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Safeguarding Children & Child Protection

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

The Club will respond promptly and appropriately to all incidents or concerns of abuse that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

The Club's designated Child Protection Officer (CPO) is [Kerry Phillips](#). The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, and Ofsted).

Forms of child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect a child from harm. The following are some signs often associated with particular types of child abuse and neglect. These types of abuse are more often found in combination than alone.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of or deliberately causes ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, including penetrative or non-penetrative acts, or non-contact activities such as showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs, likely to result in the serious impairment of the child's health or development. Neglect may involve a failure to:
 - provide adequate food, clothing and shelter
 - protect a child from physical and emotional harm
 - ensure adequate supervision
 - allow access to medical treatment

If abuse is suspected or disclosed

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

- Reassure the child that they were not to blame and were right to talk to them
- Listen to the child but not question them
- Give reassurance that the staff member will take action
- Record the incident as soon as possible (see below).

If a member of staff witnesses or suspects abuse, they will record the incident straightaway.

If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

Logging an incident

All information about the suspected abuse or disclosure will be recorded as soon as possible after the event. The record should include:

- Date of the disclosure or of the incident causing concern
- Date and time at which the record was made
- Name and date of birth of the child involved
- A factual report of what happened. If recording a disclosure, it is essential to use the child's own words.
- Name, signature and job title of the person making the record.

The record will be given to the Club's CPO who will decide whether they need to contact Social Care or make a referral. If other staff feel that the incident has not been adequately followed up, they may call Social Care themselves. The record will also be emailed to the Headteacher.

Allegations against staff

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

- The allegation will be recorded in the Incident Book. Any witnesses to the incident should sign and date the entry to confirm it.
- Contact will be made with the Club CPO and the Headteacher.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon the advice.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.

Promoting awareness among staff

The Club will promote awareness of child abuse issues throughout its staff training. The Club Will ensure that:

- Its designated CPO has relevant experience and receives appropriate training
- All staff attend Safeguarding training every two years and read KCSIE (Keeping Children Safe in Education)
- Safe recruitment practices are followed for all staff
- All staff have a copy of the Safeguarding Children policy, understand its contents and are vigilant to signs of abuse or neglect
- All staff are aware of their statutory requirements with regard to the disclosure or discovery of child abuse
- Staff are familiar with the 'What To Do If You're Worried A Child Is Being Abused' flowchart
- Staff are familiar with the Safeguarding File which is kept in the locked filing cabinet.

Social Media

All staff must agree not to discuss or display photographs of any child or situation, which have anything to do with the After School Club on any social media site.

Contact numbers

Wokingham Borough Council:	0118 908 8002	Out of hours 01344 351 999
Bracknell Forest Council MASH:	01344 352005	mash@bracknell-forest.gov.uk
Wokingham LADO:	email only	LADO@wokingham.gov.uk
Bracknell LADO:	01344 351572	lado@bracknell-forest.gov.uk
Ofsted:	0300 123 1231	
Police:	0845 8 505 505 / 101	
NSPCC:	0808 800 5000	

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Health & Safety

At the Beehive we have various separate policies that define aspects of Health & Safety in more detail-such as Safeguarding, Fire and Sick Child. Below is our overarching policy which ties elements together. This should be read alongside all of the other relevant policies.

Beehive is committed to ensuring that all setting practices are carried out within the requirements of the Health and Safety and Work Act 1974 and the Management of the Health and Safety at Work Act 1999. In order to achieve high standards of quality and safety and continually improve health and safety performance we are committed to implementing all necessary health and safety procedures

We are committed to:

- Developing the appropriate setting structure and culture, that supports the concept of risk management by all members of the staff team.
- Adequately resourcing health and safety measures including planning and implementation of any health and safety requirements.
- Developing, in all members of the staff team, an understanding of health and safety, through training in health and safety requirements and risk assessment implementation.
- Continual monitoring and evaluation of health and safety requirements in line with current legislation, including the review of all policies and practices to ensure that we continue to improve standards of performance.

Responsibility

It is the responsibility of all members of staff to ensure that health and safety regulations are adhered to and that the health and safety of the children and other members of staff are not compromised in any way. It is the responsibility of the manager to ensure that the health and safety of the setting as a whole remains within legislative requirements and that the health and safety of all setting users, including children, staff and parents and carers is not compromised in any way.

Child Protection & Safeguarding

All members of staff will receive training in child protection as part of their induction training. This training is refreshed at least every three years and whenever best practice dictates a change. All members of staff are instructed in the specific procedure for Beehive, especially as regards to disclosures and suspicions of child abuse. (See Child Protection Policy for further information)

Accidents and Incidents

All members of staff receive basic first aid training as part of their induction training; in addition, all members of staff are instructed in the correct procedures for dealing with accidents and incidents including completion of documentation. Most members of staff go on to complete the full 12hour Paediatric First Aid training. This is refreshed at least every third year and best practice changes are implemented immediately. We always ensure at least one First Aid trained staff member present at club.

Emergency Procedure

There is a documented procedure for fire emergencies / evacuation. All members of staff are trained in the emergency procedure and fire drill evacuations take place at least once a term on rotating days.

Administration of Medications

All administration of medications are strictly controlled and done in accordance with the Medicine Administration Policy and Procedure

Illnesses

In accordance with Beehive's registration and booking policy, children will not be admitted if they are showing signs of an illness or ailment which may be contagious. Beehive uses guidance from NHS to determine the exclusion guidance for contagious illnesses. If a child becomes unwell during the course of the session, members of staff will ensure that the child is comfortable but does not pose any risk to the other children in the setting. The member of staff will contact the child's parent or carer and observe the child closely until they are collected.

Risk Assessment of Activities

All activities that take place both within the confines of Beehive premises have been assessed for risk and controls have been put in place to ensure that any hazards have been minimised. (See Risk Assessment Policy for further information)

Personal Hygiene

All members of staff and children are encouraged to maintain an acceptable level of personal hygiene, and procedures are in place to ensure that standards are met.

Maintenance and Storage of Equipment

Beehive has a wide variety of equipment and materials that are used by the children in the course of their play and enjoyment at the setting. Most equipment is bought with consultation with the children from approved suppliers and is checked to ensure compliance with the British Safety Standards. All equipment is well maintained and checked on a regular basis to ensure that it presents no risk to the health and safety of the children. Equipment and materials which do pose a hazard but which have an evidenced benefit on the development of children are used under constant supervision and stored securely after use.

The Premises

Members of staff check the premises each day to ensure that there are no risks or hazards that would compromise the health and safety of the children, parents and carers or staff. At the end of the session members of staff ensure that the premises are left clean, safe and tidy.

