



Kidz Zone is committed to offering equality of access to its services to all families with respect to religion, race, culture and gender. In line with its Equal Opportunities policy, the Club will endeavour to the best of its ability, to cater for any special needs or disabilities. The Club has a range of policies and procedures to cover areas, such as accidents and sickness, health and safety and behaviour management.

The Club staff will supervise children until they are collected by their parents or named representative – who must sign out upon collection.

A TYPICAL WEEK AT KIDZ ZONE BREAKFAST CLUBS

At 'Kidz Zone' we provide a fun, active, safe environment for children, under the care of qualified staff. Breakfast is provided in the form of cereals, toast and juice.

After breakfast children enjoy a wide range of activities, some planned and some for self-selection.

A TYPICAL WEEK AT KIDZ ZONE AFTER SCHOOL CLUBS

Active Hour

Time for some Fun! A different activity each day from please see activity timetables for your school.

During "Active Hour" an activities leader will deliver a different sport or activity each day. Children are welcome to bring trainers for the 'Active Hour'.

Children will have the chance to earn the "Club Star" award at each club, rewarded for following our FUN agreement of having fun, keeping safe, playing fairly and showing respect.

After Active Hour

After 'Active Hour' children enjoy a wide range of activities focused around the weekly theme of the club which are led by our staff, including Quizzes, Board Games, Creative Tasks, Team building, Fun Competition and more. Children will be encouraged to do their homework/reading after a snack, with our staff also guiding children with this.

Food and Snacks

Children staying till for 1 hour will receive a drink and biscuit, fruit/veg after 'active hour'.
Children staying for 2 hours will receive a snack e.g. sandwich, wrap with choice of fillings (please see food menu for each venue).

Bookings and Payment

You can book both the Breakfast and After School club in advance via our website www.kidzzoneclub.com.

With our system you create a 'parent account' allowing you to manage all your bookings and payments online. You will have the option of making payments via credit/debit card, childcare voucher payments or tax free childcare.

As part of this registration process, a copy of the clubs 'terms and conditions and policies' are agreed to upon booking.

Please note:

Kidz Zone cannot accept any child to attend a Club session, unless a completed online registration form is submitted by the parent/carer.

Priority will be given to children with a regular attendance pattern booked termly in advance.

Late Collections (after school clubs only)

Children that are collected later than their agreed booking time will be charged the hourly rate for that club– if collected after the end time of the club a flat rate of £10 per 30 minutes will be charged.

Cancellations and Refunds

Cancellations / Booking Changes Policy - Before and After School Clubs

To cancel contact the Kidz Zone Head Office either by email - hello@kidzzoneclub.com - or call on 01525 591036

Applicable to all Kidz Zone before and after school club booking cancellations or alterations.

- 48 hours or more notice of the booking date is required for a cancellation or booking change – a 100% refund will be issued via the original payment method or account credit; please note childcare voucher payments can only be refunded to account credit due to HMRC rules.
- Less than 48 hours notice – no refund.
- Account credit will not be eligible to be repaid to you in the event you no longer require use of our services and wish to close your account. 'Account credit' cannot be transferred from one customer to another.

Refund policy: Applies to all Kidz Zone Holiday Club bookings cancellations and alterations

Payment must be made no later than 5 days prior to attending a KZ holiday club. Payments can be made online via www.kidzzoneclub.com

- 10 days' notice must be given to cancel your booking otherwise full payment is still due.

- If your child is booked on to the holiday club and fails to turn up payment will still be required in full as KZ will have brought in further coaches to appropriately meet the child: staff ratio. Kidz Zone will not be able to provide a refund if your child is not able to attend.

Full policies can be found below

Safeguarding Children Policy

- Please see terms and conditions section on www.kidzzoneclub.com for updated safeguarding policy.

Risk Assessment Policy

- The after school club facilities are part of a periodic risk assessment – with staff members carrying out risk assessments on a daily basis before all activities.

Sickness Accident – Emergency Policy

If a child becomes ill during a Club session, every attempt will be made to contact one of the people listed on the registration form, to arrange collection of the sick child. The child will be cared for until collected. In a case of a minor accident, basic first aid will be administered. In the case of an accident requiring more than basic first aid, every attempt will be made to contact the parent/legal guardian to advise or discuss with him/her the course of action to be taken. All accidents and emergencies are entered in the Accident/Incident Log.

