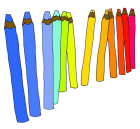


# ***Barlby Play Centre***

## ***Policies and Procedures***

### ***2024/25***

<b>Policy reviewed:</b>	February 2025
<b>Approved by:</b>	FGB
<b>Review date:</b>	February 2026



## **Index of documents**

All additional policies referred to in this document are Barlby Primary School Policies and are available on request or on the school website.

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Appendix 1 - Registration Form



**Barlby Play Centre is managed by Barlby Primary School. This Policy is to be read in conjunction with all School Policies.**

## **1: Mission Statement**

**This statement outlines the services that children, Parents/Carers and the community can expect from Barlby Play Centre, and the values that inform our work:**

**Barlby Play Centre aims to:**

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with Parents/Carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the Barlby Play Centre continues to meet the needs of children and Parents/Carers.

**Barlby Play Centre is committed to meeting the needs of Parents and Carers by:**

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

**Barlby Play Centre is committed to providing:**

- Care and activities that put the needs and safety children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Children's Act 1989 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

## **2: Admissions, Registration and Fees**

**Barlby Play Centre is committed to providing a fair and open admission system that offers a competitively priced and good value service.**

### **Admissions**

Places will be booked on a first come, first served basis and sessions must be booked a week in advance on School Gateway.

For example, if wanted to book for Monday 14<sup>th</sup> April 2025, you would need to book and pay by Monday 7<sup>th</sup> April 2025. Places are limited to 24 children per day.

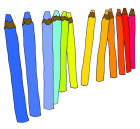
### **Registration**

Before Parents/Carers can access the booking system on School Gateway, they need to complete a registration form and agree to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment.

### **Fees**

The Barlby Play Centre understands that the cost of registered childcare may seem expensive to a Parent/Carer. However, providing a high quality, safe and stimulating service for children is costly and to ensure the continued high standards and sustainability of the Barlby Play Centre, it must ask that Parents/Carers respect its policy in respect of fees.

- The level of fees will be set by the Head Teacher and Governing Body and reviewed annually in the light of the Barlby Play Centre' financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
- **Payment of fees must be made at the time of booking and weekly in advance: this is to ensure that the provision is sufficiently, suitably and safely staffed for the number of children present while also considering the needs of the children due to attend.**
- **Parents/Carers will not be able to contact the school after the bookings have closed and ask to make a booking (for example, we cannot admit any child the same day for any reason).**



- Parents/Carers are encouraged to speak to a member of staff or the Play Centre Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment. Parents/Carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Barlby Play Centre.
- If your child is picked up after 6pm there will be an additional late charge of **£12** to cover the additional staffing costs and keeping the building open later.
- **All charges will apply for absences for any reason. Refunds will not be agreed- this policy is in place to support the sustainability of the service. Fees already paid for missed sessions cannot be used towards a further booking.**

### 3: Settling In

**All children are unique and the amount of time that a child takes to settle into Barlby Play Centre can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.**

Children new to the Barlby Play Centre will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the Barlby Play Centre.

Children will be informed about the Barlby Play Centre routines and the programme of activities. They will be shown around the Barlby Play Centre, told where they can and cannot go.

Rules and expectations around behaviour 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, according to the provisions of the Fire Safety policy. All staff will supervise children new to Barlby Play Centre to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

If it seems that a child is taking a long time to settle in, this will be discussed with their Parents/Carers at the earliest opportunity. Likewise, if a Parent/Carer feels that there is a problem during the settling in period, they should raise this with a member of staff.

Staff will always be available to discuss any concerns or other issues with Parents/Carers regarding their child and their attendance at the Barlby Play Centre. If Parents/Carers wish to meet with the Play Centre Manager, they should make an appointment.

### 4: Arrivals and Departures

**Barlby Play Centre will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.**

#### Admissions

It is the responsibility of the Play Centre Manager to ensure that an accurate record is kept of all children in Barlby Play Centre, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts during the sessions.

Records of daily registers should be kept by the Barlby Play Centre for at least one year.

#### Arrivals

All children must be escorted to Barlby Breakfast Club by a responsible adult. On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of registration.

#### Departures

If the child is to be collected by someone other than the Parent/Carer, this must be indicated to a member of staff and recorded at the start of the session alternatively Parents/Carers may email to confirm arrangements in writing. The Person nominated to collect a child must be one of those named on the Admissions Form or by email to [alan.birmingham@barlby.rbkc.sch.uk](mailto:alan.birmingham@barlby.rbkc.sch.uk) and/or [wendy.turner@barlby.rbkc.sch.uk](mailto:wendy.turner@barlby.rbkc.sch.uk) and must be an adult over the age of 18, unless pre-agreed with Play Centre Manager.

In the event that someone else should arrive without prior knowledge, the Barlby Play Centre will telephone the Parent/Carer immediately.

If the Parent/Carer or alternative nominated person is going to be late to collect their child, staff must be informed of this on arrival. If the designated person is late in picking up their child, the provisions in this Policy will be activated. Upon departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

#### Absences

If a child is going to be absent from a session, Parents/Carers must indicate this to the Barlby Play Centre in advance. **All charges will apply for absences for any reason. Refunds will not be agreed- this policy is in place to support the sustainability of the service.**

### 5: Care, Learning and Play

**The programme of activities and the atmosphere of Barlby Play Centre aims to encourage confidence, independence and enjoyment. Our work has, as its core, the aim of enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.**

Barlby Play Centre will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. The programme of activities will recognise and consider the differing ages, interests, backgrounds and abilities of the children.



Activities are carefully planned to allow children to build on their natural curiosity, advance their thinking, use their imagination and develop positive social relationships. At all times, Barlby Play Centre will recognise a child's individuality, effort and achievement. Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel some ownership over their Barlby Play Centre.

#### **Staff will:**

Understand that learning is a shared process and that children learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.

Staff will display flexible styles of interaction and respond appropriately to children according to their age, understanding and needs.

Staff will support, recognise and promote achievements by all children.

