

**BISLEY BASE LTD.,**  
**(Bisley After School Experience)**

EY429384

**Parents' Handbook**  
**(Policies and Procedures)**

Issue 11– May 2011

**BISLEY BASE LTD**

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**BISLEY BASE LTD**

## Our Aim

Our aim is to provide a safe, fun and stimulating environment for children to thrive in. We aim to ensure that children can relax and wind-down .... or take part in any of the daily activities, either inside or outside (weather permitting).

We aim to allow children to develop and learn through play experiences. We encourage friendship, sharing, teamwork, self-expression, in a play environment which has structured but is always child-lead and adaptable to the changing needs of the group of children we care for. We provide the opportunity for challenge, risk, the growth of confidence and self-esteem.

We aim to offer a wide variety of games, toys, equipment, activities to suit children of all ages and abilities to achieve these aims, combined with qualified, caring and friendly staff to provide a supporting environment.

The safety and well-being of your child is of utmost important to us. In the following pages of this booklet, we will endeavour to explain the policies and procedures we will adhere to, to ensure that your child is happy and safe at all times. These policies and procedures apply to the breakfast, after-school and holiday schemes.

## Communication With Parents

We aim to consult parents and work in partnership to ensure that children attending BISLEY BASE enjoy their time with us.

We will be pleased to hear any suggestions or recommendations you have at any time, whether given verbally, in writing or anonymously via our suggestion box.

We will issue a Newsletter on a termly basis and do our utmost to keep parents informed of any changes taking place.

Parents should regularly check our Notice Board for updates and information received from outside organisations.

## Your Commitment

Please read this booklet carefully and sign and return the Acknowledgement (back page) to confirm you understand and accept the procedures and statements explained herein.

We also ask you to sign to confirm you have given your permission to various activities/matters. If you do not wish to give your permission for any of these items, please strike through that section of the form. Your signature is required to confirm your agreement and enable us to comply with Ofsted regulations.

# Staffing

## Manager/Owner

BISLEY BASE LTD., is owned and run by Lynda Faithfull. Lynda attends on a daily basis and is always happy to discuss any questions or concerns you may have. Lynda has worked for many years as a childminder before opening The Base with a friend. Lynda has studied to NVQ Level 4 in Child development with emphasis on playwork (Certificates are displayed in the main hall).

## Employees

Our staff will have an important one-to-one relationship with your child and we will take the utmost care in selecting the right staff to look after them.

We will ensure that our staff are:-

- suitably qualified, trained and experienced
- mentally and physically fit to care for children
- understand the policies and procedures operated by the Managers of The BASE
- first aid qualified and trained in our Health & Safety procedures
- have an understanding of the Ofsted National Standards and the ability to meet them
- friendly and approachable
- positive and respectful of children of all backgrounds and abilities
- able to give encouragement and appropriate praise
- value each child and what they have to offer
- able to encourage children to try new activities in a safe and supportive environment
- continually monitored and review working practices to meet best practice standards and Ofsted regulations.

Prior to commencing employment at Bisley Base Ltd., we will endeavour to-

- panel interview candidates to ensure suitability
- police check (CRB enhanced disclosure) each member of staff
- take up at least two written references
- check qualifications
- obtain a self declaration relating to health and if necessary, obtain a doctor's report.

Due to delays in obtaining CRB checks, etc, staff may start work at The BASE before the full CRB check has been completed. In such circumstances, such staff will be fully supervised at all times during their work with the children.

As soon as practicably possible, we will:-

- inform you of the name of the new employee and where possible, introduce you and your children to them prior to commencement of employment
- fully induct each new employee
- train new employees relating to Emergency Procedures and other Health & Safety Matters.

At the present time, our staff are Sharon Elliott (who also works for Bisley Pre school), Sue Hughes, Lindy Straver (who also works at Holy Trinity School), Jackie Brealey, Della Johnson, Theresa Bird (who also works at Bisley C of E School) and Kay Fallon, Lynn Sleet. We also have students who work with us.

## Training

This handbook will form the basis of our training manual and induction process. All employees, volunteers and students will be encouraged to read or be aware of the contents of all policies and procedures for referral when needed.

## Volunteers and Students

In the event that Volunteers or Students are involved in the day to day care of children at Bisley Base Ltd, the same principles will apply. However, volunteers or students will not be expected to be qualified to the same level as members of staff and will not necessarily be fully first aid trained. Volunteers and Students will not count towards staff ratio requirements.

Examples of volunteers attending at Bisley Base Ltd include students studying for their Duke of Edinburgh Award.

## Staff Ratios

Our aim will be to have a child to staff ratio of 1:8. This is in line with Ofsted standards relating to 4 to 8 year olds. This ratio will be maintained for children during both inside and outside activities. The children will be fully supervised at all times. Volunteers will not be included when calculating the ratio of staff to children.

From time to time, due to sickness absence for example, it may be necessary for emergency helpers to be called upon to cover our permanent staff. We will ensure that all emergency cover staff have been fully vetted and police checked, in accordance with our standard procedures.