Club Rules and Regulations Policy

The following are agreed to upon booking:

1. A registration form must be completed online by all parents/guardians before a place can be allocated.
2. To ensure your child's safety, please make sure Kidz Zone is informed of any changes in circumstances.
3. Credit will be given against absence of any child if at least 48 hours advance notice has been given.
4. Credits for unplanned absences, including sudden sickness of the child, can only be given in exceptional circumstances (at the discretion of Kidz Zone.)
5. Children that are collected later than their agreed booking time will be charged the hourly rate for that club – if collected after the end time of the club a flat rate of £10 per 30 minutes will be charged.
6. Our staff will not allow a child to be collected from a session by anyone other than those adults nominated on the registration form, without written or phone (password) permission from that child's parent/guardian.
7. Upon collection the parent/guardian must 'sign out' in the 'signing out folder / tablet system' at the venue.
8. Sickness, accidents, first aid and emergencies: If a child becomes ill during a session every effort will be made to contact one of the people listed on the registration form to arrange collection of the child. The child will be cared for until collected and any first aid administered. In the event of a serious accident, every effort will be made to contact the parent/guardian and in the event of an emergency, an ambulance will be called.
9. It is made clear that the Club CANNOT accept responsibility for a child's possessions or valuables whilst they are attending the Club.
10. The club reserves the right to exclude a child if he or she consistently misbehaves or if any of the terms and conditions are not adhered to. Prior to exclusion, any problems will be discussed with the Parent/ Carer in order, to attempt to resolve the difficulties amicably - *please see behavioural policy for more details.*
11. The club reserves the right to refuse the care of a child in the event the parent of this child is abusive, aggressive or demonstrates anti social behaviour to an employee, another parent or child. A parent / guardian must not approach another child directly to engage in conversation without the said child's parent being present in the conversation.
12. Any accident or incident and resulting action will be recorded on an accident/ incident form, and must be signed by the parent/ carer.
13. Intimate care – it is expected children that attend our events are toilet trained. If your child requires 'intimate care' please contact us in advance of booking so suitable arrangements can be made for the care of your child.

Booking Terms and Conditions

Booking is deemed acceptance of these conditions.

Health and Safety

Booking is deemed acceptance of our "Injury waiver" and that Kidz Zone Club and their staff are not under any liability for personal injury, loss or damage caused to participants whilst on at a Kidz Zone Club event.

Kidz Zone Club will not be held responsible for any loss or damage to any personal belongings whilst attending or travelling to or from one of our events.

*Our staff do not **physically** participate in any **contact** games with the children.*

Any medical conditions must be stated upon online registration and any care plans or special instructions made known to Kidz Zone Club prior to arrival. Any changes to your personal information as well as your child's medical information post booking and prior to the event must be made known.

Kidz Zone Club completes a full RISK assessment for every venue, and facilitates each day accordingly so the risk of any injuries or incidents arising is kept to a minimum.

No photographic images will be taken without prior consent of the parent/guardian of each child. With consent these images may be used for promotional material.

Insurance

Kidz Zone has full public liability insurance cover.

Venues

All Kidz Zone Club events take place at secure venues with indoor facilities and toilets.

Incompatibility

We are not able to provide additional staff to support a child outside of our working ratio.

*We recognize that the needs of individual children vary, and will endeavor to accommodate children with specific needs and/or medical conditions within the club environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible. We reserve the right to decline any Booking or exclude **any child** at any time prior to or during the activity if in our reasonable opinion the behaviour of the child is disruptive, dangerous or incompatible with the general enjoyment of other visitors. You agree and acknowledge that any behaviour that is having an impact (e.g. from a safety or any other similar perspective) on any other child) then our decision to decline the booking or exclude a child is final and shall not be open to legal challenge. Any additional costs so incurred shall be entirely your responsibility and no refund applies. You shall advise us at the time of booking fully in writing of your child's name contact details and any requirements needs or personal circumstances that you reasonably consider may affect the child during the club including special dietary requirements, illness, disabilities any social behavioural problems.*

Your personal information

The personal information that you provide us will be used for the organisation and management of our events as well as for the safety of your child/children.

With permission we will use the information provided to inform you of other Kidz Zone Club events.

Daily Routine Policy

- End of school day:
 - Children collected from classrooms and escorted to after school club premises.
 - Children registered.
 - Children to have a drink / biscuit – fruit or veg go to the toilet if they need too.
 - Children take part in daily Active Hour.
- Active hour starts.
- Active Hour ends – children that are booked for the first session only are signed out with parent/guardian.
- 2nd Hour: children staying will receive a snack.
- After 'Active Hour' children enjoy a wide range of activities, some planned and some for self-selection (see timetable for activities).

Escort Procedure of Children from Classroom to Club Policy

- Kidz Zone After School Club maintains a strict policy when escorting children from the classroom to the club to ensure that the highest possible safety is given to each child.
- The children will be collected from their classroom who will call a register before taking the children to the after school club area.
- If a child is coming to the club by last minute arrangement with the staff then his or her name will only appear on the register that the staff holds.
- Children who are not registered with the club cannot be collected or attend the club.
- In order to maintain appropriate staff ratio's, staff are unable to escort children to and from other clubs/ classes on the school premises after school.