Barlby Play Centre will provide children with a range of equipment and resources appropriate to their age and interests.

Children will be offered access to outdoor play every day, subject to weather conditions.

No child will ever be left unsupervised during activities at the Barlby Play Centre.

The Play Centre Manager will ensure that time is managed properly, so as to allow for activity sessions to be evaluated.

## **6: Involving and Consulting Children**

**Barlby Play Centre, and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the Barlby Play Centre that affect them.**

Barlby Play Centre believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and Barlby Play Centre as a whole.

Staff will ensure that all children's opinions will be considered in anything that affects them.

Children should have information disseminated in a way that enables them to make choices and decisions.

Regular meetings between Staff and representatives of the children will enable the child's voice to be represented in activities and delivery of Barlby Play Centre services.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

For both staff and the Barlby Play Centre, there are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment and activities and decisions that children feel a sense of ownership over.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis should always be strongly in favour of involving children.

Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. The Barlby Play Centre and its staff will also be clear about what decisions children will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

## **7: Physical Environment**

**Barlby Play Centre is committed to providing children with a stimulating and safe environment. We will do all we can to make our premises welcoming and friendly to children, their Parents/Carers and any other visitors.**

Barlby Play Centre' premises are safe, secure and adequately spacious for its purpose. The environment and atmosphere of Barlby Play Centre is welcoming to children and offers access to the necessary facilities for a broad and varied programme of activities.

Barlby Play Centre is 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 (for further details see the Special Needs policy).

The Barlby Play Centre' premises comply with all the requirements of the Disability and Discrimination Act 2005 and all other relevant regulations and guidance.

The Play Centre Manager is responsible for ensuring that Barlby Play Centre' premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature. Daily health and safety checks are carried out, in accordance with the Risk Assessment policy and by the Site Management Team, to ensure that the facilities are maintained in a suitable state of repair and decoration.

During the opening hours, the premises are used by and solely available to the Barlby Play Centre, its staff and the children, as far as this is possible.

Barlby Play Centre will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities. All children will have adequate space to play and interact freely.

Under normal circumstances, staff will ensure that there is one toilet and one washbasin with hot and cold water available for every 15 children, ensuring an adequate balance between male and female facilities.

No child will be left unsupervised in the kitchen area.

Members of staff will have access to a telephone or other communication device on Barlby Play Centre' premises at all times. Up to date mobile telephone information is available on the admission form (appendix two) and on the website.

#### **Outdoor Play**

Any outdoor play will take place in safe secure and well-supervised spaces. Before any outdoor activities commence, a thorough safety check and risk assessment will take place.

Outdoor play areas will be well maintained and free from holes, bumps or uneven surface areas.

Staff will make sure there is a regular supply of water available to children at all times, especially in hot conditions. In such circumstances, staff will also ensure that children are adequately protected from the sun.



## 8: Staffing

*Please refer to Staff Code of Conduct*

**Barlby Play Centre is committed to placing the best interests of children's welfare, care and development at the centre of all staffing matters.**

- The Play Centre Manager will arrange termly staff meetings either as team or as a whole school, and/or training where all staff are able to discuss and contribute in a positive manner. The Play Centre Manager should encourage staff to contribute to the development and quality of the programme of activities provided.
- Members of staff are expected to conduct themselves at all time in a professional, courteous, helpful, warm and consistent manner.
- Members of staff are expected to display both knowledge and understanding of multi-cultural issues and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues.
- Personal mobiles must be switched off and not used during working hours. If staff do need to receive an emergency call, the person calling them should use the main Barlby Play Centre number or the Barlby Play Centre mobile number.
- The Play Centre Manager will ensure that space is made during the working day for staff to take regular breaks, ensuring that no member of staff exceeds the legal limit of six hours' consecutive work without a break.

### Qualifications, Experience and Safety Checks

The Play Centre Manager and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone full Criminal Records Bureau checks. All recruitment and related procedures are conducted by the school.

### Staff to Children Ratios

- The Barlby Play Centre is conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support. In all cases, the minimum staffing ratio will meet the statutory requirements.
- The Play Centre Manager will ensure that there are always at least three members of staff on duty at the premises at any given time.
- The Play Centre Manager will further ensure that suitable and sufficient contingency plans are in place to cover emergencies, unexpected staff absences, staff breaks, holidays and sickness, where possible.
- There is always a Senior member of staff on-site until 6pm.

## 9: Staff Development and Training

**Staff are Barlby Play Centre most valuable resource, as it is only through their commitment and effort that good quality provision can be both established and maintained. We are therefore committed to providing good training and development opportunities for staff so that they are able to perform their roles both efficiently and effectively.**

Barlby Play Centre recognises that regular training and monitoring of professional development is important for all staff. Staff development and training is vital because it allows staff to keep up to date with current thinking and practice about both play and child development issues. Additionally, well-trained and motivated staff are better able to meet the diverse and complex needs of children within its local community.

Barlby Play Centre is committed to providing for staff:

- A full induction process.
- A regular system of appraisals.
- An up to date record of staff qualifications and training.

This will help to ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the Barlby Play Centre and the National Standards.

### Staff Inductions

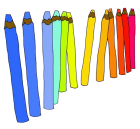
New members of staff will be issued with a job description and a copy of the Barlby Play Centre' policies and procedures. Staff will also undergo an induction process during the first month of their employment.

As part of the induction, the Play Centre Manager or a delegated member of the team will discuss and talk through everyday practices of the Barlby Play Centre. These will include:

- Showing new staff around the premises, pointing out all fire exits, toilets and areas such as the staff room, kitchen and Barlby Play Centre office.
- Explaining staff shifts, breaks and all aspects of the day-to-day management and running of the Barlby Play Centre.
- Introducing the new member of staff to their colleagues, children and Parents/Carers where appropriate.
- Pointing out the practical implications of the Barlby Play Centre' policies and practices, including how they relate to the Barlby Play Centre' obligations under the National Standards.

### Staff Appraisal and Supervision

The main objective of the Barlby Play Centre appraisal and supervision system is to review employees' performance and potential, and to identify suitable and appropriate training and development needs.



