

# STEPHENSON WAY ROCKETS

## *Policies & Procedures*

## **Declaration**

The following are the policy statements of the Stephenson Way Rockets Breakfast & After School Club.

All Staff with the Stephenson Way Rockets will follow and uphold the following statements to the best of their ability.

These statements will be regularly reviewed and updated as required to meet the needs of all concerned.

## **General Information**

All personal records will remain confidential. These records will be kept in accordance with Ofsted regulations and will consist of names and addresses of children and people working at the Stephenson Way Rockets Club.

Ofsted may visit announced or unannounced at any time, where records will be made available for inspection.

A copy of Ofsted certificate of registration will be displayed at all times.

**Confidentiality with regards to every child and their family shall be maintained at all times.**

# **Operations Policy**

This operation policy has been prepared to conform to the Governments National Standards and the Children's Act (1989).

Address: Stephenson Way Rockets,  
Stephenson Way School,  
Stephenson Way,  
Newton Aycliffe,  
Co. Durham,  
DL5 7DD.

Tel No: 07749844774

## Opening Times:

Term Time	7.30am – 9.00am Breakfast Club 3.00pm – 6.00pm After School Club
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A minimum of 1day per week is required to be booked to retain a child's place.

Holiday Time	7.30am – 6.00pm
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The club will be opening at term times and all school holidays except Bank Holidays and certain periods between Christmas and New Year.

The club advises parents/carers to book their child/ren in, with plenty of notice, as holiday times are generally busy.

Opening times during school holidays will depend on demand from the parents/carers.

### Fees:

Breakfast Club	£4.00 per session
After School Club	£6.50 per session
Transport	£1.50 per session

All fees must be paid at the end of each week. This system will be reviewed in the medium term, if unsuccessful payments may be required by the setting in advance.

Holiday Club    £8.50 am, £8.50 pm & £15.00 full day  
(20% Discount for second & 25% third child etc)

### Cancellations:

All parents/carers must inform the co-ordinator of any cancellations at least one week in advance, failing to do so the parent/carer will be responsible for the payment of a cancellation fee, which would be half of the normal weekly fee.

If notification of cancellation is not made at least 1 day in advance then full payment will be due.

If a child's place is to be cancelled permanently then 1 weeks notice is required with full payment at that time.

### Sickness & Holidays:

There will be a standard fee, of half the normal weekly fee payable for absences due to sickness or holidays unless the required notice of one week is given. Exceptional circumstances will be reviewed on their own merit. Parents/carers should contact the club staff as soon as possible.

### Staff:

Lesley Dickons (Childcare Co-Ordinator)  
Gemma Rodgers (Deputy Co-ordinator)  
June Wilson (Childcare Assistant)  
Mel Holton (Childcare Assistant)

Two members of staff will be present at all times, with a staff ratio of one to eight children.

### Meals:

Breakfast and a light afternoon snack will be provided at the club, at no extra cost.

During school holidays, children attending a full day session will be required to bring a packed lunch.

### Insurance:

The club is insured in line with guidelines and carries Public Liability and Employers Liability by Morton Michael Insurance Company.

Children should not bring monies or valuables to the club, if this cannot be avoided all valuables should be handed to the club staff for safekeeping.

The club cannot accept responsibility for loss or damage to personal belongings and property.

The club is insured to place upto 50 children at any one session.

### Smoking:

Stephenson Way Rockets operates a strict No Smoking Policy.

### Parental Involvement:

Parents will be encouraged to visit our club and make any comments in order to help us maintain a safe, secure and happy environment for their children.

## **Staffing**

All staff will have relevant qualifications or experience – further training will be provided. Criminal Records Bureau Enhanced Disclosure will determine all staff employed by Stephenson Way Rockets and health checks as laid out in the Children's Act 1989.

Two members of staff must be in attendance at all times when open to users. If at any time only one staff member is present, no one wishing to use the service will be admitted until another member of staff arrives.

All staff will conduct themselves in a suitable manner towards children, parents, visitors and other club staff members.