Arrival at Club Policy

- Kidz Zone After School Club's policy to ensure all children feel welcomed and secure throughout their time at the club.
- Children will be helped to put away their belongings and any new children will be introduced to staff, and shown where the toilets are.
- Once the children have settled down a register will be taken to allow for all children to arrive at the club.
- The children will be asked to say 'yes' once their name has been called and a mark will appear against it to show that they are attending the session. At the end of the register the staff will ask if anyone hasn't heard their name.
- If a child's name hasn't been called the parent/carer will be contacted to either collect the child (depending on numbers) or to ascertain whether they will be staying at the club.
- If the staff is unable to contact the parents/carers the child will remain in the club until alternative arrangements have been made.
- The Headteacher will be informed that no parent/carer has collected the child after school.
- It is the known parent or carer's responsibility to inform the club if the child will not be attending a session.
- If during the register a child does not reply to their name firstly, the staff will check with the child's teacher or secretary to find out whether they attended school.
- If the child did attend school the staff will check round the school before contacting the child's parents/ carers.
- If the staff is unable to get in contact with the parents/ carers or the emergency contact, the Police will be called - please see Lost Child Policy. A full report of the incident will be recorded and filed.
- The total number of children attending each session will be recorded on the bottom of the register.

Collection of Children from club Policy

- It is Kidz Zone After School Clubs policy to ensure that all children are safely collected from club by the appropriate named person.
- Children can be collected from the club at any time.
- Parents or carers must 'sign out' children as they are collected and the time of collection noted on the register for that day - this is so staff are always aware of numbers.
- It is the known parent or carer's responsibility to inform the club if another person wishes to collect a child.
- The club operates a password and identification policy for people not known to the club in order for them to safely collect a child.
- If someone comes to collect a child who is not the known parent or carer they will be asked for the agreed password by the staff and also a form of identification. **This is only on the basis that we have been notified by a registered parent or guardian that someone not listed is coming to collect their child.**
- If they give the correct password and named identification and the child knows the person they will be allowed to leave.
- Kidz Zone After School club will refuse collection of a child to anyone that isn't listed as a parent/guardian or if the parent/guardian has failed to inform Kidz Zone club that someone else is collecting.
- Kidz Zone After School Club will refuse collection of a child if a parent or carer arrives and is deemed to be intoxicated with either drugs or alcohol.
- The decision will be made by the staff to telephone the emergency contact number and make arrangements for the child to be collected by them; the duty Social Worker will also be informed.
- If the parent/carer becomes abusive or makes a nuisance of themselves, the police will be called.
- Kidz Zone After School Club has a duty to Safeguard the welfare of the child therefore, no hesitation will be made when calling the police.
- A full written report of the incident will be recorded and filed.

Visitor Policy

- Visitors to the club will immediately be redirected to the school reception.
- It is Kidz Zone After School Club's duty to safeguard the welfare of children therefore, anyone who is not a visitor to the After School club or is not recognised by the staff will be asked to leave the school premises.
- If they refuse to leave the police will be called.

Late Collections Policy

- Children that are collected later than their agreed booking time will be charge the hourly rate for that club – if collected after the end time of the club a flat rate of £10 per 30 minutes will be charged.
- The time the parent/carer collects the child will be noted on the register and payment due within 7 days.
- If the parent/carer fails to pay the fine in time or to contact the club to advise when they will pay, Kidz Zone After School Club has the right to refuse them from using the club.
- If parents/ carers regularly abuse the deadline for collecting their child the following procedure will be initiated:
- In the first instance they will be issued with a warning by the staff and encouraged to collect their child on time.
- If they persist in being late within the School Half Term they will be asked to leave the club and find alternative Childcare, which can accommodate for late collection times.
- It is not the clubs intention to penalise those Parents or Carers who regularly collect their child on time but to deter those who consistently break the rules.
- If a parent/ carer is unexpectedly delayed, the After School Club should be contacted on 01525 591036.

Uncollected Child Policy

- In the event that a child is not collected, by an authorised adult at the end of a session, Kidz Zone After School Club will put into practice agreed procedures.
- These will ensure the child is cared for safely by an experienced and qualified staff who is known to the child.
- The club will ensure that the child receives a high standard of care in order to cause as little distress as possible.
- We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.
- Procedures If a parent/carer is held up by unforeseen events and they are unable to pick the child up by the close time they must try and contact the head office on 01525 591036 to explain the reason and advise of the collect time or alternatively, advise of another person collecting and set a password.
- If no contact is made the staff will phone the contact numbers provided on the registration form.
- If there is no reply the staff will phone the Emergency Contact numbers. If the person is unknown to club but are listed on the registration form, they will be asked to bring proof of identity.
- At 30 minutes after the club finish time if the parent/carer has not made contact with the staff, Social Services will be informed.
- A message will be left for the Parent or Carer advising them of the action that has been taken.
- A full written report of the incident will be recorded and filed Late Collection fines will also apply.