Appraisals will take the form of annual meetings between staff and the Play Centre Manager. They will be used to identify current knowledge, skills, areas for future development and potential training needs.

Supervisions will take the form of regular termly discussions between staff and the Play Centre Manager during Team Meetings and Training, there will be an opportunity for reflecting on recent professional progress, and any issues raised,

## Training Opportunities

Barby Play Centre will do all it can to support staff who are working towards improving their qualifications and training experience. All staff are encouraged to take up training opportunities to expand their professional development and ensure an up to date knowledge of childcare issues. Staff will be expected to attend training courses and update skills as and when requested by their Play Centre Manager. Staff will not suffer financially for any training that they are required to undertake.

Specific training courses in Food Hygiene, Equal Opportunities, Child Protection, Prevent, Special Educational Needs, First Aid, Data Protection and Health and Safety are obligatory and staff members must always attend such courses when requested. It is the Play Centre 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 Barby Play Centre' legal responsibilities.

## 10: Staff Disciplinary Procedures

*Please refer to Staff Code of Conduct*

**Barby Play Centre will maintain a well-motivated, highly skilled and professional staff team.**

Staff set an example to children. They will:

- Maintain high standards in their attendance and punctuality
- Never use inappropriate or offensive language in school
- Treat children and all others with dignity and respect
- Show tolerance and respect for the rights of others
- Not undermine fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
- Express personal beliefs in a way that will not overly influence children, and will not exploit their vulnerability or might lead them to break the law
- Understand the statutory frameworks they must act within

## Allegations against Staff

All staff are advised to minimise time spent alone with children and be aware of the potential risks in doing so (for further details refer to the Safeguarding & Child Protection policy).

If an allegation of abuse has been made against a member of staff, the Play Centre Manager will follow the procedures of the Safeguarding & Child Protection policy

If an allegation of abuse is made against the Play Centre Manager, then another designated member of staff will report the matter directly to the Registered Person, local Social Services department and Ofsted.

## 11: Equipment

**Barby Play Centre is committed to providing children with access to a wide range of equipment that stimulates enjoyment, learning and development, both indoors and outdoors.** (Equipment refers to such things as books and toys while resources could include posters, audio/video equipment, pens and papers).

All furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with BS safety standards.

Equipment will be properly maintained and inspected in accordance with the manufacturer's instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing), and that relevant staff are trained on the correct use of computers and other IT equipment.

Levels of staff supervision will be sufficient to ensure that the safety of children is assured, and set according to the type of equipment being used, along with the ages and number of children involved in a given activity.

All equipment and resources will be selected with care, and risk assessments carried out before new toys and equipment are purchased, according to the principles of the Risk Assessment policy.

Barby Play Centre' equipment and resources, reflects positive images with regard to culture, ethnicity, gender, and disability.

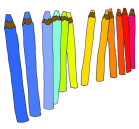
Resources will, whenever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

Barby Play Centre provides a wide selection of books that are regularly updated, as financial resources allow. The selection will always include reference books, dual language books and a range of age-appropriate formats. Staff are encouraged to select books that reflect a multicultural society, challenge stereotypes, and which meet the educational needs of the children.

Outside Barby Play Centre' opening hours, all equipment will be kept in a suitable and secure location; safe from unauthorised access or use.

When discovered, defective or broken equipment will be taken out of use and stored in a safe place before being disposed of. Flammable equipment will be stored in a safe location away from sources of heat and/or naked flames.

The Play Centre Manager, or designated member of staff, will keep a formal record of any item of equipment loaned to a member of staff, a voluntary organisation or a Parent/Carer to ensure that it is returned on time and in a good state.



## 12: Health and Safety

Please refer to *Health and Safety Policy*.

**Barlby Play Centre takes the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.**

Barlby Play Centre aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the Barlby Play Centre' activities. The Health and Safety at Work Act 1974 will be complied with at all times. The Play Centre Manager and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

The steps below will be actioned as a matter of course:

- Create an environment that is safe and without risk to health.
- Prevent accidents and cases of work-related ill health.
- Use, maintain and store equipment safely.
- Ensure that all staff are competent in the work in which they are engaged.

### **Responsibilities of the Registered Person, the Play Centre Manager and Staff**

The identification, assessment and control of hazards within the Barlby Play Centre is vital in reducing accidents and incidents. Both the Play Centre Manager and one other designated member of staff are responsible for assessing risks to health and safety arising out of the Barlby Play Centre' activities and introducing suitable steps to eliminate or control any such risk identified.

It is vital to ensure that health and safety matters are taken seriously by all members of staff and other persons who are affected by the Barlby Play Centre' activities. Staff who have been found to have blatantly disregarded safety instructions or recognised safe practices will be subject to the procedures laid out in the Staff Disciplinary Procedures policy.

The Registered Person holds ultimate responsibility and liability for ensuring that the Barlby Play Centre operates in a safe and hazard free manner. The Registered Person – along with the Play Centre Manager – is responsible for ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures.

The Registered Person will ensure that adequate arrangements exist for the following:

- Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provisions.
- Providing adequate resources, including financial, as is necessary to meet the Barlby Play Centre' health and safety responsibilities.
- Providing adequate health and safety training for all staff.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and Ofsted, where appropriate).
- Reviewing all reported accidents, incidents and dangerous occurrences, and the Barlby Play Centre' response, to enable corrective measures to be implemented.
- Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the Barlby Play Centre have appropriate and up to date Criminal Record Bureau checks.

The Play Centre Manager is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The Play Centre Manager is required to report any matter of concern regarding the Health and Safety policy to the Registered Person.

The Play Centre Manager will ensure that:

- An additional designated member of staff is made jointly responsible with them for the health and safety and risk assessment provisions at the Barlby Play Centre, as set out in this and other policies.
- Regular safety inspections are carried out and the reports accurately logged.
- Any action required as a result of a health and safety inspection is taken as rapidly as possible.
- Information received on health and safety matters is distributed to the Registered Person and all members of staff.
- An investigation is carried out on all reported accidents, incidents and dangerous occurrences.



- Staff are adequately trained to fulfil their role within the Health and Safety policy.

Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all times. As such, they are required to:

- Have regard for the Health and Safety policy and their responsibilities under it.
- Have regard for any health and safety guidance issued by the Play Centre Manager or the designated member of staff, and act upon it whenever appropriate.
- 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 Barlby Play Centre, are safe.
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to, injury or damage, and assist in the investigation of any such events.
- Undergo relevant health and safety training when instructed to do so by the Play Centre Manager.

### **Insurance**

Barlby Play Centre under the management of the school has insurance cover appropriate to its duties under legislation, including Employer' Liability Insurance. Responsibility will, in most cases, rest with Barlby Play Centre, but staff will take reasonable care, both for themselves and other people who may be affected by their acts or omissions at work. If Barlby Play Centre is held responsible for any incident that may occur, public liability insurance will cover compensation.

### **Liability**

Barlby Play Centre has a duty to ensure that both children and any visitors are kept reasonably safe. Barlby Play Centre' full responsibilities and procedures in respect of Health and Safety, are contained in the Schools Policies,

## **13: Risk Assessment**

**We understand the importance of ensuring that systems are in place for checking that Barlby Play Centre is a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. They are the responsibility of all staff as part of their daily duties.**

In accordance with our duties Barlby Play Centre is required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

The Play Centre Manager is responsible for making sure that risk assessments are completed, logged and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to the Barlby Play Centre' premises, or when particular needs of a child or other visitor necessitates this.

The Play Centre Manager is further responsible for conducting any necessary reviews or making changes to the Barlby Play Centre' policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises – both indoor and outdoor – will be carried out daily. This will, ordinarily, be carried out by a designated member of staff on arrival at the Barlby Play Centre and will be completed before any children arrive.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

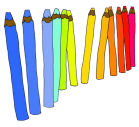
- Barlby Play Centre' environment, both indoors and outdoors
- All surfaces, both indoors and outdoors
- All equipment used by children or staff

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected safe. They will then notify the Play Centre Manager and ensure that a record is made in the Incident Record Book.

The Play Centre Manager is then responsible for ensuring that any necessary action is taken.

### **Recording Accidents, Incidents and Dangerous Occurrences**

All accidents, incidents and dangerous occurrences involving premises or staff will be recorded on CPOMs.



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.

All accidents and incidents involving children should be recorded on an accident form and/or recorded on CPOMS. Staff should inform the Parents/Carers of the child or children concerned at the end of the session in which the incident, accident or dangerous occurrence took place. Where this is not possible, the information will be passed on at the earliest possible opportunity.

## 14: Site Security

**Barlby Play Centre is committed to providing care and learning for children in a safe and secure environment. All staff have an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all children at the Barlby Play Centre.**

Parents/Carers are encouraged to talk to their children about the importance of remaining safe and not leaving Barlby Play Centre' premises during the session.

These messages will be reinforced by both the Barlby Play Centre and its staff.

Safety and security procedures will be regularly reviewed by the Play Centre Manager in consultation with the Headteacher, staff and Parents/Carers.

Staff and any other authorised persons who are regular visitors to the Barlby Play Centre will be issued with either an identity badge or clearly identifiable clothing, which they are expected to wear them at all times while on the Barlby Play Centre' premises.

### Supervision

Children will not be left unsupervised at any time during activity sessions. In the event of staff shortages, available space will be restricted to ensure that children are adequately supervised, in accordance with the staff ratio provisions set out in the statutory guidance.

The Play Centre Manager will allocate responsibility to individual members of staff for observing and supervising the main entrance and exit points at the beginning and end of the session.

### Visitors

Barlby Play Centre staff will ensure all visitors sign in and out the premises using the electronic system at the main school entrance. Barlby Play Centre will ensure all visitors wear a visible identification lanyard whilst they are on the premises.

Visitors to the Barlby Play Centre will not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who is not wearing a visitor's tag. They must introduce themselves and establish immediately who the visitor is and the reason for them being on the Barlby Play Centre' premises. If the visitor has no suitable reason to be on the Barlby Play Centre' premises, then they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately.

A record will be made of any such incidents CPOMS, and the Play Centre Manager will be immediately notified.

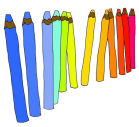
## 15: Fire Safety

*Please refer to Schools health and Safety Policy*

**Barlby Play Centre understands the importance of vigilance to fire safety hazards. The Barlby Play Centre (Barlby Primary School) has an up to date fire certificate and notices explaining the fire procedures are positioned next to every fire exit. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy. Please refer to 'Barlby Primary School Fire Plan'.**

All staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored. They are all trained in using basic fire-fighting equipment. Particular attention is paid to distinguishing between the various types of fire extinguisher and their methods of operation.

Children will be made aware of the fire safety procedures during their settling in period and on regular occasion from then on. All children will be made aware of the location of fire exits and the fire assembly point.



Fire doors and fire exits are clearly marked, are not obstructed at any times, and are easily opened from the inside.

Fire exits are kept closed at all times but never locked. Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer's guidance.

Twice a year, the Barlby Play Centre will hold a fire drill without prior warning.

When a fire or other emergency occurs, the following procedure will be followed by the staff and children:

### **ACTION ON DISCOVERING A FIRE**

Fire Notices are prominently displayed at key points throughout Barlby Primary School.