Safety and Security

Beehive feel that the safety and security of the children, parents and carers and staff are paramount to the running of the setting. Visitors, other than parents and carers collecting their children must pre-arrange their visits and carry identification; all visitors must make themselves known to a member of staff upon entry, stating their name and reason for visiting. Visitors are required to sign themselves in and out of the building and must be accompanied by a member of staff at all times.

Mobile Phones

All staff and children must surrender their phones on entry to the club. These are stored in a lock box behind the welcome desk. Visitors and parents are asked to complete their calls outside before entering the site.

Smoking

Beehive operates a strict no smoking policy; this means that there is no smoking:

- On setting premises
- During setting time, including collections from other schools
- During preparation time
- During clear up time
- At staff training days
- At staff meetings
- At any gathering organised by the setting (unless it is a social gathering out with setting time and out with of the premises).
- When wearing The Beehive uniform

The no smoking policy also applies to parents, carers and visitors to the setting.

Reviewed September 2024



Health and Safety Policy Statement © Silk Safety

This statement places responsibility for safety on all members of staff who currently work for the company and for those who may be affected by our activities while at work.

THE BEEHIVE (WOKINGHAM) LTD considers that these issues are the responsibility of the company's management and ranks equally with that of finance, marketing, human resources and commercial issues. This policy and the supporting documentation will be implemented and its effectiveness monitored by the management.

Every employee's acceptance of their responsibilities for the health, safety and the environment in their workplace whether it is on the company's premises or on site will ensure the success of this policy and will be a focus area when introducing new employees to the company particularly. Specific responsibility for the management of health and safety is placed with the Managing Director at this time, as indicated within this policy. Responsibilities to others will be allocated and documented. These company procedures and working practices shall include the following:

- Compliance with all legal requirements under 'The Health and Safety at Work etc. Act 1974' and all subsequent, applicable health and safety legislation.
- Assess, document and regularly review the all the significant risks arising from the company's work activities and implement control measures to either eliminate or reduce the risks to the lowest possible levels.
- Investigate and report accidents and incidents and the implement corrective action to prevent recurrence.
- Establish an annual internal auditing program to ensure that the management systems in place are effective.
- Pro-actively encourage the participation and commitment of all staff with regards to health and safety compliance and awareness also provide training, information, instruction and supervision when required.

This policy will be reviewed continuously as the company evolves and will be specifically examined annually.

Date: 10th December 2020

Kerry Phillips
Founder & Director
THE BEEHIVE (WOKINGHAM) LTD



Terms & Conditions, Admissions and Fees Policy

Registration:-

The Beehive use MagicBooking - a fully automated online registration and booking/payment system.

<https://beehive.magicbooking.co.uk>

Booking procedure:-

- Parents must complete the necessary online registration process, before their children can attend the club.
- MagicBooking will allow you to book as many places as required in a term.
- Spaces are subject to availability

Payment of fees:-

- Payment will be taken at time of booking. This can be via card and/or childcare vouchers/Tax Free Childcare (TFC).
- If paying by card, payment needs to be completed within 1 hour of booking, otherwise MagicBooking will automatically cancel the booking.
- Cash is not a preferred method of payment and will be accepted in exceptional circumstances only.
- Bookings cannot be made without payment and will automatically be cancelled if payment has not been made within 1 hour from time of booking.
- Payment by childcare vouchers/Tax Free Childcare needs to be released to The Beehive **for immediate payment**. MagicBooking does not collect voucher payments automatically and needs to be paid by the account holder to The Beehive from their voucher account, to be received by The Beehive within 3 working days from date of booking.
- All bookings and payments will be confirmed by automated email to registered person.

Late Payment Fines:-

- **Adhoc Booking Late Payment Fine for bookings made on parents behalf:** If your child is booked in by the Manager within the hour before or at the time a session starts, this booking becomes an Adhoc booking, and payment is due immediately. A late payment fine of £1 will be applied for each day this booking is not paid. *This is not the £1 Admin Booking Fee that is applied at time of an Adhoc Booking (See Bookings).*

A grace period of 72 hours is given after time of booking, to allow Childcare Voucher payments to clear. The fine is applied after 72hours from time of booking and backdated to the date of booking, and for every subsequent 24hours not paid, and includes weekends.

- **Late Payment fines for bookings paid by Childcare Vouchers:** Childcare voucher payments must be received by The Beehive no later than 3 working days from date of booking. The £1 per day late payment fine is applied after 3 working days from time of booking and backdated to the date of booking, and for every subsequent 24hours not paid, and includes weekends.

Bookings:-

- Bookings can be made via MagicBooking up to 1 hour prior to required session.
- Sibling discount is not applicable to late bookings.

ADHOC bookings:-

- If you require an ad-hoc space within 1 hour of required session, please text your Club Manager on the Club Mobile, and the booking will be manually processed. It is the account holder's responsibility to let school know that their child will attend The Beehive.
- A £1 Admin Booking Fee will be charged per child, and will be added to your booking invoice. This £1 fee applied is the added cost to a normal booking to create the adhoc booking cost, and is not the same as the £1 Adhoc Booking Late Payment fine – see *Payment of fees*
- If you require, for whatever reason, The Beehive to make a booking on your behalf, a £1 administrative fee will be added to your booking invoice.

Swapping Sessions:-

- Sessions can not be swapped.
- Sessions cancelled 48hours prior to start of session being cancelled, will generate a credit which can be used against a new booking.

Cancellation of bookings & Credit:-

- It is the account holder's responsibility to cancel sessions.
- If a child is absent but still appear on the register, for one session or any subsequent sessions, whatever the reason for the absence may be, a credit will not be issued. This includes circumstances where parent has informed The Beehive that the child will not attend. It is the account holders' responsibility to cancel sessions.
- Bookings can be cancelled via MagicBooking at any time.
- Credit will be issued onto your MagicBooking account for cancelled sessions, providing session is cancelled 48hrs or more prior to the start time of the session being cancelled.
- Credit will not be issued for cancellations within the 48hrs prior to start time of session booked. This includes bookings made by mistake / wrong date / wrong session chosen / change in circumstance / sudden playdate, should this booking be within the 48hour booking window. This is non-negotiable.
- Should The Beehive have to close on short notice due to reasons caused within the company, i.e significant staff absence, a credit for cancelled sessions will be issued to your MagicBooking account by The Beehive.
- Credit will not be issued for sessions lost due to a forced closure that was not caused within/by The Beehive. Forced closures can include: adverse weather conditions, water leaks, loss of electricity, emergency school closures etc. This list is not all inclusive and other reasons could qualify without being noted here.

