expression of feelings in relation to the work role
- Monitoring the health of the supervisee and referring to occupational health or counselling when appropriate

4. Mediation (Engaging the individual with the organisation)

This function is to ensure that the relationship between the supervisee, their team, the organisation and other agencies with whom they work are effective. This will be achieved through:

- Briefing senior managers about key issues raised by staff
- Dealing sensitively but clearly with concerns and complaints about colleagues and others with whom they work
- Consulting and briefing staff on changes and developments that affect their area of work
- Advocating between worker or team and other parts of the agency or with outside agencies

Links with caseload supervision

Supervision should provide an opportunity to reflect on practice rather than just act as a tick-box to check on what practitioners are doing. Discussing individual cases is a valuable part of the process so long as this is done in a way that encourages reflective practice. However if an audit of the whole caseload is required, this should be done outside of the supervision session.

If an individual case is discussed during supervision, this should be recorded in the child's individual record. The record should include:

- a summary of the discussion
- agreed actions and timescales

Supervision methods

This policy is concerned primarily with one to one supervision that takes place in private at a pre-arranged time with an agreed agenda and preparation on behalf of both parties. All staff within the organisation that have direct contact with children will have access to this method of supervision.

It is recognised, however, that supervision is an on-going process that takes place in other ways. The two other main methods are outlined below. They have a place but should not replace planned, formal, recorded, one to one sessions.

Group supervision

This should not replace individual supervision but can be used to complement it. It will involve a group of staff, all involved in the same task, meeting with a supervisor to discuss issues about their work or the way they work together as a team. This may be done in the context of a regular team meeting or as a separate session to look at specific issues.

Unplanned or “ad-hoc” supervision

The pace of work and change and the frequency of supervision means that staff often have to “check something out” with a supervisor, obtain a decision or gain permission to do something in between formal supervision sessions. In addition, staff who work closely with their supervisor will be communicating daily about work issues, problems arising, changes in policies or procedures.

This form of supervision is a normal and acceptable part of the staff/supervisor relationship. However the following points should be borne in mind when considering unplanned or ad-hoc supervision:

- any decisions made with regard to a child or family should be clearly recorded on the child’s records as appropriate
- where supervisees and supervisors work closely together this does not negate the need for private one to one time together on a regular basis. The focus of these sessions is wholly on the individual, their development, performance and any issues arising from their work that do not arise on a day-to-day basis.

While the day to day supervisor for a particular member of staff may change according to shift patterns and rotas, the one to one sessions should be carried out by the same supervisor for a particular member of staff. If a supervisee is subject to frequent changes of supervisor it is difficult for a relationship based on trust, openness and honesty to be established and confidentiality may be, or may be perceived to be, compromised.

If a supervisor is absent from work for a long period (over one month) the senior manager should ensure that effective arrangements are in place for the supervision of the staff in that section.

Frequency of supervision

The frequency of supervision should reflect:

- The supervisee’s level of experience and competence (not necessarily length of service, although staff new to a role may require more frequent supervision)
- If the supervisee is in the probationary period (i.e. first six months of service) supervision should take place fortnightly. These may be quite short supervision sessions but they will enable the supervisor to assess the supervisee’s suitability for permanent employment and ensure an effective relationship is formed in the early days of the supervisee’s employment
- Particular circumstances that apply to the supervisee may mean they may require more frequent supervision (e.g. a difficult piece of work, the level of risk associated with work, personal difficulties or relationships, performance issues or levels of stress)
- Staff in direct contact with children should be supervised at no less than 8 weekly intervals (once every half term)
- The actual frequency for individuals should be agreed between the supervisor and supervisee when negotiating the terms of the Individual Supervision Agreement

- Any deviation from the recommended frequency detailed above, as a permanent feature, should be by agreement between the two parties and should be clearly recorded in the Individual Supervision Agreement
- Agency and temporary staff should receive supervision in the same way as permanent staff as detailed above.

Supervision records

The recording of supervision sessions is the responsibility of the supervisor. The supervisor must adhere to the following standards of recording; this will be checked during the quality assurance process

Recording standards:

- The detail included in the supervision record is a matter of judgement for the supervisor. In general the record should be detailed enough so that the issue can be revisited, if necessary, at a later date and still be understood. A short summary of the discussion and the decisions or action points arising from it should be sufficient in most cases.
- Where possible supervision records should be typed. If the supervisor prefers to handwrite them this is permissible providing it forms part of the Individual Supervision Agreement and the supervisor's writing is legible
- Supervisors should aim to give a copy of the record to the supervisee for signature within two weeks. If this is not possible they should be with the supervisee before the next supervision session. This should form part of the Individual Supervision Agreement
- Records should clearly detail any decisions that have been made, and the reasons for these, any agreed actions including who will take responsibility and the timescale for carrying out these actions
- The records should be signed and dated by both parties. If there is disagreement as to the content of the record this should be recorded by the supervisor. A copy should be retained by both parties
- Whilst it is recognised that many staff prefer to keep records on computer systems, in the case of supervision records hard copies must be taken. This is to both safeguard the supervisor and supervisee in the case of investigations (e.g. disciplinary or complaints investigation) and to ensure that records are not altered in any way.

Confidentiality and Access

Supervision is a private but not a confidential process. This means that the records are the property of the organisation, not the individual. From time to time supervisors will need to discuss the content of supervision sessions with others, e.g. their own line manager, this should always be with the knowledge of the supervisee.

Access to supervision records should be controlled and all records should be locked away so that others who do not have a legitimate right to see the records cannot access them.

Supervisees should be aware, however, that other than themselves and their supervisor others will, from time to time, access records.

These might include:

- Senior Managers(e.g. for quality assurance purposes)
- Investigating officers(e.g. for disciplinary or case review purposes)
- Inspectors(e.g. Ofsted inspectors)
- Performance staff(e.g. for audit and quality assurance purposes)

Storage and Retention

The Individual Supervision Agreement and the supervision records will be kept on the supervisee's file on the HR system, hard copies are in a locked cabinet. It is a matter for the supervisor what other documents are held with the supervision records, these may include appraisal documents, sickness documents and correspondence.

When a supervisee leaves the organisation the records should be retained for two years after the member of staff has left and then shredded. Where a member of staff transfers to another section or supervisor within the organisation their records should be passed onto the new supervisor.

Individual Supervision Agreements

The process of developing an Individual Supervision Agreement (ISA) is as important as the written document itself. This process should be begun at the first supervision session though it may not be completed in one session.

The purpose of the Individual Supervision Agreement is to establish a basis for which the supervisor and supervisee will work together during one to one supervisions. This establishment of ground rules should be through negotiation and should clarify the rights and expectations on both sides to create a safe, secure and effective supervisory relationship. It is worth noting that when the supervision relationship breaks down, or is less than satisfactory for either party, it is usually because of a lack of clarity or a mismatch of expectations from the outset.

When establishing the supervision agreement the following should be discussed:

- The purpose of supervision
- The frequency of supervision
- The venue for the supervision sessions (note: this should always be in a private room where others cannot easily overhear)
- Any specific responsibilities of both supervisor and supervisee
- The recording of supervision, including where records will be kept to safeguard confidentiality, whether records will be typed or handwritten, how quickly records will be given to the supervisee for signature
- The arrangements for any ad-hoc or unplanned supervision
- The complaints and review process
- The practical arrangements (e.g. the process if supervision has to be cancelled or rearranged, an agreement that supervision will be uninterrupted, the anticipated length of time for each session)
- The arrangements for agenda setting (e.g. both parties to submit agendas before the session, at the start of the session etc.)

Each Individual Supervision Agreement will be different and should be regarded as a "living" document that is changed according to the changing needs of the supervisee. An example of this may be where the frequency of supervision has been agreed and this subsequently changes as the member of staff gains confidence in their role. As a minimum it should be reviewed annually.

Supervisors and supervisees should agree if this will be utilised or if a more individual document should be developed to meet their particular needs.

Monitoring and Quality Assurance

In order to be effective the supervision process requires monitoring and quality assurance arrangements. These processes enable the organisation to check that:

- The standards of supervision as outlined in this policy are being followed

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- Staff are being supervised professionally and effectively
- Supervision sessions are being recorded,
- Individual Supervision Agreements are being developed, reviewed and used
- The supervision process promotes equal opportunities and anti-discriminatory practice.

The monitoring arrangements involve regular discussion during supervision, for example, between a service manager and a team manager, about the team manager's practice in supervising their staff. The senior manager may request copies of supervision records as evidence of practice and to use as a tool where there are developmental needs on behalf of the team manager.

The quality assurance arrangements involve the auditing of a random selection of supervision files on a six monthly basis by senior managers using the Safeguarding Supervision Audit Tool.

Complaints

Supervisees should be clear about whom they should contact if they feel the terms of their supervision agreement are not being met. How supervisees make a complaint and who to (named manager) should be included in the Individual Supervision Agreement.

Supervisees should always discuss any complaints or dissatisfaction in the first instance with their supervisor and endeavour to reach an agreement within the normal supervision process.

If the complaint cannot be resolved by discussion with the supervisor the supervisee should refer to the Grievance Policy and procedure.

Reviewed May 2021: C Judson and Trustees.

GRIEVANCE POLICY

Introduction

This policy aims to introduce you to policy relating to employees raising grievances and the procedure that should be followed.

There is no legal legislation regarding grievance in the workplace however, UK Legislation and Employment best practice does encourage employers to have a grievance procedure.

MASKK Approach

MASKK aims to understand and manage issues and conflict at work. MASKK openly encourage people to use the grievance procedure should they have any issues relating to their employment. The organisation will actively investigate all grievances and where practical and reasonable it will make necessary adjustments and changes. MASKK will aim to resolve issues informally wherever reasonably appropriate.

Detail of the Policy

It is recognised that on occasions employees will have cause to raise a grievance in relation to their employment.

Initially if the grievance is not related to harassment, discrimination or another personal matter the grievance should be raised with their line manager who will raise this with the Manager.