These detail the action to be taken by person(s) who discover a fire. The procedure is as follows:

- Raise the alarm by alerting those nearby and by operating the nearest red fire call point/break glass
- Leave the building by the nearest exit
- Report to the assembly points located in the playground
- Do not stop to collect personal belongings
- Do not use the lift.
- Do not re-enter the building until you are told it is safe to do so

### **STAFF EVACUATION ACTION**

On hearing the evacuation signal, all staff, pupils and visitors will evacuate the premises calmly and in an orderly manner. All teachers in control of a class will:

- Commence the evacuation of children in an orderly way
- Lead children from the premises by the nearest safe route
- Proceed to the assembly point
- Carry out the roll call procedure in silence and wait for instruction from the most senior staff member present
- Notify Site Manager or SLT of any persons unaccounted for
- Ensure children remain at the assembly point
- Await further instruction from Head or SLT

On hearing the evacuation signal:

- School Registers will be collected by the administrative team.
- School grab bag with 2 mini iPads with inventory, fire log book, Parent/ Guardian contacts. Barlby Primary School has an evacuation case in the ground floor meeting room.
- Emergency medications will be collected by administrative team.

The nominated first aid person is Alan Birmingham.

On hearing the evacuation signal, all other staff and visitors will:

- Proceed to the assembly point
- Notify Site Manager or SLT of any persons unaccounted for
- Await further instruction from Site Manager or SLT
- 

All visitors to the premises will be briefed on the evacuation procedures and will be required to sign in/out when attending/leaving the establishment.



Any individual with mobility difficulties will be identified and an appropriate 'Personal Emergency Evacuation Plan' will be developed.

## 16: Health, Illness and Emergency

*Please refer to Health and Safety Policy*

**Barlby Play Centre is committed to encouraging and promoting good health and to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care.**

### Accidents in School

Lists of designated first aid providers are available in the staffroom and offices

In the event of an accident happening, the following procedures will be followed:

#### 1. Procedures for Minor accidents

**Bumped knees/elbows** - get child to apply cold compress. If minor, these do not need to go to a First Aider.

**Grazes** - get child to apply cold compress/anti-bacterial wipe. If minor, these do not need to go to a First Aider.

**Small cuts** - Get child to apply pressure if minor. If concerned about depth of cut, get child to apply pressure to cut and send to a First Aider.

**Splinter** - send to a First Aider but please note that staff are not permitted to remove splinters. A telephone call should be made to parents if splinter is causing distress to the child

**Bleeding Nose** - Send to a First Aider depending on severity

**Items / Objects in eyes or ears** - send to a First Aider

**If in doubt**- seek advice/inform parent to have child checked at St Charles Hospital (next to school)

#### 2. Procedures for Dealing with Head injuries

Let the child get up independently - do not try to assist

Call for a First Aider

If the child cannot stand independently, follow procedures below under major accidents

A phone call home will be made shortly after the injury has taken place and recorded on CPOMS

#### 3. Procedures for dealing with Major Accidents

eg. child loses consciousness or has a fit

##### **If accident occurs in the classroom...**

- Do not move child
- **If having a fit, move furniture/obstructions away from the child**
- Send two children or preferably other adult if available to the office immediately to inform them of the event
- Where a child is having a seizure, the rest of the class should be taken to another space in the school
- Stay with the child
- The Headteacher, Deputy Headteachers or Office staff will inform a First Aider

Once first aider has arrived, the Class Teacher's responsibility is with their class, not the injured child as the injured child is receiving care. Keep the children calm.

Once the First Aider has assessed the situation, they will make the decision whether an ambulance is called. The First Aider will stay with the child/adult.

The Headteacher, Deputy Headteachers, Office Staff or a First Aider are the only people who telephone for an ambulance. After making the call, they should make it clear to colleagues that help has been requested.

The Headteacher, Deputy Headteachers, Office Staff or a First Aider will then contact the parents.

##### *If accident occurs in the playground...*

- Send a child or other adult to the office immediately to inform them of the accident
- Clear the scene of the accident by moving children to another part of the playground. One adult stays with the child until a First Aider arrives, the other adult monitors the other children
- The Headteacher, Deputy Headteachers or Office staff will inform a First Aider and parent if they are concerned

Once First Aider has arrived, the additional adult's responsibility is with the other children, not the injured child. Keep the children calm and reassured.



Once the First Aider has assessed the situation, they will make the decision whether an ambulance is called. Clearly, in an emergency situation there should be no delay in calling an ambulance. The First Aider will stay with the child/adult.

The Headteacher, Deputy Headteachers, Office Staff or a First Aider are the only people who telephone for an ambulance in most cases. Avoid multiple calls as it puts pressure on emergency services who need to prioritise their calls.

The Headteacher, Deputy Headteacher, Office Staff or a First Aider will then contact the parents once help is on its way.

In case of an emergency where an ambulance has been called, the Headteacher deals with the emergency with the First Aiders. The Deputy Headteacher deals with the school continuing as normal.

If the Headteacher is absent, the Deputy Headteachers take on this role as Acting Headteachers.

If the Deputy Headteachers are Acting Headteachers or the Deputy Headteachers are absent, a named Acting Deputy will ensure the school continues as normal. This will be member of the Senior Leadership Team or post threshold experienced teacher.

Someone dealing with the accident will update the staff involved as soon as possible - but staff need to recognise that this may not be immediately.

## 17: Food and Drink

**Barlby Play Centre is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions wherever possible and where it is safe to do so. The Play Centre Manager and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.**

When preparing food and drink, staff will be mindful of the provisions of the Food Health hygiene regulations so as to ensure that the safety of staff and children is paramount. In addition to these provisions, staff will be careful to ensure both the safety of themselves and children when using sharp or dangerous equipment in food and drink preparation.

The Play Centre Manager and staff are mindful of their responsibilities and obligations under the Food Safety Act. The Barlby Play Centre is registered with the local authority to provide food. All staff who either handle or prepare food have up to date Food Handling Certificates and are fully trained in food storage, preparation, cooking and food safety.

School requires that the Parents and Carers advise them of any dietary requirements and these are held on a central database., including information about any special dietary requirements or allergies the child suffers from, along with their food and drink preferences. The Play Centre Manager and staff will ensure that food and drink offered to children takes account of this information so as to safeguard their health, and meet – as far as possible – their particular preferences.

It may be necessary in extraordinary circumstances to cease the provision of breakfast and after school snacks. Parents will be notified of this with as much notice as possible.

### Healthy Eating

The Barlby Play Centre recognises the importance of healthy eating and a balanced and nutritious diet. Because of this, the Barlby Play Centre will endeavour to make a variety of foods available.