## Contingency Plan/Closure

In extreme circumstances (for example during a 'flu epidemic) where it is not possible to maintain the appropriate ratio of children to staff, we will be forced to close Bisley Base. In such circumstances, we reserve the right to call the first emergency contact given to us by you, to arrange for collection of your child. However, please note that this is a contingency plan and as such, this procedure will only be followed in very special circumstances. As a general rule, when a member of staff is absent due to sickness or any other reason, other staff or our emergency helpers will be called in at short notice to ensure our staff ratios remain correct and in line with Ofsted requirements. The charge for this session may still stand if the decision to close was not ours.

## Contact Information

### Emergency Contact Information Verification

You will be asked to confirm all of the information we hold on your child at the beginning of each school year. However, please inform us immediately if there are any changes to the details we hold.

This information will be held at Bisley Base Ltd at all times for health and safety reasons (please see Records Kept on Your Child). Emergency contact information will be kept by staff travelling to/from Holy Trinity in the car and by the staff walking to/from Bisley School, such that should an emergency arise during the walk, parents can be contacted without delay.

### Contacting Us

Our business address: 196 Guildford Road, Bisley, Surrey  
Our telephone number is: 01483 799915 (between 3.30pm and 6.15pm only)  
Lynda's Home Number is: 01483 488519  
Lynda's Mobile Number is: 07789 177127  
Our e-mail address is: Lynda.fairfull@bisleybase.co.uk  
Our website address is: [www.bisleybase.co.uk](http://www.bisleybase.co.uk) (please take a look!)  
Lynda's mobile phone is always on – please try this number in the first instance if you need to contact us in an emergency.

## Sickness Absence – Your Child

If your child is too unwell to attend school and therefore either the Breakfast Club or the After School Club, **we need to know!** Please call Lynda Jenner before 8.30am if your child normally attends the Breakfast Club or by 2pm if your child normally attends only the After School Club.

## Health & Safety Issues

### Health & Safety Policy Statement

Our Health & Safety Policy Statement is detailed below. A full copy of our Health & Safety Handbook is available on our Notice Board and should be read in conjunction with this Parents' Handbook.

It is the policy of **Bisley Base Ltd** to ensure that employees, children cared for and visitors are provided with a healthy and safe environment.

**Bisley Base Ltd** will do all that is reasonably practicable to prevent personal injury and damage to property and to protect everyone from foreseeable hazards.

Co-operation and participation of all employees, children cared for and visitors is essential to obtain high standards of safety practices.

The BASE is committed to full participation in all aspects of Health and Safety and it should rank equally with the responsibilities of maintenance, costs etc.

**Bisley Base Ltd** has the following responsibilities in accordance with current legislation:

- To provide and maintain safe and healthy conditions in accordance with the statutory requirements.
- To provide and maintain equipment as required for safe conditions.
- To comply with the requirements of the Control of Substances Hazardous to Health.
- To make available all necessary information, training, safety devices and personal protective equipment, and to supervise their uses.
- To maintain a full and meaningful interest in health and safety matters that are associated with the Out of School Club's activities and for its Management to set an example in all matters of health and safety.
- To ensure that there is a consulting mechanism between employees, parents and management concerning Health, Safety and Welfare.
- To comply with all Government legislation, both statutory, regulatory and accepted code of practice. Those of which are designed to establish the minimum standards will be developed, maintained and improved wherever possible.
- To provide regular safety training, and training for all new equipment/systems of work.

Lynda Faithfull

Date: May 2011

## Consultation and Communication with Parents relating all to Health & Safety Matters

When necessary, we will issue a Health & Safety update section on our Newsletters. Lynda will be happy to discuss any concerns you have relating to the health & safety procedures of Bisley Base Ltd at any time. If you have any suggestions or recommendations, we will be pleased to hear them.

### The Walk from Bisley School

The walk from school will be via the route indicated on the Notice Board. This does include a walk along the busy A322 and anyone who lives in Bisley will recognise this as a potential risk to child safety. Accordingly, we have carried out a risk assessment and implemented control measures to reduce the potential risk of an accident during the walk to school as follows:

- When required, additional staff will be employed specifically to help supervise the walk (referred to as “walkers”) in accordance with Ofsted ratio guidelines issued
- A register will be taken at both ends of the journey
- Once the walk to The BASE has commenced, staff will not turn back to collect any “forgotten” belongings
- Children will wear bright, reflective safety wear for the duration of the walk
- Staff will discuss with children the importance of adhering to road safety guidelines and walking quietly and sensibly from school to ensure their safety
- Regular training will be given to the children on road safety by the local Policeman or County Road Safety Officer
- The same route will be followed every day

We will require your co-operation to ensure that your children:-

- Meet at the meeting point promptly (trying to remember to collect all their bags and other belongings)
- Remain quiet when the register is taken and listen to the staff carefully
- Understand the importance of walking quietly and sensible
- Follow the instructions given by our staff at all times

### Registration Procedure

A daily register will be kept, recording the names of the children being looked after at The BASE.