Lost Child Policy

- At Kidz Zone After School Club a child's Safety is maintained as the highest priority at all times both on and off the premises.
- Every attempt is made through carrying out outings procedure and arrival/ collection procedures to ensure the security of the child is maintained at all times.
- In the unlikely event of a child going missing the lost child procedure is followed. *Procedures*
- A Lost child is defined as a child who has arrived and been registered at the club but has since gone missing.
- As soon as it has been noticed that a child is missing all staff at the club will be notified who we'll endeavour to find out where the child was last seen.
- In the first instance, any school staff on site will be informed that a child has gone missing and asked to help with the search.
- The Lead staff member will carry out a thorough search of the premises whilst, the other members of staff are reassuring the children.
- If the child is found but unwilling to return to the setting, a member of staff will stay with the child until the Parents or carers are contacted.
- If the child is still unaccounted for, the staff will group the children together and call the register to make sure no other child has gone astray.
- If the child isn't found the parent or carers will be contacted and alerted to the situation. With their agreement the Police will be called and the child will be reported as missing.
- The search will continue until advised by the police to stop and depending on staff ratio.
- If the parents or carers can't be contacted, the staff will contact the Emergency number supplied on the registration form.
- If they can't be contacted the police will be called straight way and the child will be reported as missing.
- After contacting the police the staff will report the incident to senior management.
- Senior Management will come to the After School Club and together with the staff will speak to the parents or carers.
- Senior Management will carry out a full investigation into the incident
- The lead staff member will write a full report into the incident detailing:
 - The date and time of the report.
 - What staff/ children were at the club/ and if relevant the name of the designated staff responsible for the lost child.
 - When the child was last seen at the club.
 - What has taken place at the club before and since the child went missing.
 - The time estimated that the child went missing.
- The lead staff member will also conduct a full risk assessment and report to staff the findings and any additional changes which are to be made.
- If the situation warrants a police investigation all staff must fully co-operate.
- The incident will be reported under RIDDOR arrangements. OFSTED will be informed of the incident in writing and the outcome of the report.
- The insurance company will also be informed of the incident.

Intimate Care

Intimate care – it is expected children that attend our events are toilet trained. If your child requires 'intimate care' please contact us in advance of booking so we can see if suitable arrangements can be made for the care of your child as our staff require full training to provide intimate care so please contact us directly.

Our staff can provide 'non intimate – non-physical' assistance to children who can clean themselves after a toilet accident – e.g passing new clothes, bagging dirty clothes.

Full intimate care (trained staff only – please note this must be agreed in advance with the parent contacting us to see if it's something we can provide and authorised so we can offer this, which will be dependent on staff being trained).

When providing intimate care, we will ensure that the child's safety, dignity, and privacy are always maintained.

'Intimate care' covers any task that involves the washing, touching, or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at Kidz Zone Club who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (e.g., health and safety, child protection) before providing intimate care. No child should suffer distress or pain because of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

Protecting children

Staff are familiar with guidance from the Local Safeguarding Children Board. The Club's procedures reflect the guidance in *Working Together to Safeguard Children* and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Kidz Zone Club will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

Club is unable to operate Policy

- The club will endeavour to operate at all times by ensuring staff back up at short notice.
- However, in unforeseen circumstances it may be in the best interest of the child's safety that club does not operate.
- Procedure In the event that we are unable to work as much notice will be given to the parents/ carers to ensure suitable childcare arrangements can be made.
- However, in the event that the club cannot operate at short notice, the staff will inform Senior Management and together they will contact parents and advise them of the situation.
- Fees will be credited if the club cannot operate as planned.

Fire Safety and Emergency Evacuation Policy

- Kidz Zone After School Club's premises present no risk of fire by ensuring the highest possible standard of fire precautions.
- The staff are familiar with the current legal requirements.
- Procedures follow in accordance with each venue and we have a copy of their fire safety risk assessment and help contribute to regular reviews through monthly risk assessments.
- Staff will undertake a practise evacuation drill.
- In line with the schools policies all Fire doors are clearly marked and are never obstructed.
- All smoke detectors/ alarms and firefighting appliances conform to BSEN standards.
- Staff will additionally be organised so that they know what their role will be in for example, 1 staff member checks the toilets to make sure no child is left, another helps the children leave the premises.
- New members of staff will be made aware of the fire drill procedures in their induction.
- In the event of a real fire the staff will make sure that the register is taken with them, mobile phone, registration cards and first aid equipment.
- When the children arrive at the meeting point, the staff will call out the register including the children's surname.
- The children will be expected to say their full names back.
- The fire brigade will be called by the lead staff member.
- A report will be written by the lead staff member and Children will not be allowed back in the building until the fire brigade has deemed it safe.
- All fire drills will be recorded using in the accident/ incidents log and will record information on:
 - How many children there were?
 - Staff member names.
 - Date and time.
 - Whether the fire drill went to plan.
 - Improvements that can be made for next drill.