The Barlby Play Centre will not regularly provide sweets for children and will avoid excessive amounts of fatty or sugary foods. The Barlby Play Centre may provide non-sugary drinks and make sure that fresh drinking water is available at all times.

### Cultural and Religious Diversity

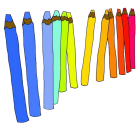
The Barlby Play Centre and its staff are committed to embracing the cultural and religious diversity of the families who use our services. The Play Centre Manager and staff will work with Parents/Carers to ensure that any particular dietary requirements are met. The Barlby Play Centre is also keen to help introduce children to different religious and cultural festivals and events through different types of food and drink.

## 18: Equal Opportunities

*Please refer to SEND Policy, Equality Policy, Child Protection and Safeguarding Policy, Accessibility Plan*

**Barlby Play Centre is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.**

The Barlby Play Centre' procedures aim to help everyone involved in the Barlby Play Centre to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.



The Barlby Play Centre aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. The Barlby Play Centre 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.

The Barlby Play Centre recognises that achieving the objectives of our equal opportunities policy relies on the active involvement of Parents/Carers, as set out in the Partnership with Parents/Carers policy. As such, the Barlby Play Centre will both welcome and encourage Parents and Carers to contribute to ideas and suggestions for activities at Barlby Play Centre, and to comment on the effectiveness of its policies and procedures.

The Barlby Play Centre will facilitate regular opportunities for consultation with Parents/Carers about the service that the Barlby Play Centre provides, as a means of monitoring the effectiveness of the equal opportunities policy.

### **Diversity Statement**

At Barlby Primary School, we are committed to ensuring equality of opportunity for all pupils, staff, parents and carers irrespective of race, gender, disability, belief, sexual orientation, age or socio-economic background. We aim to develop a culture of inclusion and diversity in which all those connected to the school feel proud of their identity and ability to participate fully in school life.

We tackle discrimination through the positive promotion of equality, by challenging bullying and stereotypes and by creating an environment which champions respect for all. We are proud to deliver an ethical curriculum to all children.

At Barlby Primary School, we believe that diversity is a strength which should be respected and celebrated by all those who learn, teach and visit us.

### **Barlby Primary School: The 9 Protected Characteristics**

At Barlby Primary School, we ensure that our children understand that:

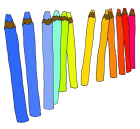
- Everyone is different
- Our differences are celebrated and respected
- We are equal in our differences

The Equality Act became law in 2010 to protect everyone in Britain from discrimination, harassment and victimisation due to the protected characteristics we all have. Under the Equality Act, it is against the law to discriminate against anyone because of the 9 protected characteristics, as follows:

- Age
- Disability
- Sex
- Gender reassignment
- Race
- Religion or Belief
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity

The Equality Act protects you from discrimination:

- At work
- In education
- As a consumer
- When using public services
- When buying or renting property
- As a member or guest of a private club or association



## 19: Special Educational Needs

*Please refer to SEND Policy, Equality Policy, Child Protection and Safeguarding Policy, Accessibility Plan*

**Barlby Play Centre is aware that some children have special educational needs and/or physical disabilities that require particular support and assistance. We are committed to taking appropriate action, where possible, to make sure that all children are able to access our services, made to feel welcome, and that our activities promote their welfare and development.**

The Barlby Play Centre is committed to the integration of all children in its care. The Barlby Play Centre also believes that children with special educational needs and/or physical disabilities have a right to play, learn and be able to develop to their full potential alongside other children. Whenever possible, children with special educational needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers. 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.

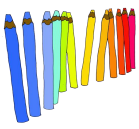
### Special Educational Needs

The Play Centre Manager and relevant staff will be advised by the SENCO from Barlby school who is fully trained and experienced in the care and assessment of such children.

All members of staff will be expected to assist the Play Centre Manager in caring for children with special educational needs and/or physical disabilities. The Play Centre Manager's responsibilities will include:

- Ensuring that all staff are aware of all legislation, regulations and other guidance on working with children with special educational needs and/or physical disabilities.
- Ensuring that all staff who work with children with special educational needs and/or physical disabilities and have appropriate skills and training.
- Regular informal monitoring and reviews of children's well-being and enjoyment in Play Centre; involving Parents/Carers, other members of staff, relevant representatives from statutory agencies and, if appropriate, the child themselves.
- Assessing each child's specific needs and adapting the Barlby Play Centre' facilities, procedures, practices and activities as appropriate and when possible (limitations can include staffing, costs, environment).
- Ensuring that children with special educational needs and/or physical disability are fully considered when activities are being planned and prepared.
- Liaising with Parents/Carers about the needs of their children and the plans and actions of the Barlby Play Centre, as well as being the point of contact for Parents/Carers.
- Liaising with other agencies and seeking advice, support and training for themselves and other staff as is necessary.
- Supporting other members of staff to become more skilled and experienced in the care of children with special educational needs and/or physical disabilities.
- Ensuring that all children are treated with equal concern and respect and are encouraged to take part in all activities.

Persistent dysregulated behaviour from a child may indicate that wraparound care is not adequately meeting the emotional needs of the child. Consideration around whether dysregulated behaviour is unsafe for the young person or other children attending Barlby Play Centre will result in



them receiving advice from staff about recommendations around the suitability of the provision. If periods of dysregulation are persistent, a risk assessment will be carried out to determine whether the child's needs can be met, ensuring their safety and the safety of others.

## 20: Behaviour Management

*Please refer to Emotions, Relationships and Behaviour Policy*

**Barlby Play Centre recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.**

The aims of our Behaviour Management policy are to help children to

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

### **Behaviour Management Strategies**

Barlby Play Centre, the Play Centre Manager and the staff team will manage behaviour according to clear, consistent and positive strategies and the school's Behaviour Management Policy and Guidance. Parents/Carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Managing emotions, relationships and behaviour is the responsibility of **all** staff at Barlby Play Centre.