Refunds:-

- If, at any time, you require a refund of any credit on your account, and your account is still active, the refund is not guaranteed, and subject to decision by the company Director, Kerry Phillips.
- Refund requests should be made via email for the attention of the Company Director, Kerry Phillips beehivemb@gmail.com
- Should a child leave the care of the Beehive, a refund of any credit on your account is not guaranteed, and subject to decision by the Company Director, Kerry Phillips.
- Requests for a refund should be made within 3 months of the last booking activity on your account. Refunds will not be made after this time.
- Refunds will be made to the payment card that the booking was made with.
- Payments via childcare vouchers or Tax Free Childcare must be refunded back to the voucher company. It is the parent's responsibility to obtain the account details and reference information of the voucher company and to provide this information to The Beehive, should the refund be approved.
- In all instances, should the refund be agreed, an accountant's administrative cost of £15 will be deducted at time of refund.

Universal Credit / Tax Credit

- Bookings and payments are made via MagicBooking. You can download and print a copy of your invoice from MagicBooking. Should the invoice not be accepted for your claim, please present your invoice to your Club Manager, who will provide a cover letter confirming payment of said invoice.
- It is a parent's responsibility to print and produce the invoice for payment confirmation.

Fee structure:-

Fee structure:-

Term Time Sessions are charged at:

- £7.00 Breakfast Club £7.50 Breakfast Club
- £13.50 After School Club. £15.00 After School Club
- 5% sibling discount is applied on After School Club sessions only.
- £1 admin fee added per child for an ad-hoc session, booked by Manager – see *Bookings*.

Holiday Club Sessions are charged at:

- £22.00 Morning Sessions £23.00 Morning Sessions
- £38.00 Full Day £40.00 Full Day
- £5 extra cost on certain activities offered on the day – this will be indicated on booking system
- 10% sibling discount is applied on Full Day sessions only.
- £1 admin fee added per child for an ad-hoc session, booked by Manager – see *Bookings*.

Upgrading to a full day session if half day has been booked – If you have booked a morning session, and requires a full session within 48hrs of the session starting, your morning booking will be topped-up to a full session. You will not receive sibling discount, should you alter two or more children's bookings for the day

Late collection:-

There is a late collection fine of £1 per minute after 6pm. This will be added to your account by your Manager and a £1 administrative fee will be applied in conjunction with the fine.

School closures out of our control:-

Credit will not be issued for a club closure enforced by school or adverse weather conditions i.e. snow or if the school is closed for any other reason i.e. a water leak beyond our control, a Covid-19 school closure, etc.

The Beehive Club will always ensure a priority commitment to ensure the health, safety and well-being of the children in our care. Please note that if your child is not found adhering to the safety rules or instructions given by our staff, we must reserve the right to take them out of the session for the safety and enjoyment of other participants.

Reviewed: September 2024



Arrivals and Departures

The Beehive recognises that the safe arrival and departure of the children in our care is paramount. The Session Leader will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The electronic register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts during the session.

Escorting children to the Club

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety.
- The school and the Club keep an identical register of children who require escorting between locations which is updated daily.
- If a child is booked into the Club but is not at the collection point, staff will check to see if the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and the child's parents or carers.
- A member of staff will escort the children from school to the Club.

Arrivals

Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children can only be collected by a person 16 years or older who has been authorised by account holder to collect them on their registration form on MagicBooking.
- The child's parents or carers must inform the Club in advance if someone who is not listed on the registration form is to collect the child. The manager will contact the main parent or carer for confirmation if they have any concerns regarding departures.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.
- ALL children must be collected from club and will not be allowed to walk home unsupervised.

Absences

- If a child is going to be absent from a session, parents should notify the Club in advance.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If there is no explanation for the absence the Club will activate the **Missing Child** procedure.
- The Club will have a log of all absences and will follow the correct procedure to identify the reasons behind the child being absent.

Reviewed September 2024



Children Settling In

When children first join The Beehive they will be allowed to settle in at their own pace.

We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives them the opportunity to look around the Club and ask any questions.

If necessary, parents or carers may stay with their child during the first week to help them settle in.

Induction for new children

- The new child will be introduced to all members of staff and informed about any other regular visitors to the club
- The Club's activities, rules and routines, such as signing in and signing out, will be explained.
- The child will be shown around the Club and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- The child will be introduced to the other children at the club.
- Staff will keep a close eye on the new child and will ensure that they are happy and involved.
- Staff will ask parents/carers to complete a baseline form if they are EYFS age to ensure we support them individually.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

Parents or carers can call or message the clubs mobile to check in on how their child is during out of school care.

Reviewed September 2024



Participation

At The Beehive we believe that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at the Club: children, staff and parents.

We therefore involve the children whenever decisions are made that affect them. We follow the principles set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child which state that: A child's opinion should be considered in anything that affects them.

Children should have information disseminated in a way that enables them to make choices and decisions. Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made and shows them that their opinions are important.

At The Beehive we actively consult the children and encourage them to participate in making decisions about the running of the Club through: Asking questions and paying full attention to the child's response, listening to what they are saying verbally (or through use of visual aids) and also observing their body language, Group discussions, Regular questionnaires and gathering other feedback on activities.

The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved. We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process. At the Club the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to: Choosing freely what type of play to engage in, choosing what snacks to eat. Selecting new equipment for the club, drawing up club rules, using our resource library to select toys or activities that are not already set out, using our suggestion box to request new resources, activities or other changes, Activity planning e.g. 'What do you want to do today?'

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2012): Learning and Development Requirements [1.9]

Reviewed September 2024



Behaviour Management and Club Rules

The Beehive recognises the importance of using effective behaviour management strategies in promoting children's welfare and enjoyment. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly.

The Club's designated member of staff responsible for behaviour management is [Kerry Phillips](#).

Whilst at The Beehive we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club

Encouraging positive behaviour

Positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Informing parents about individual achievements
- Certificates for exceptional accomplishments
- Offering a variety of play opportunities to meet the needs of the children attending the Club

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

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity session.
- Staff will discuss with the child 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.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.

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

Physical intervention

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

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

All serious incidents will be recorded on an Incident log and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an unknown underlying cause. Where causes of incidents indicate possible abuse, child protection procedures will be implemented.

Beehive Club Rules – written together by staff and children

1. No fighting
2. Be kind to others
3. Don't be hurtful – emotionally or physically
4. Share
5. Wash hands before eating and after using the toilet
6. Let others join in the games – don't exclude anyone
7. Listen when someone is talking
8. Remember your manners – be polite
9. Take care of the toys and equipment
10. No climbing trees

Reviewed September 2024



Suspensions and Exclusions Policy

The Beehive will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management, Bullying & Beehive Rules** policies.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an Incident Record and kept in the child's records.
4. The formal warning will be discussed with the child's parents and, all staff will be notified.