- Every effort will be made to resolve any grievance in informal discussions between the employee and their Line Manager. If the grievance relates to the Line Manager, these discussions will be held with the Manager. Should the grievance relate to the Manager the discussions will be held with a Trustee of MASKK.
- If the grievance relates to a Trustee of MASKK, these discussions will be facilitated by the Chair of the Board or where appropriate an external professional/director
- In addition, these informal discussions may be facilitated or supported by other staff or Trustee by mutual agreement.

Failure to do any of the above may result in:

- Breach of contract
- Sickness from work
- Disciplinary
- Conflict at work
- Inefficiencies at Work

If it is important to you then it's important to MASKK. Please tell us about anything at work that concerns you. Use our informal procedure and if appropriate use our formal procedure as described below.

NOTE: If your concern is regarding Child Abuse or suspected inappropriate behaviour towards a child or in the environment where children are, please tell the Manager or acting session leader immediately.

Procedure

Informally tell us

- Raise your concern with a session Co-ordinator.
- The Co-ordinator will log your concern and raise it with the Manager.
- The Manager will raise the concern if appropriate with a Trustee.
- You will be informed of the organisations response to your concern within 30 days of it being raised.

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- If you disagree with the response and you would like it further considered you should write to the Chair of the Trustees.

Formally tell us

- Put your concerns in writing to the Co-ordinator or Manager.
- The Manager will respond within 1 working week confirming the company's intentions to review or investigate your concerns, giving methods and timescales etc.
- The Manager will formally write to you with their recommendations and conclusions.
- If you disagree with the response and you would like it further considered you should write to the Chair of Trustees.

Created and implemented January 2018 at Full Team Meeting.

Reviewed and discussed January 2019 at Full Team Meeting.

Reviewed: April 2022 by C Judson

CAPABILITY POLICY

Introduction

MASKK is committed to maximising staff potential by improving and maintaining their development and capabilities, and believes that providing a system whereby poor performance can be addressed in a positive manner is an essential part of this to ensure that best practise can be maintained and a high standard of care provided to children.

Purpose and scope

This policy is intended to provide managers with a clear, fair and consistent method of addressing poor performance in line with current legislation and best practice. The policy will be applied equally, fairly and consistently across the organisation. This policy applies to all staff members who have successfully completed their probationary period.

MASKK provides an Ofsted registered provision and is required to meet the standards set out in the Early Years Foundation Stage and within the Childcare Act 2006.

Definition

For the purpose of this Policy, capability is defined as:

"The inability of a member of staff to meet the required standards of performance due to health issues, lack of ability, insufficient skills, inadequate training or lack of experience".

Poor performance that is related to misconduct (e.g. carelessness, negligence or laziness on the part of the employee, or inadequacy in terms of behaviour or attitude) will be dealt with under the Firm's Disciplinary Policy.

Procedure

Stage 1 - Informal Procedure

Where an employee exhibits the inability to perform their duties satisfactorily the organisation will attempt to resolve the matter informally via a meeting between the Manager and the employee. At this meeting the Manager will:

- Outline the nature of the unsatisfactory performance;
- Give the individual the opportunity to explain their underperformance and to raise any issues they have with their job or the support or training provided;
- Agree with the employee how their performance can be improved to a satisfactory standard;
- Agree a reasonable timescale in which improvement will be expected and how the individual's performance will be monitored over the agreed time period.

A written record of the meeting including details of the agreed action plan should be maintained by the line manager with a copy given to the individual and the Manager.

A further meeting will be arranged at the end of the agreed time period to further review the individual's performance and any improvements.

Stage 2-Formal procedure

Capability Hearing

If there are no improvements following the informal stage and there is continued unsatisfactory performance the formal procedure will be instigated. In such cases the member of staff will be given notification in writing to attend a formal capability meeting with their line manager and a Manager or Trustee (NB: this applies to all stages of the formal Capability process). The notification should provide

details and examples of the continual unsatisfactory performance, together with any documentation from the informal stage.

The employee has the right to be accompanied at this meeting by a colleague or recognised trade union representative.

At this meeting the individual will be given precise details of the manager's continued concerns about their performance and given the opportunity to explain. If having heard any explanations offered the manager remains concerned a First Written Warning for unsatisfactory performance may be issued. Further consideration will be given to any additional training or support that could be reasonably provided to enable the member of staff to reach the required standard of performance. A reasonable time period will be set within which improvement is expected and a further meeting arranged at the end of this time to review the individual's performance.

Second Capability Hearing

If there is insufficient improvement in performance within the timescales agreed following a First Written Warning the individual should be invited to a further capability hearing, following the process of the original Capability Hearing.

If the conclusion of the second hearing is that performance has not significantly improved and that there is still evidence of incapability despite any support and training given, a Final Written Warning may be issued.

Details of the warning will be confirmed to the individual in writing clearly stating agreed timescales for improvement.

A further meeting will be arranged at the end of the agreed time period to review the individual's performance.

Third Capability Hearing

If there is insufficient improvement in performance within the timescales agreed following a Final Written Warning the process the Capability Hearing should be repeated.

If the conclusion of the third hearing is that performance has not significantly improved and that there is still evidence of incapability despite any support and training given, a decision will be taken to either dismiss the member of staff on the grounds of capability or to extend the final warning to allow further time for improvement. The option of allowing further time for improvement will only be considered if there is evidence to suggest that further time is likely to lead to the required improvement in performance. The Trustees must be consulted prior to any meeting that may lead to dismissal.

Ill-health/Poor Attendance

Where an individual's capability to carry out their role to the expected standards is related to their health and attendance, a distinction should always be made between absences on grounds of medically certified sickness, and frequent short term or uncertified absence which may be more appropriately dealt with under the terms of the Disciplinary Policy.

The provisions of the Disability Discrimination Act must be taken into account when dealing with performance issues related to ill health, in particular the obligation to make reasonable adjustments when dealing with disabled members of staff. It may be necessary to seek expert advice on providing appropriate support and adjustments for a disabled employee; if in doubt line managers should consult the Manager for advice who may recommend a referral of the case to the Trustees.

Right of Appeal

An individual has the right to appeal against any formal action taken against them in line with this policy. Appeals must be submitted in Writing to the Chair of Trustees within five working days of receipt of the letter confirming the action taken against them outlining their reasons for the appeal.

The appeal hearing will be conducted as soon as possible. The individual has a right to be accompanied at the appeal hearing.

There are no further avenues for appeal other than as set out above.

Failure of staff adhering to the contents of this policy will lead to disciplinary procedures being followed and could result in dismissal. This forms part of our Child Protection and Safeguarding Policy.

Date of next review: June2024	
Date implemented: May 2018	Signed:
	Signed:

DISCIPLINARY POLICY

Introduction

This policy aims to clarify the rights and responsibilities of MASKK and its employees in respect of disciplinary action resulting from breaches of accepted standards of behaviour or failures in performance. MASKK believes that to preserve and maintain high standards of conduct, work performance and service and to safeguard the interests of both MASKK and its employees, there should be a well-defined disciplinary/appeals procedure which is properly understood by everyone and which will ensure a uniform approach throughout the organisation.

This procedure aims to provide consistency and justice so that all employees are treated alike and fairly. MASKK will always seek to resolve issues informally wherever reasonably appropriate and ensure a resolution in a positive and constructive way. The procedures in this policy are designed to work as quickly as possible consistent with the thorough investigation of the circumstances of each case.

Relevant Legislation

The policy and procedure aims to follow the principles of the Employment Rights Act 1996 (and any such amendments) and it applies to all employees of MASKK.

- The procedure recognises the distinction between gross misconduct and less serious misconduct and is designed to deal with offences in both categories.

Process

During all stages of the process, all parties should treat the information and all documentation as confidential. Employees may elect to be represented at all meetings in the course of this procedure by his/her trade union or colleague.

The process will include:

1. Investigation: Disciplinary action will not be taken until a full investigation has taken place.
2. Hearing: Before any disciplinary action is taken the employee will always be given the opportunity to explain his/her position.
3. Outcome / Sanctions: The employee will be informed in writing of any disciplinary action taken and of the reasons for it. The procedure recognises the distinction between gross misconduct and less serious misconduct and is designed to deal with offences in both categories.
4. Appeals: The employee will be informed of their right to appeal a decision or disciplinary action.

Investigation

Investigation will be carried out to establish the facts as quickly as possible. Management/Board of Trustees will collate written records of all investigations including notes of any investigatory meetings held and issue to relevant parties as appropriate. At the investigatory stage it will be made clear to the employee that it is not a disciplinary hearing and that the decision at the end of the investigation will be:

- No further action
- Informal action required
- Initiate the formal disciplinary process

Disciplinary Hearing

Following investigation if a disciplinary hearing is warranted the employee will be notified in writing, 2 working days prior to the disciplinary hearing. The written notice will include:

- The date, time and location of the meeting and details of who will be present
- Details of the precise nature of the complaint
- Any relevant evidence and statements which are to be used at the disciplinary hearing

- Possible outcomes of the meeting
- The right to be accompanied by a trade union representative or co-worker

The individual will also be provided with a copy of the Disciplinary Policy.

The disciplinary hearing will be held with the employee's direct line manager where possible, and a member of the management team or representative from the Board of Trustees.

The purpose of a disciplinary hearing is to provide the opportunity for the individual to make any representations in defence of the allegations from the investigations and to respond to evidence or statements.

Outcomes of the Meeting (Sanctions)

On conclusion of the disciplinary hearing the employee will be informed in writing of the outcome of the hearing and any disciplinary sanctions to be applied which will include:

- The nature of the misconduct or shortfall in performance;
- The nature of the disciplinary sanction;
- The duration of which the warning will remain in force (usually up to Twelve months);
- Details of the improvement in performance or adherence to the disciplinary rules required;
- The consequences of further misconduct or non-improvement within the period of the warning;
- The right of appeal.

Conduct Examples

'Gross Misconduct' is where an employee carries out an act or behaves in a way which has/could have serious negative consequences for the organisation or other people.

