



Holiday Club Policies and Procedures Summer 2026

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1. Accidents and Incidents

Statement of intent

This policy outlines the procedures that will be followed at Surrey Hills Forest School - Holiday Club when any child, employee, parent/guardian, visitor or contractor experiences an accident, incident or injury either on the Forest School premises, during the course of work or off-site visits such as outings.

We follow the guidelines of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), the Health and Safety Executive (HSE) and give regard to the Statutory Framework for the Early Years Foundation Stage (EYFS) for the reporting of accidents and incidents.

Aim

We aim to respond to all accidents, incidents and injuries to ensure that all parties are supported and cared for; and that the circumstances of the accident, incident or injury are accurately recorded, communicated to the parent/guardian or relevant bodies as required. These are then reviewed termly to minimising any future risks.

The difference between accidents, incidents and pre-existing injuries:

- An accident is an unfortunate event or occurrence that happens unexpectedly and unintentionally; typically resulting in an injury, for example a child tripping over and hurting their knee.
- An incident is an event or occurrence that is related to another person; typically resulting in an injury, for example a child being pushed over by another child resulting in a grazed elbow.
- A pre-existing injury is an injury that occurred when the child was in the care of a parent/guardian or other care professional and arrives at the holiday club with an injury.

Due to the serious nature and potential repercussions of a head injury, we have a specific Head Injury Form

Paediatric and Outdoor First Aid Qualification

All leaders hold an approved Paediatric First Aid certificate which is renewed every 3 years. We will take into account the number of children, staff and activities to ensure that a Paediatric First aider is able to respond to emergencies quickly. Outdoor First Aid certificates are held by those engaged in forest school activities such as tool work

Paediatric First Aid and/or Outdoor First Aid Certificates are stored in individual personnel files.

Practice

We keep written records of all accidents, incidents or injuries to children, employees, parent/guardian, visitors or contractors together with any first aid treatment given. Any event, however minor, is recorded in the accident/incident/injury forms. The procedure is the same for all types of events as follows:

- An accident/incident/injury record is completed by the member of staff who witnessed the event.
- If the accident/incident or injury has not been witnessed by a member of staff or other adult, then the member of staff dealing with the accident/incident or injury must gain an account and record what happened from the child, and any other children (if they are able to verbalise this or communicate in another way). The member of staff must state in the book if the accident/incident /injury was not witnessed by an adult.
- In terms of an adult accident/incident/injury, this is recorded by the adult who has had the accident or if not possible, by a First Aider.
- The accident/incident/injury books are reviewed termly to identify patterns, repetitive accidents, frequency of incident perpetrators, actual hazards, dangerous equipment or potential risks. If required, a formal investigation will be instigated. These issues will be raised immediately with the management team to determine actions and next steps.

The following information is recorded on the accident/incident/injury form:

- Full name of child
- Child's date of birth
- Date of accident/incident/injury
- Time of accident/incident/injury
- Description of accident/incident/injury
- Location of accident/incident/injury
- Description of first aid and care given
- Whether the accident/incident/injury is minor or serious
- Date accident/incident/injury reported to Ofsted and method
- Name and signature of member of staff who dealt with the accident
- Name and signature of person completing the accident/incident/injury form
- Actions taken as a result of the accident/incident/injury
- Location of the injury on a full body map
- Parent/guardian signature and date

Communicating accidents /incidents with parent/guardian

Pre-existing injuries

If a child arrives at the holiday club with a pre-existing injury the accompanying adult is required to formally record relevant information about the injury with the child's key person. If we have not been informed of a prior

accident/incident by a parent/guardian and an injury is noticed, the parent/guardian will be notified. The parent/guardian will be asked to complete a Pre-Existing Injury Form.

Serious accidents/incidents/injuries

If the accident/incident/injury is serious, and/or requires immediate medical attention, the holiday club will contact parent/guardian on their primary emergency number as soon as practically appropriate and only after the emergency services have been called. The emergency services will be given a copy of the accident/incident/injury record.

If the parent/guardian were uncontactable the holiday club will seek to reach the next emergency contact held on the child's registration form. If the parent/guardian is unable to attend the holiday club, the Leader or Deputy Leader will accompany the child in the ambulance to hospital. If emergency treatment is required the key person will continue to seek authorisation from the parent/guardian but will follow the advice of the NHS medical professionals.

Minor accidents/incidents

In all cases where an accident/incident/injury has occurred whilst the child is in the care of the holiday club an accident/incident/injury record will be completed. This record will be shared with the parent/guardian or nominated person who collects the child to ensure that appropriate care can be continued. The adult collecting the child will sign the accident/incident/injury record to confirm that they understand the first aid and care given.

Head injuries

If a child sustains a head injury, the parent/guardian will be given a fact sheet about head injuries to refer to when at home along with their child's head injury form. The parent/guardian will be given a copy of the accident/incident/injury record on the day and can request a further copy if required.

Death of a child or adult on the premises

In the event of a death at Leader, or in their absence the appointed Deputy will ensure the following steps are taken:

- The emergency services are immediately informed;
- The parent/guardian is informed;
- The other children at club are appropriately looked after and kept calm;
- The parent/guardian will be called to collect children as soon as possible;
- Additional staff will be called in to help look after the children if necessary;
- The Leader will contact Surrey's Children Single Point of Access (C-SPA) as soon possible and complete Form A-Notification of Child Death and Form B-Agency Report; and
- Within 24 hours of a child death the Surrey Safeguarding Children Board-Child Death Overview Panel must be notified.

Reporting of accidents to external agencies

Surrey Hills Forest School - Holiday Club has a legal duty under RIDDOR 2013 to report certain serious accidents and incidents to the HSE. The following must be reported by phone to the HSE incident contact centre:

- Accidents resulting in death or major injury must be reported immediately.
- Any incidents that results in an adult being incapable to work for over 7 consecutive days must be reported in 15 days.

Records and copies of RIDDOR reports will be provided by the HSE and will be kept with the relevant accident/incident record.

Ofsted requirements

Surrey Hills Forest School - Holiday Club has a legal duty to notify Ofsted as soon as possible, but at least within 14 days of any instances which involve:

- food poisoning which affecting 2 or more children looked after on the premises;
- a serious accident,* injury to* or serious illness of a child in our care. *These circumstances require the DSL/DDSL or the Leader to notify the LADO within one working day. Parent/guardians will be advised prior to this communication unless this places the child at further risk of harm; and
- the death of a child in our care.

Review and investigation

All serious or repetitive accidents/incidents and injuries will be investigated by the management team to ascertain the exact circumstances and the root causes. Lessons learnt and recommendations arising from the investigation will be included in future safety procedures, risk assessments and standard operating procedures as appropriate.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of accidents and incidents this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

2. Administering Medicines

Statement of intent

Surrey Hills Forest School - Holiday Club promotes the good health of children and takes necessary steps to prevent the spread of infection. While it is not our policy to care for sick children, who should be at home until they are well enough to return to the holiday club, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness. We ensure that where medicines are necessary to maintain the health of the child, they are administered correctly and in line with prescription or medication instructions.

Aim

If a child requires medicine we will obtain relevant information about the child's needs from the parent/guardian and will ensure this information is kept up to date. When dealing with medication of any kind, strict guidelines will be followed.

Practice

Prescribed medicines - Oral medicines

The child must have been taking the medication for a minimum of 48 hours, after the first dose, before being accepted back into the holiday club. This includes holiday vaccinations, childhood immunisations, and nasal flu vaccination. They may only return providing they are well enough and are not contagious. We will refer to the Public Health Agency's 'Guidance on Infection Control in Schools and Other Childcare Settings'. Only prescribed medication can be administered. The medication must be in the original container with prescription instructions including the name of the child and expiry date clearly on the packaging. To ensure the safe storage of all medication, the parent/guardian must hand medication directly to a member of staff. The staff member will place the medication, along with a signed consent form from the parent/guardian, in a cupboard, out of reach of children. No medication will be administered if it needs to be stored in a fridge.

Prescribed medicines - Applied medicines (Creams and lotions)

The child must have had the medication taken/applied for a minimum of 48 hours after the first application before being accepted back to holiday club. They may only return providing they are well enough and are not contagious. Once the 48 hours have elapsed, staff can continue to administer the prescribed medication in line with stated instructions.

Administering Medical Procedures

- A medical Consent Form must be completed by the parent/guardian and the Leader or Deputy.
- A new Consent Form must be completed each time medicine is prescribed.
- Once medication is no longer needed or expired it will be handed back to the parent/guardian
- Two members of staff must be present to administer the medication.
- Staff administering the medication will follow the instructions printed on the medication container and those given on the Medical Consent Form.
- Prior to administering medication staff will check the child's identity matches the name on the medication and the expiry date.
- Unless in an emergency, medicine will be administered in a location where privacy and confidentiality of the child can be maintained.
- If a child refuses to take medication this will be recorded on the Medicine record and the parent/guardian informed immediately. If this results in an emergency situation then our Emergency Procedure will be followed.
- The medication record on the back of the Medical Consent Form must be completed as soon as medication has been administered.
- The parent/guardian must sign the medical record form when collecting their child and the medication returned where necessary.

Non-prescribed - Over the counter medicines

The holiday club will not administer over the counter medication such as Calpol. If the Leader feels a child is unwell then they will contact the parent/guardian and ask for the child to be collected from the club.

Children with long term and complex medication conditions

The parent/guardian are required to give details of any long-term medical conditions or allergies on the Holiday Club Registration Form. We will request a formal meeting with the parent/guardian and other medical professionals involved in the case. The purpose will be to understand the routines and activities associated with the condition. The output is to create a bespoke medical health care plan, identify necessary adjustments and further training that staff, along with measures to be taken in case of emergency.

The parent/guardian will receive a copy of the final medical health care plan and each contributor, including the parent/guardian signs it. The health care plan is reviewed every term; or more frequently if necessary. This includes reviewing the medication, e.g. changes to the medication or the dosage, any side effects noted etc.

Reference will be made to the holiday club insurance company to clarify any liability and additional measures required.

It is the parent/guardian responsibility to keep the holiday club up to date with any changes in the child's ongoing medical needs.

Managing medicines on outings (across the wider grounds of Birtley House)

On outing, the original pharmacy labelled medication for a child is taken in a sealed plastic box, clearly labelled with the child's name and the name of the medication. Inside the box, with the medication, is a copy of the original Medical Record Form.

On no account may medicine be decanted into other containers, packets or envelopes. The parent/guardian will sign the Medical Record Form on collection of the child.

If the child has to be taken to hospital, their labelled medication is transported in a sealed plastic box along with a signed copy of the consent form which will be given to NHS medical professionals.

First aid box

First aid box is green with a white cross. The contents comply with British Standard BS 8599 and are placed in convenient location; but out of reach of children. It is checked and replenished at the beginning of each holiday session. The checker dates and signs the First Aid Check Form inside the first aid box replacing any used items. It is the responsibility of the practitioners to advise the Leader if their first aid stock is running low. No tablets or medicines are kept in the first aid boxes.

Training

The Leader will administer medication in line with the prescription instructions and consent from the parent/guardian.

All leaders undertake 12 hour Paediatric First Aid training in line with Safeguarding and Welfare Requirements. External advice will be sought where bespoke training is required to support children's individual needs.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of administering medicine this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

3. Admissions and Fees

Statement of intent

Surrey Hills Forest School - Holiday Club Admissions Policy is designed to be clear, comprehensive and fair. We welcome children, families and staff from all ethnic origins, religious background, gender and those who may have special educational needs and disabilities. We do however reserve the right to refuse entry or place if we believe this will be detrimental to the care and wellbeing of the child or children in our care.

Aim

We aim to work with the parent/guardian to best meet their childcare needs. All information will be presented to the parent/guardians in plain English whether in spoken or written form. We aim to advertise widely in places accessible to all sections of the community.

Practice

Surrey Hills Forest School - Holiday Club is registered with Ofsted to provide childcare to children who are 5 years old on the 1st September - 11 years

Registering a child:

- The parent/guardian will be given/sent/mailed a registration form;
- The registration form will be entered onto the waiting list;
- Our policy will take into account siblings already attending the holiday club and the capacity of the holiday club to meet the individual needs of the child;
- Once the place has been confirmed by the parent/guardian, and the deposit received, the child's place will be confirmed;
- The holiday club operates a waiting list for situations where demand overtakes our capacity. In these situations, a 'first come, first served' system, facilitates a transparent and fair approach; and
- The parent/guardian will be asked to sign a parent/guardian contract holiday club out mutually agreed terms.

Fees

Holiday Club fees are reviewed annually in time for the new academic year. These take into consideration costs for premises, staff, insurance and training.

Fees are collected in advance of attending the holiday club

Ongoing attendance

The parent/guardian will be required to pay for their child's place when:

- the child is off sick
- the child is on absence such as on holiday

Exceptions to the above include closure due to:

- Emergency closure (see Emergency Closure Policy)

If the Forest School has not received formal notification of a child's absence for more than 14 consecutive days, we reserve the right to offer the place to the next child on the waiting list.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of admissions this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

4. Allergies

Statement of intent

Surrey Hills Forest School - Holiday Club believes that all allergies must be taken seriously. Whilst we cannot guarantee a totally allergen free environment, we will as far as practically possible, minimise the risk of exposure and plan for an effective response to possible emergencies.

Aim

Our aim is to ensure allergic reactions are minimised, or where possible prevented, and that staff are fully aware of how to support a child who is having an allergic reaction. No snack will be provided by the club. There are no cooking activities at holiday club.

Practice

- We ask the parent/guardian to share all information about allergic reactions and allergies on the child's registration form.
- If a child develops an allergy or has an allergy confirmed once they have started the Forest School, it is the parent/guardian responsibility to provide on-going and accurate information in writing as soon as possible.
- We adopt a triple check approach to monitor all food that children eat at Forest School:
 - Cross reference ingredients to allergenic properties list and ingredients to individual child allergies; and
 - Staff check the snack is given to the correct child when served.
- Our holiday club aims to be a nut-free environment and we ask the parent/guardian to support this commitment by not sending in any food or snacks that may contain nuts.
- Food sharing between children is not permitted and staff will enforce this measure.
- To ensure that everyone involved in the child's care is aware of any allergies and what to do in the event of an allergic reaction, a care plan will be created for the individual child. This will be completed in partnership with the parent/guardian and health care professionals. The plan will include:
 - Child's name
 - Date of birth
 - Parent/guardian emergency contact details
 - Photograph of the child
 - GP contact details
 - List of specific allergies and what to avoid
 - List of possible symptoms
 - Prescribed medication
 - Frequency of treatment/ dosage/ who should administer treatment
 - Location and storage of medication
 - Procedure for storage and administration on outings and trips
 - Details of emergency procedures
 - List of allergy related staff training including date of most recent training
 - Parent/guardian consent
 - Review date.
- The care plan will be reviewed before each holiday and for each child if required by the parent/guardian or Leader. This plan is then shared with all staff.
- The parent/guardian are asked to supply a minimum of two adrenaline auto-injectors for the duration of that holiday club period.
- The adrenaline auto-injectors will be stored in a kitchen cupboard out of the reach of children.
- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child.
- Consideration will be given to where a child should sit so that staff can monitor those with allergies and observe any risks of choking
- When age/stage appropriate staff will discuss food allergies and the potential risks with all children.
- All tables are cleaned with approved solution prior/post meal and snack times.
- All staff will promote hand washing prior to eating to reduce the risk of exposure to allergens.
- Staff will be trained in administering adrenalin auto-injectors, as required, such as EpiPens.
- We require written consent from parent/guardians before staff can administer medication.
- Staff are made aware of all prescribed medication and it is stored safely whilst being easily accessible. Adrenaline auto-injectors are stored in individual containers with the child's name and photo on the outside along with a copy of their individual Care Plan.
- If a child has a mild allergic reaction to food, a bee or wasp sting etc, a trained member of staff will act quickly to administer the appropriate treatment, where necessary. We will inform the parent/guardian and record the information on an Incident Form.
- If a child has a severe allergic reaction a trained member of staff will administer the relevant specialist treatment, such as an EpiPen, and emergency services called immediately. Whilst waiting for the emergency services the parent/guardian will be contacted and arrangements made to meet them either at Forest School or the hospital.

- We ensure that children are not excluded from activities due to an allergy. Where children with known allergies are participating in Birtley House grounds outings, the Outing Risk Assessment will include this information.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of allergies this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

5. Animals in the holiday club

Statement of intent

Children learn about the natural world, its animals and other living creatures. This may include contact with animals, or other living creatures, either in the holiday club or across the broader grounds at Birtley House.

Aim

To make sure that animals living naturally or visiting the holiday club do so in accordance with sensible hygiene and safety controls.

Practice

Animals in the holiday club

- We take account of the views of parent/guardians and children, as well as any allergies or issues that individual children may have when considering animals or creatures living naturally or visiting the club.
- We undertake a risk assessment with a knowledgeable person accounting for any hygiene or safety risks posed by the animal or creature.
- We will check with our insurers for any necessary considerations or requirements for organisations bringing animals or creatures in to the club.
- We teach children the correct handling and care of the animal or creature and supervise them at all times.
- We make sure children wash their hands after handling the animal or creature and do not have animal soil or soiled bedding.

Animals accompanying visitors

- If animals or creatures are brought in by visitors to show the children, they are the responsibility of the owner.
- The owner carries out a risk assessment, detailing how the animal or creature is to be handled and how any safety or hygiene issues are to be addressed.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of animals in the holiday club this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

6. Appropriate Clothing

Statement of intent

Surrey Hills Forest School - Holiday Club will provide activities and play opportunities which stretch and challenge children's learning and development.

Aim

To ensure children can fully participate and enjoy both indoor and outdoor activities we are keen to recommend that child wear appropriate clothing.

Practice

Where possible we purchase washable paint, glue and ingredients for malleable play. Inevitably children will immerse themselves in their play and their clothes are likely to be dirtied or stained. We strongly suggest that parent/guardians dress their children with this in mind. The club cannot accept liability for clothing soiled or damaged whilst children are at holiday club.

Change of clothes

We ask that parent/guardians supply one complete change of clothes, with each item clearly marked with the child's name. We positively encourage children's independence and ask parents to consider purchasing clothes that your child can put on and take off themselves. For children yet to successfully use the toilet independently, we ask parent/guardians to provide ample numbers of underwear and trousers, skirts etc, to ensure that the child can be dry and clean during this challenging transition.

Seasonal clothing and protection

To ensure that children can access the outdoors throughout the year, it is important that children have appropriate clothing and protection for all weather conditions.

Please consider the following when dressing your child for woodland and active play:

- Long trousers to reduce grazed knees
- Garments without belts or buckles
- Trainers with Velcro fastenings
- No jewellery - including earrings and watches

The essential clothing by season is as follows:

Spring/Summer

- Floppy sun hat with wide brim to protect face, ears and neck
- Clothing that covers sensitive areas i.e. neck, shoulders and back
- Sun cream must be provided. It should have a sun protection factor of (SPF) 30 or higher and protection against UVA and UVB.
- Consider oversized cotton t-shirts on extremely hot days

Autumn/Winter

- Hat, scarf and gloves
- Warm waterproof coat
- Wellington boots

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of appropriate clothing this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

7. Arrival and Departures

Statement of intent

The wellbeing, safety and security of the children in the holiday club is our main concern. An accurate record is kept of their absences, arrivals and departures and that they leave the premises with authorised and responsible adults.

Aim

We aim to ensure that children arrive and depart in a safe manner.

Practice

Arrival and departure

- The parent/guardian enter the holiday club by the gate which are managed by the staff.
- The parent/guardian must sign the in/out sheet in the entrance every time they enter and leave the premises.
- It is the practice of the Forest School to give a warm welcome to each child on their arrival.
- The staff member receiving the child will immediately record any specific information provided by the parent/guardian.
- If the parent/guardian requests medication to be given to the child during the day, the staff member must ensure that the Administering Medicines Policy is followed.
- At the end of the day the medicine should be collected from the refrigerator or medicine cupboard immediately prior to the parent/guardian and child leaving the premises.
- Details of nominated emergency contacts will be collected as part of the registration process and those named will be permitted to collect the child
- If no parent/guardian or nominated emergency contact can collect the child, the parent/guardian must provide the Forest School with a clear description and contact details of the responsible adult collecting on that occasion. If the adult is not known to the Leader will issue a password to the adult to state when they collect the child. The adult must also bring photo ID, i.e. driving license, workplace pass and show a member of staff before entering the building.
- No child will be allowed to leave with anyone under the age of 18.
- On no account will a child be released from the premises to an unauthorised person. Any deviation made by any member of staff will considered as gross misconduct and dealt with accordingly.
- Staff will feedback relevant information to the parent/guardian about the child's day
- The parent/guardian will sign the child out on the register as they exit the premises.

Late collection

- It is the parent/guardian responsibility to inform the Forest School if they are going to be late to collect their child.
- The delayed parent/guardian must give an estimated time of arrival so that appropriate staffing can be arranged.
- We reserve the right to charge parents for the additional hours worked by staff. If a child has been not collected by the agreed collection time a late collection charge will be levied as follows:
 - £10 for the first 15 minutes and the same thereafter; at the Leader's discretion.
- If any child is not collected by the end of the session/day and the parent/guardians has not contacted the holiday club the following procedure will be followed:
 - A DBS checked member of staff will sit and reassure the child
 - The Leader will telephone the main contact for the child including mobile and home numbers after 10 minutes, if no answer, we will wait for a further 10 minutes;
 - If there is no response, all other emergency contact numbers will be telephoned;
 - If there is no response from emergency contact numbers and the child has not been collected after a further 10 minutes, Surrey's Children's Single Point of Access (C-SPA) will be called. The child will be placed in their care.

If this was to take place, a notice for the parent/guardians would be placed on the entrance gate to the holiday club giving the Leader's contact details to discuss actions taken. Under no circumstances will staff members take a child home with them. Depending on circumstances, a full written report of the incident will be recorded in the child's file.

Adults arriving under the influence of alcohol or drugs

- If an adult arrives to collect a child, whether this is the parent/guardian or authorised adult, and they are deemed to be under the influence of alcohol or drugs, the Leader will assess whether the child's safety and welfare is at risk if they are released into their care.
- The decision not to release the child will be discussed with the adult and where required a further emergency contact will be called to collect the child.
- If no other emergency contact can be reached the Leader will contact the C-SPA for advice and guidance.
- If anyone having driven themselves to Birtley House to collect a child is thought to be under the influence of alcohol and/or drugs, the police will be contacted.

Arrival and departures of visitors

- Visitors must have their identity checked before entering the holiday club,
- All visitors must complete and sign the Visitors Book,
- Visitors must not be left unattended at any time,
- Visitors will be asked not use their phones on the premises,

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of arrival and departures of children this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

8. Babysitting

Statement of intent

We understand that parent/guardians sometimes struggle to find a person who is suitable to take on the responsibility of babysitting their children. Any babysitting that takes place will be outside of the hours of any employment contract that Surrey Hills Forest School - Holiday Club has with employees.

Aim

In this policy we aim to clarify key points regarding private babysitting arrangements between staff and the parent/guardian.

Practice

- The Forest School is not responsible for any private arrangements or agreements that are made. Such agreements are between the staff member and family.
- However, we do expect staff members to inform the Leader if they are babysitting or caring for a child that attends the holiday club.
- We require the parent/guardian to sign a copy of this policy, which we will keep on file for the child and staff member.
- We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and uphold our duty to safeguard children whilst on our premises and in the care of our staff. This procedure includes interviews, references, full employment history and DBS checks.
- Whilst in our employment, all staff are subject to ongoing supervision, observation and assessment to ensure that standards of work and behaviour are maintained in accordance with our policies. We have no such control over the conduct of staff outside of their position of employment.
- The parent/guardian should make their own checks as to the suitability of a member of staff for babysitting.
- We will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising from the staff member's private arrangements outside of holiday club hours.
- The member of staff will not be covered by our insurance whilst babysitting as it is a private arrangement.
- Out-of-hours work arrangements must not interfere with the staff member's employment at the Forest School.
- All staff must adhere to Surrey Hills Forest School - Holiday Club Confidentiality Policy and requirements of the Data Protection Act 2018 which precludes them from discussing any issues regarding the holiday club, other staff members, parent/guardian or other children.
- If a staff member has concerns regarding the child's welfare during/following the private babysitting arrangement they must pass their concerns on to the Designated Safeguarding Lead within the holiday club or contact Surrey Children's Single Point of Access (C-SPA).
- If the babysitting arrangement is over a weekend and a safeguarding concern arises, the member of staff must contact the Out of Hours C-SPA on 01483 517898
- It will be the staff member's responsibility to ensure they have the appropriate insurance, MOT and child safety seats if they are transporting them in a car.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of babysitting this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

9. Behaviour Management

Statement of intent

Surrey Hills Forest School - Holiday Club believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

Aim

We aim to provide an environment where children learn about boundaries, the difference between right and wrong, and to consider the views and feelings, needs and rights of others and the impact of their behaviour. Our staff will model appropriate behaviour and offer intervention and support when children struggle with conflict and emotional situations.

Practice

Surrey Hills Forest School - Holiday Club requires all staff to provide a positive model of behaviour by treating children, parent/guardians and one another with respect, care and courtesy. All staff will use positive strategies for handling any conflict. This will be achieved by helping children to find solutions appropriate for their age and stage of development for example, distraction, praise, reward and lead by positive example.

We familiarise new staff with the behaviour policy and our behaviour code for all children. We have 3 core values, based on safety, kindness and consideration, and all children are reminded of them as part of the normal holiday club routine:

Our code of behaviour:

- we are respectful
- we work as a team
- we persevere

We expect all members of staff, children and parent/guardians to engage in a consistent manner and keep to our code of behaviour.

- We use positive praise to endorse desirable behaviour such as kindness and willingness to share.
- We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.
- When children behave in unacceptable ways, we help them to see what was wrong and how to cope more appropriately.
- We never send children away by themselves.
- We never use threats or physical punishment, such as smacking or shaking.
- We do not use techniques intended to single out and humiliate individual children.
- We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to equipment and property. Details of such an event (what happened, what action was taken and by whom and the names of witnesses) are brought to the attention of the Leader and are recorded in our Incident Form. A parent/guardian is informed on the same day and signs the Incident Form to indicate that they have been informed.
- In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.
- We do not shout or raise our voices in a threatening way to respond to children's behaviour.
- We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development – for example by distraction, discussion or by withdrawing the child from the situation.
- If appropriate we will ask a child who has behaved in an unacceptable way to have 'time out' in a quiet part of camp for 2 or 3 minutes. During that time, we explain to the child why their behaviour was unacceptable and ask them to think about how they could make different choices in the future and also whether they need to say sorry to anyone for their behaviour and how it has made the other child feel.
- We work in partnership with the children's parent/guardians. The parent/guardian are regularly informed about their children's behaviour by the Leader. We work with the parent/guardian to address recurring problematic behaviour in the home and holiday club.
- We recognise that some children might struggle to regulate their own emotions, such as fear, anger or distress, and require sensitive adults to help them do this. Solutions might include, an acknowledgement of feelings and an explanation as to what was not acceptable, and supporting them gain control of their feelings, so that they can learn a more appropriate response.
- We acknowledge considerate behaviour such as kindness and willingness to share.
- We support each child in developing a sense of belonging so they feel valued and welcome.
- Staff are calm and patient, offering comfort to intense emotions, helping children to manage their feelings, resolve issues and promote understanding.
- If tantrums, biting or fighting occur, we try to find out the underlying triggers or cause and identify strategies to use holiday club. Communication between the Forest School and parent/guardian is crucial to maintain a consistent approach for the child.
- All staff are committed to building relationships with all children.

Rough and tumble play and fantasy aggression

Young children often engage in play which has aggressive themes – such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using strategies as above.

We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or aggressive. We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.

We recognise that fantasy play also contains many violently dramatic interactions such as blowing up and shooting. These themes often refer to 'goodies and baddies' and offer opportunities for us to explore concepts of right and wrong.

We are able to tune in to the content of the play, perhaps suggesting alternative strategies for heroes and heroines, encouraging topics and subject matter which is age appropriate and making the most of 'teachable moments' to support empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.

Hurtful behaviour

We take hurtful behaviour very seriously. Most children of this age group will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time. It is not helpful to label this behaviour as 'bullying' as hurtful behaviour is momentary, spontaneous and often without consideration of the feelings of the person whom they have hurt.