Staff will inform the Manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from the Club as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

Temporary Suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately.
- Immediate suspensions require the Manager's agreement.

The Club may suspend the child for a period of up to 15 consecutive days. If the Club takes this step, we will discuss our concerns with the parents/carers to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the Manager will meet with the parents/carers and the child, to agree any conditions relating to the child's return to the Club.

Permanent Exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. They have the right to appeal to Kerry Phillips, Club Owner, against the exclusion within 14 days of receiving written notification of the exclusion.

Reviewed September 2024



Supervision of Children

At The Beehive we aim to protect and support the welfare of the children in our care at all times. The manager is responsible for all staff, students and volunteers receiving information on health and safety policies and procedures in the club in order to supervise the children in their care suitably.

The EYFS 3.28 states: 'Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Children must usually be within sight and hearing of staff and always within sight or hearing'.

Supervision

We ensure that children are supervised adequately at all times, whether children are in or out of the building through:

- Making sure that every child is always within the sight and/or hearing of a suitably vetted member of staff. Monitoring staff deployment across the setting regularly to ensure children's needs are met
- Ensuring children are fully supervised at all times when using water play/paddling pools as we are aware that children can drown in only a few centimetres of water
- Taking special care when children are using large apparatus e.g. a climbing frame, including having one member of staff supervising large outdoor play equipment at all times
- Making sure staff recognise and are aware of any dangers relating to bushes, shrubs and plants when outdoors
- Supervising children at all times when eating
- Working in pairs of staff when caring out intimate care routines
- Supervising children carefully when using scissors or tools, including using knives in cooking activities
- Ensure a secure perimeter of the premises and boundaries
- Training staff to interact and play with the children through a range of stimulating indoor and outdoor activities
- Carrying out regular reviews of practice through one to ones, probation meetings and appraisals

Reviewed September 2024



Anti-Bullying

The Beehive will provide a supportive, caring and safe environment without fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's attitude towards bullying. Such behaviour is unacceptable in any form.

Any child who is a victim of a bully will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the supervisor. A clear account of the incident will be recorded. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

The Beehive 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.

Preventing bullying behaviour

Staff at The Beehive will promote an anti-bullying ethos and environment in the following ways:

- Encouraging caring and nurturing behaviour
- Playing and working for a caring and co-operative ethos
- Discussing friendships and encouraging paired, group and team play
- Encouraging children to report bullying without fear
- Staff will discuss the issues surrounding bullying including why bullying behaviour will not be tolerated
- Staff will discuss the consequences of bullying behaviour

Responding to bullying behaviour

The Beehive acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents 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 witness 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 manager.
- 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 will encourage him/her to change their behaviour
- If bullying behaviour persists, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- If appropriate, staff will facilitate a meeting between the relevant parents or carers.
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

Reviewed September 2024



Equal Opportunities

At The Beehive we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status and HIV/Aids status
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities
- Challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club and from any adults on Club premises (e.g. parents/carers collecting children).
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory
- Work to fulfil all the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000.

The Club's Equal Opportunities Named Coordinator (ENCO) is [Kerry Phillips](#). The ENCO is responsible for ensuring that:

- Staff receive relevant and appropriate training
- The Equal Opportunities policy is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour; language or attitudes occur.

Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will take appropriate action to ensure that all children can access our services and are made to feel welcome.

The Club's Special Education Needs Coordinator (SENCO) is Kerry Phillips. The SENCO will manage the provision for children with special educational needs or physical disabilities. The SENCO will be fully trained and experienced in the care and assessment of such children. All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

Reviewed September 2024



Data Protection and Confidentiality Policy & Statement

We recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on Magic Booking management tool which is password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy works in conjunction with our Privacy Notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and Data Protection Act 2018.

Legal requirements

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) 2017 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the setting
- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR), Data Protection Act 2018 and the Freedom of Information Act 2000 regarding the storage of data and access to it.

Procedures

It is our intention to respect the privacy of children and their families and we do so by:

- Storing confidential records in a locked filing cabinet or on Magic Booking which is password protected
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the setting other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the setting are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the setting and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the setting. If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child.

Staff and volunteer information

- All information and records relating to staff will be kept confidentially scanned on a secure area of our computer network or in a locked cabinet
- Individual staff may request to see their own personal file at any time.

Hints and tips

For more information on data protection visit

<https://ico.org.uk/>

Data Protection Privacy Statement

Sharing information with others

As a setting it is necessary for us to collect personal information about you and your child. Sometimes we must confirm or share information with other organisations. If we need to do this, we will make it clear to you on the forms you complete giving us the information. We will inform you before sharing any of yours or your child's information.

In some cases, a third-party organisation, such as a funding body, may require you to sign an agreement to allow your information to be shared e.g. on a funding form. Please read all paperwork thoroughly before signing, so that you know exactly how your information will be used.

Information

We will make sure that the information about you is accurate and up to date when we collect or use it. You can help us with this by keeping us informed of any changes to the information we hold about you.

Information security

We will keep information about you and your child secure. We will protect your information against unauthorised change, damage, loss or theft. All information collected on paper forms is kept locked away. All computers and tablets are password protected.

Keeping information

We will hold information about you and your child only for as long as the law says. After this, we will dispose of it securely.

Openness

We will tell you what kinds of information we hold and what we do with it.

Access and correctness

Whenever possible, we will let you see the information we hold about you and correct it if it is wrong.

In general

We will comply with the Data Protection Act (DPA) 2018 and General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and any subsequent legislation on information handling and privacy. We will do this through our Data Protection and Confidentiality Policy. We will support you with any questions or problems that you may have with the Data Protection Act 2018, General Data Protection Regulation 2018 or the Freedom of Information Act 2000. If we cannot help you, we will give you advice on where to get the information you may need.

Our Commitment

We will only collect information that is necessary for what we do. We will be fair in the way we collect information about you. We will tell you what we intend to do with the information about you. Where possible, we will collect information directly from you. If we collect information about you from someone else, we will make sure you know what information we hold on you, where possible and legal.

