



Club Policies and Procedures

Updated January 2022

This overarching Policies and Procedures document is supported by club Handbooks.

Key Contacts

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If you need to make a child protection referral or discuss concern about a child:

Children's Services – Referral and Assessment Team

- Bath Area: 01225 396111 or 01225 47 79 29
- North East Somerset: 01225 396313
- Out of Hours Emergency: 01454 615165

Police – Child Protection Team

- Duty Desk: 01225 842786

If a child is in immediate danger please call 999

If Allegations are made about a member of staff or other adult in your setting you must contact the Local Authority Designated Officer (LADO)

01225 396810

sarah_hogan@bathnes.gov.uk

To report allegations to Ofsted (which must be done within 14 days of receiving the allegation/complaint)

- Complaints/ Concerns: 0300 123 4666
- General Contact Line: 0300 123 4234

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Our shared mission:

As a team of ***inspiring*** role models, we ***motivate*** children to be the most ***totally awesome*** versions of themselves.

- Courage, Creativity, Curiosity, Kindness -

1. Recruitment and Staffing

SuperPirates is committed to recruiting staff who are passionate about working with children and will always put the best interests of children's welfare, care and development at the centre of all staffing matters.

Qualifications, experience and safety checks

All staff (including students and volunteers aged 16 and over) will be expected to complete a Disclosure & Barring Service (DBS) check prior to starting work at the setting. Anyone who has not received a cleared DBS check, such as an individual on a trial shift, will not be left alone with a child.

The manager and all staff (including students and volunteers) will be carefully recruited, with consideration given to their qualifications, skills and character. Managers responsible for recruiting will undertake formal *safer recruitment* training.

Each staff member will have a staff record, which includes:

- Personal information (name, date of birth, contact information)
- Details of staff qualifications
- Records of identity checks
- Vetting processes that have been completed (including DBS reference number & disclosure date)
- Medical information
- Emergency contact details

SuperPirates will not employ staff or volunteers who have been convicted of an offence or have been the subject of an order that makes them unsuitable for work with children.

Staff suitability is based on evidence from: references; full employment history; qualifications; interviews; identity checks; and other checks where applicable, for example, medical suitability. The manager will have at least a full and relevant NVQ level 3 qualifications appropriate to the post (as defined by the Teaching Agency). The manager will also have the training, skills, knowledge and understanding of their roles and responsibilities along with at least two years' experience of working in an early years setting or have at least two years' other suitable experience, as required by Early Years Register.

All staff will take formal safeguarding training in addition to regular in-house training. Staff holding Paediatric First Aid certificates recognised by the local authority will be present in every session. Only staff certified with level 2 Food Hygiene may prepare food. Staff will also be expected to enrol in further training such as behaviour management, emotion coaching, health and safety, etc. We use an online training platform; Educare, in-house training and B&NES led training programmes to make sure our staff roster maintains high levels of up-to-date knowledge.

All staff will have a good understanding and use of the English language in order to ensure the well-being of children in their care: they must be able to communicate effectively with children, staff, parents, emergency services, as well as read and understand instructions on medicines and club policies.

All staff included in the adult: child ratio will be aged 17 years or over.

Staff Standards of Behaviour

Members of staff are expected to conduct themselves at all times in a professional, respectful, courteous, helpful, warm and consistent manner. Inappropriate behaviour may lead to disciplinary action. Staff will always act in the best interest of the children in their care.

Staff will model appropriate language to children, speaking politely, and also careful not to engage in ambiguous 'banter' that may be misinterpreted or lead to escalation or bullying. Staff will say 'please' and 'thank you' when making requests of children.

SuperPirates will not tolerate any example of bullying, swearing, harassment or victimisation. This includes offensive behaviour such as sexist or racist language or harassment. Staff are expected to show knowledge and sensitivity to cultural and religious requirements, and make a commitment to treating all children as individuals and with equal concern and respect.

Staff must wear branded SuperPirates clothing whilst at work, ensuring that they are easily recognised by children and parents / guardians. SuperPirates uniform must not be worn outside of working hours, and staff must understand that when they are in uniform they represent the brand. Members of staff must have regard for maintaining appropriate dress, personal appearance and hygiene for working with children, with awareness of health and safety issues (e.g, no long nails, general cleanliness), and children's general comfort (e.g, attention to personal odour).

Under no circumstances may staff be under the influence of drugs or alcohol while supervising children or representing the company. Staff are not permitted to smoke or consume alcohol or drugs while working. If a member of staff has been prescribed a medicine which may affect their ability to safely supervise children they must inform the manager, who will determine whether it is appropriate for them to continue working.

Staff (other than appointed manager) may not have access to personal mobile phones or devices whilst they are at work. Usage of a mobile phone at work, without explicit consent of a manager, will result in a formal disciplinary.

Staff inductions

New team members will be issued an Employment Contract. New team members will be given access to this Policies & Procedures document, a General Staff Handbook, handbooks for individual clubs and services that the company provides, and Risk Assessments.

Prior to their first shift, staff must display a good knowledge of safeguarding, playwork and understanding of the EYFS. As a condition of employment, staff may be required to complete the following 3 online training courses: *Safeguarding Young People in Education*, *Getting to Grips with the EYFS*, and *Improving Children's Learning Through Play*. These courses will be unpaid. Further courses will be paid.

An induction will include:

- 1-1 with manager to discuss above documents and necessary training.
- tour of premises (fire exits, fire equipment, boundaries, equipment, etc)
- overview of safeguarding in practice.
- daily paperwork and admin overview.
- introductions to colleagues, children and parents / guardians.
- clear explanation of roles and responsibilities.
- health and safety.
- care plans / children's requirements

Appraisals and Supervisions

The manager is responsible for organising supervision meetings between individual staff as often as deemed necessary, and at least every quarter. The meeting will check-in on the staff member's life outside of work, offering support and advice if appropriate. Together the manager and staff member will reflect on recent professional progress, assessing how well previous targets have been met before setting new ones. The meeting will also be used to openly discuss job satisfaction and happiness at the company, identifying where improvements may be made.

Staff will be supported to improve their qualification level wherever possible. For staff without a relevant qualification, the company will consider supporting them to obtain a relevant level 2 or 3 qualification. Supervisions will be made using a template, giving consistency irrespective of who carries out the supervision, and allowing better comparative data over time.

Team Meetings

Team meetings will be held regularly as an opportunity to train, reflect and set targets for the company.

Staff development and training

SuperPirates recognises that great staff are the company's most valuable resource, and therefore will provide training and professional development opportunities to support staff to reach their greatest potential. It is the manager's responsibility to ensure that staff are kept up to date with recent legislation and are suitably enrolled on any courses that are necessary to fulfil the club's legal responsibilities. If required by management, staff will be paid to undertake additional training courses.

Staff will be given access to Educare online training, which they can access at any time. Staff will be encouraged to make the most of professional development opportunities in their own time.

Confidentiality

In line with GDPR, staff have a right to privacy. Information provided to SuperPirates is not to be shared outside of the company unless it is a safeguarding matter, and then information must only be shared with relevant authorities.

Students and volunteers

SuperPirates believe that student and volunteer placements provide a valuable opportunity to build experience while learning about working within a childcare setting. Equally, we appreciate the positive contribution that committed and enthusiastic people can bring to the company.

The manager is responsible for ensuring that all students and volunteers working at the club are suitable and that they will positively affect the service provided for children and their parents/guardians. The manager has overall responsibility for supervising and supporting students and volunteers while they are at the club.

All students and volunteers must be 16 years old or over, and are expected to submit two character referees. A DBS check is required before they begin their placement.

Volunteers will undertake the full induction process given to permanent staff, as set out in this policy document. Students and volunteers will be expected to adopt a professional manner at all times, and work within the club's existing policies and procedures, and to the letter of handbooks.

Students will be encouraged to discuss their individual learning needs with the manager. Students who are required to conduct child studies beyond the club's normal activities (ie: conducting a survey or a

group-based activity) as part of their course will need to obtain appropriate written consent from the parents/ guardians of the children concerned.

While on placement, students and volunteers will be allowed – and expected – to participate in all aspects of work at the club, unless otherwise instructed by the manager. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions. Supervision sessions with the manager will be established as a means of monitoring progress.

Students and volunteers on placement will generally not be included in the staff to children ratio. Students and volunteers aged 17 and over may be included in ratio requirements.

2. Registration

SuperPirates welcomes all children and parents, including those with disabilities. We are committed to providing a fair and open admission system that offers a competitively priced and good value service.

When a parent/guardian contacts the club enquiring about a place for their child they will be directed to the SuperPirates website for up to date information. Registrations and bookings are to be made through Magic Booking, our online parent portal. Subject to agreement with venue, some clubs may only be open to children attending from a particular school.

If a place is available, the parent/guardian will be requested to complete a registration form online and to sign a parental agreement. The manager must receive these documents before children can attend any sessions.

Waiting list

If a parent/guardian submits a registration form for their child but finds that there is not currently a suitable place available they can ask to be placed on a waiting list. Once a place is available, they will be contacted.

Fees

Fees may be paid: upon booking via direct debit, standing order, regular voucher payments. Cash is not routinely accepted.