We recognise that young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them. We will help them:

- manage these feelings as they have neither the biological nor cognitive means to do this for themselves.
- self-manage their intense emotions, especially those of anger or fear.
- by offering support, calming the child who is angry as well as the one who has been hurt by the behaviour. In addition, we will help them return to a relaxed state able to manage their own feelings.

Our response is to calm them. We offer them an explanation and discuss the incident with them to their level of understanding. At Surrey Hills Forest School - Holiday Club, we:

- help children recognise their feelings by naming them and helping children to express them, making a connection verbally between the event and the feeling.
- help children to empathise with others, understanding that they have feelings too and that their actions impact on others' feelings.
- are aware that the same problem may happen frequently before skills such as sharing and turn-taking develop. In order for both the biological maturation and cognitive development to take place, children will need repeated experiences with problem solving, supported by patient adults and clear boundaries.
- support social skills through modelling behaviour, through activities, drama and stories. We build self-esteem and confidence in children, recognising their emotional needs through close and committed relationships with them.
- model breathing techniques
- help a child to understand the effect that their hurtful behaviour has had on another child, and
- encourage children to say they are sorry to the injured child/adult.

When hurtful behaviour becomes problematic, we work with parent/guardians to identify the cause and find a solution together. The main reasons children engage in excessive hurtful behaviour are that:

- they do not feel securely attached to someone who can interpret and meet their needs.;
- the child may have insufficient language, or mastery of English, to express themselves and may feel frustrated;
- the child is exposed to levels of aggressive behaviour at home and may be at risk emotionally, or may be experiencing child abuse;
- the child has a developmental condition that affects how they behave.

If there is a repeated incident, in the first instance we will complete a behaviour log to identify and whether there are any triggers to the behaviour.

We have very clear behavioural expectations at the holiday club and children are expected and encouraged to share, wait their turn, be respectful and play happily together. However, children often do not have the coping mechanisms, nor the self-regulations skills to defuse and express their emotions in socially acceptable ways. Young children may resort to hair pulling, hitting and biting which is discouraged, but at the same time, developmentally normal. The usual reasons for such behaviour can be:

- seeking attention – when children are in situations where they feel they are not receiving enough attention, acting in this way quickly places them at the centre of attention.
- expressions of frustration – children can be frustrated by a number of things, such as wanting to be independent and doing things for themselves. Unfortunately, they may not have the vocabulary to express themselves clearly and this can sometimes lead to acting due to frustration.

First and foremost, the Leader will speak with the parent/guardian, the children and the staff team to understand why a child is behaving in this way. This may have been an isolated incident, but we will always record the details to establish triggers and circumstances to identify behavioural trends.

We may encourage the child to take part in activities which help release frustration such as outdoor play or other physical activities.

Our procedure in the event of a hair pulling, hitting and biting incident is as follows:

- The child who has been injured will be examined, comforted and reassured and where needed, first aid will be administered.
- The bruise or wound will be washed thoroughly before a waterproof dressing is applied, if appropriate
- If a bite has broken or bruised the skin, the parent/guardians will be contacted so that appropriate action can be taken e.g. visit GP.
- We will ensure that the perpetrating child understands that such action (the behaviour and not the child) is unkind, and makes staff and the child who has been bitten upset. The child will be encouraged to apologise, as appropriate, or show they are sorry.
- Incident and accident forms are filled out for both children. The parent/guardian of the child who received the injury will be informed by the signing of the accident form.
- Incident and accident records will be reviewed by the Leader to determine if there is a pattern of consistent behaviour. If there is a pattern of behaviour, we will shadow and observe the individual child, looking for 'triggers'.

Bullying

We take bullying very seriously. It may involve physical or verbal abuse of another child or children. It is characterised by intent to hurt, often planned, and accompanied by an awareness of the impact of the bullying behaviour.

If a child bullies another child or children, we:

- engage with the children who have been bullied in a manner that confirms to them that we listen to their concerns and act upon them;
- intervene to stop bullying and harmful actions;
- explain why bullying behaviour is unacceptable and help the child recognise the impact of their actions;
- give reassurance to the recipient of the bullying;
- give positive feedback to children who bully when they show considerate behaviour and give them opportunities to practice and reflect on considerate behaviour;
- recognise that those who bully may experience bullying themselves, be subject to abuse or other circumstances that cause them to express their anger towards others;
- recognise that those who bully might be unable to empathise with others and being remorseful is challenging, therefore we do not force false apologies;
- discuss the situation surrounding the bullying incident with the parent/guardians of the child who did the bullying, making a plan of how we will handle the behaviour in the future; and
- discuss what has happened with the parent/guardian of the child who was been bullied, identifying a plan for the future.

On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from club either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of behaviour management this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

10. Complaints and Compliments

Statement of intent

Surrey Hills Forest School - Holiday Club has an open-door policy to welcome the parent/guardian at all times. Our ethos is one of accountability, communication and transparency in order to engender and maintain trust with the parent/guardian, which is vital for a successful holiday club. We strive to provide an environment that operates at a high standard and held in high regard within the community. We welcome any comments or suggestions that will help us to improve.

We understand that from time to time, there may be occasions when issues become sufficiently important that an escalation is required. It is therefore the responsibility of the Leader to ensure that the parent/guardian have the opportunity to voice their concerns in a constructive manner.

Aim

The purpose of this policy is to clarify how complaints and escalation procedures can be made in a confidential, transparent and effective way. In addition, where the complainant is a member of staff, they may refer to the Forest School grievance and whistleblowing procedures.

Complaints procedure

We anticipate that the majority of concerns will be resolved quickly by an informal approach with the Leader. All complaints and escalations are confidential and all related information and resolution is recorded. If this does not achieve a satisfactory outcome for the complainant, we will invoke the following procedure:

Stage 1

Any parent/guardian who are uneasy about any aspect of the holiday club's provision should first talk over any worries or anxieties with the Leader.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent/guardian should put the concerns or complaint in writing to the Owner; who will acknowledge receipt of the complaint and/or arrange a meeting within seven days.

If the complaint is in regards to the Leader, the Owner will deal with the complaint.

Emails may be sent to the holiday club in confidence using the office email address or in writing to Lee Davis, 13 Artillery Road, Guildford Surrey, GU1 4NW.

It is hoped that most complaints will be resolved informally at Stage 1 or Stage 2 within 28 days.

Stage 3

In the event of an unsatisfactory or incomplete solution being reached, at this stage the holiday club can invite an external mediator to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. The mediator has no legal powers, but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussions confidential and may hold separate meetings with the Surrey Hills Forest School - Holiday Club and the parent/guardian. The mediator keeps an agreed written record of any meetings that are held and any advice given.

Stage 4

When the mediator has concluded the investigation, a final meeting between the parent/guardian and the Leader is held. The purpose of this meeting is to reach a decision on the action to be taken to resolve the complaint. The mediator's advice is used to reach a conclusion. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting will receive a copy. This decision is final.

The Surrey Hills Forest School - Holiday Club operates a self-reporting policy with regulatory bodies, and may deem it appropriate to disclose the incident to Ofsted. The parent/guardian will also be provided with the option to escalate to Ofsted in accordance with their wishes.

In addition to reporting the incident to regulatory bodies, the holiday club may deem it appropriate to take disciplinary action internally. The parent/guardians will be informed where such action has been taken but the specific terms of the disciplinary hearing will be withheld.

The details of the complaint will be investigated and a report detailing the outcome prepared for the parent/guardians within 28 days.

Escalation to Ofsted

The role of Ofsted is to ensure that the childcare provider is following all registration requirements and will take action if required. It will not engage in resolving disputes between the parent/guardian and providers.

Surrey Hills Forest School - Holiday Club will keep written records of all complaints made for six years and show them to Ofsted inspectors at an inspection.

Unresolved complaints can be communicated by parent/guardians to Ofsted for their consideration at:
Tel: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Our Ofsted Registration Number at Surrey Hills Forest School - Holiday Club – 2893026

When Ofsted receives either a self-reported complaint from the holiday club or an escalation from the parent/guardian the following will normally apply:

- The complaint/escalation will be reviewed by Ofsted and a decision on action
- It may be decided that Ofsted will visit the holiday club for further discussions.
- Ofsted may ask the provider to take action or work with other agencies to look at any issues.
- The parents/guardian will not be informed of Ofsted's outcome

Compliments

We are delighted to hear compliments and positive feedback. We welcome the parent/guardian to:

- talk to any member of staff
- make a note in the Compliments & Complaints folder
- we treasure cards and letters that are given to us

We welcome suggestions on how to improve any aspect of the holiday club. Our intention is to work in partnership with the parent/guardian to support all children and families.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of complaints and compliments this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

11. Confidentiality

Statement of intent

Surrey Hills Forest School are committed to protecting the privacy of children, families and staff.

Aim

Our aim is to ensure that information is only shared once consent has been received. Our record keeping systems meet all legal requirements; this means that the systems we use to store and share information takes place within the framework of the Data Protection Act 2018, and where relevant, the Freedom of Information Act 2000.

It is a legal requirement for the forest school to hold information about children, families and staff working at the Holiday Club. This information is used for registers, emergency contacts etc.

Practice

Surrey Hills Forest School Privacy Notice is available on our website - www.surreyhillsforestschool.co.uk

We will respect the privacy of children, their families and the staff working at the setting by ensuring:

- confidential records are locked away only accessible by those who need access
- parent/carers have access to files and records of their own children, but not to those of any other child
- parental permission is gained for any photographs of the children to be used within the holiday club
- staff have a professional relationship with all parent/carers and do not become over familiar with families within the holiday club
- staff are aware that information held for each child is confidential, and only to be used within the holiday club. If any of this information is requested for whatever reason, the parent/carer's permission must always be sought
- staff do not discuss personal information given by the parent/carers with other members of staff, except where it affects planning for the child's needs
- staff inductions include an awareness of the importance of confidentiality
- staff are aware of, and follow, the holiday club's safeguarding policy in relation to confidentiality
- any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file. This information must be shared with as few people as possible on a need-to-know basis. If, however a child is or may be at risk of harm, the Holiday Club's Safeguarding Policy will override confidentiality
- all areas of confidentiality must be adhered to at all times. At no time whilst in employment and after termination of employment with Surrey Hills Forest School -Holiday Club may staff divulge any client details, working practices, policies or financial dealings to any other party
- staff taking on private baby-sitting arrangements must remain professional and ensure that confidentiality of the holiday club is considered at all times
- no information regarding other children or any matters regarding the setting will be discussed with parents when baby-sitting is privately arranged.
- staff must never become over familiar with the parent/carers and must ensure that this agreement is adhered to; and
- staff feedback to the parent/carers at the end of each child's session, is undertaken in a professional way, giving the parent/carers all the information that they need to know about their child's day.

Refer to Record Keeping and GDPR Responsibilities Policy for further details.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of confidentiality this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

12. Disciplinary & Grievance

Statement of intent

Surrey Hills Forest School - Holiday Club requires rules and procedures to be complied with to ensure a good working relationship between their employees and Leaders. It is hoped that there will be no need to use the disciplinary procedure however, if such action is necessary the procedure below should allow issues to be dealt with in a fair, transparent and reasonable manner.

Aim

This document aims to promote a set of rules and procedures for handling disciplinary and grievance situations.

Practice

- The leaders and employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- The leaders and employees should act consistently.
- The leaders will carry out all necessary investigations, to establish the facts of the case.
- The leaders will inform employees of the basis of the problem and give them an opportunity to put their case in response before any decisions are made.
- The leaders will allow employees to be accompanied by another employee or trade union representative at any formal disciplinary or grievance meeting.
- The leaders will allow an employee to appeal against any decision made.

Informal Procedure

Informal action will be considered, where appropriate, to resolve minor disagreements.

The objective will be to:

- identify the challenges and barriers
- understand the behaviour and performance expectations required
- offer support and development where needed, and
- review progress

If the required improvement does not take place, consideration will be given to the use of the formal procedure.

Formal Procedure

Formal procedures will be applied where an employee does not respond to informal action, or where a breach of conduct occurs which is believed to be too serious to be dealt with informally. In all cases, Surrey Hills Forest School - Holiday Club will establish whether an action or inaction, pivotal to the case, is 'reasonable to believe'.

Establishing the facts

It is important to carry out necessary investigation of potential disciplinary matters without unreasonable delay to establish the facts. In some cases, this will require the holding of an investigatory meeting with the employee before proceeding to any disciplinary hearing. There is no statutory right for an employee to be accompanied at a formal investigatory meeting. Investigations will be conducted by Surrey Early Years HR who will submit meeting notes and a summary report to Surrey Hills Forest School - Holiday Club. This allows for different individuals to complete the investigation and disciplinary hearing. An investigatory meeting will not by itself result in disciplinary action.

Where a period of suspension with pay is considered necessary, this period will be as brief as possible, it will be kept under review and made clear that the suspension is not considered a disciplinary action.

Following an investigation, the course of action will be one of the following:

- no case to answer
- the matter is resolved through guidance or training
- there is a case to answer and a disciplinary meeting is convened.

Inform employee of the problem

If it is decided that there is a disciplinary case to answer the employee will be notified in writing. This notification will contain information about the alleged conduct or poor performance and possible consequences. This is to enable the employee to prepare to answer the case at a disciplinary hearing; this will include copies of any written evidence and/or witness statements.

The notification will give details of:

- time and place of the disciplinary meeting
- disciplining team
- employee's right to be accompanied by a fellow employee or a trade union representative.

Disciplinary Meeting

The meeting will be held without unreasonable delay, whilst allowing the employee reasonable time to prepare their case, within five working days of receiving the notification of the disciplinary hearing. Every effort will be made to hold all meetings within the employees normal working hours unless the employee expresses otherwise. The employee must take all reasonable steps to attend the meeting. Where an employee is persistently unable

or unwilling to attend a disciplinary meeting without good cause, Surrey Hills Forest School - Holiday Club will make a decision based on the evidence available.

At the meeting, Surrey Hills Forest School - Holiday Club will explain the complaint against the employee and go through evidence that has been gathered. The employee will be allowed to set out their case and answer any allegations made. They will also be given reasonable opportunities to ask questions, present evidence, call relevant witnesses and raise points about any information provided by witnesses. Where Surrey Hills Forest School - Holiday Club or the employee intends to call relevant witnesses, they should be given advance notice that they intend to do this.

Employees rights to be accompanied

Employees have a statutory right to be accompanied by a fellow employee or trade union representative where the disciplinary meeting could result in:

- a formal warning being issued
- the taking of other disciplinary action
- the confirmation of a warning or some other disciplinary action (appeal hearing).

To exercise the statutory right to be accompanied employees must make a reasonable request. A request to be accompanied does not have to be in writing or within a certain timeframe. However, an employee should provide enough time for Surrey Hills Forest School - Holiday Club to deal with the companion's attendance at the meeting, particularly when the companion is a fellow employee. If the chosen companion is not available for the hearing, it will be postponed to an alternative time reasonable to all parties and not more than five working days after the date originally proposed.

Where an employee/companion is persistently unable or unwilling to attend a disciplinary meeting without good cause, Surrey Hills Forest School - Holiday Club will make a decision based on the evidence available.

The companion will be allowed to address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting, and confer with the employee during the hearing. The companion will not however, have a right to answer questions on the employee's behalf, address the hearing if the employee does not wish it, or prevent Surrey Hills Forest School - Holiday Club from explaining their case.

Disciplinary Outcome

The meeting may be adjourned for a short time to allow the disciplining team time to review the facts. A longer adjournment may be required to undertake further investigation to establish missing or unclear facts. At the end of the meeting, the decision whether or not disciplinary or another action is justified and inform the employee accordingly in writing.

The employee has a right to appeal the decision made in writing within five working days of receiving notice of the decision. The outcome of the disciplinary meeting is likely to be one of the following:

- Case dismissed – no further action required
- Employee is required to attend further training
- Verbal warning
- First written warning
- Final written warning
- Dismissal.

Verbal Warning

After consideration by the disciplining team and if a verbal warning is judged to be appropriate, the employee will be advised of:

- the nature of the misconduct or poor performance;
- any mitigating circumstances that have been taken into consideration when reaching the decision;
- the change in behaviour or improvement in performance required with timescales;
- how long the improvement note will be kept on file;
- appropriate training required with timescales;
- further disciplinary action if improvements are not made; and
- how to appeal the disciplinary outcome; within 5 working days.

The employee will be advised that this is the first stage of formal procedure. A record of the improvement note will be kept for 6 months and after that period of time it will be viewed as 'spent' subject to achieving and sustaining satisfactory performance.

First Written Warning

In the case of misconduct of a more serious nature or repetition of earlier misconduct or poor performance, the employee will be given a first written warning. The employee will be advised of:

- the nature of the misconduct or poor performance;
- any mitigating circumstances that have been taken into consideration when reaching the decision;
- the change in behaviour or improvement in performance required with timescales;
- how long the improvement note will be kept on file;
- appropriate training required with timescales;
- further disciplinary action if improvements are not made, this may result in a final written warning; and

- how to appeal the disciplinary outcome; within 5 working days.

A record of the improvement note will be kept for 6 months and after that period of time it will be viewed as 'spent' subject to achieving and sustaining satisfactory performance.

Final Written Warning

If an employee's first misconduct or unsatisfactory performance is sufficiently serious, it may be appropriate to move directly to a final written warning. This might also take place where the employee's actions have had, or are liable to have, a serious or harmful impact on Surrey Hills Forest School - Holiday Club.

Where further misconduct or poor performance occurs after a verbal warning has been issued and within the set timeframe, the employee may be given a final written warning. The employee will be advised of:

- the nature of the misconduct or poor performance;
- any mitigating circumstances that have been taken into consideration when reaching the decision;
- the change in behaviour or improvement in performance required with timescales;
- how long the improvement note will be kept on file;
- appropriate training required with timescales;
- further disciplinary action if improvements are not made, this may result in dismissal or demotion, and
- how to appeal the disciplinary outcome; within 5 working days.

A record of the improvement note will be kept for 12 months and after that period of time it will be viewed as 'spent' subject to achieving and sustaining satisfactory performance.

Dismissal

If the employee fails to make the agreed improvements in the timescales specified, the employee will be invited to a disciplinary hearing. If the decision is to dismiss, the employee will be given written confirmation of the dismissal, stating reasons, the date on which the employment contract will end, the appropriate period of notice and details of the right to appeal. Surrey Hills Forest School - Holiday Club reserves the right to pay in lieu of notice.

Gross Misconduct

Some acts, termed gross misconduct, are so serious in themselves or have such serious consequences that they may call for dismissal without notice for a first offence. If after investigation it is confirmed that an employee has committed an act of gross misconduct of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice:

- Abuse of Surrey Hills Forest School - Holiday Club facilities i.e. deliberate damage/sabotage to holiday club property.
- Deliberate disregard for safety/hygiene rules/precautions.
- Serious breach of Surrey Hills Forest School - Holiday Club policies and procedures.
- Breach of any Surrey Hills Forest School - Holiday Club policy where the safety or well-being of any child in our care or any other person on the premises is put at risk.
- Behaviour by the employee that could bring the good name of Surrey Hills Forest School - Holiday Club into disrepute.
- Failure to notify Surrey Hills Forest School - Holiday Club of any behaviour or change in circumstances that may affect your Enhanced Disclosure and Barring Scheme (DBS) check and or suitability to work with children.
- Use of abusive, threatening behaviour or use of offensive language.
- Being under the influence of drink, illegal drugs or substances whilst on the premises.
- Dealing illegal drugs and or substances on the premises.
- Being under the influence of prescribed medication and knowingly working with children when advised not to as the medication may impair their ability to care for children.
- Deliberate breach of confidentiality.
- Bullying, harassment, victimisation or deliberate sex, race or religious discrimination against another employee, parent/guardians or child.
- Breach of safeguarding children policy, social media, mobile phone, camera and ICT policy.
- Smoking or vaping on the premises.
- Fraud or theft.
- Significant breach of implied trust and confidence.
- Serious acts of insubordination.

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time they will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after full investigation.

Appeals

Where an employee feels that disciplinary action taken against them is wrong or unjust they should appeal against the decision. Appeals will be heard without unreasonable delay at an agreed time and place.

Employees should let Surrey Hills Forest School - Holiday Club know the grounds for their appeal in writing as set out in the disciplinary letter within five days of receiving written notice of the disciplinary outcome. The appeal

will be dealt with impartially, wherever possible by Lee Davis or Surrey Early Years HR who has not previously been involved in the case.

Employees have a statutory right to be accompanied by a fellow employee or trade union representative. Any new evidence the employee wishes to put forward will be considered. As a result, Surrey Hills Forest School - Holiday Club may need to undertake further investigation and will respond in writing with the appeal decision.

The appeal meeting may not necessarily take place before the disciplinary sanction is imposed. If the appeal is successful the sanction will be removed and/or the employee will be reinstated.

Grievance Procedure

If an employee is dissatisfied they must have the opportunity for prompt discussion with their line Leader. If the grievance persists, the employee should inform Lee Davis in writing of the complaint. Lee Davis will appoint an independent party who will then undertake an investigation to understand the facts of the complaint and convene a meeting with the aggrieved employee.

The employee will be invited to a grievance meeting and offered the opportunity to be accompanied by a colleague or union representative.

The grievance should be an opportunity for the employee to state all their concerns or complaints freely. Independent party must be impartial and listen to their comments. A further investigation may be required before any action to rectify the situation can be taken.

The employee will receive a written response to the grievance, this may not contain all details of action taken if the action has been towards another employee. There will be a right to appeal after the initial discussion if the individual is still unhappy, and union representative may be present at this discussion.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of disciplinary and grievance matters this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

13. Emergency Closure and Lockdown

Statement of intent

Whilst we will endeavour to maintain a full service and cause the minimum disruption to our holiday club provision, we may from time to time be forced to close due to circumstances beyond our control. The decision to close is not taken lightly and will be based on the assessment of a number of factors and information. This may include weather and travel, access to and conditions of the grounds at Birtley House, infection outbreaks and availability of appropriate levels of qualified staff. Ultimately, the decision to open or close will be made by the proprietor and every effort will be made to contact all parent/guardians and staff as soon as is practicably possible.

Aim

Surrey Hills Forest School - Holiday Club will aim to remain open. When this is not possible, we will communicate relevant information to parent/guardians and staff effectively and efficiently using the contact details held by the holiday club.

Practice

An emergency closure is an event or circumstance which happens with or without warning that causes or threatens injury to people, disruption to holiday club operations, or damage to property or the environment. The following procedures will be followed wherever possible:

- If a decision to close is made before the day of closure or before 7.00 am on the day of closure, all parent/guardians will be emailed and sent a text message accordingly at the time of the decision;
- In addition, a message will be posted on our website;
- If a decision to close is made on the day of closure after 7.00 am, all parent/guardians will be contacted by text or telephone accordingly. Depending on the circumstances, a message confirming the closure will be left on the holiday day club mobile phone whenever possible;
- The decision for ongoing closures will be assessed on a daily basis;
- Ofsted will be consulted and kept informed of all emergency closures;
- If we are required to temporarily relocate during a holiday club session due to an emergency, we will inform parent/guardians by text or telephone accordingly;
- In the event of prolonged closures, we will use every means at our disposal e.g. notices on the holiday club gate, email, text message, telephone call to ensure that the community is aware of the up to date situation.
- An up to date record of emergency contact details for each child and staff member will be kept in the holiday club and by each member of staff.

We may implement the emergency closure of the Forest School under the following circumstances:

- fire damage
- flood
- snow and ice
- high level of sickness among staff and/or children
- pandemic
- burglary
- lockdown due to an intruder
- death of a child or adult in the holiday club
- terrorist attack

Fire damage

Depending on the level of fire damage, the Leader will need to inform parent/guardians as to whether the holiday club will remain open, whether it is necessary to temporarily close the holiday club or whether temporary alternative accommodation can be arranged. Any fire which results in suspension of normal working activities for more than 24 hours should be reported to the Health and Safety Executive under RIDDOR requirements. An incident report will be filled out and filed within the risk assessment file.

Flood

Flooding can be caused by the lake, waterlogged site or severe weather conditions. Should an evacuation of the premises be necessary during the day because of flooding, we would follow the fire procedure and take the children to a place of safety. Children and staff should not return to the holiday club until all areas and equipment have been thoroughly cleaned and restored their normal condition.

Snow and ice

The Leader will assess the risks to staff and children and makes the decision whether to close. When the decision to close has been made before opening time, a message is posted on the website and we attempt to phone parents to let them know. It is possible in the event of snow to predict and prepare parents for potential closures in advance. This is done by announcing our procedure for closure and informing parent/guardians. Should there be a heavy snowfall during the day; parents will be contacted and the request made for them to collect their children early. This should provide time for parents, children and staff to get home safely.

High levels of sickness among staff and children

Infections can spread easily when young immune systems are still developing, children are sharing activities and

play closely together. Although most cases of illness in the holiday club will be minor, some infections have serious health implications. In all cases, infections need to be managed effectively by the holiday club to prevent an outbreak. This may mean short term closures. The leader and proprietor will monitor the length of the outbreak and decide when to safely restart suspended activities. This will help us to identify recurring patterns in illness and identify whether the illness is new or a continuation of a previous outbreak. Closures may also be necessary if staff become ill and there are not enough practitioners to maintain ratios determined by the Early Years Foundation Stage (2025) Statutory Welfare Requirements.

Pandemic

It is possible during a national emergency, such as a pandemic where an illness spreads quickly throughout the country infecting large numbers of people, that the government will decide that it is in the best interests of the welfare of adults and children for schools and childcare holiday clubs to temporarily close. A plan for responding to a pandemic is in place and our local authority keeps us up to date with any national guidance for planning an emergency response as it is released. On all occasions, the holiday club will follow government guidelines.

Burglary

Children will be kept away from the area and once police give permission, the damage should be repaired. Where there is extensive damage or disruption to the premises/site, it may be necessary to temporarily close the holiday club while repairs take place. If this is the case, parent/guardians, staff and Ofsted should be informed as soon as possible. An incident report should be completed and filed in the risk assessment folder.

We consider the security of the holiday club when carrying out risk assessment of the premises/site.

Intruder lockdown

An intruder lockdown may take place where there is a perceived risk of threat to the Forest School. Where possible, the Forest School will act to ensure the safety of all personnel in the holiday club in the following situations, when:

- an unauthorised person, considered dangerous is on Forest School grounds.
- a member of the family is attempting to abduct a child.
- staff, students or volunteers from within the holiday club become a threat to the well-being of others.
- there is potential risk from spills and poisonous fumes from within the holiday club.

A lockdown will be initiated by a recognisable signal of 3 whistle blows followed by 1 long ring of the fire whistle. Lockdown procedures will be practised from time to time so that staff and children are familiar with them.

During a lockdown we will follow the **CLOSE** procedure:

Close all the windows and doors

Lock up

Out of sight and minimise movement

Stay silent and avoid drawing any attention

Endure. Be aware that you may be in lockdown for some time.

The following steps provide guidelines for staff, students and visitors in an emergency situation:

- on hearing the lockdown signal the Leader will call 999;
- staff will lock the front outer door;
- the Leader will gather the register, medical box and holiday club mobile;
- staff will guide all children in to classroom and undertake a headcount immediately;
- remind everyone to remain quiet, calm and remain out of sight;
- no one is to leave the room during the lock down;
- remain in this position until the Police have confirmed it is safe to leave; and
- complete an incident form and file in the risk assessment folder.

Death of a child or adult in the holiday club

When an unexpected or sudden death occurs in the holiday club it is extremely distressing for the staff and children.

If a child or adult dies unexpectedly in the holiday club, the staff should call 999 immediately and follow the advice of the emergency services; moving the other children and adults to a place of safety. The police will normally inform the individual's next of kin. We would follow the instructions of the police while they collect evidence and carry out their investigation, and would check with the police as to what information can be given to the staff and families at this time. When carrying out an investigation into the circumstances of the death of a child, the police will work closely with Surrey Safeguarding Children's Partnership.

The proprietor should report any deaths that occur in relation to their work activities to Health and Safety Executive and Ofsted as soon as possible, and comply with their investigations and any actions they advise.

Coping with the shock and grief following a sudden death will be difficult for all at the holiday club. The Child Bereavement UK provides advice on ways to support children and adults who have been affected by death and can be contacted on 01494 558900.