Types of information we collect:

- You and your child's full name
- Your work telephone number
- Your child's date of birth
- You and your child's religion and nationality
- Your address
- Your contact numbers and addresses of your emergency contacts
- Your email addresses
- Your child's medical conditions
- In some cases, your National insurance number
- Any court order information relating to yourself or your child
- Birth certificate or passport number including date of issue

Whilst your child is with us, we store information regarding:

- Ongoing progress and development records
- Photographs of them
- Accident records
- Medical records
- Any relevant Safeguarding/ Child protection information (including photos if necessary)

Reviewed September 2024



Healthy Eating

The Beehive will provide healthy, nutritious and tasty food and drinks. Food and drink will be safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child on Magic Booking.

The Beehive will promote healthy eating and will lead by example. Appropriate members of staff have undertaken food handling and hygiene training, including training in safe food preparing, cooking and storage.

- All children will have suitable snacks provided
- Children will be encouraged to develop good eating skills and table manners
- All children will be given plenty of time to eat
- Where appropriate, children will be involved in planning and preparing food and snacks
- Fresh drinking water will be available at all times
- Fresh fruit and vegetables will be available at all sessions
- Withholding food will not be used as a form of punishment
- Staff will discuss with children the importance of a balanced diet where appropriate
- The club will not regularly provide sweets for children
- We will avoid excessive amounts of fatty or sugary foods
- Children will not be forced to eat or drink something against their will

THE BEEHIVE IS A NUT FREE SETTING

Reviewed September 2024



Food Hygiene

The Beehive is committed to ensuring that safe and healthy practices around the storage, preparation and service of food are followed at all times. Staff involved in food handling and preparation have to meet high standards of personal hygiene. Any member of staff showing signs of infection or ill health will not be permitted to handle food.

The Beehive follows the guidelines set out in 'Safer Food, Better Business' (FSA) and is registered as a food business with our local authority. We are regularly inspected by Environmental Health to ensure that health and hygiene standards are being met.

All staff involved in food handling have received food handling and hygiene training, and awareness training of acrylamide legislation.

When preparing food, staff follow the requirements of current food hygiene legislation, including:

- Always washing hands with anti-bacterial soap and hot water before and after handling food and using the toilet
- The sink in the kitchen to be used for hand-washing, a washing up bowl is used for washing equipment
- Using clean, disposable cloths
- Using the correct colour coded chopping boards (e.g. red for raw meat)
- Not being involved in food preparation if they are unwell and for at least 48 hours after the symptoms of sickness and diarrhoea have ceased
- Making sure all fruit and vegetables are washed in a colander in the sink before being served
- Removing jewellery, especially rings, watches and bracelets, before preparing food
- Covering spots or sores on the hands and arms with a waterproof dressing
- Keeping fingernails short, clean, and free from varnish
- Wearing protective clothing

Children's hand washing

There are hand-washing bowls of water, soap and paper towelling for the children to wash their hands prior to preparing the snack of their choice. These are displayed in the same room as the food is served. The water in the bowls is changed at least twice during each session.

Food storage

All foods are stored according to safe food handling practices and at a correct temperature, to prevent the growth of food poisoning organisms and to ensure that food quality is maintained.

On the occasion that food is delivered by the supplying supermarket, a member of staff is always present to immediately store food in the appropriate fridge, freezer or cupboard.

Fridge temperatures are checked and recorded on a daily basis as part of our daily environment checks. If it is noted that there are temperature fluctuations that are not explained by simple user error (e.g. failure to close the fridge properly), a new fridge will be purchased.

Cleaning

- The fridge is cleaned thoroughly, with warm, soapy water, on a weekly basis.
- Food is checked for freshness – anything past the use by date will be disposed of.
- Freezers are defrosted and cleaned once a month
- All food preparation surfaces are wiped clean after use with BS EN Standard sanitiser and disposable cloths
- All chopping boards are cleaned after use with warm soapy water, BS EN standard sanitiser and clean, disposable cloths
- All equipment relating to food storage or preparation is maintained and regularly checked
- Appropriate controls are implemented to reduce the risk of E.coli 0157 cross contamination
- Regular pest-control checks are made

Reviewed September 2024



Administering Medication

If a child attending The Beehive requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent.

The Beehive can only administer medication that has been prescribed by a doctor. To ensure that this is the case all medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person must ensure that the medication is properly labelled and safely stored during the session. Before any medication can be given, the designated person must ensure that:

- The Club has received written consent
- Another member of staff acts as a witness to ensure that the correct dosage is given

When the medication has been administered, the designated person must:

- Record all relevant details on the **Record of Medication Given** form
- Ensure that the child's parent or carer signs the form to acknowledge that the medication has been given.

Ideally medication should be given prior to the child arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, where this is appropriate.

If children carry their own medication (eg asthma inhalers), the Club staff will offer keep the medication safe until it is required. Inhalers must be labelled with the child's name.

If a child refuses to take their medication, staff will not attempt to force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**.

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including dosage or frequency).

Reviewed September 2024



Sick Child

At the Beehive our staff are always alert to the possibility that children can become unwell during sessions. To minimise the risk of this happening we ask parents to refrain from sending their child to club if they suspect they are unwell. We follow the school's guidelines regarding timescales and illnesses that result in a child being kept from attending school.

Any child that becomes ill during the school day but is booked into club will remain in the care of the school until Parents arrive to collect.

Children who become ill during a session:

On occasion a child may become ill whilst attending Beehive Clubs. In the event of this the following procedures will be followed:

- The child's parent/carer will be telephoned so they can come and collect the child.
- In the event that a parent/carer cannot be contacted, the emergency contact will be tried. If this is not successful, we will keep trying to get hold of the parent/carer.
- In the meantime, the child will be looked after and comforted by a playworker. This may mean taking them away to a quiet area away from the other children and where they can lie down if they choose. A playworker will look after the sick child for as long as need be until the parent /carer arrives.

Reviewed September 2024



Emergency Medical Procedures

In the event of an emergency, we have a strict procedure to ensure that two members of staff who have had contact with your children are still caring for every child at The Beehive.

If a child in our care has to be taken to Hospital, the child's parents will be contacted immediately. The Club Manager or Kerry Phillips will personally be responsible for the transportation and accompaniment of your child to the hospital where we will request that you meet us and take ownership of your child's well-being thereafter.

We cannot guarantee that we will be available to remain at the hospital after the parent's arrival as our responsibility towards the other Beehive children must be respected. At no point will your child be left un-attended and we will ensure that a member of staff is present if your child needs to be inspected by a member of the medical staff and that subsequent notes and details of the outcome of any professional medical advice given to Beehive member of staff about your child, shall be brought to your immediate attention thereafter.

If you have any concerns regarding this policy, please advise Kerry Phillips prior to giving your signature of approval.