Additional fees may be charged for late bookings and late collection of children. Late payment may result in a child's place at the club being forfeited. Parents/guardians are must contact the manager if for any reason they are likely to have difficulty in making a payment on time.

Fees will vary depending on the club and are subject to change with 2-months notice.

Cancelling sessions

2-weeks notice must be given in order to avoid charging of fees. SuperPirates will swap sessions to different days in the same school week where possible. Non-arrivals will not be entitled to refunds or credit notes. Where a child is ill on multiple days, waiving of fees may be made after the 3rd consecutive day at the discretion of the manager.

3. Settling In

SuperPirates encourages parents/guardians to visit the premises with their children the week before they are due to start. Children will be supported to settle in at their own pace so as to make them feel safe and confident in a new environment.

Children new to the club will be greeted in a warm and friendly manner. On their first day they will be introduced to all members of staff and other children at the club. EYFS children will be appointed a Key Person. Efforts will be made to introduce new children to peers of a similar age that staff believe will make good companions for them during their settling in period.

Children will be informed about the club's routines and programme of activities. They will be shown around the club, told where they can and cannot go, and have both registration and signing out procedures made clear. Ground rules will be explained to the child and they will be encouraged to ask questions and raise any concerns. The child will be told about the fire evacuation procedure and the locations of all fire exits.

All staff will take extra care to supervise children new to the club to ensure that they are happy in their new surroundings, giving children lots of opportunities to express likes and dislikes, or any concerns or required comforts. Staff will introduce themselves to new parents.

4. Collection, Departures & Absences

Signing in / out

It is the responsibility of all staff to ensure that an accurate record is kept of all children in the club at any time, and that any arrival or departure from the club is recorded on the register. Daily registers will be kept for at least three years.

Children will always be signed into an adults care. Collecting adults will be recorded on the register, including time of collection. Relevant messages will always be shared at these times.

Collection of children

All children must be signed into care by SuperPirates staff and verbal communication must be made with parents / teachers. Responsibility for the children is officially transferred once the children have been signed into the care of the club.

Departures

Only adults named on the child's Registration Form may be allowed to collect a child. If the adult collecting the child is unknown to staff, which is often the case with new children, they will be asked to provide some proof of identification before the child is handed over into their care.

Under no circumstance will a child be allowed to leave with *another* child's guardian (i.e, for a playdate) unless permission is explicitly granted by the child's guardian.

If consent is given by their guardian in writing, children aged 8+ may sign themselves out of the club at an agreed time.

Absences

Parents / guardians should notify the club of any absences. When collecting from school, unless advised by a class teacher that the child has been collected, reasonable efforts must be made to contact the parents to ensure that the child's absence is genuine. Repeated no-shows at holiday clubs will be queried by the manager to check in on the child's welfare.

Late collection

It is the responsibility of parents/ guardians to ensure that their child is collected at the agreed time by an authorised person.

If for some reason a child is not collected at the end of a session, the following procedures will come into place:

- If a child is not collected at the agreed time, staff will try to contact the parent/ guardian by telephone to find out why they are late. If unsuccessful, the emergency contact will be called and asked to collect.
- Late collection will be charged additionally at the discretion of the manager.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them all support as necessary.
- If there has been no collection and no contact with a named guardian for more than an hour, social services should be contacted.

Social Care Out of Hours contact no: 0300 2470203 and select option 2

Local Police Station (service desk): 01225 842786

5. Safeguarding & Child Protection

SuperPirates is committed to protecting all children in our care from harm. Children have the right to feel safe from both the fear of and the reality of abuse.

The Designated Person must have suitable experience, training and expertise, and is responsible for liaising with social services, Local Safeguarding Children Board (LSCB) and Ofsted in any child protection matter.

SuperPirates child protection procedure complies with all relevant legislation:

- The Children Act 1989
- The Children Act 2004
- Disability Discrimination Act 1995
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 1998
- Safeguarding Vulnerable Groups Act 2006
- UN Convention on the Rights of the Child
- Protection of Freedoms Act 2012
- Female Genital Mutilation Act 2013
- Prevent Duty (under Counter-Terrorism and Security Act 2015)

Procedures also comply with other guidance (for example, 'Working Together to Safeguard Children) or advice from the Local Safeguarding Children Board (LSCB). We are committed to reviewing our Child Protection policy and procedures at regular intervals.

Recognising child abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. All staff are required to have safeguarding and child protection training, and will be vigilant to signs and evidence of abuse, be it physical, sexual, emotional or neglect. All staff will be trained in how to respond to concerns relating to any abuse, reporting to their Designated Safeguarding Lead and / or relevant authority.

Physical abuse: This involves hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child ill health also constitutes physical abuse.

Sexual abuse: This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

Emotional abuse: Varying degrees of emotional abuse is present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill-treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

Neglect: Neglect is the persistent failure to meet a child's basic physical, emotional or psychological needs, such as is likely to have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or

failing to adequately protect them from physical harm or ill health. Neglect can also manifest itself in a failure to meet the basic emotional needs of a child.

Female genital mutilation

All staff undergo online CPD in FGM awareness. Alongside physical and emotional symptoms, staff will be aware of indicators, such as: children reporting going to countries where procedure is prevalent for special 'ceremonies', discussing cutting 'ceremonies', history in the family of the abuse, leaving to those countries at the start of the summer for a long break, withdrawal from PHSE classes.

Prevent duty

All Staff will undertake training in line with legislation under the Counter-Terrorism and Security Act 2015. Staff must: Recognise what extremism and radicalisation are, identify who may be vulnerable, understand how people may be drawn into terrorism, recognise how messages are spread, realise the role of the internet and social media, understand what schools and childcare providers must do to comply with the Duty, Learn what is involved in supporting individuals at, learn about reporting concerns.

Staff must be well read in accompanying documents around other forms of harm and abuse, including other Honour based abuse and Domestic Violence. Full and comprehensive reading can be found in *Keeping Children Safe In Education 2022*, available at superpirates.co.uk/resources and made available to all staff. Regular training will be undertaken in house and using the educare platform.

Safe caring

All staff must understand the club's Child Protection Procedure must undertake appropriate training and guidance in the principles of safe caring. To this end:

- During any activity, every effort should be made to avoid instances where members of staff, students, volunteers or parents are left alone with a child.
- Staff must never assist children in carrying out a personal task, such as toileting or getting dressed, where children can manage for themselves. Where assistance is essential, staff should aid a child whilst supervised by another member of staff.
- When supporting a child to get dressed or in toileting needs, staff must maintain constant communication with the child so that the child is satisfied and comfortable with the staff member's actions. Parents must be informed of any support given.
- Unless a child has a particular need, staff should not accompany children into the toilet.
- Cuddles and comforting of young children is appropriate where initiated reasonably by a child, for example, where a child is distressed. Unnecessary physical interactions should be avoided. Where possible, for example, a child should sit beside an adult rather than on their lap.
- Staff should also be aware of infatuation from older children. Older children would not generally need physical comforting, such as cuddles, in the same way that younger children would. This contact should be reasonably avoided.

Dealing with allegations and disclosures

SuperPirates is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. All disclosures and allegations will be referred to the local statutory child protection agencies.

In addition, the following principles will govern any suspected or reported case of abuse, including allegations against staff, or any other person in the child's life:

- Where actual or suspected abuse comes to the attention of staff, they will immediately report this to the manager and the Safeguarding Officer.

- Staff are encouraged to trust their professional judgement if they suspect abuse has, or is taking place, and that this must be reported.
- Factual records of all reported incidents will be written and kept confidential by the manager and Safeguarding Officer (in a sealed envelope, locked in a filing cabinet) dated and signed. Accurate information recorded will include: full details of the alleged incident, details of all the parties involved, any evidence or explanations offered by those parties, relevant dates, times and locations, and any supporting information or evidence from members of staff. This information will be shared only with relevant authorities.
- The club will demonstrate great care in distinguishing between fact, assumption and opinion when recording suspected incidents of child abuse.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality. Any children involved in alleged incidents will be comforted and reassured.
- In cases where Staff are suspected of abuse, they are to be immediately suspended pending further investigation. The Local Authority Designated Officer (LADO) will be informed. The club will follow all statutory procedures, and any internal investigations will support the LADO.
- If an allegation of abuse is made against the manager, the company owner must be informed directly.
- Any member of staff who is dismissed or leaves under investigation for being unsuitable for work with children will be referred to the Disclosure and Barring Service (DBS), the Local Authority, The Police and Ofsted.

In circumstances where a child discloses information, the member of staff concerned will:

1. Listen carefully to what the child has to say.
2. Make no observable judgement.
3. Ask only open questions that encourage the child to speak in their own words, and to not present leading questions; asking, 'then what happened?', rather than, 'this happened, didn't it?'
4. Ensure the child is safe, comfortable and not left alone.
5. Make no promises that cannot be kept, such as promising not to tell anybody what they are disclosing.
6. Make a written record of dialogue.
7. Appropriately share information with management and local authority

The club will always consider the safety and welfare of a child or young person when making decisions to share information about them. Where there is concern that the child is suffering or at risk of suffering significant harm, the child's safety and welfare must be the overriding factor.