A terrorist attack

In the event of a terrorist attack, where staff and children are at the scene of the incident they should stay together and follow the advice of the emergency services at the scene, who will be working to evacuate the area

and treat the wounded or injured. If on an outing the outing leader would contact Surrey Hills Forest School - Holiday Club to inform them of the incident. Parent/guardians will be contacted to advise them of the situation.

Should we be asked to vacate the premises the children and staff will be moved to Birtley House.

An incident form should be completed and filed in the risk assessment file.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of emergency closing this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

14. Equal Opportunities, Inclusion and Valuing Diversity

Statement of intent

Surrey Hills Forest School - Holiday Club takes great care to treat each individual as a person in their own right, with equal rights, whether they are an adult or a child. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief have no place within holiday club.

Aim

We aim to provide a secure environment in which all our children can flourish, and in which all contributions are valued. We include and value the contribution of all families. We provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities. We strive to improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity; and make inclusion, a thread that runs through all of the activities of the holiday club.

Practice

Admissions

Our holiday club is open to all members of the community. We:

- advertise widely;
- reflect the diversity of our community in our publicity and promotional material;
- provide information in clear, concise language, whether in spoken or written form;
- base the admissions policy on a fair system;
- ensure that all parents are made aware of our Equal Opportunities Policy;
- do not discriminate against a child or their family, or prevent entry basis of colour, ethnicity, religion or social background;
- do not discriminate against a child with a disability or refuse a child entry because of any disability;
- have developed an action plan to ensure that people with disabilities can participate successfully in the services offered by the holiday club and in the activities offered; and
- will take action against any discriminatory behaviour by staff or parent/guardians. Displays of openly racist insignia, distribution of racist material, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

Employment

- Posts are advertised and all applicants are judged against explicit and fair criteria.
- Applicants are welcome from all backgrounds and posts are open to all.
- We may use the exemption clauses of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013 where this is necessary to enable the service to best meet the needs of the community.
- The applicant who best meets the criteria is offered the post, subject to Enhanced Disclosure and Barring Service checks for the Children's Workforce and employment references. All job descriptions include a commitment to equality and diversity as part of their specifications.
- We monitor our application process to ensure that it is fair and accessible.

Training

- We source training opportunities for staff to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish.
- We review our practices to ensure that we are fully implementing our policy for equality, diversity and inclusion.

Learning and creativity

We encourages children to develop positive attitudes about themselves and celebrate differences. This encourages children to empathise with others and to begin to develop the skills of critical thinking. We do this by:

- helping children form a healthy identity and level self-esteem;
- ensuring that children have equality of access to the activities;
- recognising the different learning styles of girls and boys, making appropriate provision within the activities to ensure each child receives the widest possible opportunity to develop their skills and abilities;
- positively reflecting the widest possible range of communities in the choice of resources;
- avoiding stereotypes or derogatory images in the selection of books or other visual materials;
- celebrating cultural festivals that fall within the holiday club schedule;
- creating an environment of mutual respect and tolerance;
- helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable;
- ensuring that the activities offered are inclusive of children with special educational needs and disabilities;
- ensuring that children learning English as an additional language have full access to the activities and are supported in their participation.

Valuing diversity in families

- We welcome the diversity of family lifestyles and work with all families.
- We encourage children to contribute stories of their everyday life to the holiday club.
- We encourage parents/guardian to take part in the life of the holiday club and to contribute fully.

- For families who speak languages in addition to English, we will aim to develop means to ensure their full inclusion.

Working with parents and guardians

- Surrey Hills Forest School - Holiday Club believe that a positive relationship between the parent/guardian and the holiday club is very important in supporting children to reach their potential.
- We make time to listen to the expectations of parent/guardian and to explain our procedures clearly and carefully, particularly when settling a child into the holiday club.
- We are fully aware that the parent/guardian are their children's first educators and an important resource for holiday club, especially in terms of information about their child.

Discriminatory remarks or behaviour

- We aim to recognise and examine our own beliefs and prejudices, being conscious of the effect they have on our practice and seek to overcome them.
- We take all incidents of discrimination very seriously.
- We aim to challenge overt prejudice and discrimination when it occurs in a way that is sensitive and constructive.
- We endeavour to help the person who has offended to see what was wrong with what they did or said and to support them in making any changes.
- We intend to point out untrue statements in a sensitive way and give correct information.
- We regularly review practice and resources to ensure we are continuing to meet the individual needs of the children attending. Addressing equalities issues is an on-going process not a one-off activity.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of equal opportunities and inclusion this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

15. Fire Safety and Emergency Evacuation

Statement of intent

This document sets out how Surrey Hills Forest School - Holiday Club intends to plan, organise, control, monitor and review the protective and preventative measures in relation to fire safety and emergency evacuation.

Aim

It is our aim to put in place adequate measures to ensure that children, parent/guardian, staff and visitors are safe in the event of a fire.

Practice

Surrey Hills Forest School - Holiday Club have a Fire Safety Lead who is Lee Davis who will undertake fire precautions to ensure the safety of children, parent/guardians, employees, visitors within and in close proximity to the camp. Surrey Hills Forest School - Holiday Club fire precautions include:

- reducing the risk of and spread of fire;
- providing a secure and safe means of escape from the classroom and camp;
- providing a means of fighting fires;
- providing a means for detecting and giving warning of fire;
- implementing measure and actions to be taken in the event of a fire by providing instruction and training of employees and measures to mitigate the effects of fire; and
- providing a suitable system of maintenance of all general fire precautionary arrangements.

Employee's Responsibility

Article 23 of the Regulatory Reform (Fire Safety) Order 2005 places a responsibility on every employee:

- to take reasonable care for the safety of themselves and others who may be affected by their acts or omissions at work;
- to co-operate with their employer in complying with Fire Safety Legislative requirements;
- to inform the employer of any situation that would represent a serious and immediate danger to the individual safety from fire and any shortcoming in the employer's protection arrangements for safety; and
- to ensure fires, heaters, electrical points, wires and leads are adequately guarded at all times.

Fire Risk Assessment

The Fire Risk Assessment will be reviewed on an annual basis during the first quarter of each year or following significant changes to the size, layout and use of the building.

Through the Fire Risk Assessment process, all fire hazards in the holiday club will be identified and the risk of fire evaluated. Taking account of the control measures in place, where applicable, the Fire Safety Lead will maintain all reasonably practical measures to eliminate or control those fire hazards.

Providing a Safe Means of Escape

A safe and secure means of escape from the camp to Birtley House will be maintained at all times. During normal working hours the Fire Safety Lead and staff are to ensure that all doors are unlocked and available for use at all times the site are occupied. These doors and the routes should be free from obstruction at all times. In addition, the doors/windows must be able to be easily opened without the use of a key, regularly inspected and maintained in a good state of repair. Any defects are to be reported to the Fire Safety Lead for action to be taken.

When the fire alarm is triggered, children, staff and visitors are evacuated to the designated Assembly Point, this is the safety point in the far side of the car park.

Fire Safety Signs

Fire Safety signs are provided in the Forest School to indicate the emergency routes and exits. The signs comply with the Health and Safety (Safety Signs and Signals) Regulations 1996 and BS 5499-4 :2000. All emergency exit routes are to be identified with appropriate fire exit signs. All fire exit doors display the appropriate fire exit sign above them. Signs that show indications of wear are to be reported to the Fire Safety Lead.

Fire Fighting Equipment

Portable firefighting equipment is provided and strategically sited. The type, numbers and locations have been selected for the appropriate type of risk. All extinguishers are hung on wall brackets or placed on suitable stands. In addition, all equipment is provided with appropriate signs displaying the type of extinguisher and the category of fire they can be used on. Members of staff will be shown the location of the all extinguishers and the information on the signs above them during their induction.

Fire extinguisher is subject to routine maintenance contracts. The maintenance contractor will put a label on each extinguisher indicating their name, telephone number and detailing the date of check. In addition, all tests, defects, and replacements are to be recorded in the Fire Safety Log Book.

Fire extinguishers are only to be used by persons who have specific training in their use. The main purpose of this equipment is to assist in the means of escape of a person/s from the classroom. If a fire is discovered the main focus should be on the operation of the fire alarm, calling the emergency services and initiating the Fire Evacuation Procedure.

Fire Detection and Warning System

A battery operated fire alarm and detection system is installed at the holiday club. The system is subject to periodic testing and maintenance in accordance with BS 5389. The results of the tests must be recorded in the Log Book.

Fire Emergency Evacuation Procedure

A Fire Emergency Evacuation Procedure is in place to ensure all members of staff know what to do in the event of a fire and to ensure the safe evacuation of all children and adults from the premises. In the event of a fire the Fire Emergency Evacuation Procedure will be put into operation. The procedure will be subject to regular review.

Fire Procedures

The specific actions to be taken in the event of a fire incident and the location of assembly points form part of the staff induction and the morning briefing with the children. No member of staff must put themselves at risk. Special provisions are provided on how to evacuate persons who may be disabled from the site in the event of a fire incident.

Any visitors to the Forest School will be alerted to the Fire Emergency Evacuation procedure displayed in the entrance.

Fire Safety Training of Employees

Fire Safety Training will be arranged and conducted to comply with the current fire regulations. All new members of staff will receive training during their induction; all members of staff will receive training on an annual basis.

Fire Drills

Fire drills and evacuations will be taken very seriously by Surrey Hills Forest School - Holiday Club. The Fire Safety Lead will ensure that all staff are made familiar with the Fire Evacuation Procedures and carry out a fire drill each half term.

The fire evacuation procedure is as follows:

- As soon as the alarm is sounded the Leader or Deputy will call 999.
- Staff will gather the children together and lead them to the safety point in the car park;
- The Leader or Deputy will collect the register, registration file and mobile phone;
- Staff will call the register;
- In the event of a fire, parent/guardian will be contacted as soon as possible;
- A record of each fire drill will be recorded in the fire drill book and include the date, time and number of adults and children involved, how long it took to conduct the evacuation, any issues encountered and whether any changes are required to the procedure.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of fire safety and emergency evacuation this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

16. Health and Safety

Statement of intent

To develop and promote a strong health and safety culture School for the benefit of all staff, children and parents, we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

Aim

Surrey Hills Forest School - Holiday Club aim to provide and maintain safe and healthy working conditions, equipment and systems of work for all employees and a safe early learning environment in which children learn and are cared for.

Practice

The Health and Safety Lead is Lee Davis. In their absence the designated deputy for the day will assume this responsibility.

Both have undertaken health and safety training. All new employees receive health and safety training in their induction.

All employees have the responsibility to cooperate with the Health and Safety Lead to achieve a healthy and safe environment and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter (see Disciplinary Policy).

Whenever a member of staff notices a health or safety problem which they are not able to rectify, they must immediately report it to the Health and Safety Lead. Parent/guardians and visitors are requested to report any concerns they may have to the leader / proprietor. Daily contact, individual supervisions and termly staff meetings provide opportunities for consultation and discussion.

General health and safety arrangements:

- All staff are responsible for general health and safety in the holiday club;
- Children are made aware of health and safety issues through discussions, planned activities and routines;
- Employees and visitors are permitted to consume hot drinks in child-free areas;
- All outings across the Birtley House grounds away from the camp (however short) will include a prior risk assessment (see Outings Policy);
- We provide appropriate facilities for all children, employees, parent/guardians and visitors for their basic care needs, e.g. easy to access toilet area and fresh drinking water;
- Surrey Hills Forest School - Holiday Club has a clear accident and first aid policy. We review accident and incident records to identify any patterns/hazardous areas;
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the camp. This is to be shared with all employees, parent/guardians and visitors;
- All health and safety matters are reviewed informally on an ongoing basis and formally every six months or when something changes;
- We teach children to respect their bodies, how to look after themselves and how to move and play safely; and
- Parent/guardians are invited to contribute to any policy through the suggestion scheme, during informal discussion and completing parent/guardians questionnaires.

Risk assessment

Our Risk Assessment process includes:

- a daily check of all equipment, room and camp by staff before children access them or the area. These checks will be recorded and initialled by the staff responsible. Unsafe areas will be made safe/removed by this member of staff. If this cannot be achieved the Leader will be notified immediately;
- a termly inspection, carried out by the Health and Safety Lead using our termly risk assessment document. These are kept on file;
- the completion of annual risk assessments in accordance of our insurance policy;
- individual risk assessments for children with complex needs and disabilities; and
- developing an action plan which specifies the action required, time scales, person responsible and any funding required.

Insurance cover

- Surrey Hills Forest School - Holiday Club has Public Liability insurance and Employers' Liability insurance. The certificate is displayed on the Parent notice board at the entrance.
- At the point of annual renewal, the Leader will check that the level of insurance cover is adequate for the holiday club.

Training

- Our induction training for staff includes a clear explanation of health and safety issues so that they are able to adhere to our policy and understand their shared responsibility for health and safety. The induction

training covers matters of employee wellbeing, including safe lifting and the storage of potentially hazardous substances.

- All leaders will receive appropriate health and safety training which will include paediatric first aid, risk assessments, manual handling and fire safety.
- Health and safety issues are explained to the parent/guardians of new children so that they understand the part they play in the daily life of the holiday club.
- As necessary, health and safety training is discussed at supervisions and all identified training in the holiday club is recorded in the Staff Development and Training Plan.

Children's safety – (also see Safeguarding Policy and Staffing Deployment Policy)

- All employees will have an Enhanced DBS checks and be on the DBS Update Service
- All children are supervised by adults at all times, adhering to Childcare register staff ratios.
- Whenever children are on the premises at least two adults are present.
- All children are supervised by adults at all times and will always be in sight and hearing of an adult.

Security

- Systems are in place for the safe arrival and departure of children.
- The perimeter of the camp is checked before the children arrive.
- The arrival and departure times of staff members and visitors is recorded.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- The personal possessions of staff are securely stored during holiday club hours.

Building

- All internal doors are open to allow free movement of the children.
- All surfaces are checked daily to ensure they are clean and not uneven or damaged prior to each day.

Storage

- All resources and materials which children select are stored safely.
- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.
- Children are not to enter the storage area.
- Storage cupboard door is closed during session time.

Camp areas

- The camp is securely fenced and checked for safety.
- Rubbish will be cleared from the outdoor area before it is used.
- Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.
- All activities and equipment are supervised at all times.
- All outdoor equipment is checked for safety and broken items removed.
- We require parent/guardians to provide suitable outdoor clothing for their children, including, but not restricted to, coats, hats, sun hats, and sun protection cream. Where appropriate we will have a limited supply of these for use in an emergency.

Hygiene

- We regularly seek information from the Environmental Health Department and the Health Authority to ensure that we keep up to date with the latest recommendations.
- We have a daily cleaning routine across the holiday club which includes the tables, toilets and nappy changing areas.
- We ensure that resources, equipment, dressing-up clothes and furnishings are cleaned on rotation.
- The basins have easy access to warm running water, soap, anti-bacterial gel, anti-bacterial spray for cleaning purposes.
- We use colour coded cloths, mops and buckets for different cleaning requirements.
- The toilet areas are checked routinely throughout the day by staff to ensure they are clean and well stocked.
- Staff are required to wear appropriate Personal Protective Equipment (PPE) for the task; such as disposable aprons and gloves for all child intimate care procedures including cleaning up bodily fluids.
- Suitable hygienic nappy changing facilities are cleaned after each use.
- Our daily routines encourage the children to learn about personal hygiene.
- Tissue stations are available to children and adults. Children are encouraged to blow and wipe their noses and dispose of used tissues hygienically.
- Children are encouraged to shield their mouths when coughing.
- Spare laundered clothing is available in case of accidents. Soiled clothes are wrapped in newspaper or biodegradable bags for parent/guardians to take home.

Activities

- Before purchase, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the holiday club.
- The layout of play equipment allows adults and children to move safely and freely between activities.

- All equipment is regularly checked for cleanliness and safety, and any dangerous items are repaired or discarded.
- Staff initiate conversations with children about the food they are eating each day, especially at mealtime.
- All materials, including paint and glue, are non-toxic.
- Physical play is constantly supervised.
- Children are taught to handle and store tools safely.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.

Food and drink

- Adults do not carry hot drinks through the play area(s) and do not place hot drinks within reach of children. Consumption is confined to the kitchen or child-free areas,
- Snacks are appropriately supervised and children do not walk about with food and drinks.
- Fresh drinking water is available to the children at all times.
- Allergy chart is displayed on the kitchen wall board.
- Dietary requirements will also be stated on placements or drink labels for the younger children.
- We will notify Ofsted of any food poisoning affecting two or more cared for children.

Outings and visits

- A risk assessment is carried out before an outing into the grounds of Birtley House takes place.
- Parent/guardians know that their child will go on walks in the broader grounds but no further
- Staff will also discuss the outing with parent/guardians beforehand to address any worries the parent/guardians may have and ensure they are fully aware of the purpose of the outing.
- We meet the statutory requirements for paediatric first aid.
- The children are appropriately supervised to ensure no child gets lost and that there is no unauthorised access to children.
- A number of fully charged and operational mobile phones with different network coverage will be taken on the outing. In addition, contact details for all families involved in the outing, a first aid kit, parental consent forms for emergency treatment of children will be carried in a specific rucksack.

Fire safety (see Fire Safety Policy)

- Fire fighting equipment conform to BSEN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.
- Our emergency evacuation procedures are clearly displayed, explained to new members of staff and parent/guardians and practiced regularly.
- Records are kept of fire drills and the servicing of fire safety equipment.

Accidents and Incidents (see Accident and Incident Policy)

First aid kits:

- We meet the statutory requirements for paediatric first aid.
- Our first aid kit comply with the Health and Safety (First Aid) Regulations 1981 are regularly checked and restocked as necessary

Accident/incident/injury forms:

- Are kept safely and are accessible.
- Contain one accident, incident or injury per page to promote confidentiality.
- Are explained at induction, shown where they are kept and how to complete them.
- Are shared with parent/guardians at collection they are asked to sign to confirm they understand the circumstances leading up to, the actual accident/incident and the treatment given.
- Are reviewed at least half termly to identify any potential or actual hazards.

Ofsted is notified of any serious accident, injury or the death of a child or adult by the Leader as soon as soon as possible. The Leader will refer to the Ofsted Early Years Compliance Handbook for a list of notifiable injuries.

Children's medication (see Administering Medicines Policy)

Sickness (see Illness and Medication Policy)

- Surrey Hills Forest School - Holiday Club's policy for the exclusion of ill or infectious children is discussed with parent/guardians and is based on guidance from the Health Protection Agency.
- This includes procedures for contacting parent/guardians or other authorised adults if a child becomes ill at holiday club. A list of common illnesses and their exclusion periods is displayed on the parent/guardians notice board for reference purposes. For information the exclusion period in the case of sickness and diarrhoea is 48 hours after the last occurrence of the illness.
- If a child becomes unwell at holiday club, the parent/guardians will be contacted. For infection control purposes the child may then be seated apart from the other children but a member of staff familiar to the child will be beside them at all times. The child will be given an activity to take part in if appropriate whilst waiting for collection.
- Surrey and Sussex Health Protection Team is notified of multiple infectious diseases which are included on the Gov.uk Health Protection Infectious Diseases list.
- Advice will be sought from the relevant bodies regarding informing the other families at the Forest School.

Safety of adults

- Staff are given manual handling training as part of their induction.
- Maintenance staff from Birtley House will undertake tasks at heights particularly relating to the trees.
- The proprietor will engage additional and appropriate staff when moving extremely heavy items, constructing large resources and equipment.
- Staff sickness is monitored and reviewed for patterns.
- Staff accidents are recorded. When appropriate, the records are reviewed to identify any issues which need to be addressed.

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

- The holiday club will adhere to the Control of Substances Hazardous to Health Regulation (COSHH) to ensure all children, employees, parent/guardians and visitors are safe in relation to any chemicals we may use on the premises.
- All cleaning equipment and supplies are stored safely and out of reach of children.
- Surrey Hills Forest School - Holiday Club keeps safety data sheets of all our stored cleaning products in the COSHH folder.

Smoking, drugs and alcohol.

- Surrey Hills Forest School - Holiday Club is a non-smoking or vaping environment.
- Visitors to the building and staff are asked not to smoke or vap on the premises, and we would encourage smokers to move away from the perimeter of the camp.
- The welfare of the children is of paramount importance, and as such the use of drugs and alcohol on the holiday club site is not allowed.
- Any staff member who reports for work and is believed to be under the influence of either drugs or alcohol will be asked to leave and could face disciplinary action.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of health and safety this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

17. Healthy Eating

Statement of intent

Surrey Hills Forest School - Holiday Club believes that eating healthily is extremely important in the development of young children. Children's food preferences and eating habits are formed early with consequences for a range of health and development outcomes in later life.

Aim

Our aim is to communicate with parents/guardians about appropriate amounts of energy and nutrients that encourages the development of healthy eating habits in young children, both to support appropriate growth and development, and as part of national priorities to reduce childhood obesity, poor dental health and ensure every child has the best start in life.

Practice

We use Change4Life 'Easy ways to eat well and move' as our best practice guidelines when reviewing our policy and are committed to the following:

- Guide parents to provide healthy nutritious well-balanced snacks and cooking opportunities.
- We provide water constantly throughout the day and at mealtimes.
- Children are shown the importance of hygiene and wash their hands before snack and lunch times.
- Meals are pleasant social opportunities for children and staff to eat together. When children can learn good social skills and behaviour associated with eating and drinking.
- Staff monitor healthy eating, keeping a discreet eye on those who appear not to be eating well.
- Positive encouragement and peer support is used to engage poor eaters in making healthy choices.
- We aim to be a no nut environment.
- Parent/guardians will supply snacks to meet their child's individual dietary needs
- Portion sizes are monitored.
- An allergy list for all children is available in the classroom
- If a child has refused to eat their pack lunch, their intake will be monitored. Parent/guardians will be advised of any concerns.
- Cultural differences and religions are embraced and respected. This helps children develop their knowledge and understanding of varied foods and customs.
- We will continue to promote breastfeeding by having an 'open door' policy allowing mothers to come into the holiday club at any time.
- We encourage parent/guardians to follow pack lunch advice from Change4Life by the NHS for 'Healthier Lunchbox Recipes'.

If parents feel there are elements of healthy eating which have been omitted from this policy they can speak to a member of staff or email at admin@surreyhillsforestschoo.co.uk

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of healthy eating policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

18. Hygiene

Statement of intent

Surrey Hills Forest School - Holiday Club puts the wellbeing of children in our care at the core of our services. We are keen to ensure we provide a high-quality environment and premises that are kept in a clean and hygienic condition for all children, parent/guardians, staff and visitors. We recognise the potential for diseases and viruses to spread relatively easily in an early years environment.

Aim

We will apply best practice in infection control to reduce the risk of infection and illness for all children, parent/guardians, staff and visitors.

Practice

Childcare and educational establishments are an ideal environment for the spread of diseases and viruses. This is because of the relatively high numbers of children mixing together, the low state of immunity of some children and the difficulties in maintaining high standards of hygiene among small children.

Bacteria and viruses that cause infectious illnesses are spread in a number of ways, most commonly either by touch, in the case of bugs like norovirus, or in the air when people sneeze, as is the case with coughs, colds and flu. Ingesting food contaminated with bacteria or viruses is another method, as is contact with infected body fluids such as blood or faeces.

It is the responsibility of all staff to ensure that the premises are kept clean and hygienic at all times. Staff will be expected to tidy up and keep the premises clean within the reasonable limits of their role and to report any areas where the holiday club may be falling below its set standards. This will include the following:

- All staff will be requested to pay particular attention to areas where hygiene is especially important for preventing the spread of infection. This includes toilet areas. Colour-coded cleaning clothes specific to each area should be used.
- In the event of illness among the children, staff will be informed and asked to intensify cleaning for a given period and to follow Public Health Agency guidance.
- The Leader will undertake regular risk assessments and inspections to ensure the work schedule is being followed to the standard required and that the premises are being kept clean and hygienic.
- To encourage and support effective handwashing, an adequate number of sinks for handwashing are provided along with soaps and disposable paper towels.
- All staff will be expected to display high standards of personal hygiene and to wash their hands regularly throughout the day and specifically:
 - after tending children with cuts, abrasions or suspected infections
 - after wiping their own or a child's nose
 - after changing a nappy
 - after handling body fluids and soiled items
 - after taking a child to the toilet or going to the toilet themselves
 - after eating, coughing or sneezing
 - after handling cleaning chemicals.
- Staff will help the children to keep clean throughout the day and to wash their hands appropriately, especially after using the toilet, before eating or after messy play.
- Children with a potentially infectious disease that could be passed on to others should be excluded from attending the holiday club until they have recovered. See the Public Health Agency 'Guidance on infection control in school and other childcare holiday clubs' in the entrance lobby.
- Staff should always ensure that toys and equipment are inspected and cleaned regularly. In the case of a pandemic the holiday club will follow government guidelines.
- Unhygienic or broken toys should be discarded. A termly toy audit and deep clean will be arranged where old and worn-out toys will be replaced.
- The Leader will make appropriate pest control monitoring arrangements and respond promptly to any evidence of pests.
- All staff will be expected to keep all cleaning materials safely and securely and out of the way of children. They will also be expected to ensure that all of their cleaning work practices include appropriate health and safety safeguards.
- All staff will be provided with suitable personal protective equipment (PPE), such as disposable gloves and aprons. They will be trained in maintaining good standards of cleanliness and hygiene.
- Any spillages of blood, faeces, saliva and vomit will be cleaned up immediately.

Potentially Infectious Spillages Procedure

Staff will treat every spillage of body fluids or body waste such as blood, vomit, faeces and urine; with caution as potentially infectious.

As with ordinary spillages, potentially infectious spillages must be cleaned up immediately.

If the spillage involves blood and body fluids staff should:

- secure the area around the spillage;
- assemble the required equipment;

- wear appropriate PPE;
- solid or semi-solid matter (e.g. faeces) in the spillage should be removed first as this can inhibit the disinfectant;
- contain, absorb and cover the spill with disposable paper towels;
- apply a suitable disinfectant product or a product which combines detergent and disinfectant;
- leave the area for two minutes (or as per manufacturer's instructions) then clear away the towels/disinfectant directly into a clinical waste bag;
- wash the area with a general purpose detergent and warm water using a disposable cloth/paper towels; and
- remove PPE and place immediately into the sealed waste bag and discard.

Mops should never be used for cleaning up blood and body fluid spillages.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of hygiene this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

19. Illness

Statement of intent

Surrey Hills Forest School - Holiday Club understands its duty to promote the good health of the children in our care, take necessary steps to prevent the spread of infection and take appropriate action when they fall ill.

Aim

We aim to provide a safe, secure and healthy environment for all children attending the Forest School and to avoid the spread of illness. We will follow Public Health England's 'Health Protection in Schools and Other Childcare Facilities'.

Practice

We understand that all children have minor illnesses, such as coughs and colds, from time to time that do not prevent them from attending. We are also aware that some children have longer term illnesses and conditions that whilst not infectious may affect their day to day life. It is important that these children routinely attend holiday club benefitting from our everyday interactions and activities. In all cases we engage with parents/guardian from the outset to ensure that we are able to meet the needs of the child. Once parent/guardians have registered at the holiday club, a suitable care plan will be agreed which may include the administration of medication and the involvement of external agencies.

At Surrey Hills Forest School - Holiday Club we expect that children who have more than a minor illness should be kept at home. This is particularly important in the case of any infectious illness that might be spread.

Children with the following signs or symptoms will be excluded from the Forest School:

- Diarrhoea and/or vomiting
- Impetigo
- Doubtful rash
- Coronavirus
- Conjunctivitis
- Infectious illness, e.g. chicken-pox, mumps or measles
- Fever or temperature.

Other illnesses and infections listed on the Public Health Agency poster 'Guidance on infection control in schools and other childcare holiday clubs' can be found in the entrance lobby.

We will display a notice of any infectious illnesses within the Forest School on the main door to allow parent/guardians to monitor their own children.

Parent/guardians should be advised that their children may not return to the Forest School until 48 hours after they have been symptom free or outside the required quarantine period.

If a child arrives at the Forest School ill, the Leader will take the decision whether the child is fit to attend or not. If not, the parent/guardians will be asked to take the child home.

If a child becomes ill while at the Forest School or has an accident then the Leader will be asked to see the child immediately and the child's parent/guardians will be called and asked to collect the child. While waiting for the parent/guardian, the child will be monitored and comforted. If the child's condition worsens such that it causes concern to the Leader and staff then appropriate medical treatment will be sought.