Permission To Seek Assistance

By Law, we are required to seek your advance permission that in the event of a Medical Emergency involving your child while in our care, that we have your advance permission to seek Professional Medical advice, Assistance and transport of your child to either their own Doctor (GP) or the nearest suitable Hospital where a qualified member of the medical profession can confirm the appropriate treatment required.

Reviewed September 2024



Covid-19 and Pandemic Flu

COVID-19

The Beehive has a robust Covid-19 Risk Assessment as carried out by our health & safety contractor, Silk Safety Ltd. This is used, in conjunction with the risk assessment used by your individual school to provide a safe environment. We follow the school's guidance on bubble groups and bubble/school closures due to an outbreak.

1. All parents are required to notify us:
 - * If any of their children who have attended our clubs are diagnosed with Covid-19 at any time
2. If any child is noted to exhibit any signs of Covid-19 during the session, our normal sickness procedure will be implemented, the child will be isolated in a secure environment and the parents will be notified. At that point, we will comply with the governments' Track and Trace system.
3. Should any child be diagnosed with Covid19 and be unable to attend, our normal cancellations terms apply.

PANDEMIC FLU – not Covid-19

The Beehive recognises the importance of advanced planning in order to maintain services and limit the spread of pandemic flu within our setting.

Flu is a viral infection, spread from person to person by close contact.

Symptoms may include:

- Sudden fever Limb and joint pain
- Sudden cough
- Diarrhoea or stomach upset
- Headaches, Sore throat, Tiredness, Runny nose, Chills, Sneezing and Aching muscles
- Loss of appetite

Any child who becomes ill with symptoms which could be pandemic flu while at The Beehive will be isolated from the other children until the child can be collected by his or her parents. The Club will remain open, but parents and staff will be informed, especially those in high-risk groups.

Any children or staff who are experiencing symptoms of pandemic flu should stay away from the Club until all symptoms have passed and they feel well.

Infection control

The flu virus is spread by: Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance (one metre or less). □ Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands. Touching objects (eg door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading the flu virus at the Club by: Regular hand-washing, Minimising contact between our hands and mouth/nose, Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it) Encouraging the children at the Club to follow the guidance above, Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work.

At The Beehive we will promote infection control through the methods above, and in addition we will: Display posters and information to promote infection control, Ensure that adequate supplies of cleaning materials are available within the Club, Dispose of waste promptly and hygienically, Clean hard surfaces (e.g. door handles) with sanitizer regularly, Provide tissues and suitable facilities for their disposal.

Closure

The latest scientific advice is that closing individual settings is of limited benefit in stopping the spread of the disease. However, there may be some occasions when we will have to consider temporarily closing the Club because we have too few unaffected staff to run sessions safely. If this occurs the manager will contact their local Early Years or Childcare Service for further support and guidance.

The Beehive 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 manager will notify parents or carers as soon as possible. The manager will also inform the local childcare information service as well as other relevant parties, e.g. feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.

Advance planning

In preparation for dealing with a pandemic disease, the 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.

The Beehive 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.

Useful contacts Early Years or Childcare Service: 0118 908 8260 Ofsted: 0300 123 1231

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2012): Safeguarding and Welfare Requirements: Health [3.42]

Reviewed September 2024



Intimate Care Policy

At Beehive we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes, and giving first aid treatment and specialist medical support, where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis, wherever possible, by the child's key person with the exception of first aid treatment which must be carried out by a qualified first aider.

We wish to ensure the safety and welfare of children during intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key person system and ensuring all parents understand how this works
- Ensuring all staff undertaking intimate care routines have suitable enhanced DBS checks
- Training all staff in the appropriate methods for intimate care routines and arranging specialist training where required, i.e. first aid training, specialist medical support
- Conducting thorough inductions for all new staff to ensure they are fully aware of all procedures relating to intimate care routines
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care. This is essential for intimate care routines which require specialist training or support. If a child requires specific support Beehive will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of safeguarding and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the safeguarding policy
- Operating a whistleblowing policy to help staff raise any concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children at Beehive
- Conducting working practice observations on all aspects of Beehive operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines
- Conducting regular risk assessments on all aspects of Beehive's operation including intimate care and reviewing the safeguards in place. Beehive has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines, please see the manager at the earliest opportunity.

Reviewed September 2024



Fire Safety and Risk Assessment

The Beehive understands the importance of vigilance to fire safety hazards. To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored
- Children will be made aware of the fire safety procedures during their settling in period and through regular fire drills
- All children will be made aware of the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside
- Fire exits are kept closed at all times but never locked
- Fire extinguishers and alarms are regularly tested in accordance with manufacturer's guidance
- Fire drills will be conducted at least once a month or whenever new staff or children join the club
- All fire drills, fire incidents and equipment checks will be recorded in the **Fire Log**
- The Club has notices explaining the fire procedures which are positioned next to every fire exit.

Fire prevention

The Club will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Club's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.
- Inform the School Business Manager of any fire or safety concerns

In the event of a fire

- A member of staff will raise the alarm and the emergency services will be called.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available on MagicBooking due to connection issues, the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

Responsibilities of the Fire Safety Officer

The Club's Designated Fire Safety Officer is [Kerry Phillips](#). The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide: www.communities.gov.uk/documents/fire/pdf/151102.pdf. The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the risk assessment on a regular basis

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.

Reviewed September 2024



Emergency Evacuation / Closure

The Beehive will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

The following are possible reasons for emergency closure:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate the manager will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) if this does not put anyone at risk.
- Before leaving the building, the designated person will close all accessible doors and windows.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, parent or carers cannot be contacted, the Club will follow its **Uncollected Child** procedure.

If the registration is affected, we will inform Ofsted of the closure.

IN ALL INSTANCES, CONTACT THE SCHOOL BUSINESS MANAGER FOR CURRENT UPDATE

Reviewed September 2024



Lockdown Procedure & Broadmoor Hospital Plan

All staff members at The Beehive will have knowledge of a lockdown and the cause of a lockdown, regular lockdown drills will be taken and explained to the children following the school's information.

- A whistle will be sounded and 'Lockdown' or 'Lockdown Practice' will be announced.
- All exit doors and windows will be locked.
- Blinds and/or curtains will be drawn.
- Stay calm.
- Stay away from windows and doors.
- Sit underneath tables or against walls and stay quiet.
- Registers will be taken.
- A story will be read.
- Emergency services will be called, if needed.
- Stay in the building until told safe to leave.

Broadmoor Hospital Plan

Broadmoor Hospital is working closely with Thames Valley Police to use the Thames Valley Alert System.