Accident and Incident Record Policy - RIDDOR (The Reporting of Injury, Diseases and Dangerous Occurrences Regulations)

- Kidz Zone After School Club follows the guidelines of Reporting Injuries, Diseases and Dangerous Occurrences for the reporting of accidents and incidents. *Procedures*
- All staff must have an update to Paediatric First Aid Certificate and regularly update their training to ensure that children receive current First Aid treatment.
- Our accident forms are stored in a file, which is accessible to all staff and volunteers, and know how to complete it).
- Forms are signed by the member of staff who dealt with the accident and by the parent/carer upon notification - acknowledging that the accident occurred and the treatment received.
- Where a child has an accident and there is no visible wound it will still be recorded so that the parent/carer is aware of the accident.
- Accident forms will be reviewed every term to identify if any trend or reoccurring causes of injury.
- If a child has a serious accident the lead staff member will assess whether the child needs to be taken straight to hospital or phone for an ambulance, or alternatively wait for the parents/carers to collect them.
- If the club staff are unable to get in contact with them then the Emergency contact will be informed.
- If the child needs emergency treatment the lead staff member will accompany the child to hospital and the other staff will take charge of the club.
- All relevant paperwork such as the registration form, medication form, care plan etc will be taken to the hospital.
- If any injury requires treatment by a general practitioner, hospital doctor, or the death of a child or adult, Ofsted will be notified and a report will be sent to Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.
- We meet our legal requirements for the safety of our employees by complying with RIDDOR (The Reporting of Injury, Diseases and Dangerous Occurrences Regulations).
- Any member of staff who requires treatment by a general practitioner, hospital doctor and any dangerous occurrences will be reported to the Health and Safety Executive and recorded within our incident book.

Serious Incident Book Policy

Our serious incident book details numbers/contact details such as:

- Emergency services
- Local police
- Caretaker
- Head teacher's number

The book is used for recording serious incidents including those that are reportable to Senior Management. These serious incidents include:

- Theft of personal or the settings property
- An intruder gaining unauthorised access to the premises (school Headteachers will be informed)
- Attack on a member of staff or parent on the premises or nearby
- Any racist incident involving staff or family on the clubs premises
- Death of a child
- A terrorist attack or threat of one
- In the serious incident book we record:
 - date and time of incident
 - nature of the event
 - who was affected and what was done about it
 - if it was reported to the police, and if so a crime number
 - any follow up or insurance claim made Incident forms:

Behaviour Policy

Kidz Zone Club do not conform to any disruptive, dangerous or anti-social behaviour of any kind. This includes but is not limited to bullying, sexism, swearing or violence towards any other child or towards any of our KIDZ ZONE Staff. Kidz Zone believe in creating an environment where Playworkers consistently manage and encourage positive behaviour.

We believe that children need to learn to consider the view and feelings, needs and rights, of other and the impact that their behaviour has on people, places and objects. The club will strive to achieve this by encouraging, teaching and modelling correct behaviour and creating a positive environment with clear boundaries and expectations based on the FUN agreement.

In the event of such behaviour – the following procedures will be followed with all details recorded in our incidents log.

- Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.
- Challenging behaviour will be addressed in a calm, firm and positive manner.
- Staff will discuss why the behaviour displayed is deemed inappropriate. Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.

Escalation

A behaviour notice is a formal written record issued to parents/carers and retained by Kidz Zone Club. Behaviour notices may be used where a child's behaviour is considered serious, repeated, or where previous interventions have not been effective.

Behaviour records and notices may be reviewed periodically by Kidz Zone Club, taking into account the nature, frequency, and overall improvement in behaviour over time. The club reserves the right to consider each situation on an individual basis when determining any appropriate actions or support measures.

Where appropriate, further behavioural incidents may result in a temporary suspension from the club or other actions deemed necessary by the setting. Prior to issuing a behaviour notice, staff must consult with and obtain authorisation from a member of the senior management team.

If a child returns to the club following a behaviour concern, the behaviour management procedure may continue to be followed as appropriate. Where ongoing concerns remain, the club may arrange a meeting with parents/carers and, where appropriate, the school, to discuss support strategies and next steps.

Kidz Zone will always aim to work positively with children and families to support improved behaviour and engagement within the setting. However, where behaviour continues to present significant challenges or impacts the safety, wellbeing, or experience of others, Kidz Zone reserves the right to review a child's place at the club, which may include temporary or permanent exclusion where deemed necessary.