### Breakfast Club

The Breakfast Club is run from Bisley C of E primary School, Bisley and 2 Pankhurst Cottages, Fairfeild Lane West End (Lynda and Lindys respectively). Parents will be notified which address to take their children to. From time to time, it may be necessary to alter this due to the number of children attending and/or sickness, etc – parents will always be advised in good time. All breakfast club fees are charged via Bisley Base Ltd invoicing system.

### After-School Club

Bisley Church of England Primary School

All children will meet at the designated Collection Point (being outside the school Hall in the area known as the Quad) at 3.00pm or as soon as possible thereafter. A register will be taken prior to

leaving the school. If any expected children do not arrive at the Collection Point, staff will liaise with the School to confirm their whereabouts and/or telephone parents using the emergency number provided by you. After the walk to The BASE, the register will be taken again.

### Holy Trinity School, West End

Children from Holy Trinity School are collected from the school grounds (the meeting point is the small fenced off area to the left hand side of the Reception Classes) and transported to The BASE by car. In the event of sickness of Lynda or Katie, alternative drivers may be used but will be fully insured to drive. If due to car breakdown etc it is not possible to drive the children from school, the children may be walked but. In such circumstances, the children will be walked in line with Ofsted walking guidelines, that is a ratio of 1 child to 8 children.

## School Trips

Please be sure to advise us if your child is attending a school trip. The school may not be able to guarantee a return-to-school by 3.15pm (3pm Bisley School) and as we have to consider the welfare of all the children we collect from the school, we cannot guarantee that we will be able to wait until the coach returns to school. We will liaise with the school regarding coach arrival time and if only a few minutes is involved, we naturally will wait. However, if the wait is likely to be longer than 15 minutes, we will return to The BASE.

We would therefore request that for all school trips, you ask another parent to deliver your child to The BASE if the coach is late back. To date, all parents have been able to make such an arrangement by liaising with the class teacher and their child's friends. PLEASE LET US KNOW IF YOU MAKE SUCH AN ARRANGEMENT FOR EACH SCHOOL TRIP, INCLUDING THE NAME AND TELEPHONE NUMBER OF THE PERSON WHO WILL BE DELIVERING YOUR CHILD TO THE BASE.

## After-School Clubs (Chess, Cookery, Sports, etc)

Unfortunately we cannot arrange to collect children from the after-hours clubs run by either Bisley or Holy Trinity school. As above, many parents have been able to arrange for another parent to deliver their child to us after attending an after school club. PLEASE LET US KNOW IF YOUR CHILD WILL BE ATTENDING AN AFTER SCHOOL CLUB AND THE NAME AND TELEPHONE NUMBER OF THE PERSON WHO WILL BE DELIVERING YOUR CHILD TO THE BASE.

## Missing Children

In the event that a child is believed to be missing at any time we will immediately:-

- re-take the register
- search the surrounding area
- call the police
- call you

We would appreciate your co-operation in reinforcing the fact that it is entirely unacceptable to "pretend" to be missing during any registration, or indeed answering for someone else.

## Security & Safety

The doors to The BASE will remain locked (eg via a Yale type lock ) at all times. Two door latches and a chain will be in operation on the front door, one of which will be out of reach of the children. Staff will explain that children are not allowed to open the front door and a sign stating "Only Adults Are Allowed to Open This Door" will be displayed. Please reinforce this by ensuring you open the door yourself when leaving the building and discouraging your child from attempting to open the door at any time.

When arriving at The BASE to collect your child, please ring the doorbell. A member of staff will open the door for you, after checking via the spy-hole that you are a parent of one of the children attending at The BASE. Please note that you will be required to sign your child out on the daily sheet (stating time of collection and name of person collecting). Please stay at the front of the building and wait for your child to be brought to you keeping hold of any siblings.

Staff will explain to all children the importance of remaining safe at all times when at The BASE.

The local policeman will visit regularly and offer “stranger danger” and other safety training to reinforce personal safety principles.

## Collection of Your Child

If you are not collecting your child yourself, please advise us (preferably in writing beforehand) if someone else will be picking your child up from The BASE. **We will not release your child to anyone else unless you have notified us beforehand. Please also be aware that if we do not recognise a person trying to enter the building, we will ask them to remain outside until we have verified that they have permission to collect a child.** Some parents will be aware that occasionally, parents have omitted to inform us that someone else is collecting their child and we have decided to take a hard line relating to this procedure and this may mean a genuine granddad or granny waits outside while we contact you!

If necessary, please call Lynda Faithfull on any of the contact numbers above.

Please note that children will not be released to older siblings unless the sibling is age 16 or over (and written permission has been received from you in advance).