The following are examples of offences of gross misconduct, which may warrant suspension to dismissal, include:

- Gross insubordination
- Acts likely to cause or causing damage or harm to MASKK property or other persons
- Bringing the organisation into disrepute
- Gross disregard for the safety/well-being of any person carrying out official duties
- Unauthorised removal of MASKK property
- Theft or fraud or other offences of dishonesty
- Falsification of records or claims
- Breaches of confidentiality
- Using or being under the influence of alcohol or non-prescribed drugs whilst at Work
- Serious breaches of the equal opportunities policy and codes of practice
- Serious breaches of the standards set out by quality standard organisations, Charity Commission, OFSTED, Child Protection Bodies, other Funding Bodies
- Violent or threatening behaviour
- Leaving young children unattended
- Failing to report an accident involving a child
- Breaches of company policies and procedures, such as in; maintaining records and information, handling of disciplinary matters and health and safety practices where people may be injured or harmed as a result, using IT and other related Software, such as misuse of e-mail and the internet facility

This list is neither exclusive nor exhaustive and each case will be considered individually.

Where an employee commits an act of gross misconduct this will lead to the immediate suspension of the employee, normally with pay. Where an employee is suspected of theft or any other offence of dishonesty connected with his/her employment the employee may be suspended without pay pending an investigation of the incident.

The suspension will be reviewed within a maximum of ten working days, during this time the employee will be given the opportunity to explain his/her actions to management.

If having carefully considered all the facts the management is satisfied that the act of gross misconduct has taken place and the circumstances were not exceptional, then a decision will be made whether to dismiss summarily (without notice pay) or with notice.

In cases where there has been an allegation relating to Health and Safety, MASKK may immediately notify the Health and Safety Executive and the Child Protection Agencies, where further external investigations may be carried out. A letter must/will always be sent to the employee under investigation should this be the case, informing him/her of this investigation and Confirming the status (including a timescale if known) of internal investigations.

The right of appeal must and will always be communicated to the employee when disciplinary action is taken.

Less Serious Misconduct and Poor Performance

The following are examples and are not to be taken as exclusive, and the commission of which may result in disciplinary action.

- Minor breaches of the equal opportunities policy and codes of practice
- Absenteeism without just cause
- Poor timekeeping
- Persistent and unacceptable absence levels
- Persistent time wasting
- Inappropriate use of equipment and resources
- Insubordination
- Failure to follow Company policies and procedures e.g. raising grievances, health and social media, giving medicine etc
- Failure to comply with 'some' Health and Safety and other policies e.g. procedures for working in an office and/or childcare environment, safety of equipment, following correct cleaning procedures, not reporting accidents.
- Work performance does not meet the required standard

Procedure

The following procedure will normally be followed. Although depending on the gravity of any breach of discipline, the procedure may be entered at any stage. Where there has been a minor breach of discipline or in cases of poor performance the employee concerned may be given informal counselling and advice before recourse to the formal disciplinary warnings as described below.

Any warnings will be suspended during occasions of prolonged periods of leave for example maternity leave, long term sick and career break etc.

Disciplinary Warnings

If you are subject to Disciplinary action being taken against you MASKK will in all situations follow this process. No individual will be dismissed for a first breach of discipline, except where this amounts to an act of gross misconduct. In cases of gross misconduct, the normal outcome will be summary dismissal without notice.

Stage One – Verbal Warning

If an act of lesser misconduct happens or another takes place a meeting will be held, between the employee, his/her representative (if elected) and the appropriate manager. After the facts have been investigated and the manager is satisfied that the employee has committed the act of a minor misconduct alleged, a verbal warning will be issued, a copy will be issued to the employee and their elected representative and a copy will be placed on their personnel record.

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Stage Two - Written Warning

If the same act of misconduct is repeated or another is committed a meeting will be held, between the employee, his/her representative (if elected) and the appropriate manager. After the facts have been investigated and the manager is satisfied that the employee has committed the act of misconduct alleged, a first written warning will be issued, a copy will be issued to the employee and their elected representative and a copy will be placed on their personnel record.

Stage Three - Final Written Warning

If the same act of misconduct is repeated or another is committed a meeting will be held between the employee, his/her representative (if elected) and the appropriate manager. After the facts have been investigated and the manager is satisfied that the employee has committed the act of misconduct alleged, a final written warning will be issued to the employee, the letter will state that no further warnings will be given and that any further acts of misconduct may ultimately result in the dismissal of the employee. A copy will be issued to the employee and their elected representative and a copy will be placed on their personnel record.

Stage Four - Demotion/Dismissal

Any further acts of misconduct will result in dismissal. A meeting should be held between the employee, his/her representative (if elected) and the appropriate manager. After the facts have been investigated thoroughly and the manager is satisfied that the employee has committed the act of misconduct alleged, the employee will in most cases be dismissed or demoted. A letter of dismissal/demotion will be issued to the employee immediately, which will outline the reasons for the dismissal/demotion. The letter will be sent within 5 working days and via special delivery.

*For alleged acts of Gross Misconduct it is likely that disciplinary proceedings will be entered at this stage. In such situations the individual should be suspended on full pay pending investigation into the matters and appropriate disciplinary hearing where the individual may answer the allegations.

Right to Appeal

An individual who wishes to appeal a disciplinary decision should inform the Chair of Trustees, in writing, within five working days of receipt of the letter confirming their disciplinary sanction, outlining their reasons for the appeal.

The appeal hearing will be conducted as soon as possible by an impartial Trustee who has not been involved in the investigation or disciplinary hearing. The individual has a right to be accompanied at the appeal hearing by a trade union representative or co-worker.

Created and implemented January 2018 at Full Team Meeting.

Reviewed and discussed January 2019 at Full Team Meeting.

Bullying and Harassment of Adults

Introduction

This policy is intended to conform to prevailing legislation and best practice. It covers all staff of the organisation and is to be applied equally, fairly and consistently across MASKK.

MASKK is committed to providing a safe, healthy and fair environment in which people can work. MASKK believes that everyone should be treated with dignity and respect and for this reason will not tolerate bullying and harassment.

Purpose and scope

The purpose of this policy and its application is to help prevent bullying and harassment within the workplace and to deal with any cases that should occur.

For the purpose of this policy the term “staff” refers to all paid, and unpaid, staff, volunteers, board of Trustees, and any person who is doing work for or on behalf of the organisation.

Definition and examples of bullying and harassment

Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

Some examples of bullying are:

- Verbal, written or physical threat and intimidation.
- Persistent, negative and unjustified comments.
- Offensive or abusive personal remarks.
- Abuse and humiliation in the presence of other colleagues or in private.
- Removing areas of responsibility without justification and undervaluing work done.
- Setting unachievable targets and / or changing instructions without consultation in order to cause the individual to fail.
- Reducing a colleague’s effectiveness by withholding important information.
- Monitoring work unnecessarily and intrusively.
- Continually refusing reasonable requests without any justification.
- Unfair allocation of Work.
- Asking intrusive questions about an individual's personal circumstances for example their marital status or sexual Orientation.

Harassment, in general terms, is unwelcome physical, verbal or non-verbal conduct that has the purpose or effect of creating an intimidating, hostile, degrading, humiliating or offensive environment. It may be related to age, gender, race, disability, religion, sexual Orientation, nationality or any personal characteristic of the individual, and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Some examples of harassment are:

- Physical contact.
- Jokes, offensive language, gossip, slander, sectarian songs and letters.
- Posters, graffiti, obscene gestures, flags etc.
- isolation or non-cooperation and exclusion from social activities.
- Coercion for sexual favours and pressure to participate in political/religious groups.
- Intrusion by pestering, spying and stalking.
- Failure to safeguard personal or confidential information.

Reporting bullying or harassment

The organisation acknowledges the sensitivity of this issue and will take steps to ensure that all matters including interviews and investigations are handled in the strictest confidence. All parties to the investigation are expected to respect confidentiality.

An employee who makes a genuine complaint will not be penalised in any way.

Any person found to be victimising an employee making a complaint, or an employee who gives evidence, will be subject to disciplinary action.

if it is discovered an employee has made false accusations, they themselves may be brought to disciplinary.

Firm procedure following a complaint of bullying and/or harassment

Informal stage

Immediate response

A person should respond immediately and directly to the offender to indicate that the behaviour or remark is not acceptable and follow the guidelines below:

- Make it clear to the offender that you do not approve of their actions. This can be done either verbally or in writing.
- if however, you consider it to be more appropriate you may seek the assistance of your session leader or Manager. They may be able to resolve the matter informally by indicating to the alleged offender that their behaviour is having an adverse effect on you and that any such behaviour could, if substantiated, amount to a serious disciplinary offence. They would also advise them that the offending behaviour should immediately cease.
- if the bullying or harassment continues to occur, keep a log with dates and times of the remarks and behaviour that you consider offensive and inform your session leader and/or the Manager to formally lodge a complaint.

Mediation

Where both parties agree, mediation through the Manager or Duty Manager can be a useful and informal way to resolve complaints of bullying and harassment.

Mediation can play a vital role in complaints about bullying and harassment, by providing a confidential avenue for an informal approach, and perhaps the opportunity to resolve the complaint without need for any further or formal action.

Mediation may resolve the issue or help support the person accused as well as the complainant.

Formal Stage

In the event that an employee formally lodges a complaint, a formal investigation will be in line with the Grievance Procedure in order to investigate the complaint and provide recommendations. The possible outcome could be to instigate disciplinary proceedings.

Failure of staff adhering to the contents of this policy will lead to disciplinary procedures being followed and could result in dismissal. This forms part of our Child Protection and Safeguarding Policy.

Created January 2019 and consulted at full team meeting before implementation in February 2019.

Social Networking Policy

Introduction

The organisation recognises the value that social media and technology play in the lives of children, staff and volunteers. We acknowledge that there are potential risks involved and therefore adhere to this policy to ensure the policy is followed for the benefit of everyone. Any incidents that do arise will be dealt with quickly according to policy to ensure that children and staff continue to be protected.

- For the purpose of this policy the term “staff” refers to all paid, and unpaid, staff, volunteers, board of Trustees, and any person who is doing work for or on behalf of the organisation.
- For further details please refer to the E-Safety Policy and use of Mobile Phones and Cameras Policy.