Staff will be given access to the Department of Health's booklet 'What to do if You're Worried A Child Is Being Abused?' (2015), and 'Working together to Safeguard Children: A guide to inter-agency working to safeguard children (2018).

Staff support and training

The club is committed to ensuring that it meets its responsibilities in respect of safeguarding and child protection. Therefore, the club will ensure that:

- Staff, students and volunteers are carefully recruited, have verified references and are DBS approved.
- Staff, students and volunteers are given a copy of the safeguarding policy during their induction, and have its practical implications explained to them.
- Staff, students and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.

- Staff are provided with supervision and management support in relation to safeguarding and child protection, and championed to maintain safe and caring relationships with children.
- The club will share information about safeguarding and good practice with children, parents/guardians and staff.
- Staff are aware of the main indicators of child abuse.
- Staff are aware of their statutory requirements in respect to the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse to the Safeguarding Officer immediately. The club will share all concerns with the relevant agencies and involve parents/guardians and children appropriately.
- The club will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
- Staff have a good understanding of the complaints policy.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary & Grievance Procedures policy.

Early Help

Early Help provides support to potentially vulnerable children, young people and their families as soon as problems start to emerge. If they're facing certain challenges, or have complex needs which cannot be dealt with by universal services (for example, schools, health visitors, school nurses), they can be referred to BANES Early Help Allocation Panel for help. A parent might ask a member of staff how to access Early Help. SuperPirates know to contact a club manager in this instance and work alongside the parent/family to complete a referral.

To request Early Help: ChildCare_Duty@bathnes.gov.uk or call **01225 39 61 11** or **01225 47 79 29**
 More information; <https://beta.bathnes.gov.uk/get-early-help>

Resources

All staff know to ask club managers or visit our resources website page for further reading/information on safeguarding and child protection;
<https://www.superpirates.co.uk/resources>

6. Whistleblowing

SuperPirates are committed to providing high quality childcare, promoting accountability and maintaining public confidence. We believe in promoting good communication between staff, which encourages any questions of unacceptable practice being resolved without whistleblowing. Staff should feel able to raise any questions or concerns during regular supervision. However, the responsibility for whistleblowing rests with the individual staff member who is aware of or has concerns about 'unacceptable practice'. Any issues regarding practice should be dealt with in the early stages, preventing escalation.

This whistleblowing policy and procedure applies to employees, students and volunteers, and forms part of their induction and links to the grievance and disciplinary procedure. Staff are encouraged to feel confident in raising concerns and to ask questions if they have any concerns regarding practice without fear of harassment, victimisation, discrimination or disadvantage.

The whistleblowing policy is underpinned by the Public Interest Disclosure Act 1998, which gives significant statutory protection to employees who disclose information in the public interest, and are victimised as a result.

The Act covers behaviour, examples of which include:

- Malpractice or ill treatment of a service user by any member of staff
- Repeated ill treatment of a service user, despite a complaint being made
- Where a criminal offence has been committed, is being committed or is likely to be committed
- Failure to comply with any legal obligation, e.g. completing accident/ incident records
- A breach of code of conduct
- Suspected fraud
- A miscarriage of justice
- Danger to health and safety of an individual
- Where the environment has been, or is likely to be, damaged
- Showing undue favour over a contractual matter or to a job applicant
- Deliberate concealment of information about any of the above

Procedures

An employee or volunteer who, acting in good faith, wishes to raise such a concern should normally report the matter to the manager, who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed.

Concerns should be investigated and resolved as quickly as possible. Some concerns may be resolved by agreed action without the need for investigation. In some cases action may have to be taken before an investigation is conducted.

If an amicable decision is not reached staff should contact Ofsted and follow their guidance. If a staff member is dissatisfied with the response from the setting, and subject to the concern being a matter covered by the PID Act 1998, the member of staff can raise the matter as appropriate with the following:

- Individual's Trade Union
- Local Citizens Advice Bureau
- Ofsted: whistleblowing@ofsted.gov.uk / 03001234666
- Their solicitor
- The police

If staff have a concern amounting to the abuse of child or young person, they should contact:

- The Children's Services – Referral and Assessment Team .
- In case of immediate danger, staff must contact the police.
- Ofsted
- SuperPirates Designated Safeguarding Lead
- Local Authority Designated Officer (where concerns are about staff)

(see page 1)

Confidentiality

SuperPirates will treat all disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential unless a situation arises when SuperPirates are not able to resolve it without revealing their identity (i.e. their evidence is needed in court).

Roles and responsibilities

All staff are responsible for:

- Disclosing information in good faith.
- Believing the information to be substantially true.
- Not acting maliciously or making false allegations.
- Communicating concerns with management.

The manager is responsible for:

- Communicating the whistleblowing policy and procedures to staff.
- Acting as a point of contact for staff who have concerns
- Keeping and storing clear records supervisions / meetings, and records of complaints
- Providing evidence to authorities if an investigation requires

Anonymous allegations

The setting encourages staff to put their name to any disclosure/ allegation/ concern whenever possible so that management may communicate effectively and look to resolve issues as directly as possible.

Anonymous allegations will be considered in the context of the following;

- The seriousness of the issue raised
- The credibility of the concern/allegation
- The likelihood of confirming the allegation is from accountable sources.

Untrue allegations

If an allegation is made frivolously, maliciously or for personal gain disciplinary action will be taken against the member of staff. If an allegation is made in good faith but not confirmed by an investigation, no further action will be taken.

Legal framework

- Public Interest Disclosures Act 1998

- Children Act 2004
- Childcare Act 2006
- Vulnerable Groups Act 2006

7. Disciplinary & Grievance Procedures

SuperPirates provides a fair, effective and consistent method of dealing with grievances and disciplinary incidents. Our aim is always to support and encourage staff while promoting good employment practices relations.

Disciplinary procedure

This procedure is designed to assist in resolving issues in relation to discipline and to clarify the rights and responsibilities of management, staff and their representatives. The disciplinary procedure will be used primarily to support and encourage staff to improve rather than imposing punishment. The disciplinary procedure applies to all members of staff, irrespective of their length of service or status.

This procedure applies to circumstances where there has been a failure to maintain standards as to be reasonably expected by the company.

The club has a duty to train all staff and may give informal counselling for the purpose of improving conduct or performance when employees commit minor infringements. If training and mentoring proves unsuccessful, a formal warning will be given.

Disciplinary levels:

Stage 1 - first written warning

Stage 2 - final written warning

Stage 3 - formal dismissal

Warnings will remain on file for 2 years.

If a warning is given, it will include:

- The level of improvement required
- The date by which it is to be achieved
- What will happen if the improvement is not achieved
- How to appeal

If it is considered that a member of staff's conduct has fallen below the standards required (as implicit in this document, handbooks and job description) the manager will follow the five-step process outlined below:

1. Establish the facts

Incidents will be fully investigated and the facts established. Investigations will be non-discriminatory and apply equally to all staff irrespective of gender, marital status, sexual preference, race or disability.

2. Put in writing

If it is decided that there is a disciplinary case, the relevant staff member will be notified with a written explanation of the conduct, and other circumstances that have led to the decision about taking disciplinary action. If it is necessary, the staff member may be immediately suspended on full pay or reassigned to alternative duties, pending a meeting with the staff member.

3. Meet and discuss

The disciplinary meeting will be held without delay whilst giving the staff reasonable time to prepare their case. The manager will explain the complaint against the member of staff and present evidence. Staff will be allowed to respond to all allegations and concerns, and invited present evidence of their own.

Staff may be accompanied by a colleague, trade union representative or legal adviser. The manager may be accompanied by a fellow manager, local authority representative or legal advisor.

4. Management decision

After hearing all the evidence, the manager will decide whether disciplinary or other action is required. For misconduct or unsatisfactory performance a first written warning may be given. If the staff member's first misconduct is sufficiently serious, the staff member may be given a final written warning. Gross misconduct may result in immediate dismissal.

5. Appeal

After the meeting the employee will be informed of the decision and if the member of staff feels that the disciplinary action taken against them is wrong, they may appeal in writing within ten working days. The appeal will be dealt with impartially and, where possible, by a senior member of staff who was not involved in the original disciplinary action. The final decision will be confirmed in writing and made within ten working days of the appeal.

Gross misconduct

In some cases of gross misconduct, staff will be dismissed for the first offence.

The following are examples of serious offences, which are considered gross misconduct:

- Theft
- Fraud or deliberate falsification of the club's documents
- Being an unfit person under the terms of the Care Standards Act 2000 or the Childcare Act 2006
- Gross negligence that either causes or might cause injury, loss, or damage to persons or property
- Child abuse (for further details refer to the Safeguarding Children policy)
- Indecent conduct
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- A criminal offence outside employment which renders the employee unsuitable for work
- Inability to fulfil his/her duties because of intoxication by alcohol or drugs
- Failure to attend an interview arranged under the disciplinary procedure without reasonable explanation
- Physical violence towards a colleague, user of the provision or member of the public
- Deliberate damage or misuse of club property
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy)
- Persistent bullying
- Racial or sexual harassment and breaches of the Equality Act
- Any act of misconduct which is sufficiently serious to destroy the mutual trust and confidence between the club and the employee concerned
- Any behaviour that would likely bring the company into disrepute.