In the event of an illness or accident requiring hospital treatment, the Leader will make every effort to inform the parent/guardians immediately and arrange to have the child taken to hospital. A member of staff will stay with the child until the parent/guardian arrives.

If the parent/guardian does not arrive or is unable to be contacted, the member of staff should stay with the child until the appropriate treatment has been given and follow the advice of the NHS professional. Where appropriate they should return with the child to the holiday club where he or she would be cared for until the arrival of the parent/guardian. In all cases the first aider will complete a detailed report of what happened and action taken.

Any illness, accident or injury to a child will be recorded in the accident form and, in the case of a serious injury, an appropriate report made to Ofsted as required by the Early Years Foundation Stage (EYFS) Statutory Framework.

Serious accidents, injuries or deaths occurring in relation to early years must be notified to Ofsted as soon as is reasonably possible and in all cases within 14 days of the incident.

Temperature

If a member of staff is concerned about a child, such as flushed cheeks, hot to the touch, sweaty or clammy, the child's temperature will be taken using the Forest School digital thermometer.

If the thermometer reads above 37.8°C, the following will take place:

- remove a layer of the child's clothing
- offer a drink of water
- ensure the room is cool
- contact the parent/guardians to collect the child.

Whilst most rashes are nothing to worry about, there are some which need to be actioned quickly. In all cases where the child exhibits a rash, staff will look for additional symptoms such as:

- a stiff neck
- being bothered by the light
- appearing confused
- shaking uncontrollably
- having an uncontrollable fever
- unusually cold hands and feet
- the rash continuing even when a glass is pressed against it.

Where any of the above occur, we will follow the NHS guidelines and call 999, call the parent/guardian and go straight to the nearest A&E.

Notifiable diseases

Surrey Hills Forest School - Holiday Club is required to report certain infectious diseases to the Surrey and Sussex Health Protection Team at County Hall, Chart Way, Horsham. The list of diseases is constantly changing. We will refer to the current online listing once a diagnosis by the child's GP has been confirmed.

We will advise all parent/guardians of any infectious diseases by means of a poster on the main entrance door with the date of occurrence.

In the event of an outbreak of an infectious illness or disease the staff will carry out additional cleaning and follow our infection control procedures.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of illness this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

20. Looked After Children

Statement of intent

Surrey Hills Forest School - Holiday Club is committed to providing quality provision based on equality of opportunity for all children and their families. Looked after children are those who have *'been in the care of their local authority for more than 24 hours. Looked after children are also often referred to as children in care, a term which many children prefer'* (NSPCC definition).

Aim

Surrey Hills Forest School - Holiday Club is committed to doing all they can to enable 'looked after' children in their care to achieve and reach their full potential. We recognise that looked after children will have had different experiences and a range of reasons for being taken into the care of the local authority. Whatever the reason, a child's separation from their home and family signifies a disruption in their lives that has impact on their emotional well-being.

The designated person for looked after children is the Designated Safeguarding Lead- Lee Davis

Practice

- At Surrey Hills Forest School - Holiday Club we place emphasis on promoting children's right to be strong, resilient and listened to.
- Our policy and practice guidelines for looked after children are based on two important concepts - attachment and resilience.
- The basis of this is to promote secure attachments in children's lives as the basis for resilience.
- These aspects of well-being underpin the child's responsiveness to learning and are the basis in developing positive dispositions for learning.
- For young children to get the most out of opportunities they need to be settled enough with their carer to be able to cope with further separation, a new environment and new expectations made upon them.
- The term is never used to categorise a child as standing out from others. We do not refer to such a child using acronyms such as LAC.
- The Designated Safeguarding Lead will liaise with agencies, professionals and practitioners involved with the child and their family and ensures appropriate information is gained and shared.
- Surrey Hills Forest School - Holiday Club recognises the role of the local authority social care department as the child's 'corporate parent' and the key agency in determining what takes place with the child. Nothing changes, especially with regard to the birth parent's or foster carer's role in relation to the holiday club without prior discussion and agreement with the child's social worker.
- There may be a need for a care plan. This will consider such issues for the child as:
 - the child's emotional needs and how they are to be met;
 - how any emotional issues and problems that affect behaviour are to be managed;
 - the child's sense of self, culture, language/s, identity and how they will be supported;
 - the child's need for sociability and friendship;
 - the child's interests and abilities; and
 - how any special needs will be supported.
- In addition, the care plan will also consider:
 - how who, what, when, how, when information will be shared how information will be shared;
 - what contact the child has with their birth parent(s) and what arrangements will be in place for supervised contact. If this is to be the holiday club, when, where and what form the contact will take will be discussed and agreed;
 - what written reporting is required;
 - with the social worker's agreement, and as part of the plan, the birth parent(s) involvement in the holiday club's activities alongside the foster carer.

The child's well-being is the focus of observation whilst they settle in to the holiday club, their sociability and their ability to manage their feelings with or without support. Further observations about communication, interests and abilities will be noted to firm up a picture of the whole child. Concerns about the child will be noted in the child's file and discussed with the foster carer. We recognise that there may be need for the social worker to engage with the holiday club as and when required.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of looked after children this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

21. Manual Handling

Statement of Intent

Surrey Hills Forest School - Holiday Club recognises that manual handling is one of the most common causes of absence through injury at the workplace. This policy is written with reference to the Health and Safety at Work Act 1974, which places a duty on employers "to ensure so far as is reasonably practicable, the health, safety and welfare of its employees", and to the Manual Handling Operations Regulations 1992 (as amended).

Aim

We aim to eliminate hazardous manual handling activities as far as it is reasonably practicable.

Practice

To limit the risk of injury from manual handling operations, the holiday club will;

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

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

- the task
- the load
- the individual undertaking the task, and
- the working environment.

The main manual handling hazard at Surrey Hills Forest School is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling approach below. It may be necessary to seek the assistance of an additional member of staff to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

It is the responsibility of each member of staff to;

- comply with any instructions and induction training provided in safe manual handling techniques
- not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- report to the Leader any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

It is expected that each member of staff will approach a potential lift in the following way:

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

This policy and its associated guidance outlines the provisions the holiday club will make to discharge its duties in relation to the following statutory requirements: The Health and Safety at Work etc Act 1974, section 2 – The duty to ensure so far as is reasonably practicable, the health, safety and welfare of its' employees. The Manual Handling Operations Regulations 1992 – all requirements.

Policy Review

As part of Surrey Hills Forest School monitoring of manual handling this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

22. Missing Child

Statement of Intent

Children's safety is paramount at all times both on and off premises. We have a strict entrance/exit system to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, our missing child procedure is followed.

Aim

Surrey Hills Forest School - Holiday Club is committed to the safety of the children throughout the time they attend the holiday club. In the event that a child is lost, we will ensure that a search is made for the child as soon as possible. The parent/guardians and authorities will be notified as soon as practicably possible. A high level of care for the other children at the holiday club will be maintained while procedures are followed.

Procedures

Child going missing on the premises

As soon as it is noticed that a child is missing the member of staff alerts the Leader and the following procedure is implemented:

- Staff will remain calm and deployed to assist the other children from becoming anxious or worried;
- The member of staff in charge of the group will ask where the child was last seen;
- The searching members of staff will be given a full description of the child and what they were wearing and told where the child was last seen. The area will be searched outwards from that point;
- The register is checked to make sure no other child has also gone astray;
- Gates are checked to see if there has been a breach of security whereby a child could wander out;
- If the child cannot be found after a thorough search the Leader will notify and liaise with the parent/guardians accordingly. We aim to do this no later than 15 minutes from the initial alert;
- Simultaneously a wider search will be undertaken by a second search party; beyond the premises;
- If the child is not found after 30 minutes, the Police and Surrey Children's Single Point of Access (SPA) will be contacted;
- The Leader will report the incident to Ofsted; and
- The Leader will carry out an investigation into the situation and action any gaps in security or procedures.

Actions to be followed once the child has been found

- Talk to, take care of and, if necessary, comfort the child;
- Speak to the other children to ensure they understand why they should not leave the premises/separate from the group;
- The Leader will speak to the parent/guardians to discuss events and give an account of the incident (having already spoken with Surrey Children's SPA(C-SPA));
- The Leader will undertake a thorough investigation;
- All media queries should be referred to the Leader;
- The investigation should involve all concerned providing written statements;
- The detailed report should cover: time, place, numbers of staff and children, when the child was last seen, what appeared to have happened, the length of time the child was missing, how the child appeared to have gone missing and lessons for the future; and
- Protective measures identified to prevent future occurrences.

Managing people

Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.

The staff will feel worried about the child and they may blame themselves. Their feelings of anxiety and distress will rise as the length of time the child is missing increases. The Leader needs to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.

The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them. In accordance with the severity of the final outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The Leader will use their discretion to decide what action to take.

Staff must not discuss any missing child incident with the press without taking advice.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of missing children this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

23. Mobile Phones, Cameras, Smart Watches and Electronic Devices

Statement of intent

It is our intention to provide an environment in which children, staff and parents are safe from images being recorded and inappropriately used, in turn eliminating the concern of staff being distracted from their work with children and the inappropriate use of mobile phones, smart watches and cameras around children.

Aim

We have a clear policy on the acceptable use of mobile phones, cameras, smart watches and other electronic devices that is understood and adhered to by everyone: staff, children, and parents. We recognise that photographs are a source of pride which we believe enhances self-esteem for children. Abiding by the terms of the 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.

Practice

We believe our staff should be completely attentive during their working hours to ensure all children in the holiday club receive good quality care and attention. Mobile phones must **not** be used during working hours. Staff are permitted to keep their phones switched on in case of urgent calls, but they will be kept in the classroom, away from children and must be on silent.

Under no circumstances does the holiday club allow a member of staff to contact a parent/guardian using their personal device. Users bringing personal devices to the holiday club must ensure there is no inappropriate or illegal content on the device. All staff must ensure their mobile phones are inside the phone boxes located in the office throughout contact time with children. Staff are permitted to use their mobile phones during their lunch breaks away from the children.

The Leader reserves the right to check the image contents of a member of staff's mobile phone should there be any cause for concern over inappropriate use of it. Should inappropriate material be found then our Local Authority Designated Office (LADO) will be contacted immediately, as well as the police. Guidance will be followed with regards to the dismissal of the staff member.

We gain consent from parents/guardians to take appropriate photos of their child when they first register with the holiday club.

Holiday club mobile phones

Surrey Hills Forest School - Holiday Club has a mobile phone for communication between the Leader and the parents/guardians of children in attendance.

The use of mobile phones, cameras, smart watches and electronic devices is not allowed in toilets, washing or changing areas, nor should photography or electronic devices be used by children in a manner that may offend or cause upset.

The misuse of mobiles, cameras, smart watches or electronic devices in a way that breaches this policy may result in disciplinary procedures or the matter being dealt with under the relevant safeguarding policy as appropriate.

Staff use of personal mobile phones

Personal mobile phones belonging to members of staff are kept in either the clip lock boxes in the classroom. In addition;

- if a member of staff needs to make an urgent personal call, they can use the holiday club phone or make a personal call from their mobile in the classroom, with prior consent from the Leader,
- if a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Leader, and
- under no circumstances may staff use their personal mobile phones to take photographs at the Forest School during working hours.

Staff use of personal smart watches

We recognise there are many health benefits for wearing a smart watch; such as counting steps and measuring heart rate. However, we are keen to agree the terms under which smart watches can be worn by staff whilst at work; both indoors or outdoors.

To ensure the safe wearing and use of smart watches, staff must:

- place the smart watch in 'flight mode' or disconnect the Bluetooth or disconnect the Wi-Fi for the time that they are with the children, both indoors and outdoors. This will ensure there is no internet connectivity function for the smart watch to receive notifications
- understand they may not use their smart watch to receive calls or check messages whilst with the children; as this creates a distraction even for the shortest amount of time
- not under any circumstance take photographs using their smart watch

- not access the smart watch for any reasons apart from checking the time, reviewing their step count or checking their heart rate
- should only access their smart phones whilst on their break.
- be vigilant of others checking their watches and remind them of the holiday club policy and procedures of the safe wearing of a smart watch.

Where ongoing technology advances Surrey Hills Forest School - Holiday Club reserves the rights to request the removal of a smart watch if the safety of a child[ren] is at risk.

Should any member of staff be found to;

- failing to return their smart watch to restricted access as set out above after use during their break or
- scrolling their smart watch in any way.

They will be subject to disciplinary action.

Visitors' use of mobile phones

Parents and all other visitors must not use their mobile phone – or any other device - to take photographs within the holiday club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the holiday club camera. The Leader will remind parents/visitors on arrival to refrain from using their phone.

All staff:

- Respect the rights of the child and will never photograph them if they ask us not to.
- Do not photograph children who we do not have consent to be photographed. – the exception to this is on an outing, where we need an up-to-date photo in case of a missing child. Prior consent will be sought.
- Photographs will only be taken using the holiday club mobile only.
- Promote openness and honesty and will actively safeguard themselves when taking photographs by ensuring they have a witness.
- Are aware they have the right to spot check their mobile phones/smart watch and adopt a professionally curious approach with regards to 'it could happen here'.

Capturing images

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is effective. However, it is essential that photographs are taken and stored appropriately to safeguard the children in our care.

- Images taken on holiday club phone must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.
- All staff are responsible for the location of the holiday club mobile; this should be placed within the lockable office when not in use.
- Images taken are stored on the password protected holiday club mobile. They will be reviewed and deleted weekly.
- Parental permission is obtained from the parent/carer on joining the holiday club to the use of photographs in the holiday club.
- Any child whose parent has not signed the permission form for photos on social media will not have their photograph taken.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of mobile phones, cameras, smart watches and electronic devices this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

24. Pandemic

Statement of Intent

Surrey Hills Forest School - Holiday Club intend to use this policy to provide precautionary measures to minimize transmission risks of disease in the holiday club during an epidemic or pandemic.

Legislation and leading authorities which have guided and influenced this policy are:

Coronavirus Act 2020, Health and Safety at Work Act (1974), Health and Safety Executive (HSE), Government Briefings, Public Health England (PHE) and World Health Organization (WHO). Advice from but not limited to, The Secretary of State, The Chief Medical Officer, Local Authority (LA) and Department for Education (DfE). The policy also has regard to Ofsted and Early Years Foundation Stage (EYFS) guidance where appropriate.

Aim

This Policy defines and assists the operating arrangements in place within the holiday club that assures compliance to the Government and leading bodies requirements with relation to the outbreak of a pandemic such as COVID 19 or other infectious illnesses and diseases. This policy will be reviewed regularly in line with the government guidelines.

As providers of childcare, we ensure to offer a continuum of extremely high standards of practice of childcare and education. The fundamental principles to be outlined in this policy are set out to ensure good hygiene practices as best as possible to ensure the risk of transmission is reduced. We will continue to follow our other policies if they do not conflict with this policy.

The main areas we will be considering are:

- Maintaining personal and respiratory hygiene (handwashing, catch it, kill it, bin it)
- Ensuring cleanliness of the environment (especially frequently touched surfaces and resources)

Focus/ Areas of Consideration / Recommendations

Children

Wellbeing and play

- Children will be supported in age-appropriate ways to understand the steps they can take to keep themselves safe including regular hand washing on entry and continuously throughout the day, coughing / sneezing using a tissue and adopting a catch it, kill it, bin it regime.
- Holiday club provision will continue to be delivered through play and adult led activities as normal.
- Children will have access of fresh drinks of water throughout the day if they are thirsty, staff will monitor this to ensure no cross contamination of drinking bottles or cups.

Workforce

Physical distancing/ grouping /safety

- Staff to be informed of measures in place and any new or updated policies and procedures.
- All PPE will be removed and disposed of following current government guidelines, the staff member will wash their hands for at least 20 seconds.
- Staff will be responsible to ensure appropriate cleaning takes place and enough ventilation is in the classroom such as opening windows. If doors are open, staff will ensure the safety of the children is maintained through continuous risk assessments.
- Staff to wear fresh, clean clothes for each session.

Training

- All staff members must receive appropriate instruction and training in infection control and the standard operating procedure and risk assessments within which they will be operating.
- Online training may be available to allow their training levels to be maintained if appropriate.

Parents

Communications

- Parents will receive clear communication regarding the role they play in the safe operating procedure and all measures being taken to ensure the safety of their children and themselves.
- Parents will inform the holiday club of their circumstances and if they plan to keep their child away.

Hygiene and Health & Safety

Hand Washing

- Children and staff members will be encouraged to wash their hands frequently, this includes before and after eating food, after visiting the toilet or playing outdoors, after sneezing, blowing their nose or coughing into their hand and dealing with unwell individuals.
- Bodily fluid spills will follow the correct procedures as normal.

Cleaning

- An enhanced cleaning schedule will be implemented that includes surfaces and children's toys and equipment.
- Communal area, touch points and hand washing facilities must be cleaned and sanitised regularly and cleaned thoroughly every night.

- A deep clean may be needed after a child has become ill in the area they were waiting.

Waste disposal

- All waste must be disposed of in a hygienic and safe manner following government guidelines.
- Tissues must be immediately disposed of and placed in a bin with a bag.
- Bodily fluids must be double bagged and disposed of in a bin with a bag, lid, and foot pedal.

Risk assessment

- The holiday club and all activity will be risk assessed before opening or going ahead to address the risks from virus' and due consideration given to any adaptations to usual practice.
- Sensible measures will be put in place and policies and procedures followed.

PPE

- Government guidance regarding will be followed PPE.
- PPE will be worn and disposed of as normal for one to one care and the administration of first aid.

Premises building

- Keep windows open of the indoor classroom where possible to ensure good levels of ventilation.

Resources

- All resources required for good quality play experiences of children will be regularly washed and/or sterilized.
- Equipment used by staff such as stationary, etc. will be allocated to individual staff members where possible and cleaned regularly.

Responding to a suspected case

- In the event of a child developing suspected symptoms whilst attending the holiday club, will be collected as soon as possible and taken at home.
- The area will be thoroughly cleaned, immediately.
- In the event of a staff member developing suspected symptoms whilst working will return home immediately and isolate at home.

Closure

There may be occasions when we will have to consider temporarily closing the holiday club because we have too few staff to run sessions safely. If this occurs the Leader will contact UKHSA for further support and guidance. The holiday club will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care.

In the event of closure, the Leader will notify parents or carers as soon as possible. The Leader will also inform the local childcare information service as well as other relevant parties for example, the schools. The Leader will also notify Ofsted of the closure.

Advance planning

In preparation for dealing with a pandemic disease, the holiday club will ensure that all contact details for staff, children and parents are up to date.

We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs.

We will endeavour to build a bank of relief or supply staff who are able to provide cover should staffing levels fall below the required legal minimums. All relief staff will be DBS checked at the time of joining our team, so that they are checked to be suitable to work with children.

The holiday club will regularly update its information regarding pandemic diseases, by checking the latest guidance from DfE and the local authority and will inform parents and staff of any changes to our emergency plans.

In the event of an outbreak, or closure.

- Additional cleaning will be arranged for the holiday club to ensure minimal spread of a virus.
- The Leader will notify HPA (environmental health) and the local authority as well as gain advice from DfE (Department for Education).

Useful contacts

Public Health England:

PHE Surrey and Sussex Health Protection Team (Southeast),
County Hall,
Chart Way,
Horsham,
RH12 1XA
0344 225 3861

Ofsted: 0300 123 1231

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of pandemic viruses, this policy will be subject to periodic review.

Signed:

Date:

Policy Review Date:

25. Parent Partnership

Statement of intent

Parent/guardians and families are always welcome at Surrey Hills Forest School - Holiday Club. We feel strongly that parent/guardians and the holiday club work closely together to provide the best environment for children to thrive and develop.

Surrey Hills Forest School - Holiday Club strives to eliminate barriers that impede family involvement, and to create a rich learning environment, developed in collaboration with families. When we refer to 'parent/guardians' this means the adults who have the lawful rights, duties, powers and responsibilities and authority in relation to a particular child. We appreciate that these may include natural and birth parents as well as same sex parents, step-parents, foster parents and parents who do not live with their children, but do have contact with them and play a part in their lives.

Aim

Our aim is to support parent/guardians as their child's first and most important educators by involving them in their children's care and holiday club life.

Practice

At Surrey Hills Forest School - Holiday Club we will:

- generate confidence and encourage parent/guardians to trust their own instincts and judgement regarding their own child;
- welcome all parent/guardians into the holiday club at any time and be as flexible as possible;
- ensure documentation and communications can be easily adapted to a format to suit individual parent's needs, e.g. multi-lingual, electronic communications;
- ensure that all parent/guardians are aware of the holiday club's policies and procedures;
- maintain regular contact with parent/guardians during their child's attendance to help us to build a secure and beneficial working relationship for their children;
- inform parent/guardians about holiday club activities via the website;
- consider and discuss all suggestions from parent/guardians concerning the interests and care of their child and holiday club operation;
- provide opportunities and support for all parent/guardians to contribute their own skills, knowledge and interests to the activities of the holiday club;
- inform all parent/guardians of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood;
- provide a written contract between the parent/guardians and the holiday club regarding conditions of acceptance and arrangements for payment and funding;
- respect the family's religious and cultural backgrounds and beliefs to accommodate any special requirements wherever possible and practical to do so; and
- find out the needs and expectations of parent/guardians. These will be obtained through regular feedback via questionnaires, suggestion system and encouraging parent/guardians to review working practices. These are then evaluated to promote holiday club practice, policy and staff development.

We ask the parent/guardian to:

- keep us up to date with all information relating to any changes to parental responsibilities, court orders and injunctions.
- work with the holiday club to ensure continuity of care and support for the child.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of parent partnerships this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

26. Play

Statement of intent

The play intentions, experiences and the atmosphere at Surrey Hills Forest School - Holiday Club is to encourage children's confidence, independence and enjoyment. Enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative. We recognise that children's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

Aim

Surrey Hills Forest School - Holiday Club provides a stimulating environment where playing and learning go hand in hand. Research shows that play has many benefits for children and families as well as improving health and quality of life; suggesting that children's access to good play provision can:

- increase their self-awareness, self-esteem, and self-respect;
- improve and maintain their physical and mental health;
- give them the opportunity to mix with other children;
- allow them to increase their confidence through developing new skills;
- promote their imagination, independence and creativity;
- offer opportunities for children of all abilities and backgrounds to play together;
- provide opportunities for developing social skills and learning;
- build resilience through risk taking and challenge, problem solving, and dealing with new and novel situations; and
- provide opportunities to learn about their environment and the wider community.

Practice

Outdoor play

We are very committed to the importance of outdoor play and physical development in all children. All activities will be made accessible; dependent on their age and stage of development, to ensure inclusive use of the outdoor area.

The outdoor areas, have a wealth of resources which help children to develop their independence, exploration and investigative skills, risk taking and self-esteem all of which support children to develop skills for now and the future.

The holiday club will ensure all areas are safe and secure through close supervision and the use of risk assessments and safety checks. Staff are informed of the importance of these procedures and are trained appropriately to ensure they are followed effectively.

All outdoor play opportunities and exploration of the broader Birtley House grounds provide children with both adult-led and child-initiated play to enable children to learn and practice new skills, knowledge and behaviours. Outdoor play is a vital part of a child's development and children will be given every opportunity to explore and experience this throughout the year.

Indoor play

We carefully plan the small indoor environment to be flexible and accommodate children's changing interests and needs. Our resources are of a high quality; the books are attractive and well maintained and reflect children's fascinations. It is intended that the children are likely to spend limited time indoors; mainly when it is raining heavily.

Other resources such as blocks for building, felt pens, chalks or pencils for mark-making, clothes for dressing up and small items such as cars, dolls and jigsaws can be easily accessed by children themselves.

Weapon & Superhero play

Most children enjoy engaging in imaginative play that relates to, and makes sense of, the world that they live in. For lots of children (particularly boys) imaginative play contains an element of weapon and superhero re-enactment. Re-enacting weapon use is a universal language of play for children and usually results in high levels of engagement for those actively involved in it.

We feel it is important to create a whole holiday club approach of which staff, children and parent/guardians have a clear understanding. Approaches to teaching and learning in role play should reflect the interests of the children and not exclusively those of the adults. Whilst all children's emotional welfare, wellbeing and involvement should be assessed in relation to this style of play.

We acknowledge the positive aspects of the character of the superhero and highlight the negative aspects of weapon use and physical violence at a level that is appropriate to the age and needs of the children. This will be mainly done through story, drama and appropriate discussion. Ongoing opportunities for quality imaginative play are not overlooked or left to chance, but thought about and planned in advance. Parent/guardians need to feel well informed about, and comfortable with, the approach to weapon/superhero play and the principles that underpin it.

If children wish to make a weapon then this will be supported by a member of staff, as it may be an ideal learning opportunity to follow their interests. Children will also be allowed to be creative with props they use during this play, providing it will not break, hurt others and is observed by a member of staff.

When superhero or weapon play is taking place, a member of staff will be nearby to observe and extend play. The adult may introduce other storylines or characters to develop this in a creative way. Superhero costumes are available and allowed to be brought in from home, similar to princesses. This will help us to plan for individual children interests.

Disagreements are inevitable, as in any play, and this will be dealt with a practitioner listening, discussing, compromising and resolving the conflict.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of play this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

27. Record Keeping and GDPR Responsibilities

Statement of Intent

Surrey Hills Forest School - Holiday Club intends to comply with the Data Protection Act (GDPR) 2018.

Aim

Surrey Hills Forest School - Holiday Club aims to maintain records accurately, follow the details of GDPR in the collection, sharing, storing and deletion of personal data.

Practice

As a responsible business, we are registered with the Information Commissioner's Office (ICO); the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

Under the guiding principles of GDPR there are three reasons for keeping individual's data:

- Contractual - Terms and conditions/registration form;
- Legal - Statutory Safeguarding and Welfare Requirements; and
- Legitimate business reason such as policies and procedures.

Under GDPR Surrey Hills Forest School - Holiday Club must:

- process data lawfully, fairly and in a transparent manner in relation to individuals;
- have a Privacy Notice; which will be shared with parent/guardians at the point of registration;
- only collect data for specified, explicit and legitimate purposes;
- collect, share and store data that is relevant and limited to what is necessary;
- make sure data is accurate and, where necessary, kept up to date;
- store data for no longer than is necessary and for the purposes for which it was intended;
- process and maintain personal data diligently and securely by means of key access or password controls;
- instruct the team to manage all parent/guardians and children's data with maximum care and attention, following our Confidentiality Policy;
- report all data breaches to the ICO within 72 hours;
- produce a concise and easily accessible Privacy Notice for parent/guardians and staff which confirms how personal data will be collected, stored and shared;
- use encrypted emails when communicating with external professionals and agencies;
- comply with statutory retention periods for all data; and
- securely destroy data once retention periods have passed.

Under GDPR parent/guardians and staff at Surrey Hills Forest School - Holiday Club have the right to:

- access their data;
- have their data rectified/updated upon request;
- have their data removed;
- restrict any processing of their data;
- move their data; and
- object to their data being used.

Procedures

- All records are the responsibility of the Leader who will ensure they are kept securely.
- All records are kept in an orderly way in files and filing is kept up-to-date for audit purposes
- Health and safety records are maintained; these include risk assessments, details of checks or inspections and guidance etc.
- Our Ofsted registration and Public Liability insurance certificate is displayed.
- All our employment and staff records are kept securely and confidentially.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of record keeping and GDPR responsibilities this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

28. Safeguarding and Child Protection Policy

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Safeguarding Statement

“Safeguarding is Everyone’s Business”. We recognise our moral and statutory responsibility to safeguard and promote the welfare of all children.

We make every effort to provide an environment in which children and adults feel safe, secure, valued, and respected. We want children and adults to feel confident to talk if they are worried, believing they will be effectively listened to.

The purpose of this policy is to provide the team at Surrey Hills Forest School - Holiday Club with the framework they need to keep children safe and secure in our club. The policy also informs parents and carers how we will safeguard their children whilst they are in our care.

Status & Review Cycle of this policy: Annual or more frequent if new information becomes available

Key personnel

Surrey Hills Forest School - Holiday Club Designated Safeguarding Lead - **Lee Davis**

Surrey Hills Forest School - Holiday Club Deputy Designated Safeguarding Lead - **Amy Smith**

Safeguarding secure email address (password protected) - dsl@surreyhillsforestschool.co.uk

Terminology

Safeguarding and promoting the welfare of children is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge.
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing impairment of children’s mental and physical health or development.
- Making sure that children grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.