Social Networking – Children

Children under the age of 13 should not be permitted to have a social network account, on some sites this age maybe 16yrs or older. The organisation will not provide access for children to engage with social networks while in our setting. If a child discloses they have a social networking account to a staff member then they should inform the Safeguarding Officer.

Please refer to Safeguarding Children Policy and E-Safety Policy for more information.

Social Networking - Personal

We feel that restrictions need to be placed on staff when they access social networking sites. The main social networking websites include Facebook, My Space, Bebo, Twitter; however the policy covers all social networking tools including blogs, forums podcasts, message boards and any other sites which involve document, photo or video sharing such as You Tube and various others. The organisation has a high reputation to upkeep and comments made on sites such as "Facebook" could have an impact on how families using the setting view the staff.

Staff should not access social networking sites for personal use on the organisations computers at any time. Staff accessing social network sites on behalf of the organisation, for example replying to a message to the organisation’s Facebook page, should do so on a work mobile phone that has the appropriate application installed to not view personal content.

When using social media sites, staff and volunteers must not:

- Post anything that could be construed to have any impact on the organisations's reputation or breach our confidentiality policy.
- Staff must not name the employer on social networking sites to safeguard both employee and the organisation.
- Post anything that could offend other members of staff, parents or children using our services.
- Staff must comply with the requirement to maintain child/family/service user/colleague confidentiality at all times.
- Pictures or information about Colleagues should not be posted on Social networking sites unless you have the agreement of the individual concerned. And always remove information about a colleague if they ask you to do so.
- It is important to maintain your status as a professional childcare Worker and therefore we request that you do not foster online friendships with parents. Many sites allow you to ignore requests without the individual being informed to avoid any offence. Refer to the Conflict of Interest Policy for more information.
- If a member of staff needs to make contact with a parent as it is their preferred contact, this must be done on the MASKK face book page.
- Personal social media private messages should not be used by staff members to communicate between each other regarding work or employment.

- Any employee who becomes aware of any social networking activity that would be deemed distasteful should inform the Manager.

Social Networking – The Organisation

The Manager, Co-ordinators and Project Assistant will be given admin access to the MASKK public Facebook Page, Instagram and Twitter on the work mobile phones. These tools are to be used to keep the public updated on the activities the organisation are involved in. Social media is a tool the organisation uses to promote events, fundraising and sharing of public information.

The organisations social media presence also allows members of the public to send us instant messages.

The following rules apply:-

- The Facebook Page's security settings do not allow members of the public to post to it without the approval of a Manager.
- Any messages sent and received can be viewed by other members of the MASKK team to allow for transparency.
- All posts must be read twice to ensure no mistakes.
- No children's names are to be included or personal details.
- Any photos used that include children must be with permission from the parent and child and not include the child's name.

Sling – Website and Mobile Application

Sling is an online platform designed for organisations that allows the organisation to publish rotas and manage leave requests. The system also allows for sending of secure messages between staff and teams. Staff should ensure they use Sling appropriately for work related matters and can use it to communicate with senior staff.

It is the responsibility of staff to ensure they check Sling for messages or announcements, the easiest way to do so is through the mobile application.

Cyber Bullying

The organisation recognises its responsibility to ensure the safety of our children and staff and therefore has policies in place to support those who may be victims of Cyber Bullying whilst using social networking. Please refer to E-Safety Policy for more information.

Failure of staff adhering to the contents of this policy will lead to disciplinary procedures being followed and could result in dismissal. This forms part of our Safeguarding Children Policy.

Reviewed: July 2018, full team meeting and revised 2019. Reviewed June 2023 as part of E-Safety reviews.

ORGANISATION MEETING POLICY

Team Meetings

Team members at MASKK will attend bi-annual meetings for which they will be paid, with an agenda set by the Manager and Trustees. The purpose of these meetings will be to discuss appropriate issues i.e. planning of activities, reviewing policies, organising resources, sharing skills and knowledge etc. Attendance at these is compulsory and they will take place in July and January.

Project Meetings

Meetings regarding specific projects will be called occasionally and held on a day that is the most convenient to most team members. Wherever possible meetings will be held in session time (quiet periods of the week).

The project leader will set an agenda or programme of work to be completed. Minutes will be taken if the meeting is of a formal nature, these will be kept in the meetings folder for future reference. Each team member involved in these formal meetings will be issued with a copy of the minutes for their records and a further copy will be issued to the Manager.

Trustee Meetings

The Trustees will hold a meeting every two months (or in accordance with the constitution) outside the settings opening hours. Emergency meetings may be called on a monthly basis, or as and when required. The Manager will be required to attend all meetings and will be paid for their attendance or allowed time off in lieu of attending.

Other staff are may be invited to attend these meetings to present information on project work.

The Manager will feedback the outcome of relevant actions and decisions made at Trustee meetings at the next staff meeting.

The Trustees may call 'emergency' meetings to discuss issues which cannot wait until the next Trustee Meeting.

All Trustee Meetings will have an agenda & minutes will be taken by the secretary. Copies of these minutes will be given to all members of the Trustees. Summary of decisions made and actions may be provided for staff members upon request.

Annual General Meetings

In accordance with the organisation's governing document or constitution, the charity will hold an Annual General Meeting to which all Trustees, team members & parents / carers will be invited to attend.

Each AGM will have an agenda and minutes and an annual report presented. These will be made available to all team members after the AGM.

Reviewed: May 2019 Trustee Meeting

Scheduling of working hours Procedure

The aim of this procedure is to:

1. Ensure the consistent approach to the monitoring of working hours for employees, this data will allow employees to receive the appropriate pay for the work they have completed.
2. To monitor the number of hours the organisations receives in-kind from volunteers and allow accurate recording of match time and training hours.

Definitions

Sling Service: is an online service that allows MASKK to create rotas to share with people via an internet website, <http://sling.is>, or via a mobile phone application. This services allows holiday requests, communication between teams and reminders.

Refer to the Social Media Policy for more Information regarding Sling.

Volunteer: Someone who gives their time freely to support MASKK. This may include some paid employees giving additional time to support the charity.

Staff Member: Someone that is a paid employee.

Contracted Staff Member: Someone that is paid a set number of hours each week, this may be a different amount term time to holidays. They are then entitled to be paid for any additional hours they work over these hours with the agreement of the co-ordinator or manager.

Overtime: When a contracted staff member works over their contracted hours.

Time in Liu: Some Contracted may wish to work additional hours to their contract but use those hours to build some Time in Liu. These hours can then be used as additional holiday requests. Time in Lui can not be carried over in to a new finance year.

Roles within this procedure

The Manager will ensure training is provided to co-ordinators to enable them to create rotas using the Sling service. This will involve co-ordinators being made aware of staff members contracted hours and therefore know how and when to record overtime.

The Manager will also perform periodic reviews of the hours worked by staff members to ensure they are meeting their contractual requirements and that sessions are have appropriate levels of adults to children.

The Co-ordinators will ensure the rota for their project is inputted on the Sling service that meet the requirements of ratios. Roles on Sling include Playworkers, Volunteer, Time in Liu and Over Time. Co-ordinators will be responsible for reminding their team members to use the Sling service.

Co-ordinators are able to grant the holiday permission if they are able to arrange cover. **Further details regarding annual leave is within this document.**

Co-ordinators will need to use the Sling service to record any additional hours they offer to staff members, for example if a staff member is asked to stay for an additional hour then the co-ordinator will need to add this to Sling asking the staff them at the time if they wish to work it as overtime (paid), as a volunteer (unpaid) or, if they are a contracted employee, as Time in Liu. Co-ordinators will also need to remember to add volunteers when creating the rota, volunteer hours only need to be an estimate and so there is no need to alter their rota if they leave or arrive at different times. But please delete the shift if they do not attend.

Project Assistant will use the data in Sling to complete payroll. The data should be displayed to ensure the regular working hours are shown separate to any additional hours. This role will work with the Manager to monitor the use of overtime and employees annual hours.

Staff Members will need to ensure they check the Sling system to monitor their working hours and any messages. At the end of each month it is the responsibility of the employee to check the months working hours to ensure they are correct. If there have been changes or an error please email your co-ordinator and accounts@maskk.org.uk for the correction to be made before payroll is complete. If a shift is missing and you do not inform the co-ordinator and admin before the cut of date you will be required to wait until the following month for a correction and payment.

Staff rotas and patterns of work

All rotas will be published on Sling. MASKK aim to plan rotas for each half term and give a minimum of two weeks notice of any changes. This notice may be less when offering additional hours / overtime or covering for Special Leave.

Co-ordinators are responsible for creating the rota for each project with the exception of school holidays when the rota will be completed by the Manager.

Staff rotas will be created that:

- Use contracted staff members allocated hours.
- Meet the requirements of adult to child ratios.
- Take annual leave requests into account.
- Choose additional casual staff based on their availability.
- Choose additional casual staff based on the requirements of the session/activity.
- Rotas will only include staff members that meet the criteria of the **Suitability Policy**.

Authorised Leave

It is the responsibility of all individuals to inform the co-ordinators of any upcoming leave requests using the Sling service. If you are unable to use the service please ask a co-ordinator for assistance.

Annual leave requests will be assessed and authorised based on the following:

- First come first serve.
- A maximum of two people may request the same period of time off.
- A minimum of 14 days notice must be given to allow for cover to be arranged.
- Annual leave requests for greater than 2 weeks must be provided with 28 days notice and will need to be authorised by the Manager or Trustees.
- For contracted employees, the annual leave balance will be checked.

Unauthorised Leave

Please refer to the Disciplinary Policy and Procedure and Code of Conduct.

Availability of Casual Staff

It is the responsibility of casual staff to input their availability on Sling so that hours can be allocated to them when available.

From time to time additional shifts may be made available on Sling for Casual Staff members to request to take. These may include last minute opportunities to provide cover for sickness. Therefore MASKK suggest Casual Workers continue to monitor Sling on a regular basis.