Kidz Zone Club reserves the right, where deemed necessary and appropriate, to temporarily or permanently exclude a participant with immediate effect. Any such decision will be made at the discretion of the company, taking into account the safety, wellbeing, and best interests of all children, staff, and attendees within the setting.

Behaviour, Suspension and Exclusion

Kidz Zone Club aims to provide a safe, positive, and inclusive environment for all children, staff, and visitors. Children are expected to behave in a respectful and appropriate manner whilst attending the provision.

Where behaviour concerns arise, the club will normally seek to manage these through appropriate support strategies, discussions with the child, and communication with parents/carers. However, the club reserves the right to take any action considered reasonable and necessary in response to inappropriate, unsafe, disruptive, or abusive behaviour.

This may include:

- verbal warnings;
- behaviour monitoring;
- restricted attendance;
- collection requests;
- temporary suspension; and/or
- permanent exclusion from the provision.

Any decisions relating to suspension or exclusion will be made by senior management and will take into account the circumstances of each individual case, including the safety and wellbeing of other children and staff, the severity or frequency of incidents, and whether the provision can reasonably continue to meet the child's needs within the setting.

Whilst the club will normally aim to communicate concerns and decisions to parents/carers as soon as reasonably practicable, Kidz Zone Club reserves the right to implement immediate suspension or exclusion where considered necessary.

The club reserves the right to depart from any informal or staged behaviour process where circumstances warrant immediate action.

Behaviour records and previous incidents may be taken into consideration when reviewing ongoing suitability for attendance at the provision.

Fees remain payable for any confirmed booked sessions during periods of temporary suspension unless otherwise agreed by the company.

Reasonable Adjustments and Support

Kidz Zone Club recognises its responsibilities under the Equality Act 2010 and will consider reasonable adjustments and appropriate support strategies for children with SEND, disabilities, medical needs, or additional behavioural needs wherever reasonably practicable.

The club will work in partnership with parents/carers, schools, and where appropriate external professionals, to understand a child's individual needs and to identify suitable support arrangements within the provision.

Parents/carers are responsible for ensuring the club is provided with accurate and up-to-date information relating to a child's needs, diagnoses, behaviours, risks, support plans, or professional recommendations that may impact their attendance or safety within the setting.

Whilst the club aims to provide an inclusive environment, there may be circumstances where, following assessment and consideration of reasonable adjustments, the club determines that it is unable to safely or appropriately meet a child's needs within the staffing structure, environment, or resources available.

In such circumstances, the club reserves the right to implement additional support requirements, place reasonable conditions on attendance, temporarily suspend attendance, or end a placement where this is considered necessary, proportionate, and in the interests of safeguarding, health and safety, or the wellbeing of children and staff.

Any decisions will be considered on an individual basis taking into account the needs of the child, the impact on the wider provision, and the club's legal and operational responsibilities.

Confidentiality Policy

Policy Statement Definition: Confidential information is information of some sensitivity, which is not already lawfully in the public domain or readily available from another public source, and which has been shared in a relationship where the person giving the information understood it would not be shared with others.

- It is Kidz Zone Clubs intention to respect the privacy of all children and their parents / carers, while ensuring that they have access to high quality childcare. We aim to ensure that all parents and carers can share their information in confidence and it will only be used to enhance the welfare of their child/ren.
- Any information either verbal or written which is given to staff by parents/ carers will be kept confidential either to the individual staff member or if appropriate within the team.
- However, if the parent / carer share's this information with other parents as well as staff; the club can't be held responsible if it is shared beyond those parents whom the person has confided in.

Staff at Kidz Zone Club will respect the privacy of children and their parents/ carers by:

- Not giving out any private information without the consent of the parent/ carer unless In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Safeguarding Children Policy will override confidentiality on a 'need to know' basis.

- Not Making a note Child's address without the consent of the parent
- Not sharing any information about children with the media unless the parent/ carer have consented to it.
- During a fire/ fire drill all registration cards should be kept in the possession of the Staff - failing to show due regard for confidentiality will be liable for disciplinary action
- All staffing files will be kept confidential and stored in a locked cupboard or password protected device, access is only for the staff members
- Staff will not discuss or share private details of other members of staff with any parents or carers unless consent is given by the person in question.

Healthy Eating Policy

- At Kidz Zone School Club we regard snack time as an important part of the day's setting as it provides an opportunity for children and adults to socialise and helps children to learn about healthy eating.
- Our Setting aims to provide children with a well-balanced and nutritious snack that meets all children's dietary needs.
- Before any child starts to attend the Club we find out from parents through the registration form if their child has any dietary needs or allergies – this information is made aware to all staff to ensure that children only receive food and drink that is consistent with their dietary needs as well as their parents' wishes.
- We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known nut allergy.
- All children who wish to eat are encouraged to wash their hands before snack and find a chair around a table of their choice.
- Food is placed in the centre of each table, by chosen helpers, and children are encouraged to help themselves to food and drink by staff.
- This develops independence through children making their own choices and encourages sharing skills and good table manners.
- Snack is organised so that they are social occasions in which children and staff participate.
- Fresh drinking water is constantly provided throughout the day.