Child Protection is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Early Help means providing support as soon as any needs emerge or are identified at any point in a child’s life.

Staff refers to all those working for or on behalf of the club, full or part time, temporary or permanent, in either a paid or voluntary capacity.

Child(ren) includes everyone under the age of 18. On the whole, this will apply to pupils of our club; however, the policy will extend to visiting children and students from other establishments.

Parents refers to birth parents and other adults who are in a parenting role, for example step-parents, foster carers and adoptive parents.

Social Care refers to Children’s Services in the area in which the child is resident, unless a child is a Child Looked After then this will be the Children’s Services in their home authority.

MAP refers to the Surrey Multi-Agency Partnership.

C-SPA refers to the Children’s Single Point of Access - See Appendix 4

Introduction

This policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004, The Childcare Act 2006 and in line with statutory guidance:

- Statutory Framework for the Early Years Foundation Stage 2026
- Keeping Children Safe in Education 2025
- Working Together to Safeguard Children 2026, which sets out the multi-agency working arrangements to safeguard and promote the welfare of children and young people and protect them from harm; in addition, it sets out the statutory roles and responsibilities of clubs.
- The Human Rights Act 1998
- The Equality Act 2010 (including the Public Sector Equality Duty)

Guidance and documents referred to in this policy:

- [Surrey Safeguarding Children Partnership protocols, guidance and procedures](#)
- [Working Together to Safeguard Children 2026](#)
- [Keeping Children Safe in Education 2025](#)
- [Disqualification under the Childcare Act 2006 \(updated 2019\)](#)
- [FGM Act 2003 Mandatory Reporting Guidance 2015 \(updated January 2020\)](#)
- [‘What to do if you are worried a child is being abused’ 2015](#)
- [Teachers' standards](#)
- [Information sharing: advice for playworkers providing safeguarding services](#)
- [The Equality Act 2010](#)

The policy also reflects, [Surrey Safeguarding Children Partnership](#) (SSCP) Procedures.

This policy applies to all members of staff and Owner (the registered person) of the club.

This policy applies where there are any safeguarding concerns regarding children who attend the clubs but may also apply to other children connected to the club, for example, siblings or younger staff (under 18s) or children on student/work placements.

The Owner (the registered person) of the club will review this policy at least annually. This policy will additionally be updated in line with changes in Local and National Guidance and Legislation.

Parents/carers can obtain a copy of the Child Protection Policy and other related policies on request.

Equalities Statement

With regards to safeguarding we will consider our duties under the [Equality Act 2010](#) and our general and specific duties under the [Public Sector Equality Duty](#). General duties include:

- Eliminate discrimination, harassment, victimisation, and other conduct that is prohibited by the Equality Act 2010.
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it.
- Foster good relations across all protected characteristics between people who share a protected characteristic and people who do not share it.

Details of our specific duties are published under Surrey Hills Forest School - Holiday Club equality statement and measurable objectives. These are available in our policies and procedures.

Staff are aware of the additional barriers to recognising abuse, neglect and exploitation in children with Special Educational Needs and Disabilities (SEND). This will be in line with our Special Educational Needs and Disability Policy.

Surrey Hills Forest School - Holiday Club also adheres to the principals of and promotes anti-oppressive practice in line of the [United Nations Convention of the Rights of the Child](#) and the [Human Rights Act 1998](#).

Principles, values and aims

The Early Years Foundation Stage (2025) states 'Children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them.'

Surrey Hills Forest School - Holiday Club will demonstrate a commitment regarding Safeguarding and Child Protection to children, parents, and other partners. We will maintain an attitude of 'it could happen here', where the welfare of the child is paramount.

Surrey Hills Forest School - Holiday Club will ensure that safeguarding and child protection are at the forefront and underpin all relevant aspects of process and policy development, so that all systems, processes, and policies operate in the best interests of the child.

Aims of these procedures are:

- To provide staff with the framework to promote and safeguard the wellbeing of children and in doing so ensure they meet their statutory responsibilities.
- To ensure consistent good practice across the club and ensure that safeguarding follows a whole club approach.
- Clarifying safeguarding expectations for members of the club's staff, children, and their families.
- Contributing to the establishment of a safe, resilient, and robust safeguarding culture in the club built on shared values; that children are treated with respect and dignity, taught to treat each other and staff with respect, feel safe, have a voice and are listened to.
- Supporting contextual safeguarding practice recognising that the club's site can be a location where harm can occur.
- Club expectations for developing knowledge and skills within the club's community (staff, children, parents/carers) to the signs and indicators of safeguarding issues and how to respond to them.
- Early identification of need for vulnerable learners and provision of proportionate interventions to promote their welfare and safety.
- Working in partnership with children, parents/carers, and other agencies in the Surrey Safeguarding Children Partnership.

All children have a right to be protected from harm and abuse. All staff have a role in the prevention of harm and abuse and an equal responsibility to act immediately on any suspicion or disclosure that may indicate a child is at risk of harm, either in Surrey Hills Forest School - Holiday Club or in the community, taking into account contextual safeguarding, in accordance with statutory guidance.

We acknowledge that working in partnership with other agencies protects children and reduces risk and we will engage in partnership working to protect and safeguard children.

Whilst Surrey Hills Forest School - Holiday Club will work openly with parents as far as possible, we reserve the right to contact Social Care or the Police, without notifying parents if this is believed to be in the child's best interests.

Supporting children

We recognise that Surrey Hills Forest School - Holiday Club may provide a safe place and the only stability in the lives of children who have been abused or who are at risk of harm.

We recognise that a child who is abused or witnesses abuse and/or violence may feel helpless and humiliated, may blame themselves, and find it difficult to develop and maintain a sense of self-worth.

We accept that research shows that the behaviour of a child in these circumstances may range from that which is perceived to be normal to aggressive or withdrawn.

We recognise that Surrey Hills Forest School - Holiday Club plays a significant part in the prevention of harm to our children by providing children with good lines of communication with trusted adults, supportive friends, and an ethos of protection.

Surrey Hills Forest School - Holiday Club will support all children:

- By treating each child as an individual so that they can learn, be resilient, capable, confident and self-assured
- By teaching children to be strong and independent through positive relationships
- By establishing and maintaining an ethos where children feel safe and secure, and are encouraged to share their thoughts and feelings through conversation, story-telling and role play
- By ensuring their privacy is considered and balanced with safeguarding and support their needs when changing nappies and toileting
- Ensure that all children know there is an adult in Surrey Hills Forest School - Holiday Club whom they can approach if they are worried
- Reassure children who report concerns that they are being taken seriously and that they will be supported and kept safe.
- We will encourage self-esteem and self-awareness through positive relationships within the club
- We will respond sympathetically to any requests for quiet time
- We will liaise and work in partnership with other support services and agencies involved in Early Help and the safeguarding of children
- We will notify Social Care immediately if there is a significant concern

Safer Recruitment

We will ensure that:

Surrey Hills Forest School - Holiday Club operates a safer recruitment procedure that includes statutory checks on staff suitability to work with children including verification of their identity, qualifications, disqualification by association regulations and a satisfactory DBS check. We comply with the [Disqualification under the Childcare Act 2006](https://www.gov.uk/government/publications/disqualification-under-the-childcare-act-2006/disqualification-under-the-childcare-act-2006) (<https://www.gov.uk/government/publications/disqualification-under-the-childcare-act-2006/disqualification-under-the-childcare-act-2006>) guidance issued in August 2018.

Surrey Hills Forest School - Holiday Club will obtain an enhanced criminal records check (DBS) in respect of every person aged 16 and over, including for volunteers, who: -

- work directly with children
- live on the premises on which the childcare is provided (unless there is no access to the part of the premises when and where children are cared for) and/or
- work on the premises on which the childcare is provided (unless they do not work on the part of the premises where the childcare takes place, or do not work there at times when children are present)

An additional criminal records check (or checks if more than one country) will be made for anyone who has lived or worked abroad.

Surrey Hills Forest School - Holiday Club ensures that there is at least one person on every recruitment panel who has completed safer recruitment training, if there is not a panel conducting interviews then the individual will have completed the safer recruitment training.

Surrey Hills Forest School - Holiday Club will record information about staff qualifications, references, identity checks and that the vetting processes have been completed. These checks will be completed prior to a candidate starting their employment.

Surrey Hills Forest School - Holiday Club will make a referral to the Disclosure and Barring Service and Ofsted where a member of staff is dismissed (or would have been, had the person not left the club first) because they have harmed a child or put a child at risk of harm ([Safeguarding Vulnerable Groups Act 2006](#)).

For more details please see the Safer Recruitment Policy

Training and Induction

All staff receive information about the safeguarding arrangements upon induction, the safeguarding statement, staff behaviour policy (code of conduct), Child Protection policy (this policy), the role and names of the DSL and their deputy.

The name of the DSL and DDSL for Safeguarding and Child Protection are set out in this policy also explaining the role in referring and monitoring cases of suspected harm and abuse.

All staff will read and have relevant training to help them to understand Part 1 of the statutory guidance KCSIE (2025). Those working directly with children will also read Annex B. Each member of staff will sign to say they have read and receive training to ensure they understand it.

All staff receive Safeguarding and Child Protection training at induction in line with advice from [Surrey Safeguarding Children Partnership](https://www.surreyscp.org.uk/training-2/) (https://www.surreyscp.org.uk/training-2/), which is regularly updated.

All staff are trained in and receive regular updates in online safety and reporting concerns via regular staff meetings. At all staff meeting we will question staff on various safeguarding scenarios/questions.

Surrey Hills Forest School - Holiday Club will advise all staff that they must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If a staff member is taking medication which may affect their ability to care for children, the staff member should seek medical advice. We will ensure that staff members only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly. All medication on the premises are securely stored, and out of reach of children, at all times.

Surrey Hills Forest School - Holiday Club will advise staff to disclose any reason that may affect their suitability to work with children including convictions, cautions, court orders, and warnings. Ongoing suitability of staff is checked at every termly supervision.

All staff and leaders have regular safeguarding training, updated by the DSL as appropriate, to maintain their understanding of the signs and indicators of abuse and neglect.

All playworkers including DSLs training must be renewed every 2 years, plus refresher training in between if needed.

The safeguarding training must cover the following areas:

- What is meant by the term safeguarding.
- The main categories of abuse, harm and neglect.
- The factors, situation and actions that could lead or contribute to abuse, harm or neglect.
- How to work in ways that safeguard children from abuse, harm and neglect
- How to identify signs of possible abuse, harm and neglect at the earliest opportunity. These may include:
 - Significant changes in children's behaviour.
 - decline in children's general well-being.
 - Unexplained bruising, marks or signs of possible abuse or neglect.
 - Concerning comments or behaviour from children.
 - Inappropriate behaviour from playworkers, or any other person working with the children.
 - Any reasons to suspect neglect or abuse outside the club
- How to respond, record and effectively refer concerns or allegations related to safeguarding in a timely and appropriate way.
- The club's safeguarding policy and procedures.
- Legislation, national policies, codes of conduct and professional practice in relation to safeguarding.
- Roles and responsibilities of playworkers and other relevant professionals involved in safeguarding.

Training for the DSL must cover

- Local child protection procedures and how to liaise with local statutory children's services agencies and with the local safeguarding partners to safeguard children.
- How to refer and escalate concerns
- How to manage and monitor allegations of abuse against other staff.
- How to ensure internet safety.

All staff will be provided with a copy of our club's behaviour management policy.

With regard to the ratios of students on long term placements and volunteers (aged 17 or over) and staff working as apprentices in early education (aged 16 or over) the qualified ratios at the level below their level of study, if deemed competent and responsible has been amended to clarify that they must also hold a valid and current PFA qualification.

In reference to level of study, for ratio purposes:

- Level 2 students can only be counted in ratio as unqualified
- Full & relevant (as per the Government qualification list) Level 3, 4, 5 & 6 (undergraduate degree) students can be counted as L2 (if they have Level 2 or equivalent English qualification and a PFA certificate)
- Students undertaking EYITT (EYT) or QTS accreditation can be counted at Level 3

All staff will be made aware of the expectations relating to use of mobile technology within the club, including mobile phones and cameras. All staff will be made aware of the professional risks associated with the use of social media and electronic communication. Staff will adhere to relevant club policies including Code of Conduct Policy, ISocial Media Policy, Mobile Phone, Camera, Smart watch and Electronic Devices Policy.

Mobile phones and smart watches

Personal mobile phones belonging to members of staff are kept in the clip lock boxes in the indoor classroom. In addition;

- If a member of staff needs to make an urgent personal call, they can use the Club phone or make a personal call from their mobile in the indoor classroom, with prior consent from the Leader on site,
- If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Leader, and
- Under no circumstances may staff use their personal mobile phones to take photographs at the Club during working hours.

Surrey Hills Forest School - Holiday Club recognise there are many health benefits for wearing a smart watch; such as counting steps and measuring heart rate. However, we are keen to agree the terms under which smart watches can be worn by staff whilst at work; both indoors or outdoors.

To ensure the safe wearing and use of smart watches, staff must:

- place the smart watch in 'flight mode' or disconnect the Bluetooth or disconnect the Wi-Fi for the time that they are with the children, both indoors and outdoors. This will ensure there is no internet connectivity function for the smart watch to receive notifications
- understand they may not use their smart watch to receive calls or check messages whilst with the children; as this creates a distraction even for the shortest amount of time
- not under any circumstance take photographs using their smart watch
- not access the smart watch for any reasons apart from checking the time, reviewing their step count or checking their heart rate
- should only access their smart phones whilst on their break.
- be vigilant of others checking their watches and remind them of the club policy and procedures of the safe wearing of a smart watch

Where ongoing technology advances Surrey Hills Forest School - Holiday Club reserves the rights to request the removal of a smart watch if the safety of a child[ren] is at risk. Should any member of staff be found to;

- access their smart phone whilst working with the children,
- failing to return their smart watch to restricted access as set out above after use during their break or
- scrolling their smart watch in any way.

They will be subject to disciplinary action. All staff who wear a smart watch at club have signed a Smart Watch Agreement to confirm they understand and will follow this policy.

Safeguarding Roles and Responsibilities

All staff:

Have a key role to play in identifying concerns early and in providing help for children at Surrey Hills Forest School - Holiday Club. To achieve this, they will:

- Maintain an attitude of "It could happen here" with regards to safeguarding.
- Understand that safeguarding is "everyone's responsibility".
- Maintain a "zero-tolerance" approach to sexual violence and sexual harassment.
- Read and understand Part 1 of statutory guidance KCSIE. Those working directly with children will also read Annex B
- In addition to this all staff will be aware of the systems in place which support safeguarding including reading this Safeguarding and Child Protection Policy; the Behaviour Policy; the Staff Behaviour Policy (code of conduct); safeguarding response to children who go missing from education; and the role of the DSL
- Know who and how to contact the DSL
- Be aware of indicators of abuse and neglect understanding that children can be at risk of harm inside and outside of the club, inside and outside of home and online. Exercising professional curiosity and knowing what to look for is vital for the early identification of abuse and neglect so that staff are able to identify cases of children who may be in need of help or protection.
- Be able to identify vulnerable learners and take action to keep them safe. Information or concerns about learners will be shared with the DSL where it includes those:
 - who may need a social worker and may be experiencing abuse or neglect?
 - requiring mental health support
 - may benefit from early help.
 - where there is a radicalisation concern
 - where a crime may have been committed

- Complete online training in order to be aware of and alert to the signs of abuse and neglect, so they are able to identify cases of children who may need help or protection.
- Provide a safe environment in which children can learn.
- Establish and maintain an environment where children feel secure, are encouraged to talk and are listened to.
- Must ensure children's privacy is considered and balanced with safeguarding and support needs when changing nappies and toileting
- Have a duty of care to take appropriate action and work with other services as needed.
- Be prepared to identify children who may benefit from Early Help
- Be aware of the local Early Help process and their role in it.
- Ensure children know that there are adults in the club who they can approach if they are worried or have concerns.
- Be aware that mental health issues can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation.
- Ensure only appropriately trained professionals attempt to make a diagnosis of a mental health problem. Staff, however, are well placed to observe children day-to-day and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one.
- Respond appropriately to mental health issues.
- Understand the club's Safeguarding and Child Protection policy and procedures
- Record concerns if they are worried that a child is being abused and report these to the DSL immediately that day. If the DSL is not contactable immediately a DDSL should be informed.
- Be prepared to refer directly to the Children's Single Point of Access (C-SPA), and the Police if appropriate, if there is a risk of significant harm and the DSL or their Deputy is not available.
- Follow the allegations procedures, as set out in this policy and KCSIE 2024, if the disclosure is an allegation against a member of staff, supply staff, volunteer or contactor.
- Report low-level concerns about any member of staff/supply staff/volunteer or contractor to [insert your agreed internal procedures for reporting low level concerns in line with Surrey LADO guidance and Ofsted guidance (<https://surreyscb.procedures.org.uk/qkyqq/safer-workforce-and-managing-allegations-against-staff-carers-and-volunteers/managing-allegations-against-people-that-work-or-volunteer-with-children/#s4560>).
- Notify the DSL or their DDSL of any child on a child protection plan or child in need plan who has unexplained absence.
- Be aware that children may not feel ready or know how to someone they are being abused, exploited, or neglected, and/or they may does not recognise these experiences as harmful. This could be due to their vulnerability, disability and/or sexual orientation or language barriers. .

The Owner (the registered person)

In addition to the role and responsibilities of all staff the Leader will ensure that:

- There is a whole club approach to Safeguarding and the club fully contributes to inter-agency working in line with Working Together to Safeguard Children 2026 guidance.
- The club has an effective Safeguarding and Child Protection Policy, a Staff Behaviour Policy or Code of Conduct and a Behaviour Policy to ensure appropriate action is taken in a timely manner to safeguard and promote children's welfare. {amend titles if needed}
- That the club has appropriate policies in place that make it clear that sexual harassment, online sexual abuse and sexual violence (including sexualised language) is unacceptable, with appropriate sanctions and support in place.
- That the club's staff have appropriate knowledge of KCSIE. part 5.
- That all children are supported to report concerns about harmful sexual behaviour freely. That concerns are taken seriously and dealt with swiftly and appropriately, and children are confident that this is case. Comprehensive records of all allegations are kept.
- Ensure recruitment, selection and induction follow safer recruitment practice including all appropriate checks.
- Take a proportionate risk-based approach to the level of information that is provided to temporary staff, volunteers, and contractors.
- Staff have been trained appropriately and this is updated in line with guidance and that mechanisms are in place to assist staff in understanding and discharging their roles and responsibilities as set out in the guidance. This training should equip them with the knowledge to provide strategic challenge to test and assure themselves that the safeguarding policies and procedures in place in the club are effective.
- All staff are aware of the role of the DSL, including the identity of the DSL and any DDSL's.
- All staff are provided with the club's Child Protection policy and a Staff Behaviour Policy or Code of Conduct, a Behaviour Policy.
- Policies are consistent with SSCP and statutory requirements, are reviewed annually (as a minimum) and updated as required.

- The club has procedures for dealing with allegations of abuse against staff; including the Leader (the registered person), volunteers and against other children and that a referral is made to the DBS and Ofsted if a person in regulated activity has been dismissed or removed due to safeguarding concerns or would have had they not resigned.
- Policies and processes are in place to deal with concerns (including allegations) which do not meet the allegation/harm threshold or “low level concerns” as defined in KCSIE.
- All staff feel able to raise concerns about poor or unsafe practice and that such concerns are handled sensitively and in accordance with the whistle-blowing procedures.
- The DSL who will take lead responsibility for Safeguarding and Child Protection and that the role is explicit in the role holder’s job description.
- That on appointment, the DSL and deputy undertake Surrey County Council DSL New to Role training, with ‘Refresher’ training every two years.
- Sufficient time, training, support, funding, resources, including cover arrangements where necessary, is allocated to the DSL to carry out their role effectively, including the provision of advice and support to club staff on safeguarding and child protection matters, to take part in strategy discussions/meetings and other inter-agency meetings and/or support other staff to do so; and to contribute to the assessment of children.
- Children are taught about safeguarding (including online safety).
- The club has appropriate filtering and monitoring systems in place for all devices owned and used.
- Staff have received training to ensure they understand their roles and responsibilities in keeping children safe online.
- Leader will do all they reasonably can to limit children’s exposure to risks through the club’s IT system.
- Clear systems and processes are in place for identifying possible mental health concerns, including routes to escalate and clear referral and accountability systems.
- Ensure that safeguarding and child protection files are maintained as set out in KCSIE Annex C.
- Any weaknesses in safeguarding are remedied immediately.

The Designated Safeguarding Lead:

The DSL’s for our club is Lee Davis and Amy Smith; they are appropriately qualified and experienced to enable them to fulfil this role.

In addition to the role and responsibilities of all staff the DSL will:

Hold the lead responsibility for Safeguarding and Child Protection (including online safety) and be available for staff to discuss any safeguarding concerns

Manage referrals:

The DSL is expected to refer cases:

- Of suspected abuse and neglect to the C-SPA and support staff to make these referrals.
- To the Channel programme (where there is a radicalisation concern) and support staff to make these referrals.

Report concerns that a child may be at risk of radicalisation or involvement in terrorism, and use the [Prevent referral form](#). If the matter is urgent then Police must be contacted by dialling 999.

In cases where further advice is required, dial 101 or contact

- **Claire McDonald - Prevent Supervisor - Surrey Counter Terrorism Policing South East - claire.mcdonald@sussex.pnn.police.uk or mobile: 07795 043842 or**
- **Helene Morris - DfE Regional Prevent Co-ordinator for South East - Counter- Extremism. Department for Education Prevent Coordinator for South-East - Prevent.SouthEast@service.education.gov.uk**

To the Disclosure and Barring service (where a person is dismissed/left due to risk/harm to a child). To the Police (where a crime may have been committed)

Work with others:

- Act as a source of support, advice, and expertise for all staff
- Act as a point of contact for the safeguarding partners; Local Authority, Police and Health
- Liaise with the “case Leader” and the Local Authority Designated Officer
- Liaise with staff and external agencies on matters of safety and safeguarding (including online and digital safety) so that children’s needs are considered holistically
- Liaise with the senior mental health lead/ the mental health support team
- Promote supportive engagement with parents and/or carers in safeguarding and promoting the welfare of children, including where families may be facing challenging circumstances
- Know who its cohort of children who have or have had a social worker are, understanding their academic progress and attainment, and maintaining a culture of high aspirations for this cohort
- Support staff to provide additional academic support or reasonable adjustments to help children who have or have had a social worker reach their potential, recognising that even when statutory social care intervention has ended, there is still a lasting impact on children’s educational outcomes

Raise awareness:

- Ensure each member of staff has access to and understands the Child Protection and Safeguarding policy and procedures
- Ensure the policy is reviewed annually (as a minimum)
- Ensure the policy is available upon request and parents are aware of the club's obligations to refer cases where necessary
- Link with safeguarding partners to make sure staff are aware of training opportunities and SSCP arrangements
- Help promote the educational and developmental outcomes by sharing information about the welfare, safeguarding and Child Protection issues that a child is experiences or has experienced with appropriate staff members

Training, knowledge, and skills

- Undergo training to provide them with knowledge and skills required to carry out the role (at least every two years)
- Understand Surrey's Effective Family Resilience assessment process and request for support pathway for providing Early Help and statutory intervention
- Understand the importance of providing information and support to children social care
- Understand the lasting impact that adversity and trauma can have, including on children's behaviour, mental health and wellbeing, and what is needed in responding to this in promoting educational outcomes
- Are alert to the specific needs of children in need, those with additional needs and disabilities, those with relevant health conditions and young carers
- Understand the importance of information sharing, both within the club, and with the safeguarding partners, other agencies, organisations, and playworkers
- Understand and support the club with regards to the requirements of the Prevent duty and can provide advice and support to staff on protecting children from the risk of radicalisation
- Are able to understand the unique risks associated with online safety and be confident that they have the relevant knowledge and up to date capability required to keep children safe whilst they are online at the club
- Can recognise the additional risks that children with additional needs and disabilities face online
- Obtain access to resources and attend any relevant or refresher training courses

In addition to the formal training set out above, their knowledge and skills should be refreshed (this might be via e-bulletins, or simply taking time to read and digest safeguarding developments) at regular intervals, as required, and at least annually, to allow them to understand and keep up with any developments relevant to their role.

Providing support to staff

Support and advise staff and help them feel confident on welfare, safeguarding and Child Protection matters.

This includes specifically to:

- ensure that staff are supported during the referrals processes; and
- support staff to consider how safeguarding, welfare and educational outcomes are linked, including to inform the provision of academic and pastoral support

Understanding the views of children

- Encourage a culture of listening to children and taking account of their wishes and feelings, among all staff, and in any measures the club may put in place to protect them
- Understand the difficulties that children may have in approaching staff about their circumstances and consider how to build trusted relationships which facilitate communication

Holding and sharing information

- Understand the importance of information sharing, both within the club and with other clubs on transfer including in-year, and with the safeguarding partners, other agencies, organisations and playworkers.
- Understand relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).
- Be able to keep detailed, accurate, secure written records of concerns and referrals and understand the purpose of this record-keeping.

Safeguarding and Child Protection procedures

At Surrey Hills Forest School - Holiday Club if a member of staff suspects abuse, spots signs or indicators of abuse and neglect, or they have a disclosure of abuse made to them they must:

- Listen carefully to the child, reflecting the concern back to the child.
- Use the child's language.
- Be non-judgmental.
- Use open questions to clarify information eg. Tell, Explain, Describe (TED)
- Not promise confidentiality.
- Explain that they need to pass information to the DSL/other professionals to help keep the child and/or other children safe.

The following procedures apply to all staff working in the club and will be covered in training to enable staff to understand their role and responsibility. The aim of the procedures is to provide a robust framework which enables staff to take appropriate action when they are concerned that a child is being harmed or abused or is at risk of harm or abuse.

The prime concern at all stages must be the interests and safety of the child. Where there is a conflict of interest between the child and an adult, the interests of the child must be paramount. All staff are aware that very young children and those with disabilities, special needs or with language delay may be more likely to communicate concerns with behaviours rather than words. Additionally, staff will question the cause of knocks and bumps in children who have limited mobility.

If a member of staff suspects abuse, spots signs or indicators of abuse, or they have a disclosure of abuse made to them they must:

Make an initial record of the information related to the concern as soon as possible, including details of:

- Date
- Time
- Place
- Who was present?
- Context
- Details of disclosure/concern (using the child's words)
- Demeanour/non-verbal behaviours of the child
- Any injuries
- Rationale for decision making.
- Actions taken.

Report it to the DSL immediately.

The DSL will consider if there is a requirement for immediate medical intervention, however urgent medical attention should not be delayed if the DSL is not immediately available. The records must be signed and dated by the author or / equivalent on electronic based records.

In the absence of the DSL or DDSL, staff must be prepared to refer directly to C-SPA (and the Police if appropriate) if there is the potential for immediate significant harm or contact the consultation line at the C-SPA for support and advice. In all cases, if staff are unsure, they will always speak to the DSL (or deputy).

If we suspect a child is suffering, or is likely to suffer, harm or abuse the DSL must contact the C-SPA. By sending a [Request for Support Form](https://www.surreyscp.org.uk/documents/surrey-childrens-services-request-for-support-form/) (<https://www.surreyscp.org.uk/documents/surrey-childrens-services-request-for-support-form/>) by secure email to: cspa@surreycc.gov.uk.

If a child is in immediate danger and urgent protective action is required, the Police (dial 999) must be called. The DSL must also notify the C-SPA of the occurrence and what action has been taken made to the C-SPA and the Police if it is appropriate. If there is not a risk of significant harm, the DSL will either actively monitor the situation or consider offering Early Help.

The DSL may seek advice or guidance from the C-SPA consultation line before deciding next steps.

When a child needs urgent medical attention and there is suspicion of abuse the DSL or their Deputy should take the child to the accident and emergency unit at the nearest hospital, having first notified the C-SPA. The DSL should seek advice about what action the C-SPA will take and about informing the parents, remembering that parents should normally be informed that a child requires urgent hospital attention.