If an alert is issued by Thames Valley Police:

1. The Club Manager will check all the external doors to ensure they are secure and that no entry can be made from the outside.
2. Pull down blinds if available.
3. Once the lock down procedure has taken place, a final headcount of all children, staff & visitors will take place.
4. No door will be unlocked for visitors unless they have an appointment, are professionally known to us or have identification to show they are seeking entry for official business, i.e. Police Officer; Ofsted Inspector, etc.
5. Parents will be informed to collect their children early from club.
6. All children will be gathered in one room ready for collection.
7. One entry door will be supervised by two members of staff who will let known parents/carers in collect children and leave the school.
8. No children will leave the building until a known parent or carer collects them.
9. Further advice may be followed from authorities/police.

Reviewed September 2024



Uncollected Child

The Beehive will ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected at the end of a session, and the parent or carer has not notified us that they will be delayed, we will implement the following procedures:

Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details they have provided us through Magic Booking.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's members of staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the Club.

Useful contacts:

Wokingham

- Duty Social Worker: Tel 0118 908 8002 triage@wokingham.gcx.gov.uk
- Out of Hours team: Tel 01344 786543

Bracknell

- MASH: 01344 352005



Missing Child

At The Beehive our staff are always alert to the possibility that children can go missing before and during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (e.g. Walking from the school to club).

Missing child - Never arrived at session

If a child cannot be located, the following steps will be taken:

1. Club Staff will consult with schools.
2. All staff will be informed that the child is missing
3. Staff will conduct a thorough search of the premises and surrounding area
4. Texts will be sent to the first 2 contact details mobile phones.
5. After 15minutes staff will call all contact details listed on registration forms
6. After a further 15 minutes staff will contact Social Services and/ or Police
7. Staff will continue to search for the child whilst waiting for police and parents to arrive and liaise with all parties.
8. We will maintain as normal a routine as possible for the rest of the children at the club.

Missing child - During a session

If a child cannot be located, the following steps will be taken:

1. School will be informed
2. All staff will be informed that the child is missing
3. Staff will conduct a thorough search of the premises and surrounding area
4. Staff will phone all contact numbers
5. After 15 minutes staff will contact Social Services and/ or Police
6. Staff will continue to search for the child whilst waiting for police and parents to arrive and liaise with all parties
7. We will maintain as normal a routine as possible for the rest of the children at the club.

This incident must be reported to Ofsted with a detailed account of what happened with witness statements documented by those in club.

Useful Numbers

POLICE: 101(Thames Valley Police)
SOCIAL CARE: 0118 9088002/ 01344 786543 (Out of Hours team)
OFSTED: 03000130415

Policy developed in accordance with Wokingham Borough Council- Early Years, Childcare & Play Team.

Reviewed September 2024



Early Years Foundation Stage - EYFS

The Beehive is committed to delivering the Early Years Foundations Stage which became a legal requirement in September 2008 for all early years childcare providers. EYFS covers children from birth to the end of their reception year.

EYFS is based upon four principles:

- A Unique Child
- Positive Relationships
- Enabling Environments
- Learning and Development

A Unique Child

We recognise that every child is a competent learner who can be resilient, capable, confident and self-assured. We recognise that children develop in individual ways, at varying rates. Children's attitudes and dispositions to learning are influenced by feedback from others; we use praise and encouragement, reward stickers, to encourage children to develop a positive attitude to learning.

Positive Relationships

We recognise that children learn to be strong and independent from secure relationships. We aim to develop caring, respectful, professional relationships with the children and their families.

Enabling Environments

We recognise that the environment plays a key role in supporting and extending the children's development. This begins by observing the children and assessing their interests, development and learning, before planning challenging but achievable activities and experiences to extend the children's learning.

Learning and Development

We recognise that children learn and develop in different ways and at different rates. We value all areas of learning and development equally and understand that they are inter-connected.

The Club has a designated EYFS co-ordinator who is responsible for:

- Identifying EYFS children upon joining the Club and informing the other staff
- Determining the principal EYFS provider for each child
- Ensuring that staff receive relevant EYFS training
- Gaining parental consent for information sharing, where necessary
- Implementing a communication book, for the parents, the Club and the principal EYFS provider
- Planning regarding the EYFS
- Agreeing information sharing policies with the principal EYFS provider

The Club always follow play principles, allowing children to choose how they occupy their time, and never forcing them to participate.

Reviewed September 2024



Key Person

The Key Person ensures that within the day to day demands of the setting each child for whom they have special responsibility feelings individual, cherished and thought about by someone whilst they are away from home. (*DfES Early Years Foundation Stage Effective Practice: Key Person, page 7*).

Practitioners Responsibilities

Relationships with Key Children

- The Key Person provides a secure attachment for their Key Children in the club
- They help their Key Children settle in and become familiar with the setting
- The Key Person meets the needs of their Key Children responding sensitively to their feelings, ideas and behaviour
- The Key Person provides a 'secure base' for the children by being there to support them and allowing them to explore at their own pace.

Relationships with Parents/Carers

- The Key Person should develop a good relationship with parents/carers ensuring that the child is cared for appropriately in Club and accommodating their individual needs within the daily routine
- The Key Person needs to develop a two-way flow of information between themselves and the parent/carer to help them become aware of any significant aspects of family life that maybe important to the child

Records

The Key Person is responsible for observational records of their Key Children using these to inform next steps and individualised planning for their Key Children.

Welfare and Safeguarding

All staff are responsible for the welfare of the children in their care, monitoring patterns of absence, injury and development – referring them on where necessary. However, where possible, the Key Person will take the lead.

Transition

- The Key Person plays an integral role in the transition, aiding this by introducing the children and the parents/carers to their new Key Person and helping them become familiar to their new environment
- It is the responsibility of the Key Person to pass on records during transition and to ensure that these records are all up to date
- In the case of a staff member's absence, it is the responsibility of a secondary Key Person to cover the role of the primary Key Person

Manager's Responsibilities

- There should be a secondary Key Person for each child. The secondary Key Person takes on the responsibility in the occurrence of staff holidays and/or prolonged absence
- Managers must provide opportunities for staff to give regular feedback and to support staff in their role as a Key Person, ensuring that all their developmental and training needs are met.

Reviewed September 2024



Risk Assessments

The Beehive uses its risk assessment systems to ensure that the Club is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

Under the Management of Health and Safety at Work Regulations 1999, the Club must carry out regular risk assessments and take any actions arising from these. It is the responsibility of the manager to ensure that risk assessments are completed, logged and monitored.

We will carry out risk assessments on a regular basis, whenever there is any change to equipment or resources, any change to the Club's premises, or when the particular needs of a child necessitate this. If changes are required to the Club's policies or procedures as a result of the risk assessment, the manager will ensure that the relevant documents are updated and that all staff are informed.