In the case of gross misconduct the police may be notified.

While the alleged incident of gross misconduct is being investigated, the individual concerned is likely to be suspended, during which time normal pay will continue. Suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be made only after a full investigation.

Harassment

Harassment is defined as occasional or systematic expressions of discriminatory or oppressive attitudes which understandably cause offence or discomfort or which a person finds objectionable. This may occur on a person-to-person basis or as a result of written policies.

It is a condition of service that employees do not harass colleagues or members of the public. Our club recognises sexual and racial harassment and is committed to preventing them. Harassment is considered to be gross misconduct and will be dealt with under the disciplinary procedure. Any harassment considered to be caused by written company policy will be reviewed immediately.

Grievances under this will be handled with all possible speed, sensitivity and confidentiality. Staff may refer to Disciplinary, Grievance and Whistleblowing procedure.

Definitions:

Sexual harassment

Examples of sexual harassment may include: unnecessary touching or unwanted physical contact, suggestive remarks or other verbal abuse, leering at a person's body, unwanted sexual advances, offering inducements for sexual favours, physical abuse or assault, or pornographic displays.

Racial harassment

Examples of racial harassment may include offensive or unnecessary comments on colour, race, customs, dress, nationality, ethnic or national origin, religious beliefs, racial abuse or physical attack.

Allegations against staff

If an allegation of abuse has been made against a member of staff relating to a child, the manager will follow the procedures set out in the Child Protection Policy. If an allegation of abuse is made against the manager, then staff must report the matter directly to the LADO and Ofsted (see contacts page 1).

Any member of staff who is dismissed on the grounds of safeguarding concerns or leaves under investigation for being unsuitable for work with children will be referred to the Disclosure and Barring Service (DBS).

Staff should also refer to Whistleblowing.

Grievance procedure

The grievance procedure is to resolve concerns or complaints staff may have relating to their work, working conditions or relationships with colleagues. SuperPirates aims to resolve most grievances informally through an open policy for communication and discussion.

Careful and thorough investigation is necessary for concerns to be satisfactorily understood and resolved. Such investigations may reveal matters requiring action under the disciplinary procedure, or inform management of necessary workplace or administrative changes, which it will make at the earliest possible opportunity, communicating a clear action plan with staff.

The procedure for dealing with grievances is the following:

A written reply will be given at each stage. For stages 2 and 3 staff may be accompanied by a fellow employee, trade union or legal representative.

Stage 1

If it is not possible to resolve a grievance informally, the member of staff should formally put the complaint in writing to the manager stating the nature of the grievance.

Stage 2

The manager will hold a meeting with the staff involved to discuss the matter, and a written reply detailing the decision will be sent following the meeting.

Stage 3

If the member of staff feels that the grievance has not been resolved satisfactorily, they may appeal that decision in writing. If unresolved by this point, staff may consider referring to Whistleblowing procedure.

Appeals will be dealt with impartially, if possible, by a manager who has not previously been involved in the case.

8. Health & Safety

SuperPirates takes the maintenance of health and safety seriously as a matter of both legal and moral importance.

SuperPirates aims to ensure the health and safety of all staff, children, visitors and other individuals who may be affected by the club's activities. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1999 and their associated Approved Code of Practice (ACoP) and guidance (including hygiene requirements) will be complied with at all times.

Responsibilities of the registered person, the manager and staff

The identification, assessment and control of hazards is vital in reducing accidents and incidents. All staff are responsible for assessing risks to health and safety, identifying and controlling hazards, and following existing protocol.

The manager will ensure:

- emergency evacuation procedures of the premises are in place.
- maintained effectiveness of existing Health & Safety procedures, authorising any necessary revisions to policy, club provisions, risk assessments, checklists, acting promptly to deal with concerns.
- providing adequate resources that are necessary to meet the club's health and safety responsibilities - such as cleaning products, fire safety equipment, etc.
- that adequate health and safety training is provided for all staff, and that staff understand their responsibilities in relation to health and safety procedures.
- that all accidents, incidents and dangerous occurrences are reported and recorded (informing Ofsted and according to RIDDOR where appropriate).
- ongoing and regularly reviewed risk assessments.

Staff must:

- Take reasonable care for their own health and safety as well as of other persons who may be affected by their acts or omissions at work.
- Take all reasonable care to see that the equipment and premises that are used by children, and the activities that are carried out at the club, are safe.
- follow agreed procedure, completing and following risk assessments.
- report incidents and concerns to their manager, and reasonably deal with immediate hazards.

Staff who have been found to blatantly disregard safety instructions or recognise safe practices will be subject to the disciplinary procedure.

Risk/ benefit assessments

Our risk/ benefit assessment is a continuous process to prevent unnecessary risk. By adopting a risk/ benefit assessment, we acknowledge that some degree of risk taking is important to child development; staff must weigh up developmental benefits for taking part vs risk of injury. We may therefore put

together a plan of ways to reduce that risk while not removing it altogether, i.e. allowing children to climb trees to a certain height, rather than not at all.

The manager is responsible for making sure that risk assessments are completed, shared with all members of staff and are effectively monitored. Reviews are conducted regularly or when there is any change to equipment, resources, activity, premises, or when particular needs of a child or other visitor are necessitated.

Staff must always be vigilant, constantly assessing risk *throughout* an activity as an on-going assessment. Staff must advise on any amendments to written risk assessments they feel necessary. See individual club risk assessments.

First aid and emergencies

There must be a trained first aider (holding 12-hour Paediatric First Aid qualification) present at all SuperPirates events. In case of emergency, emergency services and parents must be contacted immediately. In circumstances of serious injury, Ofsted must be contacted.

Recording and reporting accidents, incidents and dangerous occurrences

All accidents, incidents and dangerous occurrences will be recorded on an Incident/ Accident form, which is stored on the register at clubs, or recorded digitally at events.

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence.
- Details of the people involved.
- The type, nature and location of any injury sustained.
- The action taken and by whom.
- The signature of the member of staff who dealt with the event

Staff should inform the parent / guardian of the child or children concerned at the end of the session in which the incident, accident or dangerous occurrence took place.

Allergens

SuperPirates operates a no-nuts policy. Parents will be advised of this upon booking. Children bringing nut products must have them confiscated. Staff may not bring nuts to their place of work.

Prior to sessions, the register is to be checked to identify children with dietary requirements and allergies. Further to this, any necessary medication must be checked.

14 allergens as identified by the FSA are:

celery; cereals containing gluten – including wheat, rye, barley and oats; crustaceans; such as prawns, crabs and lobsters; eggs; fish; lupin; milk; molluscs – such as mussels and oysters; mustard; tree nuts – including almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts; peanuts; sesame seeds; soybeans; sulphur dioxide and sulphites (if they are at a concentration of more than ten parts per million)

Staff will be appropriately trained in EpiPen use.

Sun protection

The manager and all staff must understand the dangers posed to children and themselves by overexposure to the sun. In hot weather, parents/guardian are encouraged to provide sunscreen for their children. Providing there is parental consent on registration form, staff may provide club suncream.

Children will also be encouraged to wear a hat when playing outside in the sun, and prompted to play in shady areas when temperatures are high. Water is always available for children and they will be reminded to drink frequently.

Insurance

SuperPirates holds public liability (up to £5m) and employer's liability insurance (up to £10m) with Morton Michel. All activities and clubs are insured.

Staff to child ratios

Maintaining adequate staff to child ratios is imperative. See Handbooks for site specific ratios.

As a general rule:

Children must always be within earshot or within eyeline of a supervision adult (ideally both).

In line with our insurance and Ofsted requirements, ratios are as follows:

1:8 for EYFS children aged 3 - 5

1:10 for children Year 1 + (age 5+)

Special activities

1:1 for any cooking; during the use of ovens, hobs, mixers, juicers, blenders

1:4 for adult fire lighting.

1:2 for children lighting fire. Aged 3+ only.

1:1 Face Painting

9. Hygiene

SuperPirates recognises the importance of maintaining the highest possible standards of hygiene to minimise the risks posed to children and staff.

The manager and staff are committed to taking all practical steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

Personal hygiene

In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands after handling animals or using the toilet.
- Washing hands before eating or preparing food.
- Covering cuts and abrasions while at the premises.
- Taking any other steps that are likely to minimise the spread of infections.
- Wearing clean uniform.
- Maintaining general cleanliness as an individual.

Promoting hygiene

Children will be championed to maintain good hygiene; they will be encouraged to wash their hands after using the toilet and before eating.

Dealing with spillages

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and if possible an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

All other spills will be cleaned immediately to minimise risk of slips and falls.

First aid and hygiene

The designated First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children. As such, they will wash their hands thoroughly both before and after giving first aid, and ensure that any cuts, wounds or skin damage are covered by plasters or disposable gloves.

Illness

If a child has been sick, or had diarrhoea, the club will request that parents keep them at home for 48 hours after their last bout. Also see Sick Children policy.