Special Leave

MASKK understands that situations may arise when an employee will require additional time off for significant events and may not be able to give notice or have annual leave remaining. In this case the employee will need to put the request on Sling and contact the Manager with details as to why they require Special Leave. The Manager can authorise Special Leave up to 5 days per year. Any requests for more than 5 days will need to be made to the Trustees.

Other types of Leave

MASKK complies with statutory requirements for other forms of leave, including:

- Sick Leave
- Maternity Leave
- Paternity Leave
- Adoption Leave

Please refer to your contract of employment for more details.

The Grievance Policy applies to this policy.

Failure of staff adhering to the contents of this policy will lead to disciplinary procedures being followed and could result in dismissal. This forms part of our employment policies and procedures.

Date of next review: March 2024	
Date implemented: March 2018	Signed:
	Signed:

FINANCIAL POLICY AND PROCEDURES

Financial Policy

The Board of Trustees is responsible for:

- Safeguarding the assets of the charity
- Preventing fraud
- Avoiding mistakes
- Keeping financial records in accordance with the governing document and relevant legislation (e.g. Charities Acts, Companies Acts, GDPR etc).
- Preparing Annual Accounts in accordance with the governing document and relevant legislation

To enable the Board of Trustees to carry out these responsibilities, the Financial Procedures detailed below must be followed at all times by all Board of Trustee members, staff and volunteers.

A copy of this policy and procedures will be given to all Board of Trustee members on their election/appointment to the Board, and to all relevant staff and volunteers.

The policy and procedures will be reviewed annually by the Board of Trustees and revised as necessary.

Financial Procedures

Organisational Information

- a) Our Financial Year runs from 1st April until 31st March.
- b) Name of Bank: HSBC, Sheffield City Branch
- c) Name of Independent Examiner: Samantha Nicholson (Nicholson & Co)
- d) Accounting Software: Quick Books

Bank Accounts

- a) All bank accounts must be in the name of the organisation.
- b) No account may ever be opened in the name of an individual or individuals.
- c) New accounts may only be opened by a decision of the Board of Trustees, which must be minuted.
- d) Changes to the bank mandate may only be made by a decision of the Board of Trustees, which must be minuted.
- e) Two people should be involved in counting cash receipts.
- f) Two signatories must sign all cheques.
- g) The signatories are responsible for examining the cheque for accuracy and completeness.
- h) All Internet Bank Transfers must be authorised by two signatories.
- i) The two signatories are responsible for ensuring accuracy and completeness prior to transmission.
- j) The signatories are responsible for examining the payment documentation (purchase invoice etc) prior to signing the cheque or authorising an Internet Transfer. This may be done via a scanned copy.
- k) Blank cheques must never be signed.

Signatories to the accounts:

- | | |
|-----------------------------|---------------------------|
| i) Name: Terrance Gallagher | Role/Job Title: Treasurer |
| ii) Name: Sally Hamilton | Role/Job Title: Trustee |
| iii) Name: Craig Judson | Role/Job Title: Manager |
| iv) Name: Jack Carrington | Role/Job Title: Payroll |

Annual Budget

- a) An annual budget, setting out the organisation's financial plan for the year, will be prepared so that the Board of Trustees can approve it before the start of each financial year.
- b) The draft budget will be prepared by the following three personnel:
 - Chair
 - Manager
 - Treasurer

Financial Reports

- a) A financial report will be prepared for every Board of Trustees meeting.
- b) The financial report will consist of:
 - Profit & Loss
 - Balance Sheet
- c) Each Financial Report will be circulated to all Board of Trustees members and discussed at the following committee meeting.
- d) The reports will be prepared by Quickbooks.

Accounting and other financial records

The organisation maintains a computerised accounting system which records:

- Cheques and cash received and banked
- Cheque payments, Internet Banking Transfers and other amounts paid from the bank accounts

Every transaction will be entered into the appropriate account in the software and will include:

- The date of the transaction
- The name of the person money was received from or paid to and the full amount
- A brief description of why the money was received or paid
- An analysis of each amount under its relevant budget heading, where applicable

All documents relating to receipts and payments will be filed in the month they are input into the system
A regular backup copy will be taken, saved to the MASKK Google Cloud by the Manager.

Authorisation and Payment

- a) All purchases over £100 must be authorised by the Manager.
- b) The Chairman (or Treasurer in their absence) must approve the purchase of any item over £500.
- c) No Board of Trustees or staff member may authorise payment to themselves, their partner or relatives.
- d) All goods received must be signed for, if unchecked they must be checked for completeness before payment.
- e) Before cheque or Internet payment is made, the payment authorisation must be completed.
- f) When the cheque is signed, the two signatories should also sign the payment authorisation.
- g) For Internet Bank Transfer the two signatories must be recorded on the Authorisation Stamp.
- h) Once payment has been made the invoice (or other receipt) should be marked "Paid", together with the cheque number/payment type and date.
- i) All payments must be entered in the computerised accounting system only after being authorised.

Payroll

- a) All employees (including sessional and part time employees) must be asked to complete the relevant PAYE form/s before they receive any payment.

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- b) All staff changes and changes to terms and conditions of employment must be authorised and minuted by the Board of Trustees.
- c) Payroll and all calculations will be made by the Manager and Admin Support.

Insurance

- a) Appropriate Insurance policies will be maintained to cover:
 - Employer's Liability
 - Public Liability
 - Contents
- b) An inventory of all physical assets of the organisation will be kept and regularly updated.
- c) A copy will be kept off the premises at the address of the Treasurer.

This Financial Policy, and the Financial Procedures detailed above will be reviewed and agreed each year by the Board of Trustees.

Last reviewed December 2022 in a Trustee Meeting with bank mandate amended accordingly.

RESERVES POLICY

Introduction

Details the rationale for a reserves policy and the basis of the calculations. The reserve funding will be held ringfenced and used only for the purposes specified below unless otherwise agreed by the Trustees. The organisation carried out a financial risk assessment and loss of core funding was identified as the highest weighted risk. It was therefore deemed prudent to ensure that a clear policy was in place to minimise this risk.

Rationale

The organisation needs to hold reserves for the following reasons:

- To cover running costs for a 3 month period in the event of continuation funding not being immediately available
- To cover running costs for a 3 month period in the event grants are issued in arrears
- To allow enough time to source alternative funds and ensure that the organisation continues to function effectively
- To cover contingencies such as emergency repairs, replacement of equipment which is no longer under guarantee, increase in insurance premium should the organisation experience burglary or similar

Calculations

	Per month	Total
Staff costs	£12,631	£37,893
Running costs	£1,200	£1,545
Administration	£260	£780
Repairs / Replacements / Insurance	£	£1500
Redundancy Costs	£	£17,908

TOTAL £59,626

The calculations are based on current activity and have been taken from the Cash Flow system and reflect actual costs.

Redundancy costs are calculated and correct as of February 2023 calculated using the statutory calculator found at gov.uk.

Any amount over and above that specified by the calculations will be discussed at the Trustee meetings and the Trustees will agree appropriate use / allocation of the monies.

After a review in 2022 the organisation aims to build our reserves to aid us to cover all staff costs not just core staff. This is for the purpose of ensuring sufficient cash flow should a contract payment paid to MASKK be delayed.

To generate reserves the Charity will hold fundraising events and charge management fees on contracted activities.

This policy will be reviewed every 12 months.

Latest review: February 2023

CONFIDENTIALITY & DATA PROTECTION POLICY (GDPR)

MASKK recognise the importance of respecting and maintaining confidentiality throughout all aspects of the charities services and activities.

All information given to the organisation whether written (such as registration and medical forms) or verbal, and whether formal or informal, will be treated as confidential and not made accessible to any other person unless approved or requested by the parent or carer.

If any person or other agency requests information about a child or parent/carer, they must first have written consent of the parent/carer involved.

However, in circumstances where the disclosure of any information leads a staff or management committee member to feel that a child is or may be at risk, the Child Protection Policy will override any confidentiality, on a 'need to know' basis.

Similarly, information lawfully requested by an authorised agency for the purposes of child protection, crime, taxation and other disclosures permitted under the Non-Disclosure exemption will be released. Any member of staff who fails to show due regard for confidentiality will be liable to disciplinary actions under the provision outlined in the staff disciplinary procedures.

Data Protection Policy

MASKK will comply with the principles and requirements of The General Data Protection Regulation 2018 and Data Protection Act 1998 . All records will be kept and used following the eight principles of good information handling.

All data will be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and up to date
- Kept no longer than necessary
- Processed in line with the individuals rights
- Kept in a secure place
- Transferred only to countries that provide adequate personal data protection

Storage

Personal and sensitive information is kept in accordance with our privacy policy and statement which is available on our website or on request.

All personal data and information will be kept accurate and up to date. This information will be destroyed and not kept any longer than is necessary other than when required to be kept by law for a specified time- refer to the Record Keeping policy.

All personal data is treated as strictly confidential and kept in a locked and secure place. Any data held on computer is password protected and restricted to those with relevant roles.

Roles

For the purposes of data protection law, the "controller" is MASKK, a charity registered with the Charity Commission number 1131314 and having its registered office address Temple Park Centre, 197 Harbrough Avenue, Sheffield, S2 1QT.

As controller we are responsible for, and control the processing of, your personal data. As a charity we are exempt from registering as a data controller with the Information Commissioner's Office, which is the UK's supervisory authority for data protection matters, but will be voluntarily registering in 2019.

If you would like to contact us about this notice, including if you wish to receive further information about any aspect of it, our details are as follows:

E-mail: accounts@maskk.org.uk

Post: Craig Judson, Data Controller Officer for MASKK, using our registered office

It is the responsibility of the Trustees to ensure that the personal data and information asked for and held in manual and computer records at MASKK is done so in line with our Privacy Policy and for the legitimate purposes required to meet OFSTED National Standards of Care, personnel administration, equal opportunities monitoring and other legal requirements.

Requests for information

Children, staff, volunteers and Trustees may see the information about themselves that is held on computer and in paper records.

Subject to the exception below-

all parents/carers, children, staff, volunteers and Trustees may request to see the information about themselves and the children in their care that is held on computer and in paper records.

