

Royal Borough of Kingston upon Thames

Green Lane Primary and Nursery School



Green House Policies
Welfare

MISSION STATEMENT

This statement outlines the services that children, parents/carers and the community can expect from our Club, and the values that inform our work:

Our Club aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the Club continues to meet the needs of children and parents/carers.

ARRIVALS AND DEPARTURES

Our Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

It is the responsibility of the Manager to ensure that an accurate record is kept of all the children in the Club, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts throughout the session.

Records of daily registers should be kept by the Club for at least one year.

Arrivals

On arrival, a member of staff will immediately record the child's attendance in the daily register.

If the parent/carer wants their child to be given medicine by a member of staff, during the day/session they must complete and sign the Administering Medication Form.

Departures

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. For EYFS children this person must use the password system. With written permission from the parent/carer, a sibling under the age of 16 may collect from the Club.

Permission and arrangements for children leaving the Club alone at the end of a session will be a matter for discussion between the Manager and parents/carers, based on an understanding of a child's age, maturity and previous experience. Written consent for children leaving the Club alone must be submitted

to the Club before such arrangements are able to commence. No child under the age of 9 will be allowed to leave the Club unaccompanied.

No adult other than those named on the Admissions Form or by prior notification by parents, will be allowed to leave the Club with a child. In the event that someone else should arrive without prior knowledge, the Club will telephone the parent/carer immediately.

If the parent/carer or alternative nominated person is going to be late to collect their child, staff must be informed of this by telephone.

Absences

If a child is going to be absent from a session, parents must indicate this to the Club in advance.

If a child is absent without explanation for more than three sessions concurrently, staff will contact the parents/carers to try to ascertain the reasons behind this.

Regular absences from the Club could be an early sign and /or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The Club and its staff will always try to discover the causes of prolonged and unexplained absences.

CARE, LEARNING AND PLAY

The programme of activities and the atmosphere of our Club aims to encourage confidence, independence and enjoyment. Our work has, as its core, the aim of enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

The Club will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. The programme of activities will recognise and take into account the differing ages, interests, background and abilities of the children.

Activities are carefully planned to allow children to build on their natural curiosity, advance their thinking, use their imagination and develop positive social relationships. At all times, the Club will recognise a child's individuality, effort and achievement.

Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel some ownership over their Club. Staffing arrangements will provide opportunities for:

- Reflection on practice.
- Recognise that working with children is a complex, challenging and demanding task and that often there are no easy answers.
- That learning is a shared process and that children learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.
- Staff will display flexible styles of leadership and respond appropriately to children according to their age, understanding and needs.
- Staff will support, recognise and promote achievements by all children.

Green Lane Primary and Nursery School
Policy on: Green House-Welfare

- The Club will provide children with a range of equipment and resources appropriate to their age and interests.
- Children will be offered access to outdoor play every day, subject to weather conditions.
- No child will ever be left unsupervised during activities at the Club.
- The programme of activities for the Holiday Club will be displayed in a place that is accessible to all children and to their parents/carers.

Our Club is committed to providing:

- Care and activities that put the needs and safety of the children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Children's Act 1989 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

PARTNERSHIP WITH PARENTS AND CARERS

Our Club recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Club and parents/carers.

The staff team is committed to working in partnership with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Club aims to achieve this by:

- Ensuring that parents/carers concerns are always listened to by the Club whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Club.
- Making all information and records held by the Club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Club's policies and procedures are made available to parents/carers on request.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the Club such as alterations to the opening times or fee levels.

Review: Autumn 2018

Agreed: Autumn 2018

Review: Autumn 2020

Our Club is committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

PHYSICAL ENVIRONMENT

Our Club is committed to providing children with a stimulating and safe environment. We will do all we can to make our premises welcoming and friendly to children, their parents/carers and any other visitors.

The Club's premises are safe, secure and adequately spacious for its purpose. The environment and atmosphere of the Club is welcoming to children and offers access to the necessary facilities for a broad and varied programme of activities.

The Club is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities; including children with special needs and/or disabilities (for further details see the Inclusion Policy).

The Club's premises comply with all the requirements of the Disability Discrimination Act 1995 and all other relevant regulations and guidance.

The Manager is responsible for ensuring that the Club's premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature. Daily risk assessments are carried out to ensure that the facilities are maintained in a suitable state of repair and decoration.

The Club will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities. All children will have adequate space to play and interact freely. We are able to use other rooms within the school such as the Library, Computer Suite and Hall.

There is adequate space for storing all the Club's equipment safely and securely.

Staff will ensure that there are sufficient toilets and wash basins with hot and cold water available for children, ensuring an adequate balance between male and female facilities and those specifically for adult use.

No child will be left unsupervised in the kitchen area.

Members of staff will have access to a telephone on the Club's premises at all times.

Outdoor Play

Any outdoor play will take place in safe, secure and well-supervised spaces. Before any outdoor activities commence, a thorough safety check will take place.

Outdoor play areas will be well maintained and free from holes, bumps or uneven surface areas. Ponds, drains, pools or any unnatural water will be made safe or inaccessible to children.

In the event of ice or snow, staff will ensure that this is regularly cleared and kept safe.

Staff will make sure that there is a regular supply of water available to children at all times, especially in hot conditions. In such circumstances, staff will also ensure that children are adequately protected from the sun, according to the provisions set out in the Health, Illness and Emergency Policy.

SETTLING IN

All children are unique and the amount of time that a child takes to settle into our Club can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

The Club strongly encourages parents/carers to visit the premises with their children during the week before they are due to start.

Children new to the Club will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the Club.

Children will be informed about the Club's routines and the programme of activities. They will be shown around the Club, told where they can and cannot go, and have both registration and signing out procedures made clear.

Ground rules will be explained to the child and they will be encouraged to ask questions and raise any concerns. The child will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions of the Fire Safety Policy.

On their first day, children will be introduced to the other children at the Club. The child will be allocated a 'buddy' who, under the supervision of a member of staff, will show them around the Club and introduce them to the other children. The child will then be encouraged to get to know the other children and settle into the group.

All staff will supervise children new to the Club to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

Staff will ask on a regular basis how a child is feeling, what activities they enjoy and if they are unhappy about anything.

If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent /carer feel that there is a problem during the settling in period, they should raise this with a member of staff.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the club.

UNCOLLECTED CHILDREN

Our Club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of the session, the Club will ensure that all children are collected by a parent, carer or designated person. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated person is more than 15 minutes late in collecting their child, the Manager will be informed.

Green Lane Primary and Nursery School
Policy on: Green House-Welfare

- The Manager will call the parent, carer or designated person, and use any other emergency contact details in order to ascertain the case for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated person, and a further period of 30 minutes has elapsed, the Manager will call the Local Social Services Department for advice.
- In the event of the social services being called and responsibility for the child being passed to a Child Protection Agency, the Manager will attempt to leave a further telephone message with the parent, carer or designated person's answer phone. Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated person of what has happened. The note will reassure them of their child's safety and instruct them to contact the Local Social Services Department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Club's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the Club until they are collected by the parent, carer or designated person, or alternatively placed in the care of Social Services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club.

General Data Protection Regulation (GDPR)

The Green House adheres to the Coombe Academy Trust for the GDPR.