At Barlby Play Centre we have due regard for our duties under the Equality Act 2010. Through the delivery of this policy, we will ensure that we: eliminate discrimination, advance equality of opportunity and foster good relations, self-esteem and high aspirations for all. As a school we fundamentally disagree with the concept of punishing children. No staff member will carry out any action that humiliates a child or lowers their self-esteem.

Barlby is a **non-shouting** school, therefore Barlby Play Centre naturally adopts the same approach. It is not acceptable for any staff member to shout at children as this is not modelling appropriate behaviour and demonstrates a lack of respect. Shouting can often escalate a situation. Staff should follow a Relational, Responsive and Restorative approach.

Consequences will be carried out in a dignified way and will be short and timely and always be followed up with positives and next steps. Children will make mistakes and at times not abide by the Play Centre values however as a staff we will focus on listening and using this as a learning opportunity while always caring for the child and showing them that they are better than the action they just decided to do. We will ensure that our school is safe and that the children are educated in our values and routines.

Staff will:

- Provide positive models for emotions, relationships and behaviour
- Develop mutually respectful relationships with everyone at Play Centre
- Show an understanding of how emotions, relationships and behaviour are all related
- Remind children to be mindful of their actions and the impact their actions have on others
- Ensure high expectations are made explicit in optimistic provisions
- Have clear and effective strategies to promote restorative practice and take a 'fresh start' approach every time
- Ensure that all incidents are logged using CPOMS and parents are informed where necessary

### **Dealing with Negative Behaviour**

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

'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.

When an incidence of negative behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children 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 and, unless it is judged inappropriate, be able to re-join the activity.

In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

### **The Use of Physical Interventions**

Staff will use physical interventions 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 significantly injuring themselves or others or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

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 the child or children.

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

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

## **21: Suspensions and Exclusions**

**Barlby Play Centre 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 Barlby Play Centre. Such procedures are outlined in the Behaviour Management policy.**

However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the Barlby Play Centre, on either a temporary or permanent basis.

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

Details of all warnings, suspensions and exclusions will be recorded and kept on the CPOMS recording portal.

Only in the event of an extremely serious or dangerous incident will a child be excluded from the Barlby Play Centre with immediate effect. In such circumstances, the child's Parent/Carer will be contacted immediately and asked to collect their child,

Staff should always keep Parents/Carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

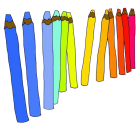
No member of staff may impose a suspension from the Barlby Play Centre without prior discussion with the Play Centre Manager and Head Teacher.

## **22: Partnership with Parents and Carers**

**Barlby Play Centre recognises that Parents/Carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Barlby Play Centre and Parents/Carers.**

The staff team is committed to working in partnership with parent/Carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Barlby Play Centre aims to achieve this by:

- Ensuring that Parents/Carers are made to feel welcome and valued in all dealings with the Barlby Play Centre.
- Ensuring that Parents'/Carers' concerns are always listened to by the Barlby Play Centre whenever they are raised. The Play Centre Manager will ensure that Parents/Carers receive a prompt response from the Barlby Play Centre.
- Ensuring that the Barlby Play Centre' policies and procedures are made available to Parents/Carers on request.



- Encouraging Parents/Carers to comment on the Barlby Play Centre' policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are opportunities for Parents/Carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from Parents/Carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Providing Parents/Carers with formal and, if necessary, confidential means to comment on the work of the Barlby Play Centre. This will include an annual satisfaction survey.
- Keeping Parents/Carers up to date with any changes in the operation of the Barlby Play Centre, such as alterations to the opening times or fee levels.

## 23: Uncollected Children

**Barlby Play Centre has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.**

At the end of every session, the Barlby Play Centre will ensure that all children are collected by a parent, carer or designated person. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated person is more than 15 minutes late in collecting their child, the Play Centre Manager will be informed.
- The Play Centre Manager will call the parent, carer or designated person, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, the Play Centre Manager will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Play Centre Manager will attempt to leave a further telephone message with the Parent/Carer or designated adults' answerphone. Furthermore, a note will be left on the door of the Barlby Play Centre' premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- The child will remain in the care of the Barlby Play Centre until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Play Centre Manager and discussed with Parents/Carers at the earliest opportunity. Parents and Carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Barlby Play Centre.

## 24: Complaints Procedure

*Please refer to Complaints Procedure policy*

**Barlby Play Centre is committed to providing a safe, stimulating, consistent and accessible service to children and their Parents/Carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.**

Under normal circumstances, the Play Centre Manager will be responsible for managing complaints. If a complaint is made against the Play Centre Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in accordance with the Schools Policy.

### **Making a Complaint to Ofsted**

Any Parent/Carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Ofsted Complaints  
Helpline 0845 601 4772  
9am-5pm Monday to Friday



## 25: Child Protection

*Please refer to Safeguarding and Child Protection Policies*

**Barlby Play Centre believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.**

The Barlby Play Centre will appoint a member of staff as the Child Protection Officer. This Officer will have suitable experience, training and expertise, and will be responsible for liaising with social services, the Area Child Protection Committee and Ofsted in any child protection matter.

The Barlby Play Centre's child protection procedures comply with all relevant legislation and other guidance or advice.

### Staff Support and Training

The Barlby Play Centre is committed to ensuring that it meets its responsibilities in respect of child protection through the provision of support and training to staff. Therefore, the Barlby Play Centre will ensure that:

- All staff and volunteers are given a copy of the Child Protection and Safeguarding Policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- All staff are aware of the main indicators of child abuse.
- All staff are aware of their statutory requirements in respect of 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 Play Centre Manager.
- The Barlby Play Centre 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.
- 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 Policy.

### Dealing with Allegations

Barlby Play Centre is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. Barlby Play Centre will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse, the Designated Safeguarding Lead will immediately refer the case to the local statutory child protection agencies.