- The Club also promotes healthy eating through cooking activities.
- Food Hygiene; all staff involved in the preparation of food have successfully completed a Food Hygiene Certificate.
- Food purchasing, preparation, service and storage meet the appropriate standards for food safety and sanitation.
- All food, which needs to be kept chilled, is put on the appropriate shelf in the fridge and eaten before its sell by date.
- Food, which is uneaten at the end of the day, will be thrown away or stored in the appropriate way.
- All tables are wiped with Dettol before any food preparation takes place and staff make sure that they wash their hands.
- Gloves will be worn in the preparation of any food.
- At the end of the week the fridge is cleaned out and the insides wiped with Dettol.

Medication Policy

- While it is not Kidz Zone Club's policy to care for sick children, who should be at home until they are well enough to return the club, we will agree to administer medicine as part of maintaining their health and well-being or when they are recovering from an illness. In many cases GP's can prescribe medicine which can be taken in the morning and evening, out of the clubs time.
- As far as possible, administering medicines will only be done when it would be detrimental to the health if not given at the club.
- These procedures are written in line with current guidance in 'Managing Medicines in Schools and Early Years Settings; the lead staff member is responsible for ensuring all other staff members understand and follow these procedures.
- Medicine will only be administered when parents/ carers provided a written letter or sign consent - giving permission including:
 - Child's name
 - Date of birth
 - Name of medicine
 - Dosage
 - Times and dates to administer the medicine
 - Batch number on the medicine and box

- Expiry date
- Only prescribed medication will be administered. It must be in date and prescribed for the child's current condition, with the batch number matching the medication and packaging. This will be clearly labelled with the child's name on and stored in the medication box inside a locked cupboard.
- No child will be able to administer medication by themselves without a member of staff being present, for example a child with asthma who needs an inhaler.
- No child will be forced to take medication if they refuse, if they do this information will be recorded and parents/ carers telephoned.
- The administration of any medication is recorded in the incidents folder - accurately each time it is given and is signed by the staff member who administered the medication.
- Parents/ Carers are asked to sign the form to acknowledge that it has been given
- Medication, which is required to be kept chilled, will be stored inside the fridge in a marked plastic box until the parent/ carer collects their child. All medication, which is out of date, will be returned back to the parent/ carer to be disposed off.
- For medication, which requires specific training, all individuals will be required to attend training provided by a health professional. For children that have long-term medical conditions and may require ongoing medication a risk assessment will be carried out, and parents/ carers asked to contribute to it.
- A member of staff will be allocated to undergo relevant training to support the child's condition and how to properly administer the medication.
- This will form part of the risk assessment.
- A health care plan must be provided by the parent / carer
- Over the counter Medicines: Kidz Zone will not administer any medication containing aspirin unless a doctor has prescribed it.

Illness Policy

- Kidz Zone Club promotes the good health of children in our care through identifying allergies and preventing contact with allergenic substance and preventing cross infection of viruses and bacterial infections.
- When starting at the club parents are asked if their child suffers from any known allergies. This is recorded on the registration form
- For children that have a known nut allergy, no food containing nuts will knowingly given to the child.
- Kidz Zone endeavours to provide food that contains no nuts!
- If a child arrives at club feeling ill or during the course of the session becomes unwell then it is the policy of the club to inform the parents/ carers immediately.
- If the child has a temperature, sickness, diarrhoea or pains, particularly in the head or stomach the Coordinator will contact the parents and ask them to collect the child as soon as possible.
- If the parent or carer cannot be contacted, the club will phone the emergency contact and ask them to collect the child.
- In the rare event that we are unable to contact anyone and the child deteriorates, the lead staff member will assume responsibility and take the child to the hospital, along with the child's relevant details.

- A message will be left with the parent/ carer informing them of the situation.
- If a child is suffering from diarrhoea, parents/ carers will be asked to keep their child at home for 48hours or until a formed stool is passed.
- If a child/ staff member is found to be suffering from any infectious disease, parents/ carers will be informed, confidently of the child will be a priority.
- HIV/AIDS/Hepatitis procedure HIV virus, like other viruses such as Hepatitis is spread through body fluids.
- Hygiene precautions for dealing with body fluids are the same for any child. For example
- Single use vinyl gloves and aprons are worn when changing clothing that are soiled with blood, urine, faeces or vomit.
- Protective rubber gloves are used for cleaning clothing after changing
- Soiled clothes are raised and bagged ready for parents to collect.
- Spills of blood, urine, faeces or vomit are cleaned using mild disinfectant along with any equipment used such as a mop
- Tables and other furniture, furnishing or toys affected by blood, urine, faeces or vomit are cleaned using mild disinfectant.