The exception to this process will be in those cases of known FGM where there is a mandatory requirement for the teacher to report directly to the Police. The DSL should also be made aware.

At Surrey Hills Forest School - Holiday Club we will make all attempts to discuss any concerns about a child's welfare with the family and where possible to seek their agreement before making a referral to the C-SPA. Where there are doubts or reservations the DSL should clarify with the C-SPA or the Police as to whether the parents should be told about the referral and, if so, when and by whom.

However, if it is suspected that informing the parents will place increased risk to the child or impede a Police investigation, advice will be sought from the C-SPA and or the Police about next steps.

What happens next?

It is important that concerns are followed up and it is everyone's responsibility to ensure that they are. The member of staff should be informed by the DSL what has happened following a report being made. If they do not receive this information, they should seek it out.

If we have concerns that the disclosure has not been acted upon appropriately, we will follow Surrey's FaST escalation procedure [Inter-Agency Escalation Policy and Procedure](https://www.gov.uk/government/publications/safeguarding-playworkers-information-sharing-advice). (<https://www.gov.uk/government/publications/safeguarding-playworkers-information-sharing-advice>)

Record Keeping

At Surrey Hills Forest School - Holiday Club we maintain records and obtain and share information (with parents and carers, other professionals working with the child, the Police, social services and Ofsted, as appropriate) to ensure the safe and efficient management of the club, and to help ensure the needs of all children are met.

We record any concerns about a child's welfare or safety. This record will include the child's words and factual information. A body map will be completed if injuries are observed.

The record will always be signed and dated by the person making the report and will be shared immediately with the DSL. If there is an immediate concern the member of staff will discuss the concern with the DSL first to ensure the safety of the child and then will complete the report after.

The DSL will record any discussions, decisions, and reasons for those decisions on the child's Safeguarding and Child Protection file.

Confidentiality

At Surrey Hills Forest School - Holiday Club all matters relating to Safeguarding will be treated as confidential and only shared as per the '[Information Sharing Advice for Playworkers' \(DfE 2018\) guidance](https://www.gov.uk/government/publications/safeguarding-playworkers-information-sharing-advice).
(<https://www.gov.uk/government/publications/safeguarding-playworkers-information-sharing-advice>)

All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children and that the Data Protection Act 1998 and GDPR are not a barrier to sharing information where a failure to do so would place a child at risk of harm. There is a lawful basis for Child Protection concerns to be shared with agencies who have a statutory duty for Child Protection.

Information will be shared with staff within the club who 'need to know'.

Must know and understand GDPR principles which allow them to share (and withhold) information.

All staff must be aware that when a disclosure is made, they cannot promise a child confidentiality and should explain that they need to pass information to other professionals to help keep the child and/or other children safe. The degree of confidentiality should always be governed by the need to protect the child.

All staff will gain parent/carers consent to refer a child to Social Care unless to do so could put the child at greater risk of harm or impede a criminal investigation.

Surrey Hills Forest School - Holiday Club' trained Data Protection Officer (DPO) are the Leaders It is a requirement by the General Data Protection Regulations (GDPR) to ensure that our club is compliant with all matters relating to confidentiality and information sharing

Allegations against/concerns raised in relation to a member of staff, agency staff, volunteers or contractors

Surrey Hills Forest School - Holiday Club will follow [Surrey Safeguarding Children's Partnerships procedure for allegations against adults who work with Children](https://surreyscb.procedures.org.uk/qkyqql/safer-workforce-and-managing-allegations-against-staff-carers-and-volunteers/managing-allegations-against-people-that-work-or-volunteer-with-children/#s4559). (<https://surreyscb.procedures.org.uk/qkyqql/safer-workforce-and-managing-allegations-against-staff-carers-and-volunteers/managing-allegations-against-people-that-work-or-volunteer-with-children/#s4559>)

This procedure should be used in all cases which may meet the harms threshold in which it is alleged a member of staff, including agency staff, volunteer, or another adult who works with children has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The last bullet point above includes behaviour that may have happened outside of club, that might make an individual unsuitable to work with children, this is known as transferable risk.

Allegations against a member of staff who is no longer at the club should be referred to the Police. Historical allegations of abuse should also be referred to the Police.

Where clubs identify a child has been harmed, that there may be an immediate risk of harm to a child or if the situation is an emergency, they should contact children's social care (C-SPA) and LADO or if appropriate the Police immediately. Please see Appendix 4

In dealing with allegations or concerns against an adult, staff must:

- Report any concerns about the conduct of any member of staff, agency staff, contractors, students, volunteers or other adult to the Leader immediately.
- If an allegation is made against the Leader, the concerns need to be raised with the LADO as soon as possible.
- Once an allegation has been received by the Leader they will contact the LADO (as part of their mandatory duty) on 0300123 1650 option 3 LADO or Email: LADO@surreycc.gov.uk immediately and before taking any action or investigation.

- Following consultation with the LADO inform the parents of the allegation unless there is a good reason not to.

In liaison with the LADO, the club will determine how to proceed and if necessary, the LADO will refer the matter to Children's Social Care and/or the Police.

Surrey Hills Forest School - Holiday Club have a duty to inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). We must also notify Ofsted of the action taken in respect of the allegations.

Notifications will be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made. We understand that if we fail to comply with this requirement, we will commit an offence.

If the matter is investigated internally, the LADO will advise the club of who is able to provide support within the local authority, in line with the SSCP procedures.

Low level concerns do not meet the allegation/harm threshold

At Surrey Hills Forest School - Holiday Club we deal with low level concerns (including allegations) which do not meet the allegation/harm threshold set out above.

The term low-level concern does not mean that it is insignificant. A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' - that an adult working in or on behalf of the club may have acted in a way that:

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work and
- does not meet the harm threshold or is otherwise not serious enough to consider a referral to the LADO.

The purpose of reporting low-level concerns is to create and embed a culture of openness, trust and transparency in which the club's values and expected behaviour set out in the staff code of conduct are lived, monitored and reinforced constantly by all staff.

The club creates an environment where staff are encouraged and feel confident to self-refer where they have found themselves in a situation.

Reports should be made to the Leader in a timely manner and follow procedures by informing Ofsted. If the Leader has any doubt as to whether the information which has been shared about the individual as a low-level concern in fact meets the harm threshold, they will consult with the LADO.

Escalation

Surrey Hills Forest School - Holiday Club is committed to ensuring that safeguarding concerns remain visible until are allocated to the correct agency. We will follow the [Surrey FaST - Finding Solutions Together](https://surreyscp.org.uk/wp-content/uploads/2022/03/SSCP-Finding-Solutions-Together-Poster_Feb-2022_A3-.pdf) escalation process; (https://surreyscp.org.uk/wp-content/uploads/2022/03/SSCP-Finding-Solutions-Together-Poster_Feb-2022_A3-.pdf)

We recognise that the needs of children and their families can be complex and the range of interventions and support may not always fit into a simple formula, that will provide "the right solution" in every situation. We are fortunate to be able to access a broad spectrum of professionals to find and provide the best solutions for our children, however there is no clear right or wrong answer.

It is important that any professional disagreements are addressed and resolved as quickly as possible, so that our children and their families get the help they need, as quickly as possible. The Surrey FaST (Finding Solutions Together) resolution process is our way of enabling this.

Whistle blowing

We recognise that children cannot be expected to raise concerns in an environment where staff fail to do so. All staff, should be aware of their duty to raise concerns, where they exist, about the management of Safeguarding and Child Protection, which may include the attitude or actions of colleagues, poor or unsafe practice and potential failures in club's safeguarding arrangements.

Staff are encouraged to use an external, independent and confidential service provided by Navex Global, who can be contacted on their freephone helpline number 0800 069 8180 and through the [Navex Global web pages](https://secure.ethicspoint.eu/domain/media/en/gui/107090/index.html). (<https://secure.ethicspoint.eu/domain/media/en/gui/107090/index.html>)

The NSPCC whistleblowing helpline is also available for staff who do not feel able to raise concerns regarding Safeguarding or Child Protection failures internally or have concerns about a way a concern is being handled by their club. Staff can call: 0800 028 0285 – line is available from 8:00 AM to 8:00 PM, Monday to Friday and Email: help@nspcc.org.uk.

See the Whistleblowing Policy for more details

Professional curiosity and unconscious bias

Children and young people affected by abuse or neglect rarely tell us so directly – they may be frightened or ashamed, and often they don't realise that their lives are different to anyone else's. This makes it difficult for

professionals to identify children who are experiencing or at risk of abuse – to do so we need to be curious about their lives, observant of their behaviour and to really listen to what they are saying to us.

Professional curiosity means exploring every possible indicator of abuse or neglect and trying to understand what the life of that child is like on a day to day basis – their routines, thoughts, feelings and relationships with family members. A professional may have the opportunity to identify abuse and neglect even if they come into contact with a family for an unrelated reason.

In order to be truly curious about a child's life professionals also need to maintain an attitude of respectful uncertainty. This means applying a critical eye to the information given by a child's guardian rather than just accepting things on face value. Does the explanation given make sense? Is there other information which sheds doubt on their account? Is it possible to independently verify the information given? It is important to acknowledge that we all work in an environment of uncertainty. Nobody can see into the future or know what happens behind closed doors and therefore playworkers need to adjust their understanding of the child's situation in order to take into account changing information and different perspectives.

Playworkers also need to be aware that we all carry a level of unconscious bias and that our own culture and background impact on the way we interpret family life. Cultural competence seeks to understand family dynamics and lifestyles in a holistic manner and avoids over-simplifying the impact of culture. An example of common over-simplification would be assuming that it is always best to allocate a family to a worker from the same country or community, when for some this could increase the sense of stigma and make it more difficult for families to be open and honest.

Behaviour indicators of abuse

Children who are being neglected or abused often also have behavioural difficulties. Any signs should always be looked at in conjunction with other information about a child and their family circumstances.

Behaviour may be a starting point for further assessment. Indicators might include:

- Overly compliant or watchful attitude.
- Acting out aggressive behaviour, severe tantrums.
- Child only appearing happy in school or is kept away from school.
- Child isolated in school and without friends.
- Child unable to trust anyone.
- Tummy pains with no medical explanation.
- Eating problems.
- Sleep disorders.
- Frightened child, overly anxious, frozen.
- Child self-harming;
- Constantly running away from home.
- Child showing signs of depression, anxiety, withdrawal, etc.

There may be other indicators which could make someone concerned about the risk of abuse or neglect of a child such as:

- A history of a parent/carers' abuse in childhood whether physical, emotional sexual or neglect.
- A history of family breakdown, separations, or disrupted care.
- Parental isolation and lack of support.
- Parental domestic abuse (see appendix 9)
- Parental mental ill health, learning difficulties or disability which may impact negatively on a parents' perception of the child or ability to provide care.
- Parental drug, alcohol, or substance misuse.
- History of transient or violent partners and exposure to domestic abuse.
- History of criminal behaviour and imprisonment and in particular a conviction of a Schedule 1 offence.
- Parent/carer lacking awareness of a child's development and needs.
- Parent/carers who hold extreme religious, spiritual, or cultural beliefs.
- Inconsistent adults within the household or rapidly changing adult relationships.
- Chaotic families.
- History of social services involvement or children being "looked after children."

Remember: It is not your responsibility to confirm whether a child is suffering or at risk of suffering significant harm. This is the duty of Children's Social Care, the Police, or the NSPCC. Discuss any concerns with your Leader and Designated Safeguarding Lead and follow the safeguarding procedures.

Appendix 1: Signs and Indicators of abuse and neglect

What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community club, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

Physical abuse

While a clear focus of child-on-child abuse is around sexual abuse and harassment, physical assaults and initiation violence and rituals from children to children can also be abusive. These are equally not tolerated and if it is believed that a crime has been committed, will be reported to the Police. The principles from the anti-bullying policy will be applied in these cases, with recognition that any Police investigation will need to take priority.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Some types of bruises are often associated with non-accidental injury:

- Hand slap marks.
- Marks from an implement.
- Pinch or grab marks.
- Grip marks on a baby (could indicate severe shaking).
- Bruised eyes (particularly when no other bruising to forehead).
- Any bruising on babies.

Children are injured accidentally by not having been provided with a safe environment, such accidents could for example include scalding, fractures, and poisoning. But some types of injury are less likely to be accidental such as:

- Burns inside the mouth, inside of the arm and on genitals.
- Some cigarette burns or burns with another object.
- Scalds particularly on the feet and ankles.
- Bite marks.
- Evidence of old or repeated fractures.
- Cuts to mouth or tongue.
- Female genital mutilation
- Breast Ironing

Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children.

These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another.

It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur in isolation.

Sexual abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including online).

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

A child suffering from sexual abuse may show physical signs in the form of:

- Bruising to breasts, buttocks, lower abdomen, thighs and genital or rectal areas which could indicate sexual abuse.

- Injuries, bleeding, or soreness to genital or rectal areas.
- Persistent vulva reddening and or discharge.
- Repeated urinary tract infections.
- Pseudo- mature or sexually explicit behaviours.
- Continual open masturbation or aggressive sexual play with peers.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse.

A neglected child may show physical signs by being:

- Underweight or obese.
- Often dirty and smelly.
- Poorly and/or inappropriately clothed.
- Often hungry.
- Unduly solemn and unresponsive.
- Under stimulated and not reaching developmental milestones
- Poor impulse control.
- Inability to form relationships.

We use the [Graded Care Profile 2](https://surreyscp.org.uk/professionals/resources-for-professionals/abuse-neglect-2/) (<https://surreyscp.org.uk/professionals/resources-for-professionals/abuse-neglect-2/>) tool to support better identification and intervention in cases of neglect. The [Neglect Risk Assessment Tool](#) is used to support with the initial identification of neglect.

Behaviour indicators of abuse

Children who are being neglected or abused often also have behavioural difficulties. Any signs should always be looked at in conjunction with other information about a child and their family circumstances.

Behaviour may be a starting point for further assessment. Indicators might include:

- Overly compliant or watchful attitude.
- Acting out aggressive behaviour, severe tantrums.
- Child only appearing happy in school or is kept away from school.
- Child isolated in school and without friends.
- Child unable to trust anyone.
- Tummy pains with no medical explanation.
- Eating problems.
- Sleep disorders.
- Frightened child, overly anxious, frozen.
- Child self-harming;
- Constantly running away from home.
- Child showing signs of depression, anxiety, withdrawal, etc.

There may be other indicators which could make someone concerned about the risk of abuse or neglect of a child such as:

- A history of a parent/guardians' abuse in childhood whether physical, emotional sexual or neglect.
- A history of family breakdown, separations, or disrupted care.
- Parental isolation and lack of support.
- Parental domestic abuse (see appendix 9)
- Parental mental ill health, learning difficulties or disability which may impact negatively on a parents' perception of the child or ability to provide care.
- Parental drug, alcohol, or substance misuse.
- History of transient or violent partners and exposure to domestic abuse.
- History of criminal behaviour and imprisonment and in particular a conviction of a Schedule 1 offence.
- Parent/guardian lacking awareness of a child's development and needs.
- Parent/guardian who hold extreme religious, spiritual, or cultural beliefs.
- Inconsistent adults within the household or rapidly changing adult relationships.
- Chaotic families.
- History of social services involvement or children being "looked after children."

[Bullying and cyberbullying](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/>

[Child sexual exploitation](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-exploitation/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-exploitation/>

[Child trafficking](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-trafficking/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-trafficking/>

[Criminal exploitation and gangs](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/gangs-criminal-exploitation/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/gangs-criminal-exploitation/>

[Domestic abuse](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/domestic-abuse/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/domestic-abuse/>

[Emotional abuse](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/emotional-abuse/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/emotional-abuse/>

[Grooming](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/grooming/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/grooming/>

[Neglect](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/neglect/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/neglect/>

[Non-recent abuse](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/non-recent-abuse/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/non-recent-abuse/>

[Online abuse](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/online-abuse/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/online-abuse/>

[Physical abuse](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/physical-abuse/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/physical-abuse/>

[Sexual abuse](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-abuse/) - <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-abuse/>

[County lines](https://learning.nspcc.org.uk/child-abuse-and-neglect/county-lines#:~:text=County%20lines%20is%20a%20form,(Home%20Office%2C%202018).) - [https://learning.nspcc.org.uk/child-abuse-and-neglect/county-](https://learning.nspcc.org.uk/child-abuse-and-neglect/county-lines#:~:text=County%20lines%20is%20a%20form,(Home%20Office%2C%202018).)

[lines#:~:text=County%20lines%20is%20a%20form,\(Home%20Office%2C%202018\).](https://learning.nspcc.org.uk/child-abuse-and-neglect/county-lines#:~:text=County%20lines%20is%20a%20form,(Home%20Office%2C%202018).)

Appendix 2: Additional Resources

[Surrey County Council Education Safeguarding Team webpages](https://www.surreycc.gov.uk/schools-and-learning/teachers-and-education-staff/advice-and-support/safeguarding) <https://www.surreycc.gov.uk/schools-and-learning/teachers-and-education-staff/advice-and-support/safeguarding>

[Surrey FaST - Finding Solutions Together NSPCC webpages](https://surreyscp.org.uk/wp-content/uploads/2022/03/SSCP-Finding-NSPCC-webpages) <https://surreyscp.org.uk/wp-content/uploads/2022/03/SSCP-Finding-NSPCC-webpages>

[NSPCC webpages](https://www.nspcc.org.uk) <https://www.nspcc.org.uk>

[Childline webpages](https://www.childline.org.uk) <https://www.childline.org.uk>

[CEOP ThinkuKnow webpages](https://www.thinkuknow.co.uk) <https://www.thinkuknow.co.uk>

[Anti Bullying Alliance webpages](https://anti-bullyingalliance.org.uk) <https://anti-bullyingalliance.org.uk>

[Childnet International](https://www.childnet.com) <https://www.childnet.com>

[Safer Internet Centre webpages](https://saferinternet.org.uk) <https://saferinternet.org.uk>

[Contextual Safeguarding Network webpages](https://contextualsafeguarding.org.uk) <https://contextualsafeguarding.org.uk>

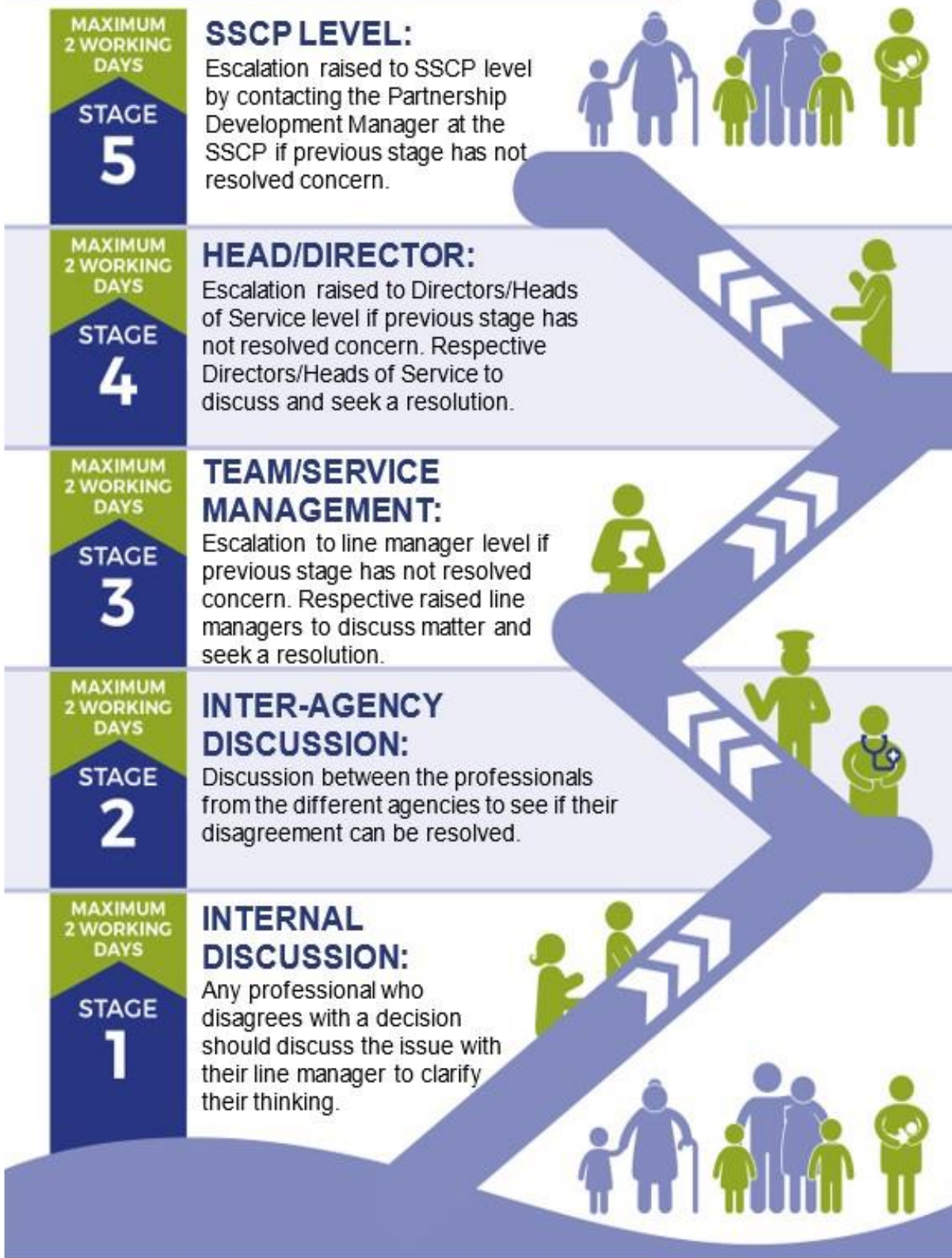
[Surrey Safeguarding Children Partnership webpages](https://www.surreyscp.org.uk) <https://www.surreyscp.org.uk>

[Lucy Faithfull Foundation webpages](https://www.lucyfaithfull.org.uk) <https://www.lucyfaithfull.org.uk>

[Graded Care Profile 2](https://www.surreyscp.org.uk/professionals/resources-for-professionals/abuse-neglect/) <https://www.surreyscp.org.uk/professionals/resources-for-professionals/abuse-neglect/>

[Protect whistleblowing uk](https://protect-advice.org.uk/) <https://protect-advice.org.uk/>

FINDING SOLUTIONS TOGETHER



Appendix 4 - C-SPA Re-thinking the frontdoor

Appendix 4 Re-thinking the front door

1. Triage

If you have safeguarding concerns about a child or young person you can submit a request for support to the CSPA. The referrer will receive confirmation of receipt. The Request for Support Officer will undertake an initial check.

2. Threshold decision

The Continuum of Support is applied by a Social Worker to assess the needs of the child, young person and family.

**Requests for support which are deemed to be Universal or Community Support/Emerging needs can be accessed directly through the services and do not need a submission into CSPA.*

3. Allocation

The request will be allocated to the best team to undertake screening activity.

Multi-agency checks (if required)

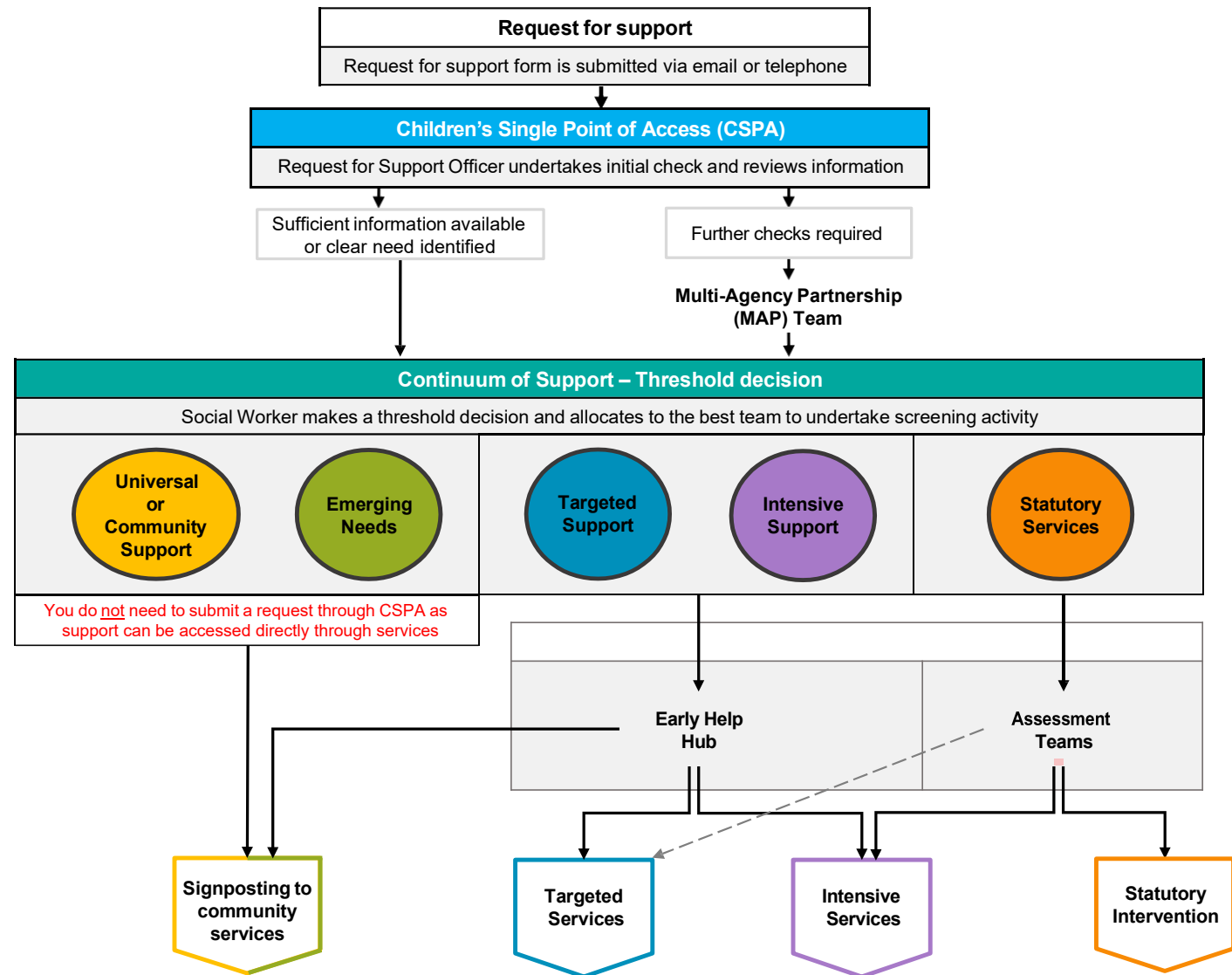
If necessary, the MAP team will undertake agency checks and make multi-agency decisions.

4. Screening

The team will gather information, speak to the family and key professionals to determine eligibility for early help services or threshold for section 17 or 47.

5. Outcome

Next steps are identified which may include signposting for the family or further support required. The referrer will be notified of the outcome.



Request for Support Team

Provide excellent customer service, responding to and processing all initial requests for support and enquiries regarding children's safeguarding.

Third Sector

Supporting children and families through a diverse range of independent and commissioned services across the continuum of support.

Education

As the agency that has the most regular contact with children, Designated Safeguarding Leads (DSLs) in education and early years settings play a pivotal role in multiagency safeguarding. Drawing on their extensive insight gained from daily contact with their families, DSLs share key information with partners in the decisions to support families in achieving the best outcomes for their children.

Early Help

A system of support for all families offered through universal services, community support, acute and targeted services. Aiming to improve resilience and reduce the need for further intervention. The Early Help Hub triage requests for support, signposting to appropriate community services in the community and where appropriate allocate to targeted services.

Housing

Liaise with 11 Districts and Boroughs in respect of any safeguarding needs arising from a housing perspective.

Key partners and services



Adult's Social Care

Effectively share information relating to Adults who may have additional vulnerabilities eg mental health and there is known information suggesting they are having contact with children and/or are parents/carers/primary care givers.

Police Single Point of Access (PSPA)

Review and share safeguarding referrals submitted by front line Police Officers and Staff, provide Police information for various safeguarding processes as well as acting as liaison between CPSA various Police teams.

Children's services

A Team of qualified Social Workers and Team Managers reviewing requests for support for all children aged 0-18, where there are safeguarding concerns or support needs to determine the right service, the right time.