All information held by the club will be provided within 40 days of receiving a request in writing from the individual concerned.

Records that also contain information about other individuals will only be included if those concerned give their consent.

Exception in cases of risk of serious harm.

Where there is the risk of significant harm it may be necessary to deny a parent or carer access to her/his records or those of her/his child, any decision to deny a parent or carer access to these records will only be made after seeking the advice and agreement of an appropriate agency, this could be Social Services Department or Police or Head teacher or Child Protection Liaison Teacher.

Before a child can attend the play setting every parent/carer is required to complete a registration and medical form. This information is confidential and is stored appropriately.

It is accessible to the Manager and the Duty, but to other staff only when appropriate. Staff are given information on a 'need to know' basis to assist them in caring for the children. As this information is confidential it is not accessible to any other person unless this is approved or requested by the parent. Information disclosed informally or formally by a parent is treated in the same way. The exception to this would be in a medical emergency if the parent/carer/emergency contact were unavailable.

On the medical form parents/carers are required to sign a consent form to permit emergency treatment for their child.

If a person or any other agency wants information about a child or a parent they and the staff concerned must have the written consent of the parent concerned before this is given out, e.g. giving out a parent's work telephone number to another parent who is no longer able to collect their child.

Staff will not disclose information on any other aspects, about other parents or children, to anyone not that parent or child concerned, unless information is requested for the purposes of child protection, crime, taxation and other disclosures permitted under the Non-Disclosure exemption is requested by an authorised agency and is lawful.

Created May 2018 by C Judson and Trustees.

Reviewed May 2019 by C Judson.

RECORD KEEPING POLICY

All personal data and information requested and held in manual and computer records, should be adequate, relevant and not excessive for the purposes required to meet Ofsted National Standards of Care, personnel administration, equal opportunities monitoring and other legal requirements. Refer to the Data Protection policy for further guidance.

All data and information will be accurate and kept up to date and held in a secure place. Information will not be kept longer than is necessary and will be destroyed when no longer required, excepting any that must be kept legally for a specified time.

The following records must be kept on the premises, or at another location notified to and agreed by Ofsted:

Staff

- Documentary evidence that any staff or volunteers are 'suitable' to be in contact with young children – evidence of DSB checks & update registration number.
- Interview records
- Hours of attendance on daily basis
- Name, address and telephone number of registered person and every other person employed on premises who may come into contact with the children.
- Certificates and details of training and development
- Supervision records
- Disciplinary records

Health and Safety

Written record of accidents occurring on the premises to children, staff and other adults. For non-serious and serious accidents - records to be kept 2 years minimum after date of last entry in accident/incident file, 3 years if injury, disease or dangerous occurrence is reported under terms of RIDDOR regulations

- Records of any fatal accident – keep 21 years
- Any incidents that evolve to become an industrial disease- keep 40 years
- Any environmental health reports/records – keep 3 months
- Written record of all medicines administered to children – signed acknowledgement from parent – keep 2 years

Safeguarding

Written statement on arrangements in place for protection of children – Child Protection Policy and Procedure. Information to be stored securely until child involved reaches 25 years of age

Children's records

- Name, home address and date of birth of each child looked after on premises
- Name, address and telephone number of parent/carer
- Registers showing hours of child's attendance, on daily basis - keep 2 years minimum after date of last entry

Insurance

Employers and Public Liability Insurance Certificates kept on display - keep 40 years

Other insurance: keep 21 years in event of future claims

Complaints procedure

Including written records of all complaints, however made, and how these have been dealt with.

MASKK: Manor After School & Kids Klubs **Policies & Procedures**

Financial

Tax, Accounts, Invoices, Payroll, NI – keep 6 years plus current tax year

Contracts with outside agencies – Keep 7 years

All records relating to the business of the charity – keep 7 years in line with Charity Commission requirements

For more information please see our Privacy Statement on our website or available on request.

Reviewed: May 2019 by C Judson

WORKING FROM HOME

The following policy can be used in the workplace to help support workers working from home.

Policy statement

MASKK recognise that the Covid-19 pandemic presented new situations and new ways of working.

MASKK recognises the need for mutual trust between staff and employer, and a flexible, practical and sensitive approach for day-to-day working arrangements.

MASKK is determined to provide flexible working from home arrangements for staff wherever possible and where implementation will be reasonable and feasible for both the employer and worker.

Definitions and scope

For the purpose of this policy, MASKK recognises that home working may take place at another address other than the worker's personal address, such as at the home of the worker's partner. Working from home may also include remote working, where the staff member makes use of a shared office or workspace the employee has access to.

It is the responsibility of individual workers to ensure that their line manager has up-to-date contact details whilst they are working from home, particularly if this is not at their normal personal address.

Line managers will treat this information confidentially and in line with MASKK's Data Protection policy.

Working from home means that workers are subject to the same rules, procedures and expected standard of conduct and performance as when they were working in their normal workplace. Contractual obligations, duties and responsibilities remain in place, as do MASKK's workplace policies.

Working from home does not mean that you can change your contractual obligations, including your core working hours unless it has been agreed with your line manager.

However, MASKK does recognise that there may be particular exceptional circumstances that may necessitate a temporary change to contractual obligations, including changes to your core working hours and line managers are expected to deal flexibly and sensitively to any such requests and respond promptly.

Refer to the MASKK procedure for scheduling hours for more information about how hours are planned.

This policy applies to all staff who are employed at MASKK including part-time and temporary workers, regardless of hours worked or length of service, as well as contractors, consultants or self-employed staff.

Who will work from home?

MASKK recognises that, for some members of staff, working from home can be beneficial to the organisation and the individual. For example during the winter months the MASKK office can be cold and therefore working from home may be more comfortable. For some roles and working hours working from home can also reduce lone working on site.

Where a request to work from home is considered not possible, a clear business reason in writing will be provided to the worker. The reason must comply with the Equality Act 2010.

Workers have a right to appeal any decision not to allow them to work from home. This should be made in writing. The appeal will be heard by a Trustee. The employee has the right to be accompanied by their trade union representative.

Support for when working from home

MASKK will reimburse workers for any agreed additional expenditure incurred due to working from home, including for any reasonable printing, stationery, additional home insurance cover, contribution to utilities such as electricity, water costs. Proof of purchase (such as a receipt, email confirmation, scanned or photographed copy) should be kept and included with any expenses claim. Claims must be made to Craig via email.

MASKK is able to loan Chromebooks to staff members wishing to work from home to complete training should they not have access to a device.

Responsibilities of managers

Line managers should ensure that all employees are aware of this policy and understand their own and the employer's responsibilities.

Line managers should arrange regular contact times with home workers.

Line managers should confirm in writing the following details with workers:

- when the workers are available to work
- how they will keep in touch
- how work-life balance will be managed, for example taking regular breaks and switching off from work at the end of the day
- rules around storing information and data protection
- how performance will be managed and measured - taking into account people's domestic circumstances where necessary
- who workers should contact if they have any problems or their circumstances change.

Line managers have a particular responsibility to ensure that within their area of control, everyone has the right to be treated with dignity and respect.

MASKK will take seriously and investigate any complaints of discrimination, harassment or victimisation, using the agreed procedures and respecting confidentiality.

Responsibilities of workers

Workers should check there are no issues with them working from home, with their home insurer, mortgage provider or landlord. Any issues should be promptly reported to their manager for advice.

Workers should take proper care of equipment and materials provided by MASKK and return any item to MASKK when requested.

Workers have a duty to ensure, where reasonable, that they work in a safe manner and that they follow all health and safety instructions issued by MASKK from time to time. These arrangements should be confirmed in writing for each worker.

The employer will cover the cost of periodic repairs and maintenance of any personal equipment that it has been agreed by the line manager can be used for work purposes.

All employees have a clear role to play in helping to create a work environment in which bullying or harassing behaviour is unacceptable and are reminded that MASKK's anti-bullying policy applies to all employees on and off the premises, including those working away from their normal place of work.

Workers should report any instances of harassment, victimisation or discrimination experienced.

Data protection, confidentiality and security

MASKK will conduct a data protection impact assessment, monitor and record how the 'processing' (ie 'obtaining, storing, viewing, holding, recording, transmitting or destroying information or data or carrying out any operation or set of operations on the information or data') takes place during this time including any additional safeguards necessary for special categories of data, in order to continue to comply with MASKK's Data Protection policy.

Workers are reminded to protect confidential information belonging to MASKK and to reminded to only use the secure Google Drive file storage. No documents or information should be stored to a local device. Workers must report any actual or potential breach of security, confidentiality or data protection to their line manager immediately.

Workers who are unsure about any aspect of security, confidentiality or data protection, should seek advice from their line manager.

Only equipment that a worker's line manager has authorised may be used for homeworking.

Health and safety

All staff working from home should endeavour to arrange a suitable environment where they can focus on work and keep in regular contact with their manager.

Workers have a responsibility to take reasonable care of their own health and safety. They must ensure that they take adequate rest breaks of at least 20 minutes during each working day, and not work over the 48 hours a week limit.

If any worker has a health and safety concern, or if an accident or incident takes place whilst working from home, they must immediately report this to their line manager, in line with the **Health and Safety policy**.

MASKK: Manor After School & Kids Klubs **Policies & Procedures**

Additional guidance on how to work safely at home will be provided by the MASKK Manager.

[Review and withdrawal of this policy](#)

MASKK will continue to monitor the use of home working along with the benefits and needs of the charity.

[Sickness absence](#)

Homeworkers must comply with MASKK's sickness absence policy and ensure they report their sickness to their line manager when they are sick and unable to work.

[Further information](#)

MASKK recognises that working from home may lead to workers feeling isolated or experiencing anxiety and depression. If any worker at any point feels isolated, left out, or lacking guidance or support they should discuss this with their line manager.

GENERAL HEALTH & SAFETY STATEMENT

MASKK aim is to provide safe working conditions, equipment and systems of work for our employees and volunteers, and to provide all such information and training as is necessary. We also accept responsibility for all other people who may be affected by our activities.