## Non-Collection of Your Child

In accordance with Ofsted regulations, we are required to state our procedure relating to uncollected children. This covers circumstances whereby a parent or carer fails to collect a child and despite trying all emergency contact numbers, no-one can be contacted regarding the child.

In line with Ofsted guidelines, if a child is not collected and all attempts to reach an emergency contact have failed, we must advise you that we will be required to contact Social Services and report the matter. Social Services will then implement their procedures, which may include your child being handed over to Social Services for their care.

Naturally this procedure would only be followed in the most extreme circumstances and when all other alternatives have been investigated.

If you have any questions relating to this procedure, please contact us.

## Visitors to Bisley Base Ltd

We will endeavour to ensure that Visitors to The BASE are kept to an absolute minimum.

However, if in an emergency, Visitors are allowed into The BASE during operating hours we will ensure:-

- that the Visitor Book is signed, confirming arrival and leaving time and reason for the visit
- that the Visitor is accompanied at all times by a member of staff
- that the children are aware a Visitor is on site and why

## Accident Records

Should your child be involved in any kind of accident and receive any kind of injury whilst in our care, full details will be kept in an Accident Record Book/Sheet. The supervisor will discuss the injury and treatment with you when you collect your child. You will be asked to sign the accident book/sheet to confirm you are aware of the incident and the action taken.

Please note that if we notice a previous injury when your child arrives at The BASE, this will also be noted in our accident book and will be mentioned to you when you collect your child. This procedure is necessary to record injuries which are evident but did not occur on site, to protect ourselves and to form part of our child protection procedure.

## Administration of Medicines

Non-prescription medicines, for example cough preparations, can be administered to children in our care **BUT ONLY WITH THE PRIOR WRITTEN CONSENT OF THE PARENT WHEN THERE IS A HEALTH REASON TO DO SO.** Such written consent must be given on a weekly basis – blanket consent is not acceptable.

## First Aid

All staff will be qualified first aiders. Two first aid boxes will be held on site and will be maintained by Lynda Faithfull.

## Sickness and Infectious Diseases

We cannot care for children who are sick or have any kind of infectious disease. Should a child become sick whilst in our care, you will be contacted using the Emergency Contact Information and asked to collect your child.

Please note that a child who has been sick or suffering from diarrhoea should not attend The BASE for at least 48 hours after the last sickness/diarrhoea. This 48-hour exclusion is necessary to avoid the spread of infection and your attention to this is important.

We will keep all parents informed of any infectious diseases, which your children may have come into contact with (via the Notice Board).

## Sun Safety

During the summer, children must wear a sun hat and sun cream before they will be allowed outside. Parents must ensure that children are provided with a suitable hat and sun cream.

## Clothing

**Children must be appropriately clothed for participation in all activities, and suitable to weather conditions.** If your child will be walking from Bisley School, please ensure they have a waterproof coat with them **at all times!** A small “kagool” type jacket, which can be folded and kept in your child's school bag is most appropriate.

Please be aware that we believe “dirty children are happy children” - we encourage all children in our care to play outside whenever possible and this can include rolling on the grass, making “perfume”, mud pies, collecting snails, digging holes, etc! Some of our craft activities may be messy. **A change of clothes is encouraged to save dirtying school uniform. We cannot guarantee that your child's uniform will remain clean!**

## No Smoking, Drugs or Alcohol Policy

We operate a No Smoking, drugs or alcohol Policy. No smoking, taking of drugs or consuming alcohol will be allowed on the premises of The BASE – please ensure if you arrive smoking a cigarette that it is extinguished before entering the building. Any body found doing any of the above will be asked to leave.

# Fire Safety

## Fire Instruction

Once per term, staff and children will be given instruction on what to do in the event of fire including active evacuation of the building and following the fire drill. Lynda Faithfull is responsible for ensuring that this happens.

## Fire Drill

For your information, our fire drill is as follows:

### **If you discover a fire**

- 1 Shout "FIRE, FIRE ,FIRE!"
- 2 Leave the building using the nearest available fire exit  
**Do not**
  - stop to pick up any personal belongings
  - re-enter the building
- 3 Report to the Supervisor and line up with the Supervisor at the assembly point in the designated part of the Car Park.
- 4 Stay with the Supervisor until the "all clear" call has been given.

## Risk Assessments

We will undertake risk assessments on all activities and equipment and put in place control measures where appropriate to reduce an identified risk. Risk assessments are available for inspection if required.

## Insurance

Bisley Base Ltd will have both Public Liability Insurance and Employer's Liability Insurance. Both insurance certificates will be displayed on the Notice Board.

## Hygiene

### Cleaning

The BASE will be cleaned every day to ensure that all play areas, toilets and the kitchen are hygienic. Bins will be emptied and rubbish safely stored.

## Hand-Washing

Children will be asked to wash their hands:-

- before eating
- after using the toilet
- after any messy play

## Runny Noses, Coughs and Colds

Please ensure that if your child has a cold/runny nose or cough that they are supplied with tissues or a handkerchief. We will encourage your child to wipe their nose/cough into their hand and dispose of the tissue to try and avoid the spread of infections.