Physical intervention Policy

- Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property.
- If a staff member has to physically restrain a child, the head office will be notified and an Incident form will be completed.
- The incident will be discussed with the parent or carer as soon as possible and in some cases the parent/ carer maybe asked to collect their children early from the club.
- If staff are not confident about their ability to contain a situation, they should call the head office, in extreme cases, the police.
- All serious incidents will be recorded on a Serious Incident form – with parents/ carers asked to sign the form.
- This may be used to build a pattern of behaviour, which may indicate an unknown underlying cause.
- If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our Safeguarding policy.

Anti-Bullying Policy

Bullying 'Kidz Zone' defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

- Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- Psychological: Behaviour likely to create a sense of fear or anxiety in another person.
- Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.
- Staff, children and parents or carers will be made aware of the Club's position on bullying.
- Bullying behaviour is unacceptable in any form. Any child who is a victim of bullying will be dealt with in a sympathetic manner.
- If bullying is suspected or reported, the incident will be dealt with immediately by the staff member, and then discussed with the lead staff member at the club or senior management.
- Details of the incident will be recorded in an Incident form and parents/ carers will be asked to sign the form.
- All staff will be informed so that close monitoring of the victim and bully can begin.
- Parents of both parties will be informed.

Preventing bullying behaviour Policy

Staff at the club will foster an anti-bullying culture in the following ways:

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

Responding to bullying behaviour The Club acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. If such incidents should occur, the Club will respond in accordance with the following principles:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.

- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the lead staff member or senior management.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour.
- If bullying behaviour persists, more serious actions may have to be taken, such as exclusion from the club for a one week period or permanent exclusion. All incidents of bullying will be reported to the lead staff member or senior management and will be recorded on an Incident form.

No smoking, alcohol or drugs Policy

- We comply with health and safety regulations and the Welfare Requirements of the Early Years Foundation Stage in making sure that Kidz Zone Club is a no smoking, alcohol or drugs free environment- both indoors and outdoors Policy Procedure.
- All staff, parents and volunteers are made aware of our no smoking, alcohol or drugs policy. Staff who smoke do not do so during working hours or on the school premises. If a member of staff is found to be breaking these rules disciplinary action will be taken.
- If a member of staff or volunteer arrives at the club under the influence of alcohol or drugs they will be immediately asked to leave the premises and disciplinary action will be taken. In the event that a Parent or carer arrives at the club and is deemed to be intoxicated with either drugs or alcohol, we will refuse collection of the child. The decision will then be made by the lead staff member to telephone the emergency contact number and make arrangements for the child to be collected by them; the duty Social Worker will also be informed.
- If the parent/carers becomes abusive or makes a nuisance of themselves, the police will be called.

- Kidz Zone Club has a duty to Safeguard the welfare of the child therefore, no hesitation will be made when calling the police. If a child is found to be in possession of alcohol it will immediately be removed from them and their parent/ carer will be informed.
- Alternatively, if a child is found to be in possession of drugs then they will be immediately removed and the parent/ carer along with the police will be informed.

Health, Safety and Participation

Kidz Zone Club takes reasonable steps to provide a safe, supervised and appropriately risk-assessed environment for all children attending the provision. However, parents/carers acknowledge that participation in sports, physical activities, outdoor play and group childcare activities may involve a degree of inherent risk of accidental injury.

By agreeing to these terms, parents/carers confirm that:

- they have provided accurate and up-to-date medical, behavioural, SEND and emergency contact information relating to their child;
- they will notify the club of any changes to their child's health, support needs or circumstances which may impact their participation or safety within the setting; and
- their child is medically fit to participate in normal club activities unless otherwise agreed in writing with the club.

Kidz Zone Club will not be responsible for any loss, damage or injury arising from inaccurate, incomplete or undisclosed information provided at the point of booking or thereafter.

Nothing within these terms seeks to exclude or limit liability where such liability cannot legally be excluded under applicable law, including liability arising from negligence, fraud, safeguarding responsibilities or statutory duties.

The club reserves the right to refuse, restrict or withdraw provision where it reasonably considers that it is unable to safely or appropriately meet a child's needs within the staffing structure, environment or resources available.

Complaints Procedure

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have 28 days to consider your complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 7 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our Management team, who will review your matter file and speak to the member of staff who acted for you.
3. We will then contact you via telephone to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the discussion, we will write to you to confirm what took place and any solutions that were agreed with you.
5. If you do not want a discussion or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at our organisation to review the decision.
7. We will write to you within 7 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Unresolved complaints

If the complaint has not been resolved satisfactorily following the above procedures, the complainant will be given the contact details for Ofsted. These are:

Ofsted – 0300 123 1231