We will comply with the Health and Safety at Work Act 1974 and the Workplace (Health Safety and Welfare) Regulations 1992 and there associated Approved Code of Practice, at all times.

This policy will be kept up to date in line with any organisational changes. It will be reviewed at least once a year. The Health and Safety Policies will be kept up to date in line with any organisational changes and it will be monitored, reviewed and updated as required or at least annually.

Responsibilities

Roles

The overall and final responsibility for Health and Safety is the responsibility of the Trustees. The Trustees will include Health & Safety on the agenda of their meetings.

All team members will be given access to the Health and Safety Policy.

Because the organisation employs 5 or more members of staff, one of the staff will be designated as Health and Safety Officer and each staff member will be given a copy of the Health and Safety Policy.

Day to day responsibility for ensuring that this policy is put into practice is delegated to the Manager & Duty Manager (in the Managers absence).

To ensure that health and safety standards are maintained / improved, the following people have specific responsibility in the following areas:

- Conducting general risk assessments – Craig Judson (Manager)
- Conducting COSHH (Control of Substances Hazardous to Health) assessments – Craig Judson (Manager)
- Conducting fire risk assessments – Premises Owner (MCCP) & Craig Judson (Manager)
- Investigating accidents and incidents – Craig Judson (Manager) / Trustees
- Reporting of any injury, diseases and dangerous occurrences to the Health and Safety Executive, where appropriate under the RIDDOR regulation– Trustees

All paid staff and volunteers have the responsibility to co-operate with the Trustees to achieve a healthy and safe workplace and to take responsible care of themselves and others.

The Trustees will ensure that all staff receives adequate health & safety training.

All paid staff & volunteers have a duty to report all accidents, incidents or hazardous situations to the appropriate persons indicated in this policy.

All accidents, incidents & hazardous situations will be adequately recorded & reported to OFSTED & the Health and Safety Executive where appropriate.

All incidents & accidents and hazardous situations will be adequately recorded in an accident & incident file.

All reported accidents & incidents /hazardous situations will be investigated – any action required as a result of this investigation will be carried out as rapidly as possible.

All accidents, incidents and hazardous situations will also be reported to Ofsted where appropriate.

When a paid staff member or volunteer notices a health or safety problem which they are not able to put right, they must tell the Manager or Duty Manager immediately.

Insurance

The Trustees will ensure the organisation has insurance cover appropriate to its duties under any legislation relating to the service it provides, including Public Liability & Employer Liability Insurance and ensure that the organisation is adequately covered when taking children out of the premises on trips & visits.

This Statement of Health & Safety Policy is supplemented by relevant sections in the following policies; Risk assessment, Fire Safety, Maintenance of Electrical & Gas Equipment, COSHH, and Outdoor Play Trips & Outings, Missing Children, Security against Intruders & Abduction, Uncollected Children & Accidents and Incidents.

Maintenance of Electrical Equipment

An inventory is to be kept of all the electrical equipment used at the play setting i.e. televisions, DVD players, irons, lights etc. and these will be PAT tested by a qualified electrician on a yearly basis. The qualified electrician will sign and date the inventory after testing the equipment. Any equipment found by the electrician to be defective will not be used. It will either be repaired or disposed of safely. If, through the daily health and safety checks, staff find that a piece of equipment is defective this will be noted on the inventory and the Manager and/or the Management Committee will be informed. This equipment must not be used until it is repaired by a qualified electrician and all staff must be informed. This equipment must be put out of the way of the children, or if this is not possible a clear sign stating 'out of use do not touch' must be put on it to inform others. Make sure that the sign is clear and that the children are aware of what it means.

Maintenance of gas equipment

Any gas equipment is the responsibility of the Landlord (MCCP).

Any appliances found to be defective by staff will be reported immediately to the landlord and they will record it. A qualified gas engineer must be contacted immediately to check the appliance and to repair it. The gas appliance must not be used until it is checked and if necessary repaired. All staff will be informed and place a clear sign on appliance saying 'Out of use do not touch' will be placed on the appliance. If staff can smell gas then the building must be evacuated and no one should return to the building until they have been told it is safe to do so.

If you smell gas at any time, evacuate the building and contact the Gas Board on their emergency number: 0800-111-999:

If you think you smell gas:

- Electric switches must not be used (do not switch on or off)
- Windows and doors must be opened to clear the gas
- No naked flames are to be used
- Do not Smoke
- The gas supply will be turned off at the meter if possible

Play Resources

All Toys, Furniture & Play Equipment are maintained to the highest standard (BS EN safety reg).

They are regularly checked by MASKK staff.

Toys & Equipment are cleaned on a monthly basis & this is noted on the cleaning schedule (which is kept on file for future reference).

The setting and MCCP also share responsibility for maintaining resources which are shared.

All resources are made from child - friendly materials.

Any damaged / unsafe resources are immediately repaired / replaced.

Risk assessments are put in place for loose parts activities.

Reviewed: June 2022 by C Judson.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH POLICY (COSHH)

MASKK recognises the importance of the safe handling and use of substances potentially harmful to staff and children.

The Management committee will be responsible for the identification of any hazardous substances.

All chemicals & products used in the play setting which are potentially hazardous will be stored in a locked container or cupboard away from the children.

A list of the chemicals and products used in the play setting will be kept so that staff are aware of what is kept secured.

A list will be made of the chemicals in each product with action required in case of spillage or swallowing. This information may be needed by the hospital in case of an accident.

Chemicals such as disinfectants, sanitizers are not used whilst the club is in session.

All other substances e.g. glue, etc are checked before use for being non toxic and safe for children to use.

ADVERSE WEATHER POLICY

In such circumstances that mean the building is unsafe to use or close during a session, the Co-ordinator / Manager and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken.

Steps will then be taken to inform parents/carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

In the event of extreme weather conditions MASKK will operate as follows;

*If the school served by the club is closed due to adverse weather conditions, the club will not open. If the school remains open, the club will run as normal where possible.

*If the school is closed, the Manager/Co-ordinator will inform all staff members. If a staff member is unsure as to whether the school is open, it is their responsibility to contact the co-ordinator/Manager or School, themselves.

*If the school is open, all staff must make every attempt to attend work, failure to attend may result in staff not being paid. Management Committee members may also be needed to provide cover if any staff are unable to attend.

*If the weather deteriorates during the course of the club opening hours – staff may contact parents to collect children early, if at all possible.

*The club will remain open until the last child is collected.

RISK ASSESSMENT & PHYSICAL ENVIRONMENT POLICY

MASKK recognises the importance of ensuring that procedures are in place to check that the environment in which we operate is a safe and secure place for children, staff and other visitors.

Environment

MASKK will ensure that the club's premises are safe and secure.

We will provide adequate space and appropriate layout to allow children a variety of stimulating play opportunities.

We will aim to ensure equal access for all children, taking into account children with special needs or disabilities

We will ensure that the premises are clean, well ventilated, well lit and kept at an appropriate temperature.

We aim to ensure that all our facilities are kept in a suitable state of repair and decoration.

We will aim to ensure that there is one toilet and wash basin with hot and cold water available for every 10 children, taking into account the need for male and female facilities.

We will store the organisations equipment safely and secure.

No child will be left unsupervised.

Staff will have access to a mobile phone or landline on the premises at all times & it is the Manager's responsibility to make sure that the mobile is fully charged / in credit & good working order.

It is the responsibility of the session leader to ensure all toys and equipment are in good working order.

Risk Assessment

Risk assessment procedures will be an ongoing process undertaken to prevent any dangerous incident.

Formal Risk assessments will be performed daily & these will be reviewed every term / six months by the Manager/ Duty & recorded on the Risk Assessment Form but dynamic risk assessments will also be the responsibility of all staff as part of their daily duties.

All assessments will be recorded on the risk assessment form and any necessary action to remove/reduce the risk will be taken.

However, a risk assessment will automatically be reviewed if there is a significant change or if the Manager or Trustees suspects it is no longer valid.

A risk assessment will be carried out in four stages:

- 1 Identify any Potential hazards – a visual inspection of equipment and the entire premises will be carried out before any children arrive.
- 2 Determine who could be harmed.
- 3 Decide what needs to be done to establish a procedure to eliminate or reduce the risk of the hazard and take necessary measures (i.e. control measures).
- 4 Record findings & action taken, informing all staff and volunteers.

All risk assessment records will be kept in separate file for easy reference in a secure place & reviewed at regular intervals.

All in one risk assessments are also conducted on a six monthly basis or reviewed when necessary - these assessments are passed onto the team for future reference.

See a copy of the club's risk assessment form for details.

FIRST AID POLICY

At least one member of staff with a current Paediatric First Aid certificate will be present at each session and will be available to administer First Aid to both children and staff. Members of the management team (Manager/Duty Manager) will also hold a paediatric first aid certificate. In line with the requirement of the EYFS.

All team members will be given access to introduction to Paediatric First Aid and expected to complete this on a yearly basis in addition to workshops that are based on specific topics including CPR, EpiPen's and Allergies, Asthma and Epilepsy.

All team members will be made aware of the location of the First Aid box.

During the daily Health and Safety checks, the contents of the First Aid box will be checked and recorded. It is the Manager's responsibility to maintain the contents of the First Aid box. The First Aid box will be located on a table / shelf near to the children. On trips a portable travel First Aid kit will be used. Team members will be given basic First Aid kits, for cuts and grazes, to carry when on walks such as to and from school.

Team members administering First Aid will protect themselves by wearing disposable gloves and aprons. First Aid will, if possible, be administered in a quiet area away from distractions. Team members will remain calm and controlled when dealing with injuries whether minor or major.

Any equipment used from the First Aid box should be reported so that it can be replaced as soon as possible.

Any First Aid given to children and adults will be recorded using Accident, Injury and Incident forms. (See Policy) For accidents/injuries to children the accident report will be signed by the parent/carer and a copy will be given to the parents for their records.

If the child sustains a head injury whilst at the play setting a 'bump note' will be given to the parent/carer on collection. The 'bump note' will be dated and signed by whichever staff member dealt with the injury.