Further to this, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will report this to the Play Centre Manager and the Designated safeguarding Lead at the earliest possible opportunity.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written records of all reported incidents will be produced and maintained. Information recorded will include full details of the alleged incident; details of all the parties involved; any evidence or explanations offered by interested parties; relevant dates, times and locations and any supporting information or evidence from members of staff. The Barlby Play Centre will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The Play Centre Manager and the DSL will be responsible for ensuring that written records are dated, signed and kept confidentially.
- If an allegation of abuse is made against the Play Centre Manager or the DSL, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality.

### Allegations against Staff

If an allegation is made against a staff member of the after-school Barlby Play Centre the Play Centre Manager will be responsible for reporting the matter to the Head teacher.



## 26: Documentation and Information

The Barlby Play Centre recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

The Barlby Play Centre is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Play Centre Manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the Barlby Play Centre.

The Barlby Play Centre is committed to a policy of openness with Parents/Carers with regard to its policies and procedures and the information that the Barlby Play Centre holds on their child. Records and information will be made available to Parents/Carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

### Record Keeping

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).
- Date of birth.
- Any other information relating to the child deemed by staff or Parents/Carers to be relevant and significant.

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by the Barlby Play Centre:

- The daily attendance registers.
- An up to date waiting list with details of all children waiting for a place at the Barlby Play Centre.
- Records of the activities planned and implemented by the Barlby Play Centre, including any off-site visits and outings.
- Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Health, Illness and Emergency policy).
- A fully completed and up to date Accident Record Book and Incident Record Log (in School)

The Play Centre Manager has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate.

All required records relating to individual children are maintained and retained for one year after children last attended the Barlby Play Centre. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies overrides it.

### Notification of Changes

The Barlby Play Centre recognises its responsibilities in keeping children, Parents/Carers, staff and Ofsted informed of any changes to the running or management of the Barlby Play Centre that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, the Barlby Play Centre will facilitate consultation with the affected groups or individuals.

### Confidentiality

The Play Centre Manager, staff, volunteers and any other individual associated with the running or management of the Barlby Play Centre will respect confidentiality by:

- Not discussing confidential matters about children with other Parents/Carers.
- Not discussing confidential matters about Parents/Carers with children or other Parents/Carers.
- Not discussing confidential information about other staff members.
- Only passing sensitive information, in written or oral form, to relevant people.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Child Protection and Safeguarding Policy will override confidentiality on a 'need to know' basis.



Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Disciplinary Procedures policy.

## Barlby Play Centre Registration Form

Email: [office@barlby.rbkc.sch.uk](mailto:office@barlby.rbkc.sch.uk) Telephone Numbers: 0208 969 3988

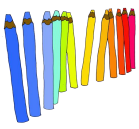
**Barlby Play Centre is CLOSED on the last afternoon session of each full term for Staff Training and Development.**

<b>Child's First Name:</b>	<b>Date of Birth:</b>				
<b>Child's Surname:</b>	<b>Current Age:</b>				
<b>Child's Class:</b>	<b>Male / Female</b>				
<b>Costs of sessions:</b>	<b>Does your child have a special educational need or disability (SEND)?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>				
<table border="1"><tr><td><b>Morning - AM</b> 07.45am-08.20am £5.00</td></tr><tr><td><b>Afternoon - PM</b> 3.15pm-4.30pm £7</td></tr><tr><td>3:15pm-6:00pm £14.00</td></tr><tr><td><b>Late collection fees:</b> £12 after 6pm £5 every 10 minutes after 4:30pm (half sessions)</td></tr></table>	<b>Morning - AM</b> 07.45am-08.20am £5.00	<b>Afternoon - PM</b> 3.15pm-4.30pm £7	3:15pm-6:00pm £14.00	<b>Late collection fees:</b> £12 after 6pm £5 every 10 minutes after 4:30pm (half sessions)	<b>Does your child have any medical needs or dietary information we need to be aware of?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please describe:
<b>Morning - AM</b> 07.45am-08.20am £5.00					
<b>Afternoon - PM</b> 3.15pm-4.30pm £7					
3:15pm-6:00pm £14.00					
<b>Late collection fees:</b> £12 after 6pm £5 every 10 minutes after 4:30pm (half sessions)					

### Terms and Conditions of Service

- I, Parent/Carer of \_\_\_\_\_ (name/s of child/children) agree:
- To escort my child/children to the Community Room and hand him/her over to the Breakfast Club staff (*applicable to Breakfast Club only*). The last drop off for your child is at 8:10am, charges still apply.
  - To arrange for my child/children to be collected from the scheme no later than 6:00pm (or 4:30pm for a half session, late charges apply).
  - That if my child is picked up after 6pm, I will pay an additional **late charge of £12** to cover the additional staffing costs and keeping the building open later.
  - To inform the Play Centre Manager/School Office Team (in writing) should anyone other than the usual person be collecting my child/children from the scheme. If no notification is received, I accept that my child/children will not be released.
  - To ensure the school is kept up to date with any change of contact details, medical and dietary information.
  - To adhere to the conditions stated in Section 2, Admissions, Registration and Fees**
  - That if my child/children are absent from the scheme for any reason, **the fees are still payable and are non-refundable.**
  - I will not contact the school office after the bookings have closed and ask to make a booking (for example, we cannot admit any child the same day for any reason).**

I/We hereby give consent for my child/our child/children to accept a place at Barlby Play Centre in accordance with the Terms and Conditions set out above and in line with the Policies and Procedures. I/We have understood the expectations and obligations relating to the use of Barlby Play Centre and agree to abide by them.



I/We confirm that the information I/we have provided is correct and agree to contact the Play Centre Manager if any of the details change.

Signature of Parent/Carer:

Date

Please print name

Please list all adults permitted to collect your child/children from playcentre and their relationship to your child/children. Please note anyone picking up your child/children MUST be over 16yrs.

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Please see guidance below when booking:

- Step 1:** Select **CLUBS** (please **DO NOT** go through payments as this will not register your child/children).
- Step 2:** Select Playcentre booking
- Step 3:** Select Make a booking
- Step 4:** Select the time / rate
- Step 5:** Select date
- Step 6:** Select Make a booking
- Step 7:** Select Pay now