## **Admissions**

Children will be able to attend Stephenson Way Rockets from 3 years to 14 years.

Stephenson Way Rockets operates to benefit parents/carers and children who live in the Newton Aycliffe area of County Durham.

Places are allocated on a first come first served basis, when numbers are full a waiting list will be put into operation and places filled accordingly. Children who attend the scheme during term time will be given priority for places in all holiday sessions.

We recognise that there may be occasions that children of staff and volunteers may have to attend the club. When this appears unavoidable in such cases staff/volunteers must contact the club co-ordinator.

# **Documentation**

## **Registration Forms:**

These must be completed before a child can become a member of the club. This form contains, vital information, including names, addresses, contact numbers, G.P. telephone numbers and any health matters.

Staff need to know as much information about your child as possible to give them the best opportunities according to their needs and abilities. This information will be treated with the strictest of confidence.

## **School Collection Forms:**

Two forms must be completed by parents/carers, so those staff have full permission to take the children from school. One must be handed to the school and one to a member of staff at the club.

## **Medication Consent Form:**

If your child is receiving medication (tablets, medicine). This form must be completed and handed to the co-ordinator before they can administer it. This includes inhalers for asthma. Childcare workers cannot administer any medication unless it has the child's name on it, date of birth and the required dosage on the prescribed bottle.

## **Outing Forms:**

From time to time, especially during the holidays the club will be having outings and trips away with the children. For insurance purposes parents/carers must complete an outings form. Careful consideration will be given to the choice of activity and venue. The organisation will check the suitability for the objectives of the visits, in conjunction with the ages and needs of the children attending as well as ensuring it will be enjoyable and fun!

## **Handover Arrangements**

Children will be escorted to school from the breakfast club each morning then back to the club after school, by suitable staff.

On registration of each child a contact name, address and telephone number for each person authorised to collect the child in case of emergency is needed.

Only authorised persons over 16 years of age will be allowed to collect the children from the club. It is the parent/carer's responsibility to contact Stephenson Way Rockets if alternative arrangements have been made. Stephenson Way Rockets will attempt to collect any children, which have been booked in.

It would be the parent/carer's responsibility to arrange transport to and from the club premises during school holidays.

The club accepts responsibility only from the time of drop off and passes responsibility to the arranged parent/carer at the time of collection.

## **Lost or Uncollected Children**

In the event of any children been lost or uncollected by Stephenson Way Rockets parents /carers will be notified immediately. Staff will look and check into every possibility of the whereabouts of the child before returning to the club.

In the event of a child not been collected from the club, Staff will contact every named contact supplied on the registration form and two members will stay with the child until somebody arrives to collect them.

## **Activities, Trips & Outings**

The club will provide activities for all ages and stages of development enhancing each child's physical, intellectual, educational, social, cultural and creative development.

Staff will ensure each activity is safe, suitably supervised and that rules for the use of equipment is followed.

All trips away from the club premises will be supervised in accordance with child – adult ratio and at least one member of the staff team will hold a first aid certificate.

These trips away from the club may incur a small charge but parents/carers will be notified well in advance.

A portable first aid kit and the relevant information will be taken away on all trips. A list of all children and adults who are on a trip with the club shall be left in the office in case of an emergency.

Parents/carers will be asked to complete the relevant consent forms well in advance of a trip starting.

Parents/carers will also receive the following information about the trip: -

- Destination
- The nature of the trip
- Transport used
- Persons in charge
- What the child will need to take with them
- Departure and return times
- Who to contact in an emergency

## **Positive Play Opportunities**

‘Children have a right to an environment which facilitates their development’ Children Act 1989.

Stephenson Way Rockets environment is attractive, stimulating, secure and conducive to promoting a home from home atmosphere. It is organised with regard to Health & Safety.

Children’s activities are broad balanced and appropriate to a child’s individual needs. The children are involved in the planning of activities, which can be structured but flexible.

All books, toys and play equipment are chosen to show positive examples of race, culture etc, to avoid racial or sexual stereotyping.

## **Working with Parents/Carers Policy**

Partnership with parents/carers plays a key role in enabling children to achieve their potential.

Stephenson Way Rockets recognises that parents/carers hold key information and have knowledge and experience to contribute to the shared view of the child's needs and the best way of supporting them. We will also be aware of the personal and emotional involvements of parents/carers and consider their feelings.

The club and its staff will: -

- Welcome you at any time to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes or activities, menus and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress and friendships.
- Organise regular parents meetings to involve you in the decisions made about the running of the club.
- Ask your permission for outings and events.
- Listen to your views and concerns to ensure that we continue to meet your needs.
- Provide access wherever possible, to everyone regardless of gender, race, religion, culture or disability.

## **Discipline & Positive Behaviour**

Staff will promote and maintain a positive and caring environment within the club. Positive behaviour will be encouraged through good practise and personal example, but ultimately the responsibility for good conduct lies with the parent/carer.

Expectations of Stephenson Way Rockets are that children will: -

- Be polite to staff, parents and each other
- Show consideration to the needs of others
- Respond to reasonable instruction given to them by a member of staff
- Not to resort to physical violence

All unacceptable behaviour will be reported to parents/carers.

If a breakdown in relationship occurs between a child and either a member of staff or another child to a degree that it effects the long term operation of the club then the Childcare Co-ordinator reserves the right to suspend that child from the club, whilst relevant discussion is taken with the parents/carers. If a satisfactory conclusion to the situation is unobtainable only then will the child be excluded from the club.

## *Anti-Bullying Statement*

Stephenson Way Rockets believes that bullying, whether between children, between adult and child and between adults is inappropriate. Bullying should be of concern to children, parents and staff.

Bullying can damage both the bully and the victim and will be treated seriously in the understanding that it can have a detrimental effect on all included.

Bullying may be physical, sexual, verbal or psychological / emotional. All claims of bullying will be listened to, and every attempt made to establish facts between both bully and victim then appropriate action taken to address all concerns and ensure that there are no recurrences.

Any action to be taken will be fully explained to all concerned.

Stephenson Way Rockets aims to prevent bullying in the club. Help children understand that bullying is damaging to all concerned and help children report bullying both against their own person and others.

## *Child Protection Procedure*

Stephenson Way Rockets have a duty to protect children in their care, not only from risks on site (including any allegations made towards Stephenson Way Rockets Staff) but from forms of abuse (mental, physical, emotional or sexual). Any concerns will be brought to the attention of the local Social Services office as well as Ofsted to be dealt with by the appropriate person.

In the event of an emergency if no Social Services Officer is available then the matter will be referred to the local police.

All proceedings and information will remain confidential.

## *Illness & Accident Procedure*

In the event of a child feeling ill or having an accident the parents/carers will be contacted immediately.

In the event of a minor accident the child will be attended to by a playworker who will hold a current first aid certificate. Parents / carers will be informed as soon as necessary.

In the case of a more serious illness/accident, parents / carers will be contacted immediately and the child will be taken to the health centre or hospital.

It will be the responsibility of the Club Manager to escort the child, or appoint an appropriate person, to the given medical destination and stay with the child until parents /carers arrive.

Appropriate forms and accident book will be filled in and signed by all involved.

Children with an infectious illness will be isolated from other children until the parent / carer can collect them.

## Equal Opportunities

Stephenson Way Rockets aims to challenge discrimination in all areas concerning the organisation and ensure the community's needs are met.

We are committed to addressing discrimination in all aspects of our work with children, families and other outside bodies.

As a care provider we will ensure each child in our care is valued as an individual without gender or racial stereotyping.

Discrimination will not be tolerated in anyway within the club. Any person, staff or user has the right to lodge a complaint using the procedures in place.

Aims –

- Ensure access is available to all members of the community.
- Increase the awareness of those who face discrimination.
- Consider equal opportunities in all areas of our work.
- Ensure all equipment, activities and resources promote non-stereotypical traditions, values or environments.
- Language or behaviour that is offensive to groups is not acceptable.
- Provide opportunities to learn about other cultures, religions, festivals, guest speakers etc.

## *Special Needs Policy*

All children have needs; some have special needs, which are in addition to the needs they share with their peers. It is our policy to treat all children as individuals. The child is considered first, the disability second.

The staff will care for children with special needs, and will discuss thoroughly with the parent/carer how we can provide the best, consistent care for the individual needs of the child.

They may need to increase staff ratios depending on the child's needs. The organisation will require notice for this to enable assessment to decide whether additional members of staff need to be recruited.

Applications for children with special needs will be treated no less favourably than any other application.

The organisation will strive to provide wheelchair access, if necessary, specially adopted equipment will be provided for children with special needs.

Parents/carers will be informed, when necessary, of any help and support available from outside agencies. The decision to contact these agencies will be entirely up to the parents/carers.

## Medication Policy

When registering a child, parents/carers are requested to complete a medical form giving details of any allergies, medical conditions, ongoing medical conditions and medication. It is essential that parents/carers inform the club co-ordinator of any changes in this information as soon as possible.

All staff **must strictly adhere** to the following –

- Medication must only be given by staff, of which two members should be present.
- Medication will only be administered if it is recorded on the child's information sheet and has been signed for by the child's parent/carer.
- It should always be recorded in the medication book, stating time given, dosage and both staff signatures.
- At each session the child attends the parent must sign to give consent.
- Permission needs to be given to allow staff to administer Calpol if needed i.e. pain relief, temperature. This would then be recorded in the medication book and signed for. Parents must then be shown evidence of the time taken and dosage given.
- Children's medical details are confidential and will be locked away at all times.

**\* The medication must be in the original container.**

**\* Under no circumstances will medicines or tablets, which are not for the child and prescribed by his/her doctor, be given.**

## *Outside Contractors*

Any appointed contractor will have to negotiate with the childcare co-ordinator a suitable time to come and inspect the problem. It is preferred that this be carried out while children are not in attendance and at a time agreed with the Head Teacher.

Any contractor employed by the Stephenson Way Rockets will require industry certification and public liability insurance.

# Complaints Procedure

Stephenson Way Rockets aim to provide a high quality, efficient and acceptable service to parents and children.

The way the club operates is continually reviewed. However, from time to time a parent/carer or a child may feel they have a complaint against some aspect of the club or a member of its staff. It is hoped that the matter for complaint can be dealt with as it occurs. If this is not possible the following procedure will take place.

Stage 1: -

- 1 Put your complaint in writing to the club co-ordinator, stating names, dates and the full details of the complaint.
- 2 Acknowledgement of the complaint will be made within 14 days on receipt of the complaint and a full investigation will take place.
- 3 The response you receive will be copied and if applicable given to the member of staff concerned, with any recommendation of any action to be taken. The matter will be reported to the management. If still not satisfied with the outcome you can ask the co-ordinator to refer the matter to the next stage.

Stage 2: -

- 1 The co-ordinator will refer the matter to the management. They will investigate the complaint together with a solution at a special meeting.
- 2 The management will send a reply within 4 weeks stating the complaint was investigated and the outcome decided.
- 3 Individual staff has the right to respond to any complaint at any stage.
- 4 The management's decision is final.

Alternately any complaints can be made in writing quoting Ref. No. EY286498 to:-

Early Years Ofsted,  
Royal Exchange Buildings,  
St. Ann's Square,  
Manchester,  
M2 7LA.  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).  
Telephone No: 0845 6404040.

# HEALTH & SAFETY POLICY

This statement has been made in accordance with the requirements of Section 2(3) of the Health & Safety at Work Act 1974 and the new European framework directive on health & safety, which came into effect on 1<sup>st</sup> January 1993.

This Health & Safety Policy is Stephenson Way Rockets Club commitment to the health, safety and welfare of its employees at work. The co-operation of all persons is expected in order to achieve and to maintain a high standard of health, safety and welfare.

## **The Organisation**

All employees are responsible for actions in the course of their employment, with reasonable care for the Health and Safety of themselves and others. They are required to co-operate with managers, supervisors and fellow employees in an effort to maintain proper standards and they will comply with rules and regulations devised to that end.

- Consequently, all employees are required to:
- Carry out their work in a reasonable manner.
- Use all specialised equipment that may be issued.
- Report to the project manager, in all cases, any hazardous situation, accident or near miss which they may encounter and any defects of machinery, equipment or buildings which form a part of their working environment.
- To co-operate with the employer, as far as necessary, to enable him/her to carry out his/her duties in health and safety matters.
- Not to intentionally or recklessly interfere with anything provided in the interests of health, safety and welfare.

- Everyone has the responsibility not to endanger fellow employees through actions or by negligence.
- Consequently, as employers the organisation is required to:
  - Ensure, so far as is reasonably practicable, the health, safety and welfare at work, of all employees.
  - Provide a safe place of work, with safe access/exit.
  - Provide a safe working environment that is without risk to health.
  - Provide adequate supervision, instruction and training as is necessary to ensure health and safety of employees and children.
  - Provide a safe working environment by the design, construction, operation and maintenance of all equipment and facilities.
  - Provide a comprehensive policy statement on health and safety, outlining the risks, precautions and organisations needed to cope with them.
  - The policy will be revised as necessary and brought to the attention of all employees.
  - Make sure that people not in their employment are not exposed to risks to their health and safety.
  - Document details of training given and received.
  - Deal with all matters brought to their attention in respect to health, safety and welfare.
  - Report all accidents, fires and dangerous occurrences.

## **ARRANGEMENTS**

Good housekeeping is vital in all work places and everyone will play positive parts in maintaining cleanliness and order. Proper storage arrangements for equipment, materials and waste should be provided.

Washroom and toilet facilities with an appropriate supply of toiletry requisites for hygiene and cleanliness are provided.

Suitable and sufficient lighting must be provided.

When work is done by sitting down, a suitable seat must be provided for each person doing that work.

## **EMERGENCY PROCEDURES**

Behaviour in the case of fire is provided for, by the display of notices giving clear instructions. Staff will be appointed by the manager and be fully informed on the procedures to be used in case of fire or evacuation. Areas have been designated for the safe assembly of evacuating employees, children and the general public in case of emergencies. Fire drills will be conducted in accordance with legal requirements.

### **IN THE CASE OF FIRE – no matter how small:**

1. Raise the alarm
2. Call the Fire Brigade
3. Close all doors and windows
4. Evacuate the building

## **WELFARE**

The organisation will take all reasonable steps to ensure the well being of its employees and children and the preservation and improvement of existing working conditions, particularly in respect to heating, lighting, ventilation and toilets.

## **ACTIVITIES**

Activities will always be planned with an appropriate level of supervision and constant vigilance where activities involve dangerous or potentially dangerous equipment i.e. cooking, crafts etc.

Children will be supervised at all times when outside.

Dangerous behaviour by children will be discouraged at all times.

## **ACCIDENTS**

All accidents must be recorded in the accident report book. The First Aid Box will be kept in the club filing cabinet, it will be checked and kept well stocked, of which staff will have the only access.

All medical requirements will be recorded. If a child is on medication, the medication must be clearly labelled in the original container and will only be dispensed if written permission is given by the parent/carer. Children with asthma will have access to their medication at all times.

## **PROCEDURE IN CASE OF AN EMERGENCY**

1. Make the child comfortable and safe.
2. One member of staff to remain with child.
3. One member of staff to call parents/carers, management, doctor or emergency services.
4. Try to ascertain a history of the patient and any details from the personal file to give to emergency services or doctor if necessary.
5. One member of staff should accompany patient to hospital in the absence of parent/carer.

Correct procedures must be followed at all times. Documentation i.e. accident book/report must be dated and signed by the person making the entry. Always write the name of the child, date, what happened and how the accident occurred, how it was dealt with and who was informed.

Full health and safety training has been given to staff.

## **SAFETY CHECKS**

Regular checks will be carried out on the building, toys and equipment. Before outdoor activities commence a thorough check for glass, needles etc will be carried out. Any faults, breakages etc will be reported immediately.