Health

Safeguarding Nurse Advisors are an integral key part of the multiagency partnership, they share key health information and contribute towards the assessment and decision-making process, using their extensive skills and knowledge.

Domestic Abuse

Two funded posts supporting the identification of domestic abuse and signposting to relevant specialist services.

Probation expected to join by 2025

Appendix 5 - Safeguarding meanings and priorities

<p>What is safeguarding? It is the action taken to promote the welfare of children and protect them from harm and means:</p> <ul style="list-style-type: none"> Protecting children from abuse and maltreatment Preventing harm to children's health or development Ensuring children grow up with safe and effective care Taking action to enable children have the best outcomes. <p>What is child protection? It is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child. 'Children learn best when they are healthy, safe & secure, when their individual needs are met, and when they have positive relationships with the adults caring for them.'</p> <p>EYFS prescribes these safeguarding topics:</p> <ul style="list-style-type: none"> Safeguard children. Ensure suitability of adults who have contact with children. Promote good health. Manage behaviour. Maintain records, policies and procedures 	Safeguarding Acronyms	
	CPP	Child Protection Plan
	CSE	Child Sexual Exploitation
	C-SPA	Children's Single Point of Access
	DA	Domestic Abuse
	DBS	Disclosure and Barring Service
	DSL	Designated Safeguarding Lead
	DDSL	Deputy Designated Safeguarding Lead
	FGM	Female Genital Mutilation
	LAC	Looked After Child
	LADO	Local Authority Designated Officer
	SPEND	S exual, P hysical, E motional, N eglect & D omestic (Core forms of abuse)
SSCP	Surrey Safeguarding Children's Partnership	
TED	Tell me, Explain to me, Describe to me.	

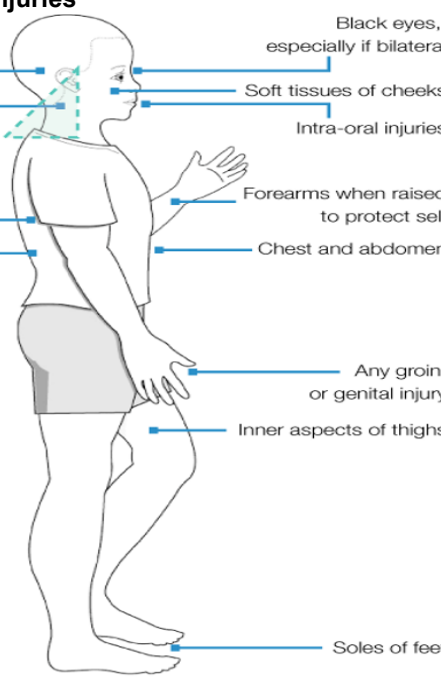
<p>Understanding the views of children</p> <ul style="list-style-type: none"> Encourage a culture of listening to children Taking account of their wishes and feelings Put measures in place to protect them Understand the difficulties that children may have in approaching staff about their circumstances <p>Consider how to build trusted relationships which facilitate communication</p>	<p>If a child discloses a safeguarding matter:</p> <ul style="list-style-type: none"> Listen carefully Avoiding leading questions use (TED) Don't make promises you won't be able to keep Write up conversation with the child accurately <p>Raise the concern with the DSL or DDSL or the concern has not been taken seriously/actioned contact the C-SPA Tel: 0300 470 9100 Email: cspa@surreycc.gov.uk</p>
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<p>Recording Concerns</p> <ul style="list-style-type: none"> Time / place / who was present Be calm What questions were asked Capture the exact child's words Demeanour/non-verbal behaviours of the child Context – indicators, vulnerability, significant events Body map Staff worries/concerns (clearly state facts & opinions) Initial response - relevant intervention in place Outcome 	<p>Allegations that a staff member or DSL/DDSL/ Leader:</p> <ul style="list-style-type: none"> has or may have harmed a child may have committed a criminal offence related to a child behaved towards a child in a way that indicates they might pose a risk of harm if working regularly or closely with children. raise the concern with the DSL/DDSL. If the concern is about the DSL/DDSL or the concern has not been taken seriously or actioned, contact the LADO Tel: 0300 123 1650 Email: lado@surreycc.gov.uk <p>If a child is in immediate risk of harm, call 999</p>
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SSCP - Continuum of Support

The continuum of support is a five-point scale from universal needs (i.e., the child's needs are met) through to safeguarding (i.e. a child is suffering or likely to suffer serious harm).

The continuum of support indicators provides examples that can be used as a tool to assist assessment, planning and decision making, for playworkers working to safeguard and promote the welfare of children on understanding the need for additional interventions and when to request support from other services. Safeguarding indicators should always be considered alongside a child's other needs. Some children will have additional vulnerabilities because of a disability or complex needs; the parental response to the vulnerability of the child must be considered when assessing needs and risks.

<p>Non-accidental injuries</p> <p>Ears – especially pinch marks involving both sides of the ear</p> <p>The “triangle of safety” (ears, side of face, and neck, top of shoulders): accidental injuries in this area are unusual</p> <p>Inner aspects of arms</p> <p>Back and side of trunk, except directly over the bony spine</p> <p>Black eyes, especially if bilateral</p> <p>Soft tissues of cheeks</p> <p>Intra-oral injuries</p> <p>Forearms when raised to protect self</p> <p>Chest and abdomen</p> <p>Any groin or genital injury</p> <p>Inner aspects of thighs</p> <p>Soles of feet</p> <p>REMEMBER</p> <p>Concerns are raised by:</p> <ul style="list-style-type: none"> • injuries to both sides of the body • injuries to soft tissue • injuries with particular patterns • any injury that doesn't fit the explanation • delays in presentation • untreated injuries 	<p>Prevent Duty</p> <p>The purpose of Prevent as “to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism.” Prevent hopes to avoid acts of terrorism by intervening before individuals become radicalised, and stopping them from committing acts of violence for whatever extreme ideologies they have come to believe.</p> <p>Surrey prevent preventreferrals@surrey.pnn.police.uk</p>
<p>Female Genital Mutilation (FGM)</p> <p>FGM is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. The age at which FGM is carried out varies; new-born, during childhood or adolescence, just before marriage or during pregnancy. FGM is child abuse, dangerous and a criminal offence.</p> <p>A girl at immediate risk of FGM may not know what's going to happen. She might talk about it or you may become aware of:</p> <ul style="list-style-type: none"> • a long holiday abroad or going 'home' to visit family • relative or cutter visiting from abroad • a special occasion or ceremony to 'become a woman' or getting ready for marriage • a female relative being cut – a sister, cousin or an older female relative such as a mother or aunt • absent repeatedly or running away from home. <p>Report known cases to the police on 101 or 999</p>	<p>British Values</p> <p>These core beliefs are seen as an essential part of British society which everybody has to follow and promote in their daily lives. These are:</p> <ul style="list-style-type: none"> • Democracy • The Rule of Law • Individual liberty • Mutual respect for and tolerance of those with different faiths/beliefs, and for those without faith <p>Actions and speech that openly oppose these fundamental principles is seen as extremism, as they promote committing crimes or opposing the rights of others to live free lives.</p> <p>Honour-based abuse (HBA)</p> <p>Is a collection of practices to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators think a relative has shamed the family and/or community by breaking their honour code.</p> <p>HBA might be committed against people who:</p> <ul style="list-style-type: none"> • become involved with a boyfriend or girlfriend from a different culture or religion. • want to get out of an arranged marriage; become involved with a boyfriend or girlfriend from a different culture or religion. • want to get out/forced into an arranged marriage. • wear clothes or take part in activities that might not be considered traditional within a particular culture <p>It is considered a violation of human rights and may be a form of domestic and/or sexual abuse</p>
<p>Child Abuse linked to Faith/Belief (CALFB) Witchcraft</p> <p>Is when families or guardians genuinely believe that the victim has been completely taken over by the devil or an evil spirit, which is often supported by someone within the community who portrays themselves as an authority on faith and belief.</p> <p>Often in the perpetrators' minds, any abuse is not going to affect the victim because he or she believes the child is effectively not there anymore and the abuse is directed at whatever has possessed the child. The victim is often convinced that this is the truth and that the abuse is "normal".</p>	<p>Cuckooing</p> <p>Is where people take over a person's home and uses the property to facilitate exploitation. It takes the name from cuckoos who take over the nests of other birds. There are different types of cuckooing:</p> <ul style="list-style-type: none"> • Using the property to deal, store or take drugs • Using the property for sex work • Taking over the property as a place for them to live • Taking over the property to financially abuse the tenant
<p>Gaslighting</p> <p>Is the psychological manipulation of a person usually over an extended period of time. This causes the victim to question the validity of their own thoughts, perception of reality, or memories and typically leads to confusion, loss of confidence and self-esteem, uncertainty of one's emotional or mental stability, and a dependency on the perpetrator.</p>	<p>Breast Ironing / Flattening</p> <p>Is the process where a young girl's breasts are ironed, massaged and/or pounded down through the use of hard or heated objects or bound tightly to make the breasts disappear or delay their development. It is a form of physical abuse often resulting in lasting physical and psychological difficulties.</p>
<p>Professional curiosity and unconscious bias</p> <p>Professional curiosity means exploring every possible indicator of abuse or neglect. Trying to understand what the life of the child is like on a day to day basis – their routines, thoughts, feelings and relationships with family members. Playworkers</p>	

may identify abuse and neglect even if they come into contact with a family for an unrelated reason. In order to be truly curious, professionals need to maintain an attitude of respectful uncertainty. This means applying a critical eye to the information given by a child's guardian rather than just accepting things on face value. Playworkers need to be aware that we all carry a level of **unconscious bias** in that our own culture and background impact on the way we interpret family life.

<p>Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.</p> <p>Signs of Physical abuse include bruises, cuts, red marks, broken bones, burns or scalds and bite marks.</p>	<p>Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.</p> <p>Signs of Emotional abuse include being wary, anxious or unconfident, no close bond with parents, struggling to control their emotions, overly affectionate to people they don't know well.</p>	<p>Neglect</p> <p>Physical neglect: not meeting a child's basic needs, such as food, clothing or shelter; not supervising a child adequately or providing for their safety</p> <p>Educational neglect: not making sure a child receives an education</p> <p>Emotional neglect: not meeting a child's needs for nurture and stimulation, for example by ignoring, humiliating, intimidating or isolating them</p> <p>Medical neglect: not providing appropriate health care (including dental care), refusing care or ignoring medical recommendations</p> <p>Supervisory neglect: when the adult responsible for the child fails to supervise the child appropriately</p> <p>Environmental neglect: when the child's home environment is filthy e.g. rotten food, infestations</p> <p>Signs of neglect: Being smelly, hungry, in unwashed clothes, inappropriate clothing for the weather, repeated accidental injuries caused by lack of supervision, skin issues such as nappy rash, sores, flea bites, scabies or ringworm, being withdrawn, depressed or anxious.</p>	<p>Sexual abuse is forcing or enticing a child to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening. Contact abuse, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, touching outside of clothing. Non-contact abuse where children are made to look at, or participate in the production of, sexual images, watching sexual acts. Encouraging them to behave in sexually inappropriate ways, or grooming them in preparation for abuse.</p> <p>Signs of sexual abuse: avoiding being alone with people they know, language or sexual behaviour inappropriate for their age, bruises in the genital area, bleeding or discharge or pain in the genital / anal area.</p>	<p>Domestic abuse also called "domestic violence" or "intimate partner violence", can be defined as a pattern of behaviour in any relationship that is used to gain or maintain power and control over an intimate partner.</p> <p>Can be physical, sexual, emotional, economic or psychological actions or threats of actions that influence another person. This includes any behaviours that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure, or wound someone.</p> <p>Can happen to anyone of any race, age, sexual orientation, religion, or gender. Within a range of relationships including couples who are married, living together or dating. Domestic violence affects people of all socioeconomic backgrounds and education levels.</p>
<p>Whistleblowing</p> <p>An employee of an organisation shares information that they reasonably believe shows wrongdoing or a cover up by that organisation. This might be:</p> <ul style="list-style-type: none"> • Illegal or failure to meet statutory requirements • risks others' health and safety • is about poor practice or leadership <p>NSPCC Whistleblowing Advice Helpline 0808 800 5000 or - email help@nspcc.org.uk or Ofsted Whistleblowing Hotline 0300 123 3155 - email whistleblowing@ofsted.gov.uk NAVEX Global 0800 069 8180 - email whistle@protect-advice.org.uk</p>		<p>Disguised compliance</p> <p>Involves parents giving the appearance of co-operating with child welfare agencies to avoid raising suspicions. They may:</p> <ul style="list-style-type: none"> • Focus on one particular issue – parents make sure one thing goes well to deflect attention away from other areas • Be critical of professionals – parents will seek to blame other professionals for things not happening, therefore deflecting attention away from things they have not done. • Failure to engage with services – parents will promise to take up services offered then not attend appointments • Avoid contact with professionals – parents will agree to targets then avoid contact with professionals 		

<p>County Lines</p> <p>County lines is where illegal drugs are transported from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced into it by gangs. The 'County Line' is the mobile phone line used to take the orders of drugs. Importing areas (areas where the drugs are taken to) are reporting increased levels of violence and weapons-related crimes as a result.</p>	<p>Child Sexual Exploitation (CSE)</p> <p>CSE is a type of sexual abuse. When a child or young person is exploited, they are given things - gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they are in a loving and consensual relationship; both parties are equally agreeing or emotional involved. This relationship is called 'grooming'. They may trust their abuser and not understand that they are being abused.</p>
<p>Summary of welfare requirements</p> <ul style="list-style-type: none"> • Child protection: Providers must be alert to any issues of concern in the child's life at home or elsewhere. • Suitable People: Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. • Staff: child ratios: Staffing arrangements must meet the needs of all children and ensure their safety, and fulfil the requirements outlined in this section. • Health: This section includes information on medicines, food and drink and accident or injury. • Managing Behaviour: Providers are responsible for managing children's behaviour in an appropriate way. • Safety and suitability of premises, environment and equipment: This refers to the appropriateness of premises, outings, risk assessments, smoking on premises and other matters concerning the safety of children. • Special educational needs: Providers must have arrangements in place to support children with SEN or disabilities. • Information and Records: Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, as appropriate) to ensure the safe and efficient management of the club, and to help ensure the needs of all children are met. 	
<p>Your ongoing suitability to work with children</p> <p>You will be asked at supervision meeting, these suitability questions:</p> <ul style="list-style-type: none"> • Have you been involved with the police, such as interviewed, questioned, subject to a court order, bound over, received a reprimand, warning, cautioned or convicted before or during your employment here? • Do you have parental responsibility for a child who is being assessed or who has been placed on a child protection plan under Section 47 of the Children Act 1989? • Have you had any health issues since your last supervision that could affect your suitability to do the role? • Are you taking any medication currently? Are there any side effects that we should be aware of? • Can I have your consent to use the DBS Update Service to carry out a DBS Status Check? • (Not on Update Service). If we were to apply for a new Enhanced DBS today, would there be any issues? <p>You will also be asked about your own wellbeing and care concerns you may have for any children. Along with the developmental progress of your key children.</p>	
<p>Encouraging positive behaviours</p> <ul style="list-style-type: none"> • Give love and warmth as much as possible • Have clear simple rules and limits • Be a good role model • Praise good behaviour so it will increase • Ignore behaviour you do not want repeated • Criticise behaviours, not your child • Reward good behaviour with positive words • Distract young children or use humour • Allow children some control, joint decisions, choices • If a punishment is necessary, the removal of privileges, 'time out' or natural consequences are better. 	<p>Where can you get information about local help?</p> <ul style="list-style-type: none"> • Surrey County Council (www.surreycc.gov.uk) • The Family Information Service, provides helpful information and advice on the Surrey CC website. • Any family member can also access the Family Information Directory. This provides a detailed list of a variety of services that are available in the community, including details of advice lines for local services such as health visiting again on the Surrey CC Website. • The Surrey Children's Single Point of Access (C-SPA) is the umbrella term for the front door to support, information and advice for residents, families and those who work with Surrey children • Phone: 0300 470 9100 (Monday – Friday 9am – 5pm) Out of hours phone: 01483 517898 to speak to the emergency duty children. Email: cspa@surreycc.gov.uk
<p>Surrey Hills Forest School - Holiday Club Designated Safeguarding Lead - Lee Davis Surrey Hills Forest School - Holiday Club Deputy Designated Safeguarding Lead - Amy Smith Safeguarding secure email address (password protected) - dsl@surreyhillforestschoo.co.uk</p>	

Surrey Hills Forest School - Holiday Club Summer 2026

As part of Surrey Hills Forest School - Holiday Club monitoring of child protection and safeguarding this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

29. Safer Recruitment

Statement of intent

This policy outlines how we will determine whether an individual is suitable to work, be responsible for, and have regular contact with children. It is crucial that our recruitment culture helps to identify and eliminate people who might pose a safeguarding or welfare threat. This policy also covers the recruitment of ex-offenders, and is made available to all enhanced disclosure applicants at the outset of the recruitment process.

Aim

This policy aims to send a clear message to staff, volunteers and potential applicants that we prioritises the safety and welfare of children.

Practice

Surrey Hills Forest School - Holiday Club is committed to the fair treatment of its staff, potential staff or users of its services, regardless of ethnicity, gender identity, religion, sexual orientation, responsibilities for dependants, age, disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of applicants. We select all applicants for interview based on their skills, qualifications and experience.

The purpose of this policy is to set out the minimum requirements of a recruitment process that aims to:

- follow safer recruitment procedures at all times to ensure compliance with all statutory requirements and relevant recommendations and guidance, including the recommendations of the Disclosure and Barring Service (DBS);
- ensure that the Forest School meets its commitment to safeguarding and promoting the welfare of children and young people by carrying out all necessary pre-employment checks and interview procedures;
- ensure that the best possible staff are recruited on the basis of their merits, abilities and suitability for the position measured against the job description and person specification;
- ensure that all job applicants are considered equitably and consistently, in line with the Forest School's Equal Opportunities Policy;
- help deter, identify and reject prospective applicants who are unsuitable for work with children

This policy has regard for

- Keeping Children Safe in Education (September 2025) [KCSIE]
- Working Together to Safeguard Children (2026) [WTTSC]
- The Equality Act 2010

Responsibilities

The Leader ensures that procedures and policies are in place for the safe recruitment of all staff and volunteers in accordance with best practice within the sector, by:

- implement the safer recruitment procedures correctly;
- ensure all staff and volunteers working at the holiday club undergo appropriate checks;
- monitor agency and contractor compliance with safe recruitment;
- promote the welfare of children at all stages of the process.

We will ensure that at all times at least one person on the appointments panel has undertaken Safer Recruitment training.

Recruitment and Selection Procedure

Advertising

To ensure equality of opportunity, the holiday club will advertise vacant posts to encourage as wide a field of applicant as possible. Normally this entails an external advertisement. Any advertisement will make clear the holiday club's commitment to safeguarding and promoting the welfare of children, that safeguarding checks will be undertaken, and that the post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 (as amended).

Employees on fixed term contracts can be made permanent without their job being advertised. The Leader may designate some posts as suitable development opportunities for existing employees. These posts will not be advertised externally.

All documentation relating to applicants will be treated confidentially in accordance with data protection legislation.

Application Forms

The Forest School uses its own application form and all applicants for employment will be required to complete it. The application form contains questions about their academic and full employment history and their suitability for the role. CV's will not be accepted without a completed application form.

All applicants will be made aware that it is an offence to apply for the role if they are barred from engaging in regulated activity relevant to children or to provide false information, and could result in the application being rejected or summary dismissal if the applicant has been selected, and possible referral to the police and other professional regulatory bodies.

Person Specifications and Job Description

The person specification informs the selection decision and will set out the skills, experience, abilities and expertise that are required to do the job.

A job description will be drawn up for the role and finalised prior to taking any other steps in the recruitment process. It will clearly and accurately set out the duties and responsibilities of the job role.

Self-declaration form

Shortlisted applicants will be asked to complete and sign a self-declaration form of their criminal record or information that would make them unsuitable to work with children. It will make it clear that the post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 (as amended) since it involves working with, or having access to children, and so applicants are required to declare:

- All unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974
- All adult cautions (simple or conditional) or spent convictions that are not 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended)

The amendments to the Exceptions Order provide that certain 'spent' convictions and cautions are 'protected' and are not subject to disclosure to employers and cannot be taken into account.

If the form only has an electronic signature, a written hard signature will be required at interview.

References

Where possible references will be sought before interview. In all other cases, this reference will be taken up immediately after interview and prior to any formal offer of employment being made.

Two references must be provided. These will always be sought and obtained directly from the referee and their purpose is to provide objective and factual information to support appointment decisions. Any discrepancies or anomalies will be followed up. In particular references will establish:

- suitability to work with children and young people;
- substantiated allegations;
- disciplinary warnings, including time-expired warnings, relating to the safeguarding of children and young people;
- the applicant's suitability for the post;
- current post;
- attendance record;
- disciplinary record.

The holiday club does not accept open references, testimonials or references from relatives.

Interviewing

Assessment will be by face-to-face interview, and the same interviewers will see all the applicants for the vacant position. The interview process will explore the applicant's ability to carry out the job description and meet the person specification. It will enable the Leader to explore any anomalies or gaps that have been identified in order to satisfy themselves that the chosen applicant can meet the safeguarding criteria.

Any information in regard to past disciplinary action or allegations, cautions or convictions (including as declared on the self-declaration criminal record form) will be discussed and considered in the circumstance of the individual case during the interview process.

All applicants who are invited to an interview will be required to bring their industry qualification certificates; if appropriate. Original documents only will be accepted, and photocopies will be taken. Unsuccessful applicant

documents will be destroyed following the end of the recruitment programme unless the applicant has given specific consent for data to be retained for the purpose of later re-consideration. Also,

- Applicants will be asked to spend time in a session and carry out an activity whilst being observed by leader/admin/HR advisor
- If it becomes evident that an applicant has failed to provide full and complete information and/or has provided misleading information, his/her application will not be considered further, due to the position of trust and responsibility.
- Applicants are required to account for any gaps or discrepancies in employment history during the interview.
- Applicants may be asked to attend a second interview as part of the selection process. This may involve working alongside staff in a room. Feedback from senior staff would then be considered when making a decision.

Offer of Appointment and New Employee Process

The appointment of all new employees is subject to the successful completion of all checks. These include a health declaration. Anyone appointed to a post involving regular contact with children must possess the appropriate level of physical and mental fitness before any appointment offer is confirmed. All applicants are requested to complete a health questionnaire and where appropriate a doctor's medical report may be required.

The Forest School is an equal opportunities employer and adjustments to facilitate an applicant's ability to discharge their role will always be discussed and considered based on medical and other relevant information.

No employee will be permitted to start work until all statutory checks have been completed. The only exception to this rule is where there may be delayed receipt of a DBS certificate or delayed completion of overseas police checks. In such instances a barred list check will be completed and a risk assessment completed and signed off weekly to ensure the candidate is engaging in an appropriate level of activities with appropriate supervision pending final approval. The appropriate levels will vary depending on the risk factors and nature of the role.

The job offer will be made subject to:

- Two satisfactory references
- Providing identity documents
- Documentation confirming National Insurance Number
- Original documents confirming qualifications
- Enhanced criminal records check by the Disclosure and Barring Service and subscription to the update service.
- Verification of medical fitness

Unsuccessful applicants will be informed of the outcome.

DBS (Disclosure and Barring Service) Certificate

All staff require an enhanced DBS Certificate. The employee must bring their current certificate, if available, before commencing any form of regulated activity. The certificate will be recorded though copies will not be retained.

Members of staff must inform the Leader of any cautions or convictions that arise between these checks taking place as well as their obligation to disclose if they are disqualified from providing relevant childcare provision (as defined in the Department for Education's statutory guidance on Disqualification under the Childcare Act 2006 (as amended from time to time)).

For applicants who have lived or worked outside of the UK, we will continue to follow safer recruitment requirements and make any further checks we think appropriate so that relevant events that occurred outside the UK can be considered.

All staff will be asked to sign up to the DBS Update service within 30 days of receiving their DBS certificate

Recruiting ex-offenders

As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Surrey Hills Forest School - Holiday Club complies fully with the DBS code of practice and undertakes to treat all applicants for positions fairly and by undertaking the following:

- Surrey Hills Forest School - Holiday Club undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed
- Surrey Hills Forest School - Holiday Club can only ask an individual about convictions and cautions that are not protected.

- Surrey Hills Forest School - Holiday Club is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background
- This written policy is made available to all DBS applicants at the start of the recruitment process.
- Surrey Hills Forest School - Holiday Club actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.
- Surrey Hills Forest School - Holiday Club select all candidates for interview based on their skills, qualifications and experience.
- Application forms and job adverts will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position
- Surrey Hills Forest School - Holiday Club ensures that all those in Surrey Hills Forest School - Holiday Club who are involved in the recruitment process will be alert to identifying and assessing the relevance and circumstances of offences
- At interview, or in a separate discussion, we will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment
- Surrey Hills Forest School - Holiday Club makes every subject of a criminal record check submitted to DBS aware of the existence of the code of practice and makes a copy available on request
- Surrey Hills Forest School - Holiday Club undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

If a member of staff is convicted of a criminal offence whilst employed by Surrey Hills Forest School - Holiday Club, they are expected to report this to their Leader immediately. All staff will be asked whether they have been involved with the police in any capacity since their last supervision. The facts of the case will be considered to determine if there are sufficient grounds to warrant formal action, in line with the holiday club's disciplinary procedure.

Induction Programme

All new employees will be given an induction programme which will clearly identify the Forest School's policies and procedures and make clear the expectation and Code of Conduct which will govern how staff carry out their roles and responsibilities. In particular the programme seeks to:

- ensure candidates understand the holiday club's Child Protection and Safeguarding Policy and Staff Code of Conduct;
- support individuals in a way that is appropriate for the role to which they have been appointed;
- provide opportunities for the candidate to discuss any issues or concerns about their role or responsibilities
- enable the candidate's mentor to identify any concerns regarding the settling in process, teaching, behaviour management, relationships with children and colleagues and rectify them swiftly

Social Media Checks

In addition to the checks set out above, the holiday club reserves the right to obtain such formal or informal background information about an applicant as is reasonable in the circumstances to determine whether they are suitable to work within a holiday club. This may include internet and social media searches.

Retention and security of disclosure information

The holiday club's policy is to observe the guidance issued or supported by the DBS on the use of disclosure information, with reference to data protection legislation.

In particular, we will:

- store disclosure information and other confidential documents issued by the DBS in locked, non-portable storage containers, access to which will be restricted to the leader and administration support.
- not retain disclosure information or any associated correspondence for longer than is necessary, usually for a maximum of six months. The holiday club will keep a record of the date of a disclosure, the name of the subject, the type of disclosure, the position in question, the unique number issued by the DBS and the recruitment decision taken
- ensure that any disclosure information is destroyed by suitably secure means such as shredding at the date logged in the personnel file.
- prohibit the photocopying or scanning of any disclosure information.

On-going employment

We recognise that safer recruitment and selection is not just about the start of employment but should be part of a larger policy framework for all staff. The holiday club will therefore provide on-going training and support for all staff, as identified through supervision.

In addition, the Forest School will undertake regular rescreening for all roles. These include:

- Routinely conducting up-to-date criminal record check/police vetting check via the DBS Update Service at the beginning of each new holiday club session.
- Complete a DBS check when an employee has a change in responsibility; whereby they have greater access to child/parent/colleague or financial data.
- If for any reason we become concerned about an employee.

All employees should be made aware of the requirement for ongoing screening as part of their employment conditions and any information or checking done in rescreening is recorded.

Retention of other records

Information will be processed, handled and stored in accordance with the Data Protection Act 2018. The Surrey Hills Forest School will retain any relevant information provided on the application form (together with any attachments) in the personnel file of candidates who are offered and accept the position for which they have applied. These files will be stored in a locked and secure cabinet.

Department of Education guidance requires us to retain copies of identity documents, right to work, medical fitness and qualifications. Medical information may be used to help the holiday club to discharge its obligations as an employer e.g. so we may consider reasonable adjustments if an employee suffers from a disability, or to assist with any other workplace issue.

It is normal practice for us to retain personnel files for seven years after the member of staff has left, though any information relating to potential safeguarding concerns may be permanently retained.