Daily checks

We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety. If a member of staff discovers a hazard, they will firstly make sure that the any people likely to be affected are safe, and then notify the manager. The manager will record the event on an **Incident Record** sheet, and ensure that any actions needed to avoid the hazard have been taken, and a report is made to the School Business Manager.

Recording dangerous events

The manager will record all accidents and dangerous events on the **Incident** or **Accident Record** sheets as soon as possible after the incident. The record will be kept on the child's file. The Club will monitor **Incident** and **Accident Records** to see whether any pattern to the occurrences can be identified.

Reviewed September 2024



Mobile Phones

The club accepts that mobile phones have become an integral part of many people's lives but recognises that their unregulated use within a childcare setting can provide opportunities for abuse. As it is not feasible to assess the capabilities of each and every mobile phone or to monitor its use this policy will apply to all mobile phones whilst the club is in session.

Manager /Acting Manager

It is important that the club manager remains contactable at all times the club is in session. The manager will keep their mobile phone switched on and about their person or where it can be readily responded to. This would be the preferred method for a parent to pass a message to their child. For example, a change to collection arrangements.

All Other Club Staff

- Will be expected to keep their phones into the secure phone box
- They will not display or share texts, emails or images during club sessions.
- They will not use mobile phones to take photos or videos.
- If it is necessary to make an urgent call they will leave the club building to do so.
- If they are expecting an urgent call or text they can place their phone on the window ledge near the register where it can be monitored.
- Failure to comply will result in the implementation of the club staff discipline policy.

Club Children

The club accepts that it cannot prevent a child bringing a phone into the club. However, during club sessions children will be expected;

- To keep all phones out of sight in a bag and not about their person.
- Not to display or share texts, emails or images.
- Not to use mobile phones to take photos or videos or access the internet.
- If a child is expecting an urgent message, for example from a parent, the phone can be placed on the window ledge by the register and monitored.
- As the manager will be contactable by phone it will normally be more appropriate to pass any message for a child through them.
- In any case of non- compliance staff will the explain the policy to the child and will advise them of their future actions.
- The incident will be recorded and discussed with parents/carers at collection time.
- Any further incident will result in the issue of a written warning.
- Any subsequent incident will result in the implementation of the club exclusion policy.

Parents and Visitors whilst on club premises

- Will be expected to keep all mobile phones out of sight in their bag or in our secure phone box.
- If a mobile phone is used whilst on club premises the user will be advised of the club policy, asked to stop and to put the phone away.
- Any person continuing in their action will be asked to leave the club premises.
- Failure to comply will result in a written warning.
- The incident will be recorded.
- Any subsequent incident will result in the implementation of the club exclusion policy.

Reviewed September 2024



Whistle Blowing

At Beehive we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective.

We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.

We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

Legal framework

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013, there were some legal changes to what constitutes a qualifying disclosure.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation or
- Concealment of any of the above
- Any other unethical conduct
- Is being, has been, or is likely to be, committed.

Qualifying disclosures made before 25 June 2013 must have been made 'in good faith' but when disclosed, did not necessarily have to have been made 'in the public interest.'

Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true
- You must not act maliciously or make false allegations
- You must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

Disclosure of information

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or is likely to be in risk of danger and/or one or more of the following may be happening, you **MUST** use Beehive's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. EYFS, Equalities Act 2010)
- That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be endangered
- That the environment, has been, is being, or is likely to be damaged
- That information tending to show any of the above, has been, is being, or is likely to be deliberately concealed.

Disclosure procedure

- If this information relates to child protection/safeguarding then the Beehive safeguarding children policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed above has occurred, you should promptly disclose this to Kerry Phillips, Managing Director so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to the Managing Director (i.e. because it relates to the Managing Director) you should speak to Wokingham Borough Council Early Years Team
- In order to protect the member of staff who raises the concern and those accused of wrongdoing, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take
- Concerns or allegations that fall within the scope of specific procedures (for example, conduct or discrimination issues) will normally be referred for consideration under those procedures. Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required, this will be taken before any investigation is conducted. Staff will be told how we propose to deal with the concern within ten working days of it being brought to the club's attention
- All concerns will be treated with the strictest confidentiality and every effort will be made not to disclose the identity of any member of staff, unless they wish us to do so. However, at some point in the investigation it will be necessary to make the origin of the complaint known to the person or persons the allegations concern. The Managing Director will assess whether it is reasonable to withhold the name of the complainant for such reason as risk or harm to them. Complainants should be aware, however, that their identity might be revealed by inference
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the Managing Director
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal

- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- We give all of our staff the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team, the Local Safeguarding Children Board (LSCB) and Ofsted so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.
- The Club accepts that deciding to report a concern can be very difficult and uncomfortable and that it is usually made in good faith. However, if the Club finds that the person has made an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against them.

Reviewed September 2024



Staff Children/Close Relations attending or working at The Beehive

At The Beehive we understand the potential stresses of working in the same environment as your child or a close relation. We wish to support all employees in this position and request the member of staff meet with the Manager, where appropriate, to discuss the needs of all parties.

We believe our staff should remain neutral and treat all children with the same regard.

Staff members with children attending club must agree to:

1. The child is in the care of the club and it is the club that retains responsibility for the child and their care
2. Staff caring for another staff member's child will treat them as they would any other child/parent. No special treatment will be offered to any child or parent who has connections with The Beehive. Staff member's children adhere to the same club rules and behaviour expectations as other children.
3. If your child attend school on the same premises as the club, please ensure all teachers understand that if they wish to talk with you about your child's day this should be done when you are off duty. This is to maintain full attention on the club and the children in attendance.
4. When working with a close relation we aim for you not to work together in pairs in order to safeguard the children and yourselves.
5. Where this agreement is not working or is impacting on the care of the child or other children in the club, the manager and member of staff will reassess the situation.

Cost:

From November 2019, staff with children attending club will be charged a reduced fee of 60% of session cost. This is payable at time of booking and needs to be done by staff member by logging into their MagicBooking account. Staff members will adhere to the same booking conditions as parents, i.e. payment at time of booking and 48hr cancellation notice in order to receive credit for the session cancelled.

Reviewed September 2024



Complaints

At The Beehive we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of 10 years. A summary of complaints is available for parents on request.

The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an incident log and a complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the club's practices or policies as a result of the complaint
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about The Beehive at any time. Ofsted will consider and investigate all complaints.

Ofsted's address: Ofsted, Royal Exchange Building, St Anne's Square, MANCHESTER M2 7LA

Telephone: 0300 123 1231

Reviewed September 2024