## Guidance to Intimate care and Toileting

It may be necessary to help children if they need assistance when using the toilet or have had an accident and need help to change their clothes. The privacy and modesty will be respected at all times and staff attending will do so in a professional manner. Another member of staff will be notified that a child needs assistance so that safe guarding regulations are met. We will promote personal care and development to help the children be confident in dealing with these situations.

## Food and Drink

### Snacks and Drinks

Your child will be offered a drink and a snack (biscuit or fruit) on arrival at The BASE. Jugs of squash, water and cups will be available throughout the session to encourage children to help themselves when they are thirsty.

A further snack will be offered at around 4.30pm. This will usually consist of a sandwich, wrap or some days we will offer pasta, noodles, baked beans or spaghetti on toast. Children are always able to choose and are encouraged to help with food preparation.

### Food Handling

All staff responsible for food preparation and handling will receive appropriate training. All food will be stored and prepared hygienically.

### Special Dietary Needs

If your child has special dietary needs and you prefer to supply your own snacks/drinks, please discuss this with Lynda.

## Records Held on Your Child

### Records Held

We will hold the following records on you and/or your child:-

- name, address, telephone number, date of birth
- emergency contact information
- any special dietary needs
- any allergy information
- any medical condition/medication records
- accident record
- any special needs requirements
- any special religious requirements

## Photographs

We may take photographs of your children playing. These may be displayed on our Notice Board and/or around our hall and from time to time to show new parents what activities the children have been doing. We ask for your permission to use the photos on the attached “acknowledgement” slip. Please let us know if you have any questions relating to this.

We may occasionally wish to use these photographs on our website and/or in advertising literature. In these circumstances, we will ask for specific written permission beforehand.

## Data Protection/ Confidentiality

All information held relating to you and your child, whether on our database or in paper form at The BASE, will be strictly confidential and will only be held because we are legally required to do so. Such information will not be released to any third party, except in the case of an emergency, to qualified medical staff and then only for the sake of the health and well-being of your child.

All staff, students and volunteers will be required to sign a confidentiality agreement relating to such data and will not under any circumstances discuss any confidential information outside of The BASE.

You will be required to verify all information is up to date on an annual basis.

Parents will be given access to all information held on their children on request.

We may on some occasions share information with other professionals re your child. For example the school they attend.

## **EQUAL OPPORTUNITIES STATEMENT**

We are fully committed to caring for children in a multi-cultural/racial community.

We give the following undertaking and declare that:

We will treat the children in our care with equal concern without prejudice to their religious persuasion, racial origin, cultural background, gender, disability or special needs.

All staff employed will be required to comply with this statement.

A full copy of our Equal Opportunities Policy is available on our Notice Board.

## **Behaviour Expectations**

We expect children, staff, parents and visitors to behave in a friendly, kind and respectful way at all times.

We will consult with the children and agree a set of behavioural expectations for all children to abide by. The guiding principles will be:-

- having respect for other people
- sharing

- looking after others
- being kind to others and considering their feelings
- listening carefully and following instructions
- being responsible and helpful

We will encourage positive behaviour by

- praising and reinforcing good behaviour
- encouraging sharing and negotiation
- making sure staff set good examples
- consulting with children about the rules and why we have them
- helping children to understand the effect of their behaviour on others
- helping children to challenge bullying
- operating a “marble” reward scheme
- operating a “sticker” reward system

We will discourage negative behaviour by

- using distraction methods, eg asking the child to play another game
- using “time-out” to calm a child whose behaviour has become inappropriate or unacceptable. This means that after being given two warnings to behave appropriately, a child will be asked to sit out of a game for one minute for every year of age (so 5 minutes for a 5 year old, 6 minutes for a six year old and so on)
- if a child has repeatedly ignored an instruction or refused to co-operate, or caused danger to themselves or to another, a privilege may be removed – for example, the child may not be allowed to play on the Nintendo game that day, etc

If a child's behaviour has been particularly challenging during a session, this will be discussed with the child's parents at collection time.

In the event that any child's behaviour becomes of concern to staff, specific incidents will be noted on an Incident Record. The behaviour will be discussed privately with the parent on the day the incident occurs and a plan to manage the behaviour agreed. If unacceptable behaviour becomes both regular and serious, the matter will be discussed fully in private at a meeting after closing hours to agree an action plan.

We aim to work with parents and children to resolve any problems. However, if a child's behaviour continues to be unacceptable, it may be necessary to expel a child. Exclusion will be strictly at the discretion of the Management and will only be considered as a last resort. Examples of reasons for exclusion include deliberately ignoring safety rules, ignoring instructions given by staff relating to safely walking from Bisley School, etc.

Behaviour by any person on-site considered by the Management to be unacceptable and inappropriate will not be tolerated. Examples of such behaviour include:-

- smoking, alcohol, drug abuse, solvent abuse.
- bad language
- any other situation which cause disruption or distress

Respect for, and proper use of, all property , equipment and the premises is essential and must be maintained by all persons (child or adult at all times).

## Physical Punishment and Intervention

Physical punishment will not be used at any time.

If necessary we will use the following methods to avoid conflict:-

- withdrawing children from the situation (including “time out”)
- distracting or redirecting a child's attention
- making the environment as safe as possible to avoid a child causing injury to themselves

Physical intervention will be used, with the minimum of force and for the minimum amount of time to:-

- prevent an accident or injury to another child
- prevent injury to the child (for example, during a temper tantrum)

Any incidents of physical intervention will be noted on an Incident Record and discussed with the parent at collection time. Parents will be required to sign to acknowledge the incident and the action taken by staff.

## Comforting Your Child

Staff will give a child comfort (hug, cuddle) if they are distressed, hurt, worried, upset. Our aim is to treat your child as you would, if you were there - we realise the importance of re-assuring a distressed child. Comforting a child is not a physical restraint but nevertheless the incident will be noted on an Incident Record and discussed with you. You will be required to sign and acknowledge the incident.

# Child Protection Statement/ Safeguarding

## Bisley Base Ltd Safeguarding Statement.

The Children Act 2004 places a duty on all agencies to make arrangements to safeguard and promote the welfare of children.

This duty is part of a comprehensive programme of change which began with the publication of Every Child Matters: Change for Children (September 2003) focusing on improving the following outcomes for children and young people:

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

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Enabling children to have optimum life chances and to enter adulthood successfully.

### **Statement of intent**

Our setting wants to work with children, parents and the community to ensure the safety and protection of children and to give them the very best start in life.

## Aims

Our aims are to:

- create an environment in our setting which is safe and secure for all children;
- enable children to have the self confidence and the vocabulary to resist inappropriate approaches;
- encourage children to establish and sustain satisfying relationships within their families, with peers, and with other adults;
- encourage children to develop a sense of autonomy and independence;

- work with parents to build their understanding of and commitment to the welfare of all our children.

In order to fulfil these aims

- Our staff have received training in Safeguarding Children with the senior staff receiving update training every three years
- We follow the guidelines laid down by the Local Safeguarding Children Board
- We have a copy of Manual of Safeguarding Children Procedures available for staff to use if required and for parents to see if they wish, along with the publication 'What to do if you're worried a Child is being abused'.
- All members of staff know the settings' procedures for recording and reporting incidents.
- In consultation with parents/carers we are able to refer children for additional help through the Common Assessment Framework
- We notify the registration authority (Ofsted) of any incident or accident which affects the wellbeing of children.
- If a report is to be made to the authorities, we take advice from the Intake and assessment team in deciding whether we must inform the child's parents at the same time.

## How we ensure that Children are safe and protected

### Staffing and volunteering

- We have a named person who coordinates safeguarding children issues (name...Lynda Jenner)
- We provide adequate and appropriate staffing resources to meet the needs of children.
- All staff have a duty to maintain the wellbeing of children in their care.
- Applicants for posts within the setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out Enhanced CRB checks and take-up references before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by Ofsted requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the setting or has access to the children.
- Volunteers do not work unsupervised.
- We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have lead to dismissal for reasons of safeguarding children concern.
- We have procedures for recording the details of visitors to the setting.

We take security steps to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children.

### **If we suspect abuse**

- We acknowledge that abuse of children can take different forms - physical, emotional, sexual and neglect.
- When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play gives cause for concern, the Setting investigates.
- We allow investigation to be carried out with sensitivity. Staff in the setting take care not to influence the outcome either through the way they speak to children or ask questions of children.

- Where a child shows signs and symptoms of 'failure to thrive' or neglect, we make appropriate referrals. We seek parent's permissions before making a referral unless by seeking this permission we put a child at risk.
- We work co-operatively with the parent unless this is inconsistent with the need to ensure the child's safety

### Disclosures made to us

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

- offers reassurance to the child;
- listens to the child; and
- gives reassurance that she or he will take action.

The member of staff does not question the child – the golden rule is observe and listen but do not probe.

### Disclosure made to us about a member of staff

Where a child or parent/carer makes a serious allegation about a member of staff.

- Details will be taken down in writing of the allegation
- The member of staff will be suspended if necessary until full investigation has taken place.
- Member of staff to be given an interview to give their response
- OFSTED will be informed

### 'Whistle Blowing'

Where a member of staff makes an allegation about another member of staff.

The BASE will treat all such disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

## Recording and Reporting suspicions of abuse and disclosures

Staff make a record of:

- The child's name; address, date of birth;
- The date and time of the observation or the disclosure;
- An objective record of the observation or disclosure;
- The exact words spoken by the child;
- The name of the person to whom the concern was reported, with date and time;
- The names of any other person present at the time.

These records are signed and dated and kept in a separate confidential file.

The member of staff will discuss the incident with the Supervisor and a decision will be made about who should be notified. If a child's safety is at risk the Intake and assessment team will be contacted immediately. We will take advice from them regarding information then given to parents.

In a case where a child is not in immediate danger we try to discuss the matter with parents before making any referrals. However it is the welfare of the child which is paramount and this is at the forefront of all our actions. We are aware that many children have suffered because of lack of communication between agencies, and that government guidance now encourages the full sharing of information. We shall therefore use our professional judgement in sharing information with the agencies that 'need to know', being open and honest with parents and children as to why we feel we need to share the information.

Full records of conversations will be maintained when any referrals or discussions are held with any other agencies or with parents prior to a referral. These records will include dates and times of the conversation, who we speak to, and the advice we were given.

## **Informing Parents**

We will always aim to involve parents in any referrals before they are made. However if a suspicion of abuse is recorded, and the child is considered at risk an immediate referral will be made to the Intake and assessment team and we will take their advice on informing parents.

## **Confidentiality**

All suspicions and investigations are kept confidential and shared only with those who need to know. If there are concerns within a setting it is important that the Supervisor is made aware of them. However children will work with a number of different adults in a setting and they should also be made aware that there are concerns about an aspect of well-being of the child in question. Any information shared with external agencies is done under the guidance of the Local Safeguarding Children Board.

## **Support to families**

- The setting takes every step in its power to build up trusting and supportive relations among families, staff and volunteers in the group.
- The setting continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Local Safeguarding Children Board.
- With the proviso that the care and safety of the child is paramount, we do all in our power to support and work with the child's family.

# **Children with Special Needs**

We will endeavour to care for any child with a special need by consultation with the child's parents on a case by case basis. Due regard will be given to the suitability of staffing arrangements, resources and the physical environment in relation to the child's care requirements.

## **Our Premises**

### **Heating, Cleaning and Maintenance**

The BASE will carry out its after school club activities at 196 Guildford Road, Bisley, Surrey, GU24 9EP.

We will ensure that the premises of The BASE are kept clean (cleaning of the whole premises to take place on a daily basis) and well maintained.

The building will be heated using the electrical heating system installed in the building.

Activities will be planned to make the best use of the facilities available to us, both inside and outside.

### **Maintenance and Storage of Equipment**

Equipment will be clean and well maintained at all times by undertaking regular weekly checks/cleaning. Storage will be provided by the use of our own shed at the rear of the building. This will be kept locked at all times.

# Play, Activities And Outings

## Structure of Play at the After School Club

On arrival at the after school club, all children will be offered a drink and a snack. Thereafter, all children are encouraged to play outside for at least half an hour (weather permitting). Outside play is encouraged to help the children keep active and fit and play team games. We have two goal posts, a "swingball", a basketball post, a trampoline and many other outside games/sports equipment.

After some outside play, children will be able to come inside to paint/draw/make a craft project/play freely with any of the games and toys available. We try to restrict use of the Wii and computer games, the children put their names on a list and take it in turns to have their go.

Play opportunities will be varied and suitable for all children attending each session. Each child will be able to choose what to take part in and will be encouraged to try new things to vary their experience at our childcare setting. The BASE will plan activities for each day but as our play is always child-lead, the plan may be altered or changed completely to fit the group of children attending or to suit an individual child's preferences.

Adults will become involved in play where it is appropriate, for example in helping to set up a game, reading rules, helping set up camps, getting equipment out of the shed, swinging skipping ropes and joining in when children want them to (playing football, being the "ref", etc, being a "shark" and chasing the children around the garden). Children will always be encouraged to develop their own play ideas, for example a "camp" may become a castle or a house, or whatever the children decide! We aim to facilitate play not to control it.

Children may become messy during play at The BASE - outside activities include bug collecting, mud-pie making and perfume making.

### Outings

It may be possible for us to on some occasions to go to the park or onto the recreation grounds next to the BASE. If this happens we will discuss with parents and have a permissions sheet signed. We will at all times take registers leaving and returning to the BASE and take information with us in case of emergencies. A first aid kit will all ways be available along with a qualified person.

We will involve children in evaluation (usually by discussing what they enjoyed or what new toys they would like us to buy) during snack time on an informal basis.

Parents and children will be asked to complete questionnaires from time to time, relating to the service we provide and suggestions for improvements will be requested at all times.

### Trampoline

The BASE have purchased a trampoline for use by children attending at after-school club and holiday scheme. The trampoline is 14 feet wide, is anchored to the floor and is fitted with safety nets around the side. It is suitable for use by both children and adults (up to 16 stone). It has been professionally put together and has been thoroughly tested by ourselves and our own children. Children will be supervised during its use at all times.

Although we will do our best to avoid injury, including agreeing the "rules of use" with the children (eg no acrobatics or other dangerous actions), undertaking regular reviews of our risk assessment and teaching the children how to use the trampoline safely, **there is a potential risk of injury** due to the nature of this type of equipment. If you wish to give your child(ren) permission to use the trampoline, we will require you to confirm that you accept this potential risk by signing the permission notice at the back of this handbook.

Any child who does not have their parental permission to use the trampoline will not be allowed to use it.

Children must at all times agree to abide by the safety rules and instructions given by our staff relating to the use of the trampoline. Please ensure that you discuss the use of the trampoline with your children to help us keep them free from injury.

## Toys, Books and Play Equipment

Toys and play equipment will be provided to meet the learning needs of the children attending The BASE. We will take care to ensure that all play equipment:-

- meets the intellectual, social, emotional, cultural and development needs of the children
- is challenging and stimulating to maintain the child's interest
- is clean and safe to use by regularly cleaning and maintenance
- is appropriate for the age and needs of the children

Children will be supervised at all times when using outside play equipment.

If you have any suggestions or recommendations for additional play equipment, please speak to the Supervisor.

The BASE has computers and internet access. Children are able to use the computers and Netnanny has been installed to try to ensure that the children are not able to access unsuitable websites or games.

## Complaints Procedure

All complaints should immediately be addressed verbally to Lynda as soon as practicably possible. We will take notes relating to your complaint and will ask you to follow it up in writing, for our records. Lynda will endeavour to meet with you to discuss your complaint and undertake a full investigation where appropriate. If the grounds for your complaint are accepted, we will do our utmost to rectify the problem. .If the outcome is not satisfactory after 28 days your complaint should be taken to OFSTED.

If after thorough and impartial investigation, we consider your complaint is unfounded, we will advise you accordingly in writing.

If you are not satisfied with the final outcome, you should contact Ofsted to discuss the matter further.

Ofsted may be contacted at **0300 123 1231**

You can also write to Ofsted at:

Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

Website address: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

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## ACKNOWLEDGEMENT & PERMISSION AGREEMENT

I acknowledge receipt of the Parents' Handbook, Version 11 May 2011 and understand, agree and accept all policies and procedures contained therein. I understand that the Parents' Handbook will be updated from time to time and that I will be advised when this has occurred via the Newsletter. I understand that the most up to date copy is always available on the Notice board and Website ([www.bisleybase.co.uk](http://www.bisleybase.co.uk)). I will request an updated copy if I wish to receive one. I will read the Notice board to keep up to date with any changes and notifications issued by Bisley Base Ltd.

I understand that I can contact either Lynda Faithfull to discuss any concerns I may have at any time relating to the childcare provided.

Name of Child(ren) .....

Signed: ..... (Parent) Date: .....

### Permission

#### Travel by Car

I understand that children attending Holy Trinity School will generally be collected from the school and travel by car to The BASE. However, if due to unforeseen circumstances it is not possible to travel by car, I accept and agree that the children may need to be walked back to the BASE.

I understand that from time to time (due to poor weather conditions, etc) children collected from Bisley Church of England Primary School may occasionally travel by car from the school to The BASE

I give permission for my child to travel in either Lynda Faithfull or Sharon Elliotts car, which has been insured under business-use insurance. I understand that due to sickness or other emergency, other drivers may be used if absolutely necessary and that I will be informed beforehand, where possible.

Signed ..... Date .....

#### Photographs

I give permission for photographs to be taken of my child playing or taking part in activities and agree that these may be displayed on the Notice Board. I understand that I will be asked for permission separately should any photograph of my child be used for any other purpose.

Signed ..... Date .....

#### Trampoline

I give permission for my child to use the trampoline. I understand that my child will be expected to abide by the safety rules for the safe use of the trampoline.

Signed ..... Date .....

#### Breakfast Clubs

I understand that during the Breakfast Club, children will be cared for at either Bisley C of E primary school Bisley children (Bisley Children) or 2 Pankhurst Cottages Fairfield Lane West end (Lindy's house)

Signed ..... Date .....

#### First Aid Treatment

I give permission for any trained First Aider at The BASE to give first aid treatment to my child when required. I understand that if an injury is deemed to be serious, an ambulance will be called and treatment will be according to healthcare professionals' advice.

Signed ..... Date .....

#### Use of Computers & Internet

I give permission for my child to use the computer and internet. I understand that The BASE have taken appropriate steps, including the use of Parental Controls, to avoid my child accessing unsuitable websites. I understand children are not allowed to use MSN and e-mail at The BASE. However, I accept that The BASE cannot give 100% assurance that pop-ups, etc, will not be able to get around the filters set to protect my child. If anything inappropriate is seen by my child, I will be informed.

#### Fees

I agree to settle invoices on receipt and by the due date. I understand that Bank Holidays which fall within term-time will be charged at the standard rate although Bisley Base will not be open. I understand that any holiday or sickness taken during term time will be charged at the standard rate and no refund will be available. Charges will also be raised for inset days and childcare during normal after school club opening hours will be available.

**I acknowledge and have read Bisley Base's policies and procedures (parents handbook) that are available on the web site or hard copy if required.**

Signed ..... Date .....

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