Kitchen and food hygiene

In all areas where food and drink are stored, prepared and eaten, staff must be particularly careful to observe high standards of hygiene. To this end the following steps will be taken:

- Surfaces and equipment will be used only when clean.
- Waste will be disposed of safely and all bins will be kept covered.
- Food storage facilities will be regularly and thoroughly cleaned.
- Stored food will be used within use by date and contained appropriately.
- Fridge and freezer temperatures will be monitored.
- Kitchen equipment will be cleaned after use.
- Staff and children will wash and dry their hands before coming into contact with food.
- Only staff with a food hygiene qualification will be authorised to work with food.
- Staff will refer to children's dietary requirements to ensure no cross contamination.

10. Administering Medication

SuperPirates may only administer medication prescribed to a child by a doctor, and following the parent or guardian completing a Medical Administration Form (on Magic Booking). Before administering medication, staff must read stated dose requirements. Any uncertainties must be raised with parents / guardians before administering.

A digital Medication Record file will record all instances where staff administer medication to children, and parents must always be notified if their child has received medication whilst in our care.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If such a situation occurs, the child's parent/guardian will be contacted and the incident recorded in the Medication Administration Record.

Wherever possible, children who are prescribed medication should receive their doses at home. Where appropriate, children will be encouraged to take personal responsibility for administering their own medication, under the close supervision of staff.

Staff are responsible for ensuring that:

- Prior consent is arranged.
- That the medication is clearly labelled with the child's name and expiry date and correctly stored in their original containers.
- Before any medicine is given, the child's name, dosage and expiry date on the container will be checked
- Another member of staff acts as a witness to ensure that the correct dosage is given.
- The parent/guardian must be informed that medication has been administered.

11. Sick Children

SuperPirates is committed to the health and safety of all children and staff. As such, the club will take necessary steps to prevent the spread of infection. Parents/ guardians will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 48 hours. (If a member of staff becomes ill at work, the same restrictions on their return will apply.)

If any infectious or communicable disease is detected on the club's premises, the club will inform parents/ guardians as soon as possible. Whilst respecting individual confidentiality, SuperPirates are committed to sharing necessary information about the source of the disease and the steps being taken to remove it. OFSTED will also be informed of any dangerous infectious or communicable diseases discovered on the club's premises. Partner schools will also be informed.

Head lice

When a case of head lice is discovered at the club, the situation will be handled sensitively. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the club.

When the child concerned is collected, their parent/ guardian will be informed in a sensitive manner. Other guardians will be informed that head lice have been found at the club, including advice on treatment. Staff will check themselves regularly for lice and treat whenever necessary.

Chickenpox

To prevent spreading the infection, children must remain out of the club until their spots have crusted over. Chickenpox is infectious from 1 to 2 days before the rash starts, until all the blisters have crusted over (usually 5 to 6 days after the start of the rash). Where there are multiple cases of chickenpox at a SuperPirates club, all parents that attend the club will be notified of an outbreak.

Further guidance on infection prevention and control, with recommended periods to be kept away from club, can be found via the following link -

https://www.bathnes.gov.uk/sites/default/files/siteimages/PublicHealth/infection_control_poster_-_nov_2018_2.pdf

12. Fire Safety

SuperPirates understands the importance of vigilance regarding fire safety hazards. The manager will ensure there is a clearly defined procedure in place for the emergency evacuation of the premises in the case of a fire, as detailed in the site Handbook. All staff, students, volunteers and children must be made aware of the fire safety procedure at a club they attend

All staff must understand their roles and responsibilities in the event of a fire and are to be made aware of the location of all fire exits, safety equipment and fire assembly point.. Fire safety equipment is accounted for at the beginning of each session using the health & safety checklist. Fire doors and fire exits are clearly marked, are not obstructed at any time, and are easily opened from the inside. Staff are made fully aware of all fire procedures in regular staff training.

The manager will be responsible for arranging fire drills and tests. Staff and children will be informed when fire drills are expected to take place. Details of the fire drills will be recorded as evidence of routine practice. New children will be made aware of the fire safety procedure during their induction day. All children will be reminded of the evacuation procedure and be expected to carry out a fire drill 3 times per year.

Fire risk assessment is a requirement under the Fire Precautions (Workplace) Regulations 1999. The manager is responsible for carrying out a fire safety risk assessment and to implement and maintain a fire management plan.

In the event of a fire

The emergency services will be called at the earliest possible opportunity.

- A member of staff will raise the alarm, shouting, "FIRE FIRE FIRE"
- Children and adults will evacuate from the fire exit and line up at the assembly point outside. A register will be made to account for all children.
- No attempt will be made to collect belongings, or to re-enter the building after evacuation.
- One member of staff will check the premises to ensure there is nobody left in the building.
- Another member of staff will take the bag (containing the first aid kit and register) and all children and staff will be accounted for.
- Staff may attempt to tackle fires no larger than that which could be contained in a waste-paper bin.
- Emergency services will be informed immediately.

Fire prevention

The club will take all steps possible to prevent fires occurring.

The manager and the staff team are responsible for:

- 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.
- Switching off kitchen appliances and heaters when not in use.

The manager will explain fire safety procedures to new staff, students and volunteers as part of the induction process.

13. E-Safety

SuperPirates takes the safety and privacy of children and young people extremely seriously as a matter of both legal and moral importance. This policy aims to minimise the risk of inappropriate use of photos of children, and to also minimise the risk of children being exposed to inappropriate content.

We operate in accordance with our duties under The Data Protection Act 1998 and GDPR 2018

The club strictly prohibits the recording of still or moving images of children without formal written consent by parents/ guardians.

The club will not use personal details or name any child in a photographic image on its website, social media or in any other printed material. No photographs of children will be released to press or media contacts without the relevant written parental consent.

Staff who suspect anyone of taking images of children without consent must report the incident to the manager immediately (I.e, other parents taking photos at a local park). The individual taking photos must then be informed that they do not have the necessary consent.

Other than the manager's phone, all personal mobile phones, and other devices with camera and / or internet access, belonging to staff or visitors will be kept in an area designated by the club's manager. Unless with explicit permission and supervision of the manager, such devices are not to be accessed, in any way, whilst in proximity to children.

Children may not use personal mobile phones, or other devices with camera and / or internet access, during their time at the club. Such devices must be kept in their personal bags, or stored by the manager.

Social media

Staff may not post onto personal accounts any material in relation to specific children they work with at SuperPirates, nor any other confidential details relating to the company, staff or children.

Staff may not claim to represent the company's views or opinions in any way, nor use SuperPirates' name or branding for social media identities, login IDs or user names. Should staff choose to identify themselves as employees of the company, there is a responsibility to represent themselves in a professional manner, and to uphold the values of the company. As an 'employee', any use of social networking sites that has a negative impact on the company, bringing it into disrepute, will be regarded as a disciplinary offence.

Staff should always exercise good judgement and common sense in control of their personal social media. Parents are likely to search for staff on platforms such as Facebook, so security settings should allow 'friends only' to observe content. Furthermore, staff must not connect with parents or children on personal social media platforms. Children should be advised to follow the SuperPirates account, rather than a personal account.

14. Lost Children

Staff must be aware of the potential for children to wander off during sessions or outings. Therefore members of staff will undertake periodic head counts, and when moving between locations.

Lost children

In the unlikely event of a child going missing from the club premises or during an outing, the following procedure will be implemented immediately:

- All staff including manager will be informed and an immediate thorough search of the premises will be made, followed by a search of the surrounding area. The team will be careful not to create an atmosphere of panic and will ensure that the other children remain safe and adequately supervised. Where deemed necessary, children will be summoned and kept in one place whilst the search takes place with multiple adults.
- If the child has still not been accounted for after a reasonable time, the person in charge will contact the police
- The person in charge will also contact the guardians of the missing child
- While waiting for the police and the guardians to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the club.
- The manager will be responsible for meeting the police and the missing child's parent/guardian. The manager will coordinate any actions instructed by the police.
- Once the incident is resolved, the manager and the staff team will review relevant procedures and risk assessments.
- Any incidents must be recorded in writing as an Incident, and in cases where either the police or social services have been informed, Ofsted will also be informed at the earliest opportunity.

15. Outings

Prior to a visit or outing, a member of staff will carry out an exploratory visit. During this visit a risk/benefit assessment will be made, which must also include consideration of the journey and any transportation involved. If a prior visit is not possible, the manager will write to the venue requesting all relevant information and a risk assessments.

Written parental consent is needed for all off-site visits and outings.

Procedure for outings

- Children will be briefed (boundaries, stranger danger, how to find help)
- Children will remain under close supervision at all times, and within ratio (p.19)
- Recorded head counts will be undertaken by staff regularly.
- There will always be at least one member of staff who has a current paediatric first aid certificate.
- The manager will ensure that a full First Aid kit is on hand
- The manager will have access to a mobile phone at all times.
- All team members will carry a walkie-talkie.
- If a coach or minibus is used it must have appropriate seatbelts. Staff or private cars may not be used unless insured for 'business' purposes.
- Records will be kept about vehicles in which children are transported, including insurance details and named drivers.

16. Security

All staff have a responsibility to ensure the security of the club and premises.

Key security points include:

- The manager will notify OFSTED of any change that may affect the level of security available to children, including any significant changes relating to premises.
- Staff and volunteers will be issued clearly identifiable clothing, which they must wear at all times while working.
- Staff will supervise any public access to areas where children are playing.
- Access doors to buildings must remain locked at all times.
- Any visitors must be signed into a club and supervised at all times. Explanations must be given for visiting a club, and individuals challenged appropriately.
- Sensitive data is to be kept locked or password protected.

Visitors

Visitors must sign in on arrival. This includes anybody other than adults arriving to collect children.

Visitors must sign in and record the following information:

- Their name.
- The date and time of their arrival.
- The reason for their visit.
- Their departure time.

Visitors to the club must not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who has not signed in. They must introduce themselves and establish immediately who the visitor is and the reason for them being on the club's premises. If a visitor has no suitable reason to be on the club's premises, then they must be politely escorted from the premises, and an incident record made.

Official visitors must provide photo ID verification and sign in - e.g, Ofsted Inspectors, police officer.

17. Environment and Equipment

Site specific requirements are laid out in Handbooks.

Venue

The club's premises must be safe, secure and adequately spacious for its purpose. The manager is responsible for ensuring that the club's premises are clean, well lit with daylight as the main source of light, adequately ventilated and maintained at an appropriate temperature. Necessary facilities, such as appropriate toilets will be available to children and staff. Outdoor play will take place in safe, secure and well supervised spaces. Ponds, drains, pools or any unnatural water will be made safe or inaccessible to children. In the event of snow or ice on external walkways, staff will ensure that this is kept safe.

Daily health & safety checks must be carried out and risk assessments undertaken for all activities, ensure that the setting is safe for children.

Equipment

SuperPirates provides children with a stimulating and safe environment, offering necessary equipment for a broad and varied programme of activities that promotes children's development in line with Ofsted requirements. All children will have adequate space to play and interact freely. Children will always be provided with a "quiet area" so that they can relax.

We are committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities, including children with special educational needs and/or disabilities (see the Special Educational Needs policy). SuperPirates endeavours to use toys, books and games which represent gender, race, family groupings, multi-cultural backgrounds and ability in a range of non-stereotypical roles. The club has equipment and resources accessible for all children in attendance, including those with special educational needs, physical disabilities and for any child whose first language is not English. All furniture, toys and equipment are to be of suitable design considering age of children, kept clean, well maintained and in good repair.

Outside a club's opening hours, all equipment will be kept in a suitable and secure location safe from unauthorised access or use. Broken equipment will be taken out of use.

Handbooks and Risk Assessments outline use of equipment which represents a higher risk, such as inflatables. Any hired equipment will be used, as a minimum, in accordance with supplier safety guidelines.

Environmental protection

SuperPirates endeavours to source ethical and sustainable materials. In arts and crafts, we will choose natural or recyclable materials, rather than synthetic ones. E.g, paper tape instead of sellotape, paper and leaves instead plastic pom-poms or beads, biodegradable glitter instead of non-biodegradable. We also look to keep plastic packaging to a minimum in shopping choices.

Our clubs are vegetarian. Given the poor quality of 'affordable' meat and the environmental impact the meat and fishing industry has at scale, we do not supply meat or fish products to children in our care. We do not make judgement on children bringing their own. We do offer relatively small quantities of dairy, however we offer children a non-dairy option wherever possible.

We aim to educate children as to the human impact on the environment, and allow them to make sustainable choices wherever possible.

18. Smoking, Alcohol & Drugs

Staff who arrive at the club under the influence of alcohol or illegal drugs will be asked to leave immediately and disciplinary procedures implemented. For staff found in possession of illegal drugs, serious disciplinary action will follow, and the police informed.

If a child attending the club is found under the influence or in possession of alcohol, cigarettes or illegal drugs, their parent/ guardian will be informed immediately, and emergency services contacted if considered necessary. The child will be monitored closely, with their safety put before any reprisal. The Behaviour Management policy will then come into effect.

In cases where staff are taking prescribed medication that may affect their ability to function effectively at work, the manager must be informed as early as possible and staff should seek medical advice. SuperPirates will ensure that staff only work directly with children if medical advice confirms that the medication is unlikely to impair the staff member's ability to look after children properly. Staff medication on the property will be securely stored, and out of reach of children at all times.

If a member of staff has good reason to suspect that a parent/guardian is under the influence of drugs or alcohol when they arrive to collect their child, and that the safety of the child is threatened, staff members have a duty to inform the manager and to protect the child. In such circumstances the manager will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times. Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of alcohol or illegal drugs. Where an illegal act is suspected to have taken place, the police will be informed immediately.

Smoking or drinking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, parents/guardians or any other visitors. Furthermore, staff may not drink alcohol or smoke cigarettes whilst in uniform, in any location.

19. Confidentiality

This policy aims to minimise the risk of inappropriate use and distribution of personal data relating to those children, parents, families, and staff that use the club. SuperPirates are committed to storing and sharing information complying with the regulations and guidance of the Data Protection Act 1998 and more recently GDPR 2018. Staff are to be trained in handling data in accordance to Law.

Staff will not discuss confidential matters about any individual (child, parents, or other staff), with any other parties, other than those legally entitled, and only where it is necessary for the safety of a child, in line with the Safeguarding policy. Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the staff Disciplinary Procedure.

Records relating to children will be made available to their parents/ guardians on written request unless subject to an exemption (i.e. where a parent is legally restricted from accessing confidential information). Records are always available for inspection by OFSTED.

All accidents, RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) and child protection records are kept and archived. SuperPirates' certificate of registration or any notice of suspension of registration will be displayed on the premises at all times.

SuperPirates will only collect personal information for which there is a legitimate use and will not use the information in any way that has unjustifiable adverse effects upon the individuals concerned.

Parents/ guardians/staff have the right to trust that information given to the club is given in confidence and will be used only for the purposes for which it was given and will not be released without their consent. SuperPirates recognises the right of users to have information about them held in private and secure files. Parents/ guardians are entitled to gain access to their own files at all times.

The Data Protection Officer has overall responsibility for the maintenance and updating of children's records and for ensuring that these are accurate. Parents will be reminded to update their information regularly on RotaCloud. Should a child stop attending clubs, with the exception of information relating to child protection cases, daily registers, accident or incident reports, parents / guardians can request to be forgotten via their Magic Booking account.

Personal data

Legally, if a child attends a club the following information must be obtained upon registration :

- Birth name (along with any other name the child is known by).
- Date of birth
- Gender
- Languages spoken
- Home address and telephone number(s)
- Parents' / guardian's names, addresses and contact information

- Name of adult who has parental responsibility for the child
- Emergency contact names and numbers
- Doctor's name, address and telephone number
- Details of any health issues (including a Special Educational Needs or physical disability statement)
- Details of any special dietary requirements, allergies, and food and drink preferences
- Appropriate records of the child's progress and achievements
- Names of people authorised by parents/ guardians to collect the child
- Any other information relating to the child deemed by staff or parents/ guardians to be relevant and significant

Other records kept, which may name children if necessary:

- Daily attendance registers, and waiting lists
- Records of any medication being held by staff on behalf of children.
- Records of any medication administered to any child.
- Records of injury and incident
- Records of the activities planned and implemented, including any off- site visits and outings;
- session reports
- Daily health and safety checklists
- Care plans.
- Visitor's log.

Data will be retained in accordance with statutory guidelines, as outlined here:

https://www.evalliance.org.uk/sites/default/files/retention_periods_for_records_may_2018.pdf

Marketing

In line with GDPR, unless a parent / guardian has opted-in, they will not be sent marketing emails which are not related to the care of their child.

Data & image security

Information and records held on children will be kept in a secure location.

All sensitive paper documents are stored in a secure, locked cabinet. Paper based files containing personal and/ or sensitive information that has exceeded their retention period will be destroyed.

All electronic personal and / or sensitive information including still and moving images will be held on a password protected computer or device.

Also see E-Safety policy.

Staff confidentiality

Personal information about members of staff is to be kept strictly confidential, with the exception of Child Protection matters, where some information may be shared with those legally entitled, for the protection of a child. This includes information such as:

- Staff sickness, HIV or related illness status
- Current or previous disciplinary procedures
- Employment references
- Personal living arrangements such as family life and sexuality
- Address and home telephone number, and other emergency contact details
- Any other information that has been given in confidence
- Meetings logs as supervisions
- DBS checks

Other legislation informing this policy:

- The Children Act 1989
- The Children Act 2000
- Local Government Act 2000
- Crime and Disorder Act 1998
- Freedom of Information Act 2000

20. Equal Opportunities

SuperPirates fully adheres to both the spirit and detail of the Equality Act 2010 and the Race Relations Act 2000, which outlaw discrimination against anyone on grounds of race, colour, nationality or ethnicity. We promote equality of opportunity, tolerance, fairness and anti-discriminatory practice towards all children, families, members of staff, students and volunteers.

SuperPirates aims to be as accessible as possible to children of all cultures, religions, nationalities, languages spoken and abilities. All children are treated as individuals with equal concern, in order that they should feel equally valued regardless of their background or any demographic. We will promote positive images of all groups in the community, and especially those groups in the community who suffer unfair discrimination.

SuperPirates will continually seek to identify barriers to inclusion and equality in its practice. We will encourage positive role models displayed through our toys, books, images and imaginative play. Such positive role models will not be non-stereotyped.

SuperPirates is proactive in ensuring that appropriate care is given to children who have disabilities or additional needs, so that they are equally able to access our services. The club complies with the current Code of Practice on Special Educational Needs, the Special Educational Needs and Disability Act 2001, and the Disability Discrimination Act. SuperPirates will seek to make necessary adaptations to the venue, and to train staff appropriately, in order to meet the needs of children with additional needs.

All children have a right to play, learn and develop to their full potential alongside other children. Everybody stands to gain if all children are allowed to share the same opportunities and are helped to overcome any disadvantages that they may face. All children have a right to feel valued, to feel safe, to have a sense of belonging, and to celebrate that they are unique.

We will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability towards staff, parents/guardians, children and visitors.

The Special Educational Needs Co-Ordinator (SENCO)/ Equality Named Co-Ordinator (ENCO) will help to promote, co-ordinate and monitor equality of opportunity for children and families accessing the setting.

All the club's policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in any way against its commitment to equal opportunities.

The club as an employer

As an employer, SuperPirates is committed to ensuring that the workforce reflects the multicultural community that it serves, as well as being non-discriminatory based on race, gender, age, religion, sexual orientation, and that the workplace will be accessible to team members with additional needs.

To this end, the club will:

- Advertise job vacancies in a variety of media sources and outlets and in a variety of places.
- Ensure that recruitment procedures are fair, based on merit of character, experience and qualification only.
- Investigate any allegation of discrimination or harassment.
- Seek to make necessary adaptations to the workplace for those with additional needs.

Note: Staff must be in a position to appropriately care for and communicate with children in the English language. Staff without appropriate ability to communicate will not be considered for employment.

Addressing discrimination

If a member of staff or a child becomes aware of an incident of racial harassment or discrimination occurring at the club, they will be encouraged to report the incident to the manager.

In the case of children, incidents will be reported to their parent/ guardian and a course of action agreed upon to resolve the situation, in accordance with the provisions of the Behaviour Management policy. Children will be championed to be open-minded and free of prejudice. Discriminatory language will be challenged sensitively.

In the case of staff, provisions within the Staff Disciplinary Procedure will be activated.

The manager is responsible for ensuring that all incidents are handled both professionally and sensitively. All incidents will be kept confidential and recorded as an incident.

21. Special Educational Needs

Identification of children with disabilities/additional needs

All staff are responsible for identifying children's needs and supporting their engagement within the club. Children with disabilities/additional needs will be fully considered when activities are being planned and prepared, with appropriate risk assessments made, and necessary adaptations put in place to maximize inclusion. All children are treated with respect and of equal worth.

Care Plans

Any concerns will be discussed with the Inclusion Officer and with regular consultation with the parents/guardians. For those children with additional needs, a Care Plan will be drawn up by Club Managers (with support of the Inclusion Officer) and parents/guardians, outlining an agreed approach to best support the child.

Training

The Inclusion Officer will liaise with other agencies and seek advice, support and training for themselves and other staff as is necessary. Staff members will be supported by the Inclusion Officer to become more skilled and experienced in the care of children with disabilities/additional needs.

Open Access

If a child has additional needs the group will prepare for integration by:

- Offering a warm welcome and support to parents or carers of a child with special needs.
- Hold open and detailed discussions with parents/ guardians to assess children's needs in terms of access to the club's facilities, activities and resources.
- Securing extra funding for adult help where it is appropriate.
- Seeking advice and support from other appropriate agencies, therapists, health visitors, social workers and psychologists. In addition to this we will seek help from the development team.
- Providing staff members with appropriate training.
- Working with parents/ guardians to seek funding to support these arrangements.

Specific Support:

Physical Needs

- Providing 1:1 support if needed.
- Providing ramps.
- Acquiring specialist equipment.
- Ensuring the play area is accessible.

Social, Emotional and Mental Health Needs

- Making a quiet space and calm (mildfull) activities available.
- Offering physical activities which build confidence, aid anxiety and depression management and increase self-esteem and cognitive skills.
- Using emotional coaching;
 - Recognise, empathise, validate and label feelings,
 - Set a calm emotional tone and set limits on behaviour,
 - Explore the feelings that created the behaviour and scaffold alternative actions *with* the young person.
- Providing clear instructions and consistent boundaries.

Speech and Language Needs

- Using Makaton to support speech wherever needed.
- Visual aids to be created by the Inclusion Officer to support communication. E.g. choosing boards, social stories, visual timetables etc.
- Staff using simplified speech at an appropriate pace for those with processing disorders.

Hearing Impairments

- Taking special care to ensure those with hearing impairments have heard/understood instructions e.g. time to communicate and process in a quieter area.
- Providing staff members with appropriate training e.g. Makaton, and if required, BSL.

Visual Impairments

- Providing 1:1 support for those with severe impairments.
- Taking special care in risk assessment of the play area to ensure any trip hazards are removed or clearly highlighted.

Health Needs

- For specific health conditions (e.g. diabetes, asthma, epilepsy, severe allergies) a detailed medical plan will be written with parents/guardians and the Inclusion Officer.
- A Medical Administration Form must be completed by parents/guardians if medicine is to be taken in childcare hours.
- Any emergency medication (inhalers/epipens/insulin) will be taken whenever going off site (e.g. to the stream, to the infants school, the scout hut etc).
- See 'Administering Medication' for more details.

Autism and sensory/processing disorders

- 1:1 support if needed.
- Providing adequate warnings prior to transitions.
- Extra time to process.
- Providing visual communication where needed.
- Providing social stories for major transitions.
- Ensuring a quiet space available.
- Offering a variety of sensory activities.

Personal support and care

- All necessary personal care given to ensure the child's comfort, safety, wellbeing and dignity (including dietary and medical care as well as personal hygiene).
- A record of parental consent for any such care will be stored with the child's care plan.

22. Behaviour Management

The manager of the club is responsible for behaviour management issues. Staff will be trained accordingly to ensure fair and consistent practice across the company. SuperPirates will communicate any concerns about particular children with parents/ guardians before agreeing on a suitable action plan.

The aims of our Behaviour Management policy are to:

- Help children develop a sense of caring and respect for one another as well as for themselves
- Encourage cooperative relationships with peers and adults
- Facilitate the development of social skills and help children understand what constitutes acceptable behaviour.
- Help children develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement
- Create a warm and positive environment where children feel valued, safe and able to enjoy themselves

Staff encourage positive behaviour by:

- Reinforcing 'good behaviour' by noticing and praising it
- Promoting positive behaviour in all children
- Challenging unacceptable behaviour using consistent behaviour management strategies
- Modelling good behaviour by treating children with respect and practising good manners

Dealing with negative behaviour

Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative activities. Staff will be clear in stating what constitutes negative/ unacceptable behaviour and will talk openly with children to attempt to resolve any underlying issues. When confronted with negative behaviour, staff will distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour. Staff will always communicate in a kind, clear, calm and positive manner.

'Disengaged' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

'Disruptive' behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from

such behaviour, including in the first instance, temporarily removing a child from the activity session, ensuring the safety of that child and their peers.

Behaviour management strategies

Behaviour management in the club is based on the following principles:

- Staff and children work together to establish a clear set of 'ground rules' governing all behaviour in the club.
- The club's 'ground rules' will apply equally to all children and staff. Adults within the setting are to lead by example and are also expected to treat children and each other with respect, and follow the behaviour policy.
- Positive behaviour will be reinforced with praise and encouragement.
- Each day is a clean slate. This allows children to learn from past experiences and move on, feeling motivated by staff's positive expectations of them.
- Children who experience bullying, racism or other unacceptable behaviour should feel confident to speak out.
- Activities and resources will be varied, well planned and accessible for all, so that children are not easily bored or distracted.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.

Staff will manage behaviour according to clear, consistent and positive strategies. Parents/guardians are encouraged to contribute to these strategies, raising any concerns or suggestions. All adults are encouraged to view examples of challenging behaviour as valuable learning opportunities for the children involved, and it is our job to support them in resolving these issues; they are opportunities to champion empathy, kindness and respect.

Staff are encouraged to reflect on their behaviour management practices and work as a team by discussing incidents openly, working collectively and consistently.

Staff will listen to the child or children concerned and allow them time to express reasons for their actions. Staff will explain to the child what was negative about their behaviour and that such actions have consequences for both themselves and for other people. Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour.

Where adults deem appropriate children may be put in "time out" for a period of 5 or 10 minutes, and asked to reflect on what they could have done differently. A sand timer can be provided for this activity to focus the child. Children are encouraged to redeem themselves by apologising and/or engaging in positive behaviour to rectify their actions.

Where behaviour significantly endangers any child, as a last resort, a temporary exclusion may be enforced, upon the discretion of the manager.

If a child has been injured, priority is given to comforting the child and providing any medical assistance required.

The use of physical intervention

It is strictly forbidden for staff to administer physical punishment of any sort, such as smacking, slapping, dragging or shaking a child. Also strictly forbidden is to deprive a child of refreshment or forcing a child to consume refreshment, teasing, humiliating, scape-goating, frightening or isolating them. Such reprisal action by a staff member will be subject to disciplinary procedure.

Children's safety is paramount. Therefore, staff may use physical intervention to 'break up' disputes only as a last resort, and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from injuring themselves or others, or to prevent serious damage to property. Staff will use physical intervention only as an act of care and control. Physical interventions will not be used to force a child to do what they have been told when there is no immediate risk to other individuals or property.

Where possible, the child or children concerned will be warned verbally that physical intervention will be used if they do not stop their actions. A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with a child or group of children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, intervening by diverting a child or children by leading them away by a hand or by an arm around their shoulders. Physical intervention should be made for the minimum duration necessary.

Where a member of staff has had to intervene physically to restrain a child, the manager will be notified and the incident recorded on an Incident Form and shared with a parent/ guardian at the earliest possible opportunity.

Anti-bullying

SuperPirates is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying in any form is unacceptable, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

SuperPirates defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. Examples of such behaviour are as follows:

Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of somebody to bring down their self-esteem.

Psychological: Behaviour that is likely to instil a sense of fear or anxiety in another person. Deliberate use of sarcasm, showing a lack of interest by interrupting, ignoring, or making facial expressions such as eye rolling or smirking.

Preventing and dealing with bullying behaviour

The manager and the staff will make every effort to create a tolerant and caring culture in the club, and where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be. Children will be rewarded for kindness and tolerance.

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion and the club recognises this fact. In the event of such incidents, the following principles will govern the club's response:

- All incidents of bullying will be addressed thoroughly and sensitively.
- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the manager if they witness an incident of bullying involving children or adults at the club.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell the staff member.
- The individual who has been the victim of bullying will be helped and supported by the staff. They will be kept under close supervision and staff will check in on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- A member of staff will inform the parents/guardians of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/guardians. Staff will handle incidents with care and sensitivity.
- All incidents of bullying will be reported to the manager and will be recorded in session reports or incident reports as necessary.

Suspensions and exclusions

Our club is committed to dealing with negative behaviour in a non- confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children in the club. There are occasions when in-club strategies alone fail to alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the club, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a formal warning from the staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further incidents. Children will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoid repeat incidents.

Details of all warnings, suspensions and exclusions will be recorded on session reports and shared with parents. Each warning should be discussed with the child concerned and their parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, SuperPirates have the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident will a child be suspended from the club with immediate effect. In such circumstances, the child's parent/carer will be contacted immediately and asked to collect their child.

After an immediate suspension has taken place, the manager will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it will be possible for them to return to the club.

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the child's age and maturity. Any other relevant information about the child and their situation should also be considered. No member of staff may impose a suspension from the club without prior discussion with the manager. Staff will consult the manager as early as possible if they believe that a child's behaviour is in danger of warranting

suspension or exclusion. Behaviour that significantly endangers the welfare of that child, or other children will warrant suspension or exclusion, at the discretion of the manager.

When a suspension is over and before a child is allowed to return to the club, there will be a discussion between staff and the child and their parent/carer explaining the conditions of their return.

Right to appeal

If the parent/guardian feels that the disciplinary action taken against their child is unjust, they may appeal in writing within ten working days. The appeal will be dealt with impartially and, where possible, by a senior member of staff who was not involved in the original disciplinary action.

The parent/guardian will then be invited to a meeting to discuss the appeal, to which they have the right to be accompanied. The final decision will be confirmed in writing and dispatched within ten working days of the appeal meeting.

23. Feedback and Complaints

Feedback

Having an accessible mechanism for feedback should allow SuperPirates to make continuous improvements and maintain high standards at our clubs. Parents may give feedback in person, with a feedback card at the club, or via the SuperPirates website - www.superpirates.co.uk/feedback SuperPirates will routinely invite parents to complete online questionnaires by email. These feedback forms will allow us to collect qualitative feedback and to also quantifiably measure progress via scores.

SuperPirates will routinely ask children for feedback. Regular supervision meetings allow staff an opportunity to give feedback.

Complaints

SuperPirates are committed to providing a safe, stimulating, consistent and accessible service to children and their parents/ guardians. We always aim to provide high quality services for everyone, but accept that sometimes things do not go according to plan. In such circumstances, parents can make a formal complaint.

This policy constitutes the club's formal Complaints Procedure. It will be displayed on the premises at all times.

If you have a complaint, the club is committed to:

1. Listen and learn
2. Put things right
3. Improve our service

Under normal circumstances, the manager will be responsible for managing complaints. All complaints made to staff will be recorded in the complaints file. The manager will ensure that each complaint is fully investigated.

If the manager has reason to believe that the situation has child protection implications, relevant authorities will be contacted in accordance with the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police are contacted.

Stage one

If a parent/ guardian has a complaint about some aspect of the club, or about the conduct of a member of staff, it will often be possible to resolve the problem through informal conversation with the manager. The club is committed to open and regular dialogue with parents/ guardians and the club welcomes all comments on its services, regardless of whether they are positive or negative.

Stage two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/ guardians should put their complaint in detail and in writing to the manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The manager will acknowledge receipt of the complaint within three working days and will give a response to a complaint within 7 working days. The club shall explain what it is doing to resolve the issues raised. The manager will be responsible for sending a full and formal response of the outcome of the investigation to the complaint – within 10 days of having received the complaint.

The formal response to the complaint from the club will be sent to the parent/ guardian concerned and copied to all relevant members of staff if appropriate. The response will include an account of the findings; any action taken as a result, recommendations for dealing with the complaint and any amendments to the club's policies or procedures emerging from the investigation.

The manager will arrange a time to meet the parent/ guardian concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the club's response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Records of all complaints and their outcome will be retained for a period of at least 3 years from when the record was made.

Complaints to Ofsted

As part of the registration process of all early years and play provision by OFSTED parents/ guardians also have the right to make a complaint to OFSTED. This can be done by ringing: 0300 123 1231, or writing to: OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD.

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

24. Runes of Awesome

The *Runes of Awesome* is a tool we use to champion children to be *totally awesome* individuals. Each *Rune* represents a character trait, which we are committed to celebrate, encourage and reward.

Courage to challenge fears, to be you, to do what's right, to try something new or difficult.

Kindness to ourselves, to the planet, to others.

Curiosity to ask questions, to develop skills, to experiment, to explore, to know and grow.

Creativity to put imagination into practice, to turn ideas into 'things', to find new solutions, to think outside the box.

We collect the *Runes* together as a community, encouraging collaboration and teamwork, and reward children for reaching milestones (i.e, 50 Runes we have a disco, 200 Runes and we may adopt a donkey!). Physical Runes come in the form of stickers. They are put on a wall chart as well as given to children to take home.

Rules of Awesome

Kindness also represents a *Rule of Awesome*, and will be enforced as a matter of behaviour management. It follows that children must respect one-another, staff, their own welfare and club equipment. Rather than having a long list of 'don't do this' at the club, we aim to approach good behaviour through positivity; if children are being our agreed definition of kind, then they are behaving appropriately. There will, of course, be appropriate guidance on boundaries of play, etc.

The Runes of Awesome compliments our obligations to teach children British Values, and to work on the prime areas of development as guided by Ofsted (personal, social and emotional development; Physical Development; communication and language).

25. Promoting British Values

The government set out its definition of British values in the 2011 Prevent Strategy.

The five British Values are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Tolerance of those of different faiths and beliefs

Democracy

The principle of democracy is consistently reinforced at SuperPirates, with democratic processes being used for many decisions, for instance, asking children to vote on which activities we should enjoy, and inviting them to challenge decisions we make. We respect all questions and answers, and create a safe environment for children to freely express their opinions.

The rule of law

The importance of laws, whether they be those that govern our clubs or the country, are consistently reinforced at SuperPirates. Children are taught the *Rules of Awesome* at SuperPirates; that we must be kind to ourselves, to others, and to the planet). Children are taught the value and the reasons behind our rules, the responsibilities that this involves and the consequences when the rules are broken.

Individual liberty

At SuperPirates, children are actively encouraged to make independent choices, with the knowledge that they are in a safe, secure and supportive environment.

Mutual Respect

Respect is an expectation for both children and staff. Kindness to ourselves, to each other, and to the planet is rewarded as a *Rune of Awesome*. Kindness is the only *Rune of Awesome* to be enforced as a Rule. We recognise the multi-cultural, multi faith and ever-changing nature of the United Kingdom. There will be no discrimination against any individual or group, regardless of faith, ethnicity, gender, sexuality, political or financial status, or similar.

Tolerance of those of different faiths and beliefs

Children are actively encouraged to share their faith and beliefs within the club and to celebrate festivities throughout the calendar year. We are accepting of all faiths and beliefs, and will make necessary adjustments in clubs to meet the requirements of children in our care. We encourage an ongoing discussion with children, promoting tolerance and openness to what makes us all different and indeed the same. Everyone can be *totally awesome*.