Emergency medical treatment

Emergency medical treatment will be sought when necessary and parental permission will be obtained for this at the time *if possible*. On registration parents are required to sign Consent for Emergency Medical Treatment form in case they are unobtainable in the event of a serious accident, incident or illness occurring at the club.

If this occurs, the following procedures will apply:

- The designated First Aider will be notified - they will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.
- Staff should ensure the casualty is breathing and conscious and remain calm and talk to the casualty in a positive manner
- Unless the casualty is in further danger, e.g. from falling objects, they must not be moved
- If the casualty needs to go straight to hospital, an ambulance will be called.
- If the casualty is a child, the parent/carer will also be contacted.
- A member of staff will: accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and sign. If this results in an insufficient staff/child ratio at the club, immediate cover will be sought or the activity will be closed.
- If the casualty does not need to go straight to hospital but their condition means they should go home, the parent/carer/other named contact will be contacted to collect the casualty. In the meantime, the child will be made as comfortable as possible and be kept under close supervision
- All such accidents or incidents will be recorded in detail and logged in the Incident and Accident Records. Parents/carers will be asked to sign in the relevant section of the file to acknowledge the incident or accident and any action taken by the setting and its team.

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- The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the organisation's policies or procedures, and act accordingly, making suitable adjustments where necessary.
- In circumstances where the designated First-Aider is absent, the Manager will assume all responsibilities, or nominate an appropriately trained replacement.

Procedure for administering medication

Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the activity, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action. Staff may only administer medication to the child if it is prescribed by a GP and if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form.

A member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

- Prior consent is arranged.
- all necessary details are recorded.
- that the medication is properly labelled and safely stored during the session.
- another member of staff acts as a witness to ensure that the correct dosage is given.
- parents/carers sign the Medication Administration Form to acknowledge that the medication has been given.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the Manager and the child's parent/carer will be notified, and the incident recorded on the Medication Administration Form.

Staff will not administer 'over the counter' medication, unless specifically directed to do so by a parent and the reasons explained.

Where children carry their own medication (asthma pumps or insulin for example):

- The setting recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.
- If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.
- Full details of all medication administered at the setting, along with all Administering Medication Forms, will be recorded and stored in the Medication Record Book.

Staff can also administer either Calpol or an antihistamine if necessary. This will only be done if a child is unwell / has suffered a suspected allergic reaction. Before any of the medication is given a member of the management team will contact a parent / carer to inform them of the situation, that their child will need collecting & obtain verbal consent for the medication to be administered. When a parent / carer collects their child they will be asked to sign an 'administering medication form' as a record that medicine has been given and that they consented to this on behalf of their child.

Date of next review: April 2023	
Date of next review: April 2024	
Date implemented: April 2019	Signed: Craig Judson
	Signed:

ACCIDENT & INCIDENT POLICY

At MASKK it is a legal requirement to keep an **Accident and Incident Record** File and maintain the records for **three** years.

Any injury, sign of illness or incident that is reported will be recorded in the Accident and Incident Record File

The following information must be included:

- Time, date and place of any incident or accident
- A brief but full description of the circumstances
- Description of any first aid administered
- Staff involved and what they did
- Details of who/which organisations were also informed.
- Signature of staff member who administered first aid
- Signature of parent or child
- Signature of person making the report

The accident or incident will be recorded in the following way:

- Only one accident or incident shall be recorded per page
- Any *personal* details about the child or adult will be detachable and kept in a secure place
- There will be a reference system to allow personal data to be matched with the accident
- For non serious and serious accidents - records will be kept for at least 3 years
- Any incidents that uncover a child protection issue shall be kept until the child is 25 years of age
- Any accidents that evolve to become an *industrial disease* shall be kept for 40 years after the child or adult leaves the provision
- Any records of a fatal accident shall be kept for 21 years

In the Event of a Major serious Accident, Incident or Illness

On registration parents/carers will complete and sign the Emergency Medical Treatment Form enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a serious accident, incident or illness occurring at the club.

If this occurs, the following procedures will apply:

- The designated First Aider will be notified - they will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.
- Staff should ensure the casualty is breathing and conscious and remain calm and talk to the casualty in a positive manner
- Unless the casualty is in further danger, e.g. from falling objects, they must not be moved
- If the casualty needs to go straight to hospital, an ambulance will be called.
- If the casualty is a child, the parent/carer will also be contacted.

A member of staff will accompany the child to the hospital and will consent to:

- Medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and sign.

If the child / casualty does not need to go straight to hospital but their condition means they should go home, the parent/carer/other named contact will be contacted and asked to collect the child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (from this point on, the provisions of the setting's Infectious and Communicable Diseases policy will govern the child's return to the setting).

Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Club and its staff.

All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the Club and its staff.

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The Trustees / Manager and other relevant members of team should consider whether the accident or incident highlights any actual or potential weaknesses in the Club's policies or procedures, and act accordingly, making suitable adjustments where necessary.

Incidents

All incidents will be recorded in the Accidents and Incidents Record File.

The following will be considered important to report, serious illnesses & injuries will be reported to RIDDOR (please refer to the RIDDOR guidelines).

1. Theft
2. Attempted break-in
3. Intruder and security incidents
4. Challenging behaviour
5. Personal injury
6. Casualty requiring hospitalisation
7. Flood damage
8. Mass food poisoning
9. Notifiable disease

Parents will be given a duplicate copy of the report when their child is involved.

Closing MASKK in an emergency

In very exceptional circumstances, the setting may need to be closed at very short notice due to an unexpected emergency.

Such incidents could include:

- Serious weather conditions (combined with heating system failure) – see *Adverse Weather Policy*.
- Burst water pipes.
- Discovery of dangerous structural damage.
- Fire or bomb scare/explosion.
- Death of a member of staff.
- Serious assault on a staff member by the public.
- Serious accident or illness.

In such circumstances, the Trustees / Manager and team will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken. Steps will then be taken to inform parents/carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

Date of next review: April 2023	
Date of next review: April 2024	
Date implemented: April 2019	Signed: Craig Judson
	Signed:

FIRE SAFETY AND EMERGENCY EVACUATION POLICY

Fire Safety

MASKK will ensure that the premises from which it operates are covered by an up to date Fire Safety Certificate and seek assurance from its landlords that the buildings comply with Fire Regulations. The role of Lead Fire Officer for the various settings will be the Manager or Co-ordinator.

The Lead Fire Officers will:

- Ensure Fire Exits are clearly marked and available for use at all times.
- Ensure all staff are familiar with the action to take in the event of a fire.
- Ensure all staff know the Location of Fire Extinguishers, fire Alarms, Fire Exits and Assembly Points at the point of induction.
- Ensure the correct amount of extinguishers are available.
- Ensure Fire Blankets are available if necessary.
- Ensure the extinguishers are checked and in good order, clarify any queries with the landlord.
- Ensure any staff who are expected to use Fire Safety Equipment are trained in its use.

The role of Duty Fire Officer for the various settings will be the sessions leader (this could include Lead Playworkers or Duty Manager).

The Duty Fire Officers will each session:

- Ensure all children, team members and visitors are signed in.
- Ensure Fire Exits are clearly marked and available for use at all times.
- Ensure all staff are familiar with the action to take in the event of a fire.
- Ensure all staff know the Location of Fire Extinguishers, fire Alarms, Fire Exits and Assembly Points.
- Ensure the correct amount of extinguishers are available.
- Ensure Fire Blankets are available if necessary.
- Ensure the extinguishers are checked and in good order, clarify any queries with the landlord.
- Ensure all staff and children are made aware of the Fire Safety Procedures, location of fire exits and the assembly points.
- Log and carry out regular fire drills, at least one each term, per activity.
- Ensure any staff who are expected to use Fire Safety Equipment are trained in its use.

Fire Drill Procedure

The Fire Officer will ensure that all staff are aware and understand the Fire Drill. The Fire drill should, where appropriate, take place at different times and days. Different areas of the play settings should be designated as being on fire to check the different exit routes are used to leave the setting. The Fire Drill will be recorded, including date, time, duration, staff involved and any difficulties logged and dealt with. This should be recorded on the Fire & Emergency Evacuation Log and attach a copy of the signing in sheets for the session (children and adults).

Fire Prevention

The organisation will take all steps possible to prevent Fires occurring and the staff team are responsible for

- Ensuring the No Smoking Policy is observed at all times.
- Ensuring no power points are overloaded with adapters.

MASKK: Manor After School & Kids Klubs **Policies & Procedures**

- Regularly checking electrical equipment is working as expected and there are no loose or trailing wires.
- Storing any flammable materials safely.

Emergency Evacuation Procedures

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

- If appropriate the Manager/Duty Manager or Lead Playworker will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including MASKK mobile) providing that this does not put anyone at risk.
- Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken and all children and staff/volunteers accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The Manager or Co-ordinator will contact parents to collect their children. If the register is not available on site, the Manager will be contacted to use the emergency contacts list available on the cloud.
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the organisation will follow its Uncollected Child procedure.
- The Co-ordinator will inform the Manager about any issues or concerns regarding the evacuation.

Emergency Closure Procedure

MASKK will make every effort to keep the setting open, but in exceptional circumstances, we may need to close at short notice. Possible reasons for emergency closure include:

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

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

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231

Reviewed: June 2022, by C Judson

Environmental Policy

MASKK is committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through team meetings and training, our staff and volunteers will be informed about reducing the use of raw materials, supplies and energy.

We raise the children’s awareness of environmental issues through discussions, projects and day-to-day activities within the setting.

Children and staff follow the Club’s ‘eco code’:

- We re-use and recycle our waste material, and the recycling bins are easily accessible to adults and children.
- We switch off lights when not in use and fit the lights with energy saving bulbs where possible.
- We turn off electrical equipment at the power source when not in use.
- We turn off taps after use and do not waste water.
- We do not drop litter.
- We plan our outings to minimise vehicle use and use public transport whenever possible.
- We repair before replace.

This policy was adopted by: MASKK	Date: June 2023
To be reviewed: June 2024	Signed: Craig Judson