We will retain all interview notes on all applicants for a period of 6 months, after which time the notes will be destroyed (i.e. shredded). The 6-month retention period is in accordance with the Data Protection Act 2018 and will also allow the holiday club to deal with any data access requests, recruitment complaints or to respond to any complaints made to an Employment Tribunal.

If the holiday club wishes to retain the name and details of unsuccessful candidates on file for future vacancies, the candidates will be informed and offered the opportunity to remove their details from our records.

Agency and supply staff

With regard to agency and supply staff, a record from the supply agency will be kept regarding all necessary DBS checks for the duration of their employment.

Should the staff concerned become longer term; i.e. more than a month, they will be included in the routine supervision cycle. will follow supervision.

Leaving Employment at the Forest School

Despite the best efforts to recruit safely there will be occasions when allegations of abuse against children and young people are raised. These allegations will be handled in accordance with the Child Protection and Safeguarding Policy in conjunction with the Disciplinary Policy In cases of dismissal (or resignation), we will:

- Refer any cases of suspected abuse to the Children's Single Point of Access (C-SPA).
- Refer to the Local Authority Designated Officer (LADO) for cases involving child protection and concerns regarding staff or other adults in the Forest School and to act accordingly on the advice provided;
- Refer to the Channel programme where there is a radicalisation concern;
- In consultation with the Leader (DDSL) and DDSL refer to the Disclosure and Barring Service (DBS) in cases where a person is dismissed or leaves due to risk/harm to a child.

EYFS and Childcare for Children Under 8 - disqualification requirements

The Childcare Act 2006, the Childcare (Disqualification) Regulations 2009, and 'Disqualification under the Childcare Act 2006' place separate and additional requirements on nurseries. Surrey Hills Forest School - Holiday Club fulfils the duty to have regard to the Disqualification guidance by:

- Requiring all new staff to complete a self-disclosure form
- Ensuring all those connected with childcare in the holiday club have access to this policy and understand the requirements of the legislation, including that they may be disqualified by association
- Taking all required steps to gather sufficient and accurate information about whether any member of staff in a relevant childcare holiday club is disqualified

In addition to inclusion on the DBS Children's Barred List, the grounds for disqualification include:

- being found to have been cautioned about or having committed certain violent and sexual criminal offences against children and adults at home or abroad which are referred to in regulation 4 and Schedules 2 and 3 of the 2009 Regulations (note that regulation 4 also refers to offences that are listed in other pieces of legislation)
- being the subject of certain orders made in relation to the care of children which are referred to in regulation 4 and listed at Schedule 1 of the 2009 Regulations
- refusal or cancellation of registration relating to childcare or children's homes, or being prohibited from private fostering, as specified in Schedule 1 of the 2009 Regulations

Staff providing such care should note that disqualification by association ceased to apply to care in the holiday club from September 2018. However, all such staff are subject to the rigors of the holiday club's safer recruitment procedures and to the safeguarding arrangements laid out in this policy and related policies.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of safer recruitment this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

30. Security

Statement of intent

Surrey Hills Forest School - Holiday Club ensures that only authorised persons have access to the premises. Risk assessments are undertaken, equipment, medicines, cleaning products and confidential records are stored securely, when the Forest School is in operation in order to protect the safety of children and staff.

Aim

Surrey Hills Forest School - Holiday Club aims to operate a strict policy that ensures the safety of all our children, parent/guardians, staff and visitors.

Practice

It is the Leader's responsibility to:

- ensure the premises are secure at all times;
- take reasonable steps to reduce the risk of theft, damage and breach of security by removing cash from the premises overnight and placing valuable equipment out of sight;
- to maintain the bolted entrance gate;
- to ensure that all parent/guardians, staff and regular contractors/visitors understand how to gain entry during holiday club hours;
- regularly check that the security measures are fully functioning to meet the terms of the procedure;
- routinely undertake risk assessments of the classroom, equipment, activities and walks around the Birtley House;
- ensure that staff are aware of their responsibility to be vigilant at all times and that access is only granted to authorised persons;
- instigate disciplinary procedures should staff fail to follow the security procedures;
- undertake Enhanced Disclosure and Barring Service (DBS) checks specific to working within the children's workforce for all staff and regular contractors/visitors;
- implement and maintain a signing in and out procedure for all staff and visitors;
- establish a robust password system and ID check for emergency contacts to collect children from holiday club;
- ensure that contractors and visitors do not have unsupervised access to the children;
- escort unauthorised personnel from the premises and record the incident;
- routinely review the signing in and out of staff for accuracy and compliance;
- implement and maintain a child's register requiring parent/guardians to sign their children in and out of the holiday club at the beginning and end of their session;
- check the identify of telephone callers before releasing or confirming any information;
- adapt or increase security procedures to meet unprecedented challenges e.g. potential intruder;
- ensure that two adults are present when a single child is on the premises;
- display photographs of all staff clearly showing their name, role, qualifications and responsibilities; and
- ensure that medicines, cleaning products and anything potentially harmful to children is stored out of reach and is fully supervised when in use.

It is the responsibility of members of staff to:

- confirm their understanding of security procedures and the expectation of constant vigilance of children;
- sign in and out of the holiday club as appropriate throughout the day;
- check the identify of telephone callers before releasing or confirming any information;
- report any concerns about security equipment or external fence/gate e.g. being fit for purpose or fully functioning;
- report all breaches in security such as by colleagues or parent/guardians;
- comply with security procedures with regard to their own behaviour, dealing with parent/guardians and visitors and children;
- accurately declare their suitability to work with children and involvement with the police when asked at supervisions;
- care for their own property in the holiday club;
- protect themselves from allegations by notifying a colleague that they are about to be alone with a child;
- regularly undertake a headcount the number of children as they move from activity to activity and during transition times at the beginning and end of the day. And should be able to answer the question; 'How many children are you caring for at the moment?'; and
- be extra vigilant in monitoring the arrival and departure of children during busy times.

It is the responsibility of contractors and visitors to:

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- to read and comply with the security procedures when entering the premises;
- wear an ID pass for the duration of the visit;
- ask permission before entering any space containing children;
- vigilant about their own property and equipment and how it is used; and
- report any concerns before leaving the premises.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of security this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

31. Selecting Equipment and Toys

Statement of intent

The toys and equipment in Surrey Hills Forest School - Holiday Club provide opportunities for children, with adult help, to develop new skills and concepts in the course of their play and exploration.

Aim

We aim to provide and maintain safe equipment and toys which conform to consumer regulations and offer stretch and challenge.

Practice

The equipment we provide:

- is appropriate for the ages and development stages of the children;
- offers challenges to developing physical, social, personal and intellectual skills;
- features positive images of people, both male and female, from a range of ethnic and cultural groups, with and without disabilities;
- is fully inclusive, whereby children can select toys and equipment safe in the knowledge that their choices will not be discriminated, enabling them to feel safe;
- includes a range of raw materials that can be used in a variety of ways and encourages an open-ended approach to creativity and problem-solving;
- will enable children, with adult support, to develop individual potential and confidence;
- conforms to all relevant safety regulations. All toys and equipment will have the British Standard Institution (BSI Group) or the CE Mark (Conformité Européene) which signifies that the toy in question has passed all the necessary compliance tests for toys imported into and manufactured in the European Union;
- is checked by staff before and during use. Any broken or damaged toys are repaired or disposed of;
- can be selected freely by children.
- is regularly cleaned and where appropriate disinfected;
- are never allowed to be taken into the toilet area.

Toys and equipment should be stored inside wherever possible as rain, snow and dew cause rust, rot and damage that increase the risk of accidents. Plastic play equipment is used minimally but can become brittle, and may subsequently begin to crack.

Parents/guardian and children should be discouraged from bringing toys from home. Any toys from outside the holiday club should be risk assessed and removed immediately if deemed unsafe. These should be returned to the parent/guardians at the end of the session.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of selecting toys and equipment this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

32. Settling In

Statement of intent

Surrey Hills Forest School - Holiday Club intends to support parent/guardians to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of every child and their family.

Aim

Our aim is for children to feel safe, secure, happy and stimulated with all staff and their new environment. We also want to build parent/guardians confidence in both their children's continued wellbeing and their role as active partners; with the child being able to benefit from what the holiday club has to offer.

Practice

Surrey Hills Forest School - Holiday Club will work in partnership with parent/guardians to settle their child into the holiday club environment.

The Leader will:

- welcome and set out the rules, share the plans for the day and introduce each member of staff
- ensure the family has a familiar contact person to assist with the settling in process;
- welcome parent/guardians to stay with their child during the session until the child feels settled and the parent/guardians feel comfortable about leaving their child.
- reassure parent/guardians whose children seem to be taking longer to settle to holiday club and develop a plan with them to recognise the challenges; and
- encourage parent/guardians, where appropriate, to separate themselves from their children quickly and without fuss
- update the family mid-morning, if initial settling was emotional.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of settling in this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

33. Social Media

Statement of intent

Surrey Hills Forest School - Holiday Club takes the safety and privacy of children extremely seriously as a matter of both legal and moral importance.

Aim

We aim to provide a clear policy which is explicit in the expected conduct for all aspects of the holiday club across all social media platforms.

Practice

Surrey Hills Forest School - Holiday Club recognises that many staff enjoy networking with friends and family via social media. However, we have to balance this against our duty to maintain the confidentiality of children and parents attending our club, as well as ensuring that our good reputation is upheld.

It is expected that staff must remember that they are ambassadors for Surrey Hills Forest School both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

Social media includes the various types of websites that enable people to interact online: multi-media, social networking sites like Facebook, blogs, wikis, podcasts, forums, micro blogging and contact communities for example, You Tube – this is by no means an exhaustive list. This policy is in addition to and compliments our policies regarding the use of technology, computers, e-mail, photographic equipment and the internet.

When using social media sites, staff must not:

- Post anything that could damage the Surrey Hills Forest School's reputation.
- Post anything that could offend other members of staff, parents/guardian or children using the holiday club.
- Publish any photographs or materials that could identify the children or the holiday club.
- Accept invitations from parents to connect via social media (e.g. friend requests on Facebook) unless they already know the parent in a private capacity.
- Discuss with parents any issues relating to their child or the holiday club. Instead invite the parent to raise the issue when they are next at the holiday club or to contact the Leader if the matter is more urgent.
- Post or share anything regarding other employees
- Use the platforms to contact other employee's outside of work where it could be considered harassment, at anti-social hours or inappropriate.

All staff must respect copyright, privacy, fair use and other applicable laws including holiday club's own copyright and brands. Staff must not post comments that can be interpreted as:

- Personal attacks, defamation or offensive comments
- Bullying and harassment
- Spam
- Illegal activities

Any misuse of social networking sites that has a negative impact on the holiday club may be regarded as a disciplinary offence. Instances where the Surrey Hills Forest School is brought into disrepute may constitute misconduct or gross misconduct and disciplinary action will be applied. Please refer to the Staff Disciplinary & Grievance Procedures.

The Surrey Hills Forest School reminds all staff, parents/guardians and children that:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.
- Once an image or information is in the public domain, it is potentially there forever!
- To exercise good judgement and common sense, when using social media, relating to their job or otherwise.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of social media this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

34. Smoking, Vapping, Drugs and Alcohol

Statement of intent

To promote and protect the wellbeing of children, staff and other visitors to the holiday club. It is recognised that smoking, including passive smoking is harmful to health and unpleasant to many users of the holiday club. We believe that those working with children are in a unique position to act as positive role models and have a responsibility to send out consist messages about the hazards of smoking, drugs and alcohol.

Aim

Surrey Hills Forest School - Holiday Club has a zero-tolerance towards smoking, vaping, drugs and alcohol. This applies to all employees, parent/guardians, contractors and other users and visitors to the club.

Practice

If staff are found to have breached the rules in respect of this policy the matter will be dealt with through the disciplinary procedures. Where an illegal act is suspected to have taken place, the police will be called and Ofsted will be informed. All staff will be made aware of the provisions of this policy during their induction, including the importance of them holiday club a positive example to children.

Smoking and Vaping

Smoking and vaping is not permitted anywhere on camp, including the car park. No smoking signs are placed in the entrance to the holiday club.

- Surrey Hills Forest School - Holiday Club do not offer staff specific smoking breaks.
- We also request that staff cover or remove their uniforms when smoking.
- Staff must thoroughly wash their hands after smoking.
- These measures will be closely monitored by the Leader, anyone not adhering to the rules will be subject to discipline procedures.

Drugs and Alcohol

Staff, students or volunteers who arrive at the holiday club and are suspected to be under the influence of drugs and alcohol and are considered unfit to work, will be asked to leave immediately and disciplinary procedures implemented. If staff are found in possession of illegal drugs, disciplinary action will follow.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Leader must be informed as early as possible.

If a member of staff has reason to suspect that a parent/guardians is under the influence of illegal drugs or alcohol when they drop off or collect their child, the member of staff has a duty to inform both the Leader immediately.

If parents/guardian come to collect their child at the end of the day, and are acting under the influence of drugs or alcohol whilst we have no legal right to withhold a child we do however have a duty to contact any relevant authorities we feel appropriate such as police, Surrey Children's SPA. All conversations held will be recorded and any incidents will be logged.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of smoking, drugs and alcohol this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

35. Staff Deployment

Statement of intent

Effective management and deployment of staff are critical factors in meeting the children's needs; learning and care and statutory staffing requirements.

Aim

Surrey Hills Forest School - Holiday Club believes that the team is its most valuable asset and effective deployment directly impacts on the quality of education and outcomes for our children.

Practice

At Surrey Hills Forest School - Holiday Club:

- We deploy our staff in the following way: 5 - 8 year olds - 1 adult to 8 children and older children 1 adult to 10 children. All employees have a duty to ensure that these ratios are met.
- If any employee is uncomfortable with the management of ratios they must escalate this to the management team immediately.
- All members of staff will regularly headcount the number of children as they move from activity to activity and during transition times at the beginning and end of the day. Staff should be able to answer the question; 'How many children are you caring for at the moment?'
- The Leader actively manages the team to maximise effective staff deployment.
- When staff are unwell and take sick leave we organise cover to ensure adult:child ratios are maintained.
- Staff are expected to cover positions within the camp that maybe outside of their assigned role. This may occur during staff breaks.
- We work towards an equal opportunities employment policy, seeking to offer job opportunities equally to both women and men, with and without disabilities, from all religious, social, ethnic and cultural groups.
- All staff have contracts of employment and job descriptions, holiday club out their roles and responsibilities and terms and conditions of employment.
- We ensure that staff understand their duty of care to supervise children at all times.
- We actively ensure that children will be within sight and hearing of staff and always within sight or hearing.
- All staff routinely sign to confirm that they have read and understood the holiday club's policies and procedures.
- At least one member of our staff will hold a full and relevant early years level 3 qualification.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.
- Enhanced DBS disclosures are obtained for all staff.
- Ofsted will be advised of any significant changes to the nominated persons.
- The deployment of staff on walks across the grounds is the same as within the camp.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of staff deployment this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

36. Student and Volunteers

Statement of intent

Surrey Hills Forest School - Holiday Club recognises the immense benefits that students and volunteers bring to the Forest School. We believe that the learning gained from practical experiences can offer students and volunteers the knowledge and skills required to enhance their personal and professional development.

Aim

We aim, wherever possible, to offer student and volunteers the opportunity to gain maximum benefit from the time they spend working alongside experienced staff in the Forest School.

Practice

At Surrey Hills Forest School - Holiday Club we will ensure that students and volunteers follow all our policies and procedures in the same manner as a paid employee for consistency, quality of care and learning for the children.

Students and volunteers will:

- be assigned a buddy, who is committed to their training and willing and able to offer the necessary level of support to ensure that the placement is successful,
- have an induction, where they are introduced to the team, parent/guardians and the policies and procedures,
- at all times remain in sight of a member of staff while working with the children,
- not be included in staff:child ratios
- be punctual and inform the club of absence at the earliest convenience,
- not answer the bell at the gate or mobile phone,
- not carry out any handovers to or from parent/guardians of any children at the club,
- adhere to the staff dress code,
- follow the policy about the storage and use of mobile phones, smart phones and other electronic devices,
- have had an Enhanced DBS checks prior to starting the placement, if over the age of 16,
- be provided with any training and/or support required for the role, including safeguarding, health and safety and manual handling
- follow the Confidentiality Policy,
- not comment or post photos about the club, staff, parent/guardians or children on social media,
- have their performance reviewed regularly
- not wear jewelry, false nails and long hair must be tied up

Students specifically will:

- need to provide evidence from their tutor/college that they are undertaking a recognised childcare qualification
- need to gain written permission from the parent/guardians of the child to be studied.

Policy Review

As part of Surrey Hills Forest School - Holiday Club monitoring of students and volunteers this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date:

37. Whistleblowing

Statement of intent

To enable and encourage staff to raise concerns within Surrey Hills Forest School - Holiday Club and that they are investigated in a timely and effective manner. It recognises a worker's legal rights to make a protected disclosure to certain prescribed persons or bodies under the Public Interest Disclosure Act 1998 and any subsequent legislation, as incorporated into the Employment Rights Act 1996.

Aim

Surrey Hills Forest School -Holiday Club is committed to creating a safe, open and transparent workplace culture, where employees are encouraged to raise concerns at the earliest opportunity. We recognise that employees are often the first to realise that there may be something seriously wrong within an nursery. It is important to Surrey Hills Forest School - Holiday Club that any fraud, misconduct or wrongdoing by workers or officers of the nursery is reported and properly dealt with. We are committed to tackle malpractice and wrongdoing. Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. If any cases of wrongdoing are upheld they will be seriously dealt with.

We encourage staff to use internal mechanisms for reporting malpractice or illegal acts or omissions by employees or ex-employees. Employees will be listened to and serious concerns will be investigated.

Surrey Hills Forest School - Holiday Club will ensure that all new employees and managers will receive induction on the policy and will provide refresher training to all members of staff so that they are aware of whistleblowing law and know how to use this policy.

The policy will be widely promoted and shared with each individual member of staff. This policy allows staff to take the matter further if they are dissatisfied with the management response and aims to reassure staff that they will be protected from harassment or victimisation from co-workers or from Surrey Hills Forest School for raising concerns.

Practice

This policy applies to all staff including temporary, agency staff, work experience and apprentices. Other individuals who work or have worked within the nursery, such as former staff and contractors, are also encouraged to use it.

For the purpose of this policy, Surrey Hills Forest School - Holiday Club recognises that whistleblowing is the passing on of information about wrongdoing at work. The whistleblower must reasonably believe that they are acting in the public interest.

The statutory categories for wrongdoing are:

- a criminal offence (such as insurance fraud or illegal tax evasion)
- a breach of any legal obligation
- a miscarriage of justice
- endangering an individual's health and safety
- damage to the environment
- deliberate concealment of information about any of the above.

It is not necessary for the member of staff to have proof that wrongdoing is being, has been, or is likely to be committed. A reasonable belief is sufficient to disclose the concern. The member of staff has no responsibility for investigating the wrongdoing. It is the nursery's responsibility to ensure that an investigation takes place. A member of staff who makes such a protected disclosure has the right not to be dismissed, subjected to any other detriment, or victimised, because they have made a disclosure.

Surrey Hills Forest School - Holiday Club recognises that any so-called 'gagging' or confidentiality clauses in settlement agreements or non-disclosure agreements with individuals do not prevent members of staff from making disclosures in the public interest and are void in such circumstances.

If the wrongdoing that the staff member wants to disclose is not included in the list above, advice may be sought from the Designated Safeguarding Lead (DSL) on the use of the appropriate policy.

This policy is not for staff with concerns about their employment that affect only them – that type of concern is better suited to the grievance policy

Roles and Responsibilities

The Leader/Proprietor are responsible and accountable for this Whistleblowing Policy and Procedure. They will:

- demonstrate commitment to developing an open culture within the holiday club through actions and strategy
- receive and review annual reports on whistleblowing activity

All staff have a duty to report wrongdoing (whistleblow) under the circumstances set out above of this policy.

The Leader is responsible for:

- ensuring all staff are aware of this policy and procedure and their responsibilities
- investigating issues raised promptly and thoroughly
- fostering an open culture within their teams
- ensuring any whistleblower is not subject to detriment
- escalating issues and engaging the support of the Leader where required.

The DSL has lead responsibility for the whistleblowing procedure and for dealing with issues raised. They will:

- oversee and review the whistleblowing policy and procedure
- provide advice and support to managers and employees
- ensure managers are trained in dealing with issues
- investigate issues raised with them directly promptly and thoroughly
- inform all reported disclosures to the senior management team and the actions being taken
- ensure the process is monitored and improved where required

The DSL will:

- treat the concern confidentially unless otherwise agreed
- ensure the staff member receives timely support to progress their concern
- escalate to senior management any indications that the staff member is being subjected to detriment for raising their concern
- ensure the staff member has access to personal support as it is recognised that raising such a concern may be stressful.

How to raise a concern

In many circumstances, the easiest way a member of staff can get their concern resolved will be to raise it formally or informally with the manager who should report it to the DSL. If this is not appropriate as the concern relates to the manager, or if the member of staff does not feel able to raise it with them or if raising it with the manager does not resolve matters, the member of staff can approach the DSL directly. The DSL will then confirm how the matter will be investigated. It is not appropriate for the member of staff to attempt to undertake their own investigation.

Any member of staff who wants to raise a concern that is potentially of public interest, is encouraged to get legal advice where appropriate such as through their trade union or through the charity Protect. If, for any reason, the member of staff does not feel comfortable raising their concern internally, they can raise concerns externally with 'prescribed bodies' if they feel this is necessary and in the public interest.

Concerns should be raised in writing (including email). The letter should set out the background and history of the concerns, giving names, dates and places where possible, and the reason why the member of staff is making the disclosure. If the individual does not feel able to make the disclosure in writing, an interview will be arranged.

When any meetings are arranged with an individual who is making or has made a protected disclosure, they have a right to be accompanied by a trade union representative or another employee. The employee raising concerns does not have to prove the allegation but they must demonstrate that there are sufficient grounds for concern. If the member of staff wants to raise the matter in confidence, they should please say at the outset so that appropriate arrangements can be made.

It is best to raise a concern openly, because that makes it easier for Surrey Hills Forest School - Holiday Club to follow it up. We will not disclose the whistleblower's identity without their consent unless a disclosure of identity is needed due to cross examination of the staff member as a witness to any subsequent procedure or there are legal reasons that require them to disclose their identity. This might be, for example, where their information is about a child or vulnerable adult who is at risk, or where there is a possible criminal offence. If this is the case, Surrey Hills Forest School - Holiday Club may have to tell the police or another official body, or if required to do so by a court. We will let the individual know if it has to do this and that this will identify them to another body. Surrey Hills Forest School - Holiday Club will maintain confidentiality as far as is possible.

Staff may, if they wish, disclose information anonymously. However, it should be noted that in such circumstances, we will not be able to contact staff to discuss their concern or ask them for further information, nor will they normally be able to give any feedback about any action it takes, although anonymous whistleblowers may seek feedback through a telephone appointment or by using an anonymised email address.

How Surrey Hills Forest School will respond

Any concern raised under this policy will be investigated thoroughly, promptly and confidentially. Any approach to the manager and DSL will be treated with the strictest confidence and the member of staff's identity will not be disclosed without their prior consent. All members of staff will be treated with respect at all times and the person raising the concern will be thanked.

There may be a meeting with the member of staff raising the concern to ensure Surrey Hills Forest School understands exactly the particular worry.

When any meetings are arranged with an employee who has made a protected disclosure, they have a right to be accompanied by a trade union representative. The meeting can be off site if requested.

When an individual makes a disclosure, the nursery will process any personal data collected as part of the investigation in line with Surrey Hills Forest School -Holiday Club's data protection policy ensuring the data is stored securely and only accessed by those individuals essential for dealing with the disclosure.

Within three working days of a concern being raised, the Leader or DSL who received the disclosure will write to the member of staff setting out the following:

- Acknowledgement that the concern has been received, the date it has been received, whether the person who raised the concern has requested confidentiality, and a summary of the concern
- Indicating how the matter will be dealt with and by whom and how they can be contacted
- Telling the member of staff who they can contact for advice and to answer queries about the process
- Telling the member of staff when an investigation has or is to be started and if further assistance will be needed from them.

The member of staff who raises the concern will be told how long to expect the investigation to take and will be kept up to date with its progress. Investigations should be undertaken by Surrey Hills Forest School -Holiday Club as quickly as possible to ensure that any wrongdoing is dealt with as soon as possible. The matters raised may be investigated internally. Where it has not been possible to resolve the matter quickly (usually within a few days) with the Leader someone suitably independent (such as HR advisor) will carry out an investigation.

The investigation will be objective and evidence-based, and will produce a report that focuses on identifying and rectifying any issues, and learning lessons to prevent problems recurring. The investigator may decide that the concern would be better looked at under another process, such as the grievance procedure or dignity at work procedure. If so, this will be discussed

In the event that misconduct is discovered as a result of any investigation under this policy, the disciplinary policy and procedure will be invoked in addition to any external measures.

On conclusion of any investigation, the member of staff will be told the outcome of the investigation and what Surrey Hills Forest School - Holiday Club has done, or proposes to do, about it. Wherever possible, we will share the full investigation report with the member of staff who raised the concern (while respecting the confidentiality of others). If no action is to be taken, the reason for this will be explained.

If an individual is not satisfied with the response received and any subsequent action taken, they should put their concerns in writing to the Surrey Hills Forest School HR Advisor who will arrange any further investigation as they think appropriate.

More serious disclosures may be referred to an external prescribed person or body, and/or the police, and may form the subject of an independent inquiry.

Surrey Hills Forest School -Holiday Club will keep a record of all disclosures made under this policy and procedure in order to monitor the effectiveness of the policy, including any action taken and any confidentiality requests the discloser may have made. The record must be in line with all data protection requirements and kept for no longer than is necessary, with access strictly limited to only necessary staff.

Harassment and victimisation

Surrey Hills Forest School understands that raising a concern can be difficult for staff, especially if they fear reprisal from those responsible for the malpractice. We will not tolerate harassment and victimisation of anyone raising a concern, and there should be no impact on the continued employment and opportunities for future promotion or training of anyone raising a concern. Any such behaviour is a serious breach of our values as a nursery and, if upheld following investigation, could result in disciplinary action potentially leading to dismissal.

Nor will Surrey Hills Forest School - Holiday Club tolerate any attempt to bully anyone into not raising any such concern. Any such behaviour is a breach of our values as a nursery and, if upheld following investigation, could result in disciplinary action potentially leading to dismissal.

If a member of staff thinks they have or may suffer detrimental treatment as a result of raising a concern, they should contact the DSL. This policy encourages members of staff to put their name to their concerns. Concerns expressed anonymously are harder to follow up and have an effective outcome.

If a member of staff makes an allegation in good faith, but the allegation is not confirmed by the investigation, no action will be taken against that member of staff. They will not be at risk of losing their job or suffering any form of reprisal as a result. Provided the member of staff is acting honestly, it does not matter if they are mistaken or if there is an innocent explanation for their concerns.

Reporting a concern to an external body

This policy is intended to provide a route by which members of staff can raise concerns internally. However, if an employee is unhappy with the outcome of an investigation or if, for any reason they do not feel comfortable raising their concern internally, they are free to take the matter outside of the nursery to a prescribed person or body or to their Member of Parliament (MP).

The full list of prescribed persons and bodies can be found on the UK government website at www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies. They include

- HM Revenue & Customs
- Ofsted
- Serious Fraud Office
- Charity Commission for England and Wales
- Information Commissioner
- Equality and Human Rights Commission
- Health and Safety Executive
- Care Quality Commission
- Environment Agency.

More information and support

Protect is the UK's whistleblowing charity that aims to stop harm by encouraging safe whistleblowing. They provide a legal advice service we offering free expert and confidential advice on how best to raise a concern and protection as whistleblower.

Protect Advice Line	020 3117 2520	Website https://protect-advice.org.uk
UK advice 'Whistleblowing for employees'		Website www.gov.uk/whistleblowing
Acas guidance on 'Whistleblowing at work':		Website www.acas.org.uk/whistleblowing-at-work
Navex Global, freephone helpline number:	0800 069 8180	Email whistle@protect-advice.org.uk
NSPCC Whistleblowing Advice Helpline:	0808 800 5000	Email help@nspcc.org.uk

Policy Review

As part of Surrey Hills Forest School monitoring of whistleblowing this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date: