

# Parent Handbook

## Safeguarding Policies

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### **Kaleidoscope Care Sleaford**

All Policies in this Handbook have been created or reviewed in accordance with the *EYFS framework for group and school-based providers July 2025*.  
(effective from September 2025)

*Updated, August 2025, by Lia Ruddlesdin*

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## Safeguarding Policies (Short Policy)

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

In accordance with the Section 3 – The safeguarding and welfare requirements outlined in Statutory Framework for the Early Years Foundation Stage (January 2024) the setting will have regard to the Government's Statutory Guidance 'Working Together to Safeguard Children' (2024), Prevent Duty Guidance for England and Wales (2024) and Keeping Children Safe in Education (2023). If our practitioners have concerns about children's safety or welfare the setting will notify agencies with statutory responsibilities without delay. This means the local children's social care services and in emergency, the police.

The setting fully recognises that it has a responsibility for safeguarding children and will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. This policy applies to all practitioners, management and volunteers working in the setting, and the families accessing the setting. The club's protection procedures comply with all relevant legislation, and we work within the guidelines set out by the Lincolnshire Safeguarding Children Board which are underpinned by the statutory document entitled 'Working Together to Safeguarding Children'.

There is always a Designated Safeguarding Lead (DSL) available while the Club is in session. The DSL coordinates safeguarding and child protection issues, supports practitioners with safeguarding concerns and liaises with external agencies (eg Social Care and Ofsted).

The Club's designated DSL's are Laura Whitehead and Lia Ruddlesdin or alternatively a member of the Senior management team.

The Club has detailed procedures for suitability checking for new recruits. These procedures are detailed in our Safe Recruitment policy and all staff responsible for recruitment ensure safe and robust recruitment practice is always followed.

### Safeguarding and promoting the welfare of children is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing the impairment of children's mental and physical health and development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

### Child abuse, neglect and exploitation

Child abuse, neglect and exploitation is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse, neglect or exploit a child directly, or by failing to protect them from harm. Some forms of child abuse, neglect and exploitation are listed below.

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

All staff are aware that abuse, neglect, exploitation and safeguarding issues are rarely standalone issues and events. In most cases multiple issues will overlap. Staff recognise that children might be at risk of harm inside and outside of their time in our club/setting, inside and outside of their home and whilst online. Our team exercise professional curiosity to help identify early signs of abuse, neglect and exploitation and act early in cases where children might need our help or protection.

All staff are aware of the indicators of abuse, neglect and understand that children can be at risk of harm inside and outside of the school/college, inside and outside of home, and online.

Staff exercising professional curiosity and knowing what to look for is vital for the early identification of abuse and neglect so that staff can identify cases of children who may need help or protection.

All staff must read: **What to do if you're worried a child is being abused Advice for practitioners**, [Stat guidance template](#)

All staff, but especially the designated safeguarding lead (and deputies) should consider whether children are at risk of abuse or exploitation in situations outside their families. Extra familial harms take a variety of different forms and children can be vulnerable to multiple harms including (but not limited to) sexual abuse (including harassment and exploitation), domestic abuse in their own intimate relationships (teenage relationship abuse), criminal exploitation, serious youth violence, county lines and radicalisation.

## Prevent Duty

From 1 July 2015 all registered early years childcare providers were subject to a duty under Section 26 of the Counterterrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the Prevent Duty. It applies to a wide range of public-facing bodies (For more information refer to The Prevent duty Policy)

## British Values

At the setting it is essential that practitioners promote British values through means of good practice and placing value on the core principles of the EYFS.

- Every child is a unique child, who is constantly learning and can be resilient, capable, confident, and self-assured.
- Children learn to be strong and independent through positive relationships.
- Children do well when they have support and guidance from adults who understand their interests and needs. This helps them grow and learn slowly over time. Children benefit from a strong partnership between practitioners and parents and/or carers.
- Importance of learning and development. Children develop and learn at different rates.

(For more information go to Promoting Fundamental British values policy)

## Practitioners will respond appropriately to Signs of child abuse, neglect and exploitation

Signs of possible abuse, neglect and exploitation may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation (FGM), or that the child may have witnessed or be living with domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

Parents will normally be the first point of reference (unless a child is deemed to be at risk of harm), though suspicions will also be referred to as appropriate to the Children's Services by the DSL. The setting has procedures in place for contacting the local authority on child protection issues. All such suspicions and investigations will be kept confidential, shared only with those who need to know. The people most involved will be practitioners/key person, and the Management Team

All practitioners will be aware of their responsibility as Early Years Practitioners to share any concerns they have about a child with the DSL or a member of the Management Team in her absence. If a practitioner feels that their concern is not being taken seriously, they have the right to share their concerns with the Lincolnshire Safeguarding Children Board Customer Services Centre (01522 782111 or Out of Hours 01522 782333) or the Police if they feel this is appropriate.

### ***If abuse is suspected or disclosed***

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

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them



- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **Logging a concern** form. These are kept on site in the safeguarding folder. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they do not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

All staff recognise that children may not feel ready or know how to tell someone that they are being abused, exploited or neglected and/or they may not recognise their experiences as harmful. This could be due to their vulnerability, disability or language barriers. They may also feel embarrassed, humiliated or are being threatened. Our staff recognise this and where they have any concerns about a child they will raise these with the designated safeguarding lead (DSL) without unreasonable delay.

#### **They must not:**

- Investigate the matter personally.
- Alert those suspected of being involved in the allegations.
- Approach or accuse individuals.
- Tell anyone other than the designated person i.e. DSL/ Management Team.

Within a week of receipt of your concerns, you will receive written acknowledgment of your concerns, with a copy of your statement where appropriate.

The DSL/Management Team will investigate your concerns and within 28 days you will be informed of the action that was taken and will be kept up to date of the progress of the investigation. You will be informed of the outcomes of the investigation. If you are not satisfied with the outcomes of the investigations, you may make your concerns made known to Ofsted on 0300 123 1231, in the event of the concern being connected to Health & Safety and the complainant is not satisfied with the outcomes the setting recognises the lawful rights of employees and ex-employees to make disclosures to prescribe persons such as the Health & Safety Executive.

#### **Keep records**

Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up, quite separate from the usual on-going records of children's progress and development. The record will include, in addition to the name, address and age of the child: timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation; where possible, the exact words spoken by the child; the dated name and signature of the recorder.

Any allegations of abuse made against a practitioner will be fully recorded, including any actions taken, in the incident report. An incident report would be written by all involved which would be filed securely in the office. In the event of there being a witness to an incident then this record should be signed by the witness to confirm this.

Such records will be kept in a separate, locked file and will not be accessible to people in the setting other than the Management Team, the proprietor and key person or other member of staff as appropriate.

#### **Logging a concern**

All information about the suspected abuse, disclosure or concern, will be recorded on the **Logging a concern** form as soon as possible after the event. The record should include:

- The Child's name, full address, date of birth.
- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- Name of person to whom disclosure was made
- Name of any third-part present
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to the Club's DSL who will decide on the appropriate course of action.

For concerns about **child abuse**, the DSL will contact Social Care immediately in line with the local reporting procedures. The DSL will follow up all referrals to Social Care in writing within 48 hours.

If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.



For minor concerns regarding **radicalisation**, the DSL will contact The Lincolnshire Safeguarding board. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.

Failure by the practitioner and Management Team to follow the above procedures will be taken very seriously and deemed as gross misconduct which could possibly result in the revoking of their contract with immediate effect.

## Training

Our DSL has been trained in Safeguarding through the LSCP, which is consistent with the Criteria set out in Annex C, this is renewed every two years. All practitioners are trained either through in-house training or online e-learning. When new practitioners start the setting, they are given training by the Settings Designated Safeguarding Lead (DSL) in Safeguarding and made aware of all policies and procedures. Staff are given information about signing up to the LSCP for initial induction training this includes:

- Introduction to Safeguarding Everyone in Lincolnshire
- Domestic Abuse Awareness-Short Course
- Tackling Exploitation and Modern Slavery in Lincolnshire
- Zero suicide Alliance Training,
- A Rough Guide to not putting your foot in it
- An Introduction to Trauma informed practice and Radicalisation and Extremism.

All staff should regularly update safeguarding training in line with the Lincolnshire Safeguarding Children Partnership (LSCP) 6 Year pathway, this is monitored by the DSL. Staff can access their own personal training account through the LSCP which provides safeguarding training in many areas including Female Genital Mutilation (FGM), Radicalisation and Extremism, Domestic Abuse, Online safety and Brook Sexual Behaviours Traffic Light training which guides staff when identifying sexual abuse towards children.

This is Monitored by the Settings Manager to ensure that staff are regularly refreshing and updating their knowledge. Training for staff includes the criteria set out in Annex C of the statutory framework. Throughout the year the DSL regularly ensures that staff are up to date with any changes in legislation, and refreshes understanding through questionnaires, games, quizzes and shared information.

## Prevent abuse by means of good practice.

Adults are not to be left alone for long periods with individual children or with small groups. All practitioners in the setting are subjected to enhanced disclosure checks through Disclosure and Barring Service (DBS). Anyone who has not had an enhanced disclosure is never left unaccompanied with the children.

The setting ensures a safe environment in which children feel valued, can learn, and develop, feel secure and are encouraged to talk and be listened to. Children are encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This enables children to have the self-confidence and the vocabulary to resist inappropriate approaches.

When a child is bruised or marked when they arrive at the setting, a practitioner will ask how the accident happened, and a record will be kept, the parent will be asked to give an account of the incident and sign the record, this is done to cover ourselves as well as protect the children in our care. This is monitored to see if there is a pattern emerging of accidents or any other causes for concern.

The use of personal mobile phones and cameras in the setting is always prohibited; practitioners are only allowed to have access to them when away from the children during their breaks. Mobiles are kept locked away in the staff cupboard and can only be accessed at allotted break times. Any access to mobiles phones must be approved by the manager.

## Allegations against staff

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

- The allegation will be recorded on an **Incident record** form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) immediately and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.

- If appropriate, the Club will make a referral to the Disclosure and Barring Service.

## Promoting awareness among staff

The Club promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:

- The designated DSL has relevant experience and receives appropriate training in safeguarding and Prevent Duty, and is aware of the Channel Programme and how to access it
- DSLs receive Level 3 training every 2 years, with regular updates throughout this period
- All staff receive safeguarding training meeting the requirements of EYFS Annex C, which is refreshed at a maximum of 2 year intervals.
- Annual refresher training will be offered to all staff in the form of training from the Lincolnshire safeguarding board (6 pathway), quizzes, questionnaires, discussion, to help maintain basic skills. Staff are supported to implement learning through regular discussions and team meetings.
- Procedures to ensure only suitable individuals are recruited, including obtaining references before employment commences, conducting identity and qualification checks, and recording all vetting information as part of safer recruitment processes are understood and followed by all responsible for recruitment, in line with our Safe Recruitment Policy
- All staff have a copy of this **Safeguarding Policy**, confirm their understanding of its contents and are vigilant to signs of abuse, neglect or radicalisation
- All staff are aware of how to respond in a timely way at the earliest opportunity
- All staff are aware of their statutory duties regarding the disclosure or discovery of child abuse, and concerns about radicalisation
- Safeguarding is a permanent agenda item at all staff meetings ensuring the whole team communicates well and is kept up to date
- All staff receive basic training in Prevent Duty
- Staff are supported to understand how to keep themselves safe and how to blow the whistle should they be concerned about other adults' behaviour or practice
- Staff are familiar with the Safeguarding File which is kept on site
- The Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2023)' and staff have read and are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'
- The DSL and DDSL's will provide support, advice and guidance to all practitioners on an ongoing basis, and on any specific safeguarding issue as required.

## Liase with other bodies

The setting operates in accordance with the local authority guidelines. Confidential records kept on children about whom the setting is anxious will be shared with the Children's Services if the setting feels that adequate explanations for changes in the child's condition have not been provided.

If a report on the child is made to the authorities, the child's parents will be informed at the same time the report is made.

The group will maintain on-going contact with the registering authority, including names, addresses and telephone numbers of relevant contacts, for the setting up and the Children's Services to work well together in any emergency.

- Lincolnshire Safeguarding Children's Board: 01522 782111 (8.00am-6.00pm)
- Children's Services Out of Hours number: 01522 782333
- Sleaford Police Station: 01529 302420 or 999 in an Emergency
- NSPCC contact: 01522 545225
- Ofsted: 0300 123 1231

## Information sharing

As a setting we understand the importance of sharing information and that it is everyone's responsibility to keep children safe from harm.

When there is a concern, this will be written down and shared with practitioners and other individuals with a shared responsibility for that child to keep them safe from harm.

The setting will follow the guidance and advice set out in the working together to safeguard children (2023) and Information Sharing Advice for practitioners providing safeguarding services for children and young people (2024). This guidance will be shared with practitioners to ensure they feel confident about when and how to share information.

## Support families

As a setting we acknowledge that parents will be the first point of contact, and they will be informed of any suspicions unless this is deemed likely to put a child at risk. The setting will follow the guidelines laid down by the LSCP.

The setting, through the safeguarding Policy, will inform parents of their role and responsibility regarding safeguarding children. The setting will take every step in its power to build up trusting and supportive relationships between families and practitioners and volunteers in the group. Where abuse at home is suspected, the setting will continue to welcome the child and family while investigations proceed.

With the provision that the care and safety of the child must always be paramount, the setting will do all in its power to support and work with the child's family, through Early Help which could include an Early Help Assessment, Team Around the Child or if escalated further supporting the family if their family is at Child in Need or Child Protection status with Social Services Involvement.

Where a staff member feels unable to raise an issue with their employer or feels that their genuine concerns are not being addressed, other channels are open to them:

- NSPCC whistleblowing advice line is available. Staff can call 0800 0280285 – 08:00 to 20:00, Monday to Friday and 09:00 to 18:00 at weekends. The email address is: [help@nspcc.org.uk](mailto:help@nspcc.org.uk). Alternatively, staff can write to: National Society for the Prevention of Cruelty to Children (NSPCC), Weston House, 42 Curtain Road, London EC2A 3NH.
- Ofsted provides guidance on how to make complaints about a childcare provider: Complaints procedure - Ofsted - GOV.UK ([www.gov.uk](http://www.gov.uk)).
- General guidance on whistleblowing can be found via: [Whistleblowing for employees: What is a whistleblower - GOV.UK](#)

## Use of mobile phones, cameras and wearable Technology

All staff are aware that technology is a significant component in many safeguarding and wellbeing issues. Children are at risk of abuse and other risks online as well as face to face. In many cases abuse and other risks will take place concurrently both online and offline. Children can also abuse other children online, this can take the form of abusive, harassing, and misogynistic/misandrist messages, the non-consensual sharing of indecent images, especially around chat groups, and the sharing of abusive images and pornography to those who do not want to receive such content. In all cases, if staff are unsure, they always speak to the designated safeguarding lead or a deputy.

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones or wearable technology such as smart watches to take photographs at the Club. [For more details see our Mobile Phone, Wearable Technology and Online Safety Policy.](#)

## Procedure for reporting concerns

If a member of staff has a concern about a particular child or family they should follow the normal safeguarding procedures, including discussing with the designated safeguarding lead. We will follow our usual Early Help and safeguarding processes in the first instance. If through completing an Early Help Assessment the child and family a setting identifies or is concerned about radicalisation then a channel referral form should be completed.

You can also contact your local police force or dial 101 (the non-emergency number).

They can talk to you in confidence about your concerns and help you gain access to support and advice.

Early intervention is vital and any concerns, no matter how small must be referred to **CHANNEL using the referral form: Safeguarding vulnerable individuals from violent extremism – Referral Form (available on the Lincolnshire County Council website) or send an email to [channel@lincs.pnn.police.uk](mailto:channel@lincs.pnn.police.uk)**

CHANNEL is a key element of the Prevent strategy. It is a multi-agency approach to protect people at risk from radicalisation. Channel uses existing collaboration between local authorities, statutory partners, the police and the local community to:

- identify individuals at risk of being drawn into terrorism.
- assess the nature and extent of that risk; and
- develop the most appropriate support plan for the individuals concerned.

Channel is about early intervention to safeguarding children and adults – diverting them from being drawn into illegal behaviour and committing terrorist-related activity.

**If you suspect a criminal offence has taken place or a child is in immediate harm you must contact the police on 101 or in an emergency 999.**

Contact Details: PC 1294 Nicky DEFRAINE

PREVENT Officer Grace MISIAK

PREVENT Officer CTP EM

Lincolnshire Police Special Branch Office: 01522 558304 Mobile: 07553 185757

Make a Prevent Referral: [CTP-EM-Prevent-Referral@lincs.police.uk](mailto:CTP-EM-Prevent-Referral@lincs.police.uk)

Make a Prevent Enquiry: [CTP-EM-Prevent@lincs.police.uk](mailto:CTP-EM-Prevent@lincs.police.uk)

Online Referral: Refer someone to the Prevent Team | Lincolnshire Police (lincs.police.uk)

**\*For Full Safeguarding Policies please request these via Kaleidcare11@outlook.com**



# Whistle Blowing Policy

The setting is fully committed to the highest possible standards of openness, honesty, and accountability. As a setting we encourage employees and others with serious concerns about any aspect of the setting or operations to come forward and voice any concerns they may have. It is essential that certain cases will have to proceed on a confidential basis. Within this policy it makes it clear that employees can do something without fear of reprisals.

Practitioners have the right and responsibility to raise any matters of concern regarding poor practice at work. Practitioners are responsible for the safety and well-being of all children attending the setting and this is priority over loyalty towards colleagues.

As a registered provider the setting will inform Ofsted of any allegation of serious harm or abuse by any person living, working, or looking after the children on the premises. The setting will notify Ofsted of the action taken in respect of the allegations.

When an allegation is upheld, the setting is responsible under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed (or would have been, had the person not left the setting first) because they have harmed a child or put a child at risk of harm.

This policy should not be used to question business decisions made by the setting, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the Safeguarding Children policy. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the Staff Grievance policy. All staff will be made aware of these whistleblowing procedures as part of their safeguarding training and induction.

This policy is designed to enable employees/ members of the setting to raise concerns and to disclose information which the individual believes show malpractice or impropriety. The policy is intended to cover concerns which are in the public interest and may, at least initially, be investigated separately but might then lead to the invocation of other procedures, e.g. discipline. These concerns could include:

- Financial malpractice, impropriety, or fraud.
- Failure to comply with a legal obligation.
- Dangers to Health & Safety or the environment.
- Criminal activity.
- Improper conduct or unethical behavior.
- Attempts to conceal any of these.

## General Principles:

Whistle blowing is intended to:

- Encourage and enable individuals to raise genuine and legitimate concerns.
- Support practitioners to take an active role in elimination of poor practice.
- Ensure concerns are appropriately investigated.
- Protect those making a complaint from victimization or retaliation.

Conditionality: The DSL and Management Team will do their best to protect a person's identity when a concern is raised, however in some circumstances identities will have to be revealed to the person complaining against and the complainant may be asked to provide written or verbal evidence in support of their complaint.

If the person's identity needs to be disclosed, he or she will be informed of this information before it is disclosed and the reasons why it is necessary.

Once concerns have been raised the DSL/Management Team will expect the complainant not to discuss any of the issues concerning any other practitioners or other people in the setting inside or out.

In the event of an allegation that is made in good faith but is not confirmed by the investigation, no action will be taken against the complainant. However, any allegations that prove to be malicious, action will be taken against the person responsible.

## Raising a concern

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.



In the first instance concerns should be taken to the manager. If, due to the nature of the problem, this is not possible, please email [lia.kaleidcare@outlook.com](mailto:lia.kaleidcare@outlook.com)

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- The Local Authority Designated Officer or the Local Safeguarding Partnership (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's **Safeguarding Children policy**)
- Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity Protect for advice.

Where a staff member feels unable to raise an issue with their employer or feels that their genuine concerns are not being addressed, other channels are open to them:

- NSPCC whistleblowing advice line is available. Staff can call 0800 0280285 – 08:00 to 20:00, Monday to Friday and 09:00 to 18:00 at weekends. The email address is: [help@nspcc.org.uk](mailto:help@nspcc.org.uk). Alternatively, staff can write to: National Society for the Prevention of Cruelty to Children (NSPCC), Weston House, 42 Curtain Road, London EC2A 3NH.
- Ofsted provides guidance on how to make complaints about a childcare provider: Complaints procedure - Ofsted - GOV.UK ([www.gov.uk](http://www.gov.uk)).
- General guidance on whistleblowing can be found via: Whistleblowing for employees.

## Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days, where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

## Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the setting will make every effort not to reveal the identity of anyone, raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

## Contact information

LADO (Local Authority Designated Officer): 01522 554674

LSP (Local Safeguarding Partnership): Lincolnshire Safeguarding Board

Ofsted: 0300 123 1231

Protect (*formerly Public Concern at Work*): 020 3117 2520 (website: <https://protect-advice.org.uk>)



# Confidentiality Policy

To meet the needs of all the children in our care it is important to share information with parents and one another to support the child's development. It may also be necessary in some circumstances for us to seek help and advice from outside professionals. If this action is taken the parent's permission will first be sought.

Any information and knowledge will be on a need-to-know basis and will be kept confidential. All practitioners will agree to respect the confidentiality policy and will sign a copy of this document to indicate their agreement.

The importance of Confidentiality is brought to the attention of practitioners during interview, during induction training, and regularly at practitioner meetings, to ensure that all concerned are aware of the importance of always maintaining confidentiality.

Parents may confide in you and tell you about their worries and family problems.

- DO NOT GOSSIP
- If practitioners need to discuss the situation with the parent, and any other professional adults involved in the care of the child, conversations should be kept to the workplace.

A great deal of personal information about the child and their family is held on file at the setting, such as:

- Parents home address and telephone number.
- Marital status.
- Employment details.
- Medical information.
- Involvement with social services.

Parents must be able to trust the integral professionalism of the practitioner when they share this information. They do not expect to have that trust broken with the release of such information.

All practitioners are required to pay attention to the possible implications in the following circumstances:

- Discussing information in front of children.
- Having conversations with other adults.
- Identifying why and who you are passing information to.
- Secure storage of files and information.
- Recording and updating of information and records.

***Any Breach of Confidentiality Is a Disciplinary Matter***



## Safer Recruitment Policy

Our setting uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

### Initial enquiry

- Jobs are advertised via online sites (Indeed and GOV.UK) and via social media on our public and private Facebook pages with information about the post required, desirable and essential criteria, brief of job description, working hours and expected start date. The advert also informs the candidates that we seek references and a DBS check prior to employment. Applicants are invited to send a CV for consideration
- Once the job is advertised and a date is set for application forms to be returned and for interviews to take place, all applicants for the post are shortlisted alongside the essential qualities or skills required for the position, and only candidates who reach the short list will references be sought and interviews undertaken.
- Application forms are sent to successful applicants based on their CV and a date is set for interview via phone call with the applicant. An application form, staff disqualification form and job description are sent via email to the applicant for them to complete and return prior to the interview.
- Applicants are informed that the interview will take place in two sections, a meeting with the Management Team then time in the room taking part in the activities and routines.
- Candidates invited for interview must be asked if there are any specific special needs where we may need to make adjustments, i.e. allowing more time for form filling.
- Throughout the recruitment process, candidates are informed of the importance of safeguarding, the need for references and a clear DBS check. Questions are to be asked at interview and to the referee include have there any allegations of abuse made, or disciplinary proceedings taken against the practitioner. For any references which are received back with only basic information, then we will re contact the referee and ask for specific information we require, from the company providing it.
- Candidates that have attended interviews will then be shortlisted and the successful candidate informed and invited to attend induction training. Reference requests will be sent to referee provided and DBS check done via the Update Service or through First Advantage Online Disclosures. Two references must be received before employment can commence.

The application form includes:

- A declaration that all information is correct
- A self-declaration form to disclose any relevant information under the Rehabilitation of Offenders Act
- A request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative or three-character references.

All applicants must submit an application form by the closing date. We will only accept CVs if they are accompanied by our standard application form completed as required.

### Exclude known abusers

It is made clear to applicants for posts within the setting that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Recruitment procedures will ensure the suitability of practitioners and volunteers working with children and will follow Reformed EYFS 2024 welfare requirements regarding Disclosure and Barring Service (DBS). Checks will be completed on every person aged 16 and over who either:

- Works Directly with the children
- Lives on the premises
- Works on the premises on which childcare is provided.

Additional criminal records will be completed (or checks in more than one country) if anyone has lived or worked abroad.

### Self Disclosure Form

A self- disclosure is included on the application form, this gives the candidates the opportunity to tell us confidentially about any relevant criminal convictions, child protection investigations or disciplinary sanctions they have on their record. The setting is only able to request information that we are entitled to know about as a potential employer. By adding a self-disclosure, we ensure that we only receive information that we need to decide about suitability and recognises that self-disclosure details contain sensitive, confidential information.

The self-disclosure form does not replace the need for an enhanced criminal record check, which should always be carried out as appropriate to the role.

### Interview procedure

We will notify all candidates selected for interview by email. All candidates will be asked to bring to the following items to the interview:

- proof of identity, eg passport, driving licence or birth certificate
- proof of address, eg recent utility bill (not mobile phone) or bank statement
- proof of qualifications, ie the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by at least two interviewers. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

All candidates will also be asked to participate in a session with the children so that they can be observed interacting with the staff and children. When we have interviewed and observed all candidates, we will make our final selection.

### Appointing a new member of staff

When we have selected the successful candidate, we will:

- send the candidate a written offer, which will clearly state that it is subject to the receipt of suitable references, full sight of a satisfactory enhanced DBS certificate and their written confirmation that they are not disqualified from working with children.
- contact referees for a reference, including asking them if they have any child protection concerns about the candidate.
- initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
- ask the candidate to complete a health questionnaire
- notify any unsuccessful interviewees.

We will also take photocopies of the new member of staff's qualification certificates and take details of the proof of identity documentation that has been reviewed and keep these on file. All identity checks, and vetting processes and references that have been completed, criminal records checks and reference number, the date a check was obtained and details of who obtained it will be recorded.

When a new member of staff starts work we will give them:

- our terms and conditions, and get them to sign their contract; a copy of their contract will be kept on file
- all our policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.

We will conduct a full induction and orientation programme with all new members of staff as set out in our **Staff Induction policy**.

### Reference Checks

All applicants for the setting, whether voluntary or paid, are interviewed. The setting follows strict recruitment procedures before any appointment is made, and applicants are required to provide two references. All references are followed up and monitored for the following:

- Open references e.g. to whom it may concern will not be accepted.
- Applicants must not obtain their own references.
- References must include one from the candidate's current employer, training provider or education setting and have been completed by a senior person with appropriate authority.
- The setting does not accept references from a family member.
- The setting will obtain verification of the individual's most recent relevant period of employment where the applicant is not currently employed.



- The setting will secure a reference from the relevant employer from the last time the applicant worked with children (if not currently working with children). If the applicant has never worked with children, then ensure a reference is from their current employer, training provider or education setting
- The setting will ensure electronic references originate from a legitimate source.
- Referees will be contacted to clarify content where information is vague or insufficient information is provided
- Comparisons will be made to the information on the application form with that in the reference and take up any discrepancies with the candidate
- During the interview the setting will establish the reason for the candidate leaving their current or most recent post, and
- Ensure any concerns are resolved satisfactorily before the appointment is confirmed.

All appointments, both paid and voluntary, are subject to a probationary period and are not confirmed unless the setting is confident that the applicant can be safely entrusted with children.

In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations are sought.

All practitioners will satisfy any health checks and be subjected to a DBS check. Any person who has not been vetted will never be left alone with a child. Each employee will be subjected to a minimum six-month probationary period, to establish that they are a suitable candidate for permanent employment within the nursery.

A record of staff checks will be kept, including the number and date of issue of the DSB check on their individual file and staff training matrix. The matrix will include who completed the check and a record of any qualifications.

Practitioners are continually monitored and supported within their roles prior to employment commencing and once employment has commenced through Induction Training and Monitor and Support Progress system. Through the supervision and appraisal system practitioners receive the support they need support to enhance their performance and refresh their understanding and knowledge of the policies and procedures they must follow at the setting.

### Providing References for previous employees

References will be provided for previous employees upon request in a timely manner. When asked to provide references, information will confirm whether anything affects the applicant's suitability to work with children and provide the facts (not opinions) of any substantiated safeguarding concerns/allegations that meet the harm threshold.

The setting will refer to the Disclosure and Barring service Guidance: Making barring referrals to the DBS and Section 35(4) of the Safeguarding Vulnerable Groups Act 2006 for further information and guidance if there have been any concerns about an employee.

The setting will not include information about concerns/allegations which are unsubstantiated, unfounded, false, or malicious.

### Qualification Checks

Where a qualification is identified these will be checked, by the Manager, proof of certification must be provided and then this must be checked to see if full and relevant.

### Disqualification

The setting cannot employ staff or volunteers who have been convicted of specific offences or have been subject to an order that disqualifies them from registration under section 75 of the Childcare Act 2006. All new staff must sign a declaration that they are not disqualified when they commence employment, and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified during their employment with us, we will terminate their employment and notify Ofsted and make a referral to the Vetting and Barring Scheme.

### DBS checks

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information.

If candidates have subscribed to the DBS Update Service, we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued, we will obtain a new DBS disclosure for them. Additional criminal records checks will be made for anyone who has lived abroad.

New staff will only be allowed to have **unsupervised contact with children** when we have had full sight of a satisfactory enhanced DBS certificate for them.



If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the children until we have seen and reviewed their DBS certificate.

When we appoint a member of staff, we will keep a record of the date and number of their DBS disclosure on our **Central DBS Record**. We will regularly update the DBS checks for all staff and/or review Update Service checks.

### **DBS checks with any recorded information**

If the DBS check returns showing criminal records information relating to harm to children or young people, violence, sexual assault, child sexual abuse images, terrorism offences, or anything else that might indicate they are unsuitable to work with children, the Manager will firstly check the list of offences that automatically disqualify a person from working with children under the terms of the Childcare Act 2006. The list is available here:

<https://www.gov.uk/government/publications/disqualification-under-the-childcare-act-2006>

The Manager may seek further advice from social care or the LADO (Local Authority Designated Officer) if they are unsure whether the disclosed offence is on the list of disqualifiable offences.

If the candidate's offences disqualify them from working with children, then the offer of employment will be withdrawn.

If the offence shown on the disclosure is not on the list of disqualifying offences but still gives cause for concern, for example offences relating to theft or fraud or anything else that might pose a risk to the integrity of the club, the Manager may choose to seek further advice (eg from UNLOCK or NACRO) to help inform their decision.

Where the offences are more minor and where children are unlikely to be at risk of harm, the setting will decide on a case-by-case basis whether to confirm the appointment. This decision will be subject to undertaking a risk assessment of the applicant's criminal record. This will include giving the applicant the opportunity to provide an explanation for the offences, as well as the circumstances at the time. We will assess the applicant's attitude to their offences, and whether they would act differently now.

In all cases we will discuss any matter revealed on a DBS certificate with the applicant before withdrawing the conditional offer of employment.

### **Immigration status**

The management is aware of Asylum and Immigration Act requirements and will check the eligibility of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

### **Equality Act 2010**

At all points during the recruitment process, our setting will comply with the Equality Act 2010 to ensure the fair and equal treatment of practitioners of different gender, race, and sexual orientation etc.

### **Work Experience/ Student Placement**

The setting welcomes work experience pupils and students. Prior to accepting any pupil or student the setting insists that

- The school, college or training provider certifies that the pupil or student that wishes to attend work experience is particularly interested in working with young children.
- The pupil or student visits for an informal interview and visit to the setting prior to the work experience taking place to ensure that he or she is suitable to work at the setting and understanding the expectations of them at the setting during their placement.
- The hours that the pupil or student is to attend the setting and the pupil or student is aware of these timings and can/will attend at these times.
- The school or college certifies that the pupil has not been suspended from school or college at any time.
- For long term placements the student must have a DBS check completed by the school/college before they can start their placement.
- Students from training providers employed as an apprentice at the setting must have a clear enhanced DBS before their placement starts which will be sought by the setting.
- The Induction training and monitor and support process for long term students and apprentices is the same as all other new practitioner to the setting.

During the week the work experience student will work with various practitioners within the setting. At no time will they be left unsupervised with children, and they will never be asked to support children with intimate care routines. The Management Team will liaise with the school/college regarding feedback about pupil/ student performance

For long term students / apprentices they will work with various practitioners within the setting and will spend a term with each age group in the setting. At no time will they be left unsupervised with children, and they will only be asked to

support children with intimate care routines once they are familiar with the children and setting, have had Intimate Care training through the Induction training process and a DBS check is in place.

The Management Team will liaise with the college/ training provider regarding feedback about pupil/ student performance.

## **Volunteers**

At the setting we recognise the benefits that volunteers bring to the club. In return we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

A volunteer is not an employee and will not have a contract of employment with the setting. We will, however, insist that the volunteer follows all club procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be always supervised.

All volunteers will have suitability checks conducted in the same way as paid employees. This will include an enhanced DBS check. These checks will be conducted before any volunteer starts their time within the club and will also include two written references.

### **Training**

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including child protection, paediatric first aid (where applicable) and health and safety training. The purpose of this is to enable the volunteer to be supported and enhance their development in their voluntary role within our team.

### **Policies and procedures**

Volunteers are expected to comply with all the settings policies and procedures. The volunteer's induction process will include an explanation of this.

Volunteers should not disclose information about the setting, staff, children and families as stated in the confidentiality policy and should always follow the nursery confidentiality procedure. Volunteers will undergo Induction training in line with staff members and students/ apprentices. The setting ensures a senior member of staff takes the volunteer through their induction and support and advise them throughout their time in the nursery.



# Attendance Policy

## (Including Arrivals, Departures and Uncollected child)

The setting recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded accurately on the register. The register is always kept in an accessible location on the premises.

***The EYFS Framework highlights that settings must have an attendance policy that they share with parents and/or carers. This must include expectations for reporting child absences and the actions providers will take if a child is absent without notification or for a prolonged period.***

We ask that parents inform the setting if their child is going to be absent from the club. We will regularly monitor children's attendance patterns and trends. Where we have repeated absences without notification, staff will use their professional judgement when deciding if their absence should be considered as prolonged. Consideration must be given to the child's vulnerability, parent's and/or carer's vulnerability and their home life. If we have concerns, we will make a referral to local children's social care and may also ask the police to undertake a welfare check.

**Morning Sessions:** If a child does not attend as expected in the morning session, we will either contact the parents directly or inform the school.

**Afternoon Sessions:** If a child does not attend as expected we will check with the school to see if there had been a reported absence for the day. If the child attended school, we would contact the parents/carers, if we are unable to contact the parent/carers then we will contact the emergency contact details on the registration form, kept on site or on child's play.

If we are still unable to contact anyone, we will implement our safeguarding procedures (Please see our lost child policy and safeguarding full for our referral process).

The Club makes clear to all staff, parents and partner organisations our expectations for reporting child absences and the actions we will take if a child is absent without notification or for a prolonged period.

We expect parents/carers to contact us promptly and let us know if the child is not attending. A reason for the child absence will be requested.

This policy is to be read in conjunction with our **Safeguarding policy**.

## ***Escorting children to and from the Club***

- The Club Keeps a record of all children who attend the club in the morning
- As the club is based on the school site children in Years 3-6 are escorted to the school gates and then they go to their classrooms from there. Reception, Year one and Year two are escorted to their classrooms.
- On collection staff go to the classrooms for Reception, Year One and Two. The remaining children meet at the bench in the playground. All children must go to this point to be signed in.
- Two members of staff will escort the children from each collection point.
- If a child is booked into the Club but is not at the collection point, we will check whether the child was present at school that day. If after speaking to the school and contacting the parents, the whereabouts of the child is not known we will implement the lost child policy.

## **Arrivals**

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

## **Departures**

- Staff will monitor who collects each child and record time of departure.
- Children are collected by an adult who has been authorised to do so on their registration form.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Club in advance and provide a description of the



person and a password that they will use. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.

- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.
- Children over the age of eight will only be allowed to leave the club alone at the end of the session if the Club has discussed this with the child's parents and has received their written consent.
- Children below the age of eight will not be allowed to leave the Club unaccompanied.

### **Absences**

- If a child is going to be absent from a session, parents must notify the Club in advance.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

If you are concerned about the safety of a child refer to our safeguarding full policies.

### **Car Parking**

The William Alvey Site: When dropping off in the morning and collecting children in the evening, parents must please park in the layby outside the front of the school or nearby car parks as parking is not permitted in the school carparks, including up the track leading to the club. This has been agreed with the school, and we must follow the schools request to maintain the great relations that we have.

You may notice a couple of parents continuing to use the track, this is purely on medical grounds and has been agreed with those families and the school. The school will monitor any cars continuing to use the track and any who are identified as non-permit holders, will be at risk of losing their place within the club.

We pride ourselves on the excellent partnership we build with the families in our care and thank you for your patience and understanding with this matter.

### **Visitors**

Other professionals, salespeople, college assessors, gardener, handyman, must fill in the visitor's book on arrival.

Authorised Collectors:

Each child must have at least two authorised collectors. It is a good idea for parents to provide photographs of each authorised collector together with work, home and mobile phone numbers. Children do not leave the setting unsupervised and are only released to authorised collectors.

Persons prohibited from collecting children:

If a different person calls to collect a child, and the parents have not informed the setting of this, then the parents' permission must be obtained before handing over the child.

All practitioners should be aware that some children are not allowed to encounter members of their own family. In such circumstances a register is kept of each child and the names of those family members with whom that child is forbidden contact. If one of these family members should call at the setting, they must not be granted access, and an authorised person must deal with the situation and ensure that no contact is permitted. The child's primary carer must be informed of the incident immediately thereafter. As part of our admissions policy, we ask that a contracting parent is designated this can be one or both parents. The contracting parent takes on responsibility for the authorised collectors list, if the other parent is not on this list then, **providing we receive a copy of the relevant court order** access will not be granted (unless the parent is a contracting parent for another child at the setting). The contracting parent also ensures fees are paid to the setting on time. This policy is to avoid the setting becoming involved in any disputes between parents.



## Procedure for Uncollected Children

The setting has an obligation to stay with any uncollected child at the end of the day, until that child is collected. A minimum of two practitioners will remain; one must hold an up to date pediatric first aid certificate.

The setting must not release the child to an un-authorized person, unless an authorised person telephones to state that because of an emergency a different person will be collecting, and they provide a description of the person and a password who will be collecting.

The authorised person should give the name and address and a physical description of the un-authorized person and the officer in charge should check this description before permitting the child to leave.

A record will be kept of all children who are not collected by the due time. This will note the date, the time at which the child was collected, who collected the child, and the reason given. If a child is not collected by the due time; a late collection charge will be implemented in all cases. See ***“Charging Policy”***

If we have had no phone call to inform us that a parent/carer is running late, we will contact the first contact on the health form, if contact cannot be made, all other emergency numbers will be called. If after half an hour of the child’s session finishing, we have had no contact from anyone, one of the Management Team/Child Protection Officer or next person in charge will be informed and procedures will be followed for contacting Children’s Services for further advice.

- Sleaford Social Services Number: 01522 782111 (8.00am-6.00pm)
- Children’s Services 24hour helpline number: 01522 782333
- Sleaford Police Station: 01529 302420



# Anti-Bullying Policy

Kaleidoscope Care Ltd provides a supportive, caring, and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

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

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

Kaleidoscope defines bullying as the *repeated* harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident log**. (See our **Equalities Policy** for more information on how we deal with and challenge discriminatory behaviour.)

## ***Preventing bullying behaviour***

Staff at the club will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

## ***Responding to bullying behaviour***

Our Club acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the Club will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour
- If the bullying persists, the parents will be informed and we will work with them to try to resolve the issues.



- If this fails to stop the bullying, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.



# Mobile Phones, Wearable Technology and Online Safety Policy

The setting accepts that mobile technology is part of the ever-changing digital environment that we live and work in. Kaleidoscope Care Ltd continues to foster a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones and other wearable technology that is understood and adhered to by everyone, staff, children, and parents.

Abiding by the terms of the setting policy ensures that we all:

- Protect children from harm and abuse
- Ensure privacy is respected and online safety is preserved
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

With the evolution of mobile and wearable technology, including camera facilities as standard, it is of the upmost importance that the way we deal with mobile phones and wearable technology is managed safely.

## Staff use mobile phones and wearable technology.

Personal mobile phones belonging to members of staff should be switched off and kept in a locked cabinet during working hours.

Wearable technology such as Smartwatches and Fitbits (this list is not exhaustive) are permitted to be worn by staff. They may only be used as a watch when working with children. This means that all other functions must be disabled (using flight mode).

If a member of staff needs to make an urgent personal call, they can use the club phone or make a personal call from their mobile in the office area away from the children.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.

Under no circumstances may staff use their personal mobile phones or wearable technology to take photographs at the club during working hours.

## Children's use of mobile phones and wearable technology.

Whilst we understand that some children have mobile phones, and other wearable technology we actively discourage them from using their phones within the club. Smart watches may only be used as a watch when attending the club. This means that all other functions must be disabled (using flight mode).

The club does not accept any responsibility for loss or damage to mobile phones or wearable technology brought to the club by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity, they can ask a member of staff to take one using the club camera.

## Visitors' use of mobile phones

In the interest of safeguarding, we ask all visitors not to use their phones or other mobile devices on club premises. Taking photographs by visitors is **strictly prohibited**. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff and take one of their children, other children must not be included.

## Online Safety (including social networking, mobile phones, electronic devices with imaging and sharing capabilities and cameras)

*Safeguarding policies must include:*

- *The action to be taken when there are safeguarding concerns about a child.*
  - *The action to be taken in the event of an allegation being made against the member of staff.*
  - *How mobile phones, cameras and other electronic devices with imaging and sharing capabilities are used in the setting.*
- Providers may find it helpful to read 'Safeguarding children and protecting professionals in early years settings: online safety considerations'.*

Definition: Online safety is a term used to promote the protection of children and young people from the unwanted consequences of using technology and electronic media including the internet, mobile phones and social media.

At our setting it is our responsibility to ensure that all children, families and practitioners are safe online. As outlined in the EYFS (2025), for the setting “to safeguard children and practitioners online, providers will find it helpful to refer to ‘Safeguarding children and protecting professionals in early years settings: online safety considerations’”.

The Designated Safeguarding Lead (DSL) will take lead responsibility for online safety concerns. Practitioners must report any online safety concerns to the Designated Safeguarding Lead. The setting has policies in place which cover social networking, mobile phones, and cameras which all staff must be aware of and understand. The use of personal mobile phones is not permitted in any rooms except the staff room and staff can access their phones at designated break times. Staff should consult with the Management Team if they need to access their phone at any other time.

All setting devices including mobile phones, laptops and tablets are password or PIN protected. Children do not have access to these devices. Staff can access these devices as they are part of their day-to-day practice in supporting and documenting the learning and development of the children in our care. Staff are aware that they should demonstrate the safe, acceptable, and appropriate use of technology within the setting as highlighted in the Code of conduct policy. Staff should be aware that under no circumstances should any of them, either at work or in any other place, make, deliberately download, possess, or distribute material they know to be illegal, for example child sexual abuse material.

When a concern has been raised or allegation made about a practitioner using a device for an alternative use which could harm a child in our care then this must be reported to the Designated Safeguarding Lead who will follow procedures outlined under whistle blowing, ensuring the appropriate authorities (Ofsted, LADO, Customer Services, Police, DBS) are informed and consulted with.

Staff are aware of the need to manage their digital reputation, including the appropriateness of information and content that they post online, both professionally and personally. Facebook, Instagram, and Twitter are all platforms which staff use personally, and the setting uses to share information with parents and for advertising purposes. The physical safety of users has been considered e.g. posture of children/staff when using devices and parents must give permission for their child to be included in advertising and social media posts.

It is recommended that staff do not accept friend requests or communications from learners or their family members (past or present). If there is a pre-existing relationship, this should be discussed with the DSL and/or the manager, who will need to consider how this is managed, provide staff with clear guidance and boundaries and record action taken. Practitioners must not pass on any information about children attending the setting, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. (‘Third parties’ includes other parents, friends, other children at the setting, the press, etc.) Posting any material relating to the setting or its users on social media sites (unless expressly permitted by the Manager) is forbidden. Any Practitioners who breach this rule will face disciplinary action.

Children can be at greater risk of harm than in previous generations due to their increased access to technology Ofcom’s Children and Parents Media Use and Attitudes (2018) reported that 19% of 3–4-year-olds have their own tablet and 1% own a smartphone. They also report that 52% of 3–4-year-olds go online for an average of 9 hours per week.

At our setting children do not have unsupervised access to devices and staff will only allow access to apps, websites and tools which have been approved by the Management Team. Staff model safe practice when using technology with children who will receive age appropriate, progressive, and embedded online safety education including discussing online expectations and behaviour such as what they can and cannot be share or by their friends on social media throughout the curriculum and use age-appropriate tools and resources.

## Guidance

To safeguard children and practitioners online, our staff will be encouraged to refer to “Safeguarding children and protecting professionals in early years settings: online safety considerations”.

<https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations>)



# The Prevent Duty Policy

In accordance with the Section 3 – The safeguarding and welfare requirements outlined in Statutory Framework for the Early Years Foundation Stage (January 2024) the setting will have regard to the Government’s Statutory Guidance ‘Working Together to Safeguard Children’ (2024), Prevent Duty Guidance for England and Wales (2024) and Keeping Children Safe in Education (2023). From 1 July 2015 all registered early years childcare providers were subject to a duty under Section 26 of the Counterterrorism and Security Act 2015, in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism”. This duty is known as the Prevent Duty. It applies to a wide range of public-facing bodies.

## What is Radicalism?

Radicalism refers to the process by which a person comes to support terrorism and forms of extremism. Protecting children from the risk of radicalisation is seen as part of the settings wider safeguarding duties and is similar in nature to protecting children from other forms of harm and abuse. During the process of radicalisation it is possible to intervene to prevent vulnerable people being radicalised.

There is no single way of identifying an individual who is likely to be susceptible to an extremist ideology. It can happen in many ways and settings.

Specific background factors may contribute to vulnerability which are often combined with specific influences such as family, friends or online, and with specific needs for which an extremist or terrorist group may appear to provide an answer.

The internet and the use of social media has become a major factor in the radicalisation of young people.

## What is Extremism

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

## What is terrorism?

Terrorism is an action that endangers or causes serious violence to a person/property/ electronic system. The use or threat is to influence the government or intimidate the public and made for the purpose of advancing a political, religious or ideological cause.

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

## Signs of radicalisation

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Logging a concern** form and refer the matter to the DSL.

## Constant practice and Procedure

At the setting it is essential that staff can identify children who may be vulnerable to radicalisation and know what to do when they are identified. Staff all receive online training as part of their professional development.

Protecting children from the risk of radicalization should be seen as part of the settings wider safeguarding duties, in a similar nature to protecting children from other harm (E.g drugs, gangs, sexual exploitation), whether these come from within the family or are the product of outside influences.

We can also build a child’s resilience to radicalization by promoting British values (See policy) and enabling them to challenge extremist views.

## Risk assessment

All Staff are expected to assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology.



This means being able to demonstrate both a general understanding of the risks affecting children and young people in the area and a specific understanding of how to identify individual children who may be at risk of radicalisation and what to do to support them.

As with managing other safeguarding risks, staff should be alert to changes in children's behaviour which could indicate that they may need help or protection.

Staff should use their professional judgement in identifying children who might be at risk of radicalisation and act proportionately which may include making a referral to the Channel program.

<http://www.gov.uk/government/publications/prevent-duty-guidance/revise-prevent-duty-guidance-for-england-and-wales>

### **Procedure for reporting concerns**

If a member of staff has a concern about a particular child or family they should follow the normal safeguarding procedures, including discussing with the designated safeguarding lead. We will follow our usual Early Help and safeguarding processes in the first instance. If through completing an Early Help Assessment the child and family a setting identifies or is concerned about radicalisation then a channel referral form should be completed.

You can also contact your local police force or dial 101 (the non-emergency number).

They can talk to you in confidence about your concerns and help you gain access to support and advice.

Early intervention is vital and any concerns, no matter how small must be referred to **CHANNEL using the referral form: Safeguarding vulnerable individuals from violent extremism – Referral Form (available on the Lincolnshire County Council website) or send an email to [channel@lincs.pnn.police.uk](mailto:channel@lincs.pnn.police.uk)**

CHANNEL is a key element of the Prevent strategy. It is a multi-agency approach to protect people at risk from radicalisation. Channel uses existing collaboration between local authorities, statutory partners, the police and the local community to:

- ☐ identify individuals at risk of being drawn into terrorism.
- ☐ assess the nature and extent of that risk; and
- ☐ develop the most appropriate support plan for the individuals concerned.

Channel is about early intervention to safeguarding children and adults – diverting them from being drawn into illegal behaviour and committing terrorist-related activity.

**If you suspect a criminal offence has taken place or a child is at immediate harm you must contact the police on 101 or in an emergency 999.**

**Contact Details: PC 1294 Nicky DEFRAINE**

**PREVENT Officer Grace MISIAK**

**PREVENT Officer CTP EM**

**Lincolnshire Police Special Branch Office: 01522 558304 Mobile: 07553 185757**

**Make a Prevent Referral: [CTP-EM-Prevent-Referral@lincs.police.uk](mailto:CTP-EM-Prevent-Referral@lincs.police.uk)**

**Make a Prevent Enquiry: [CTP-EM-Prevent@lincs.police.uk](mailto:CTP-EM-Prevent@lincs.police.uk)**

**Online Referral: Refer someone to the Prevent Team | Lincolnshire Police ([lincs.police.uk](http://lincs.police.uk))**



## Promoting Fundamental British Values Policy

The Prevent Duty (2024) is aimed at practitioners working with children within wrap around care settings and schools. The main directive of this policy is to keep children safe from the risk of radicalisation. A preventative approach to this is to build children's resilience to radicalisation through the promotion of a set of fundamental British values and enable them to challenge extremist views.

At our setting it is essential that practitioners promote British values through means of good practice and placing value on the core principles of the EYFS.

- Every child is a unique child, who is constantly learning and can be resilient, capable, confident, and self-assured.
- Children learn to be strong and independent through positive relationships.
- Children do well when they have support and guidance from adults who understand their interests and needs. This helps them grow and learn slowly over time. Children benefit from a strong partnership between practitioners and parents and/or carers.
- Importance of learning and development. Children develop and learn at different rates.

To our setting promoting British Values means that we provide a curriculum of continuous provision which universally creates an ethos which demonstrates and teaches the four main areas which make up the British Values, these are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect and tolerance of those with different faiths and beliefs.

The children learn these fundamental British values as they take part in activities at the club and during their interactions with others.

Set out below are examples of how our practices and ethos at the setting promotes each of the areas which make up the Fundamental British Values:

### **Democracy: Making decisions together**

***This is about giving children choices and showing them that their views and opinions are valued and considered***

Practitioners encourage children to see their role in the bigger picture, this includes showing children how they are valued as individuals through listening to their wants and needs. Practitioners also encourage children to talk about their feelings and share their views by making simple choices. Activities are planned for regularly to help children consider others, through turn-taking, sharing and collaboration.

By listening to the children's views and opinions we aim to make the children feel valued and teach them to value others opinions and encourage them to talk about their feelings.

We look to involve the children in decision making within the setting as we feel that the children benefit from a more active role in this process.

### **Rule of Law: Understanding rules matter**

***This is about promoting the understanding that we must follow rules and that they are there for a reason***

Practitioners ensure that boundaries are consistent and clear to the children, this helps them to understand the difference between right and wrong from a young age. Rules are given to the children in a positive way, we do not focus on what they should not be doing, but what they should be doing (we walk inside, we use our words to tell others we are cross, we pick up our toys from the floor, we all help to tidy up). Practitioners also encourage older children to create their own rules to follow; again, encouraging a positive approach. Alongside this, practitioners also work with the children with simple manners such as please and thank you, asking to leave the table, listening during stories and discussions, and safety (walk inside, being careful on the stairs, road safety, fire safety).

### **Individual Liberty: Freedom for all**

***This is about creating high self-esteem and self-worth in the children***

We encourage children daily to develop a strong sense of self, building their confidence exploring the environment, taking risks and sharing their experiences of learning. Practitioners aim to plan for a variety of experiences that help children understand that we have different opinions (likes and dislikes) and that this is okay. We also talk about how different experiences make us feel. During the holidays at Holiday Club we visit the local community occasionally, feeding the ducks, going to the shops, engaging in memorial events such as Remembrance Day locally. We have had past visits from local



people that help us, such as; the fire brigade and police, as well as parents sharing musical instruments and job roles such as a veterinary nurse, who talked about looking after animals.

### **Mutual Respect and Tolerance: Treat others how you want to be treated:**

**To treat others how you wish to be treated. Promoting understanding that everyone is allowed an opinion and to express themselves.**

At the setting we aim to educate the children about other's views and opinions. We also teach children mutual respect and the art of conversation (listening to others and pausing before speaking) through modelling behavior from as early as the Green Explorers. We aim to be inclusive and accepting of cultures, religions, genders, ages and abilities. Creating a place where everyone who walks through the door feels welcomed, and through providing resources that encourage children to explore a variety of cultures including their own, encouraging them to investigate the similarities and differences through the experiences provided such as celebrations, stories, food, traditions, weather and communities. We do this throughout the year and would welcome experiences and personal knowledge shared from our families.

### **What is not acceptable is to:**

- Actively promote intolerance of other faiths, cultures and races
- Fail to challenge gender stereotypes and routinely segregate girls and boys
- Isolate children from their wider community
- Fail to challenge behaviours (whether of staff, children or parents) that are not in line with the Fundamental British Values of; democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.

*Our planning at the setting incorporates the practices discussed within this policy as well as other aspects of our care that we consider valuable and do not want to lose along the way. Some of which will include, our practices during transitions, parent partnerships, communication and information sharing and risk assessments.*



# Personal and Intimate Care Policy

When providing intimate care, we will ensure that the child's safety, dignity and privacy are always maintained.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at the club who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain because of receiving intimate care.

Staff will work in partnership with parents or carers and the child, where appropriate, to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will be set out as follows:

- What care is required
- Which staff will carry out intimate care tasks
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

## Toileting

The Club will ensure:

- There are an adequate number of toilets and hand basins available, usually providing separate toilet facilities for adults and children.
- There are suitable hygienic changing facilities for changing any children who are in nappies or are not yet continent.
- Children's privacy is considered and balanced with safeguarding and support needs when changing nappies and toileting.
- That in making decisions about supporting children's toileting, dignity and respect for the child is balanced against the need for appropriate supervision and safety for the whole setting.
- That nappy changing and toileting areas are safe, hygienic, and appropriately supervised

## Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it may be necessary for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer or it may not be appropriate.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

## Protecting children

Staff are familiar with guidance from the local Safeguarding Partnership (formerly the LSCB). The Club's procedures reflect the guidance in *Working Together to Safeguard Children (2023)* and staff are familiar with the *What to Do If You're Worried A Child Is Being Abused (2015)* flowchart from this guidance.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers to resolve the issue. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

## **Dealing with blood and body fluids**

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff will maintain high standards of personal hygiene and will take all practicable steps to prevent and control the spread of infection.



# Outing's Procedure Policy

For all outings, the following procedures must be followed:

- Written permission must be obtained from all parents before a child is taken on an outing, this is completed when the child is initially registered with the setting, not prior to each outing.
- An outing form must be completed with contact numbers and list of children and practitioners attending the outing.
- When supervising children inside and outside of the setting child ratios will be maintained.
- At all times, it is the policy of the setting to ensure that Equal opportunity is considered for all children on outings.
- A first aider must be present and a suitable first aid box and mobile telephone must be taken.
- The children must be counted before setting off (on the coach if used) and counting must be ongoing at regular intervals throughout the outing.
- Toilet facilities must be provided for the children at regular intervals.
- Food and drinks must be provided at similar times to those in the setting and additional drinks should be offered if the weather is warm or if energetic exercise is part of the day.
- Meeting points must be pre-designated, and times arranged when all the party should assemble. These must be strictly adhered to (when on a large-scale outing)
- Transport must be fully Insured and drivers' details satisfactory for the transportation of children, and current Tax, MOT and insurance certificates are held. All seats must have safety harnesses, booster seats or equivalent. The maximum seat capacity of the vehicle must not be exceeded. No child will ever be left unattended in a vehicle. Safety is maintained whilst children board or exit vehicles or whilst walking.
- Spare clothing should be taken when younger children are included.

Prior to each outing the person in charge of the outing will refer to the reviews and take account of comments when preparing for the next outing. When visiting a new venue, risk assessment may be carried out prior to the outing to ensure that the venue is suitable; this will include suitable staffing ratios. Mobile telephones and first aid kits are also taken on all outings away from the premises.

Transport checks i.e.

- Insurance on private hire vehicles/coaches
- Records of vehicles and drivers including licenses and MOT certificates are in order if staff vehicles are being used
- Contracted drivers or escorts are suitable if they are to have unsupervised access to Children
- Harnesses, seat belts, booster seats and airbags are fitted where needed
- Maximum seating will not be exceeded
- All seats will be forward facing only, only one child per seat
- Drivers using their own transport have adequate insurance

Essential equipment must be taken and should include

- First aid kit
  - Medication
  - Spare clothing
  - Plastic bags
  - Bucket and paper towels (when in the vans or bus)
  - Anti-bacterial hand cleaner (for use before eating where hand washing is not available)
- 

After each (large scale) outing the person in charge of the outing will complete a review of the outing, noting the following:

- Any problems with transport (e.g., coaches arriving late, no seat belts etc.)
- Any problems with the venue (e.g., nowhere to shelter during rain)
- Any problems with specific children (illness, distress, etc.)
- Educational benefits of the visit
- Comments from parents
- Recommendations for future visits.



# Changes to Premises Policy

## Policy for Changes to Premises

All registered early years providers must notify Ofsted of any of the following changes:

- the address of the premises (and seek approval to operate from those premises where appropriate)
- in the name or address of the provider, or the provider's other contact information
- to the premises which may affect the space available to children and the quality of childcare available to them
- to the person who is managing the early years provision
- Any proposal to change the hours during which childcare is provided; or to provide overnight care
- Any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children
- where the Early Years Provision is provided by a company, any change in the name or registered number of the company
- where the early years provision is provided by a charity, any change in the name or registration number of the charity
- where the childcare is provided by a partnership, body corporate or unincorporated association, any change to the 'nominated individual'
- where the childcare is provided by a partnership, body corporate or unincorporated association whose sole or main purpose is the provision of childcare, any change to the individuals who are partners in, or a director, secretary or other officer or members of its governing body.

Notification on these changes must be made as soon as is reasonably practicable, but always within 14 days.



# Lost Child Policy

## PROCEDURES FOR WHEN YOU BELIEVE A CHILD IS MISSING OR LOST

- **Find out quickly**  
The chances of finding a missing child safe are greatest if the child's absence is soon discovered. Know how many children should be present and make someone responsible for regular checks.
- **Search systematically**  
If a child does not come to the club at the end of the day, first check with the school and the contacts for the child to see if you can allocate their whereabouts. If the whereabouts are unknown, begin to search for the child to see if you can allocate them around the school or if any of the other children know where they are. The group is responsible for the missing child and for the other children in the group. It can be useful to gather the remaining children back at the hall with allocated staff whilst the remaining staff search.

Without alarming them, ask the children themselves whether they have seen the child who is missing. They can sometimes be a useful source of information. Check that all the adults are present and aware of the problem. It is useful to establish, if you can, who last saw the child, when and doing what.

- **Contact Parents**  
Alarming them as little as possible, call the child's parents to warn them that the child may be attempting to get home. If they are out or at work, the group should have an alternative contact in emergencies. If the child lives within walking distance of the group, one adult should make the journey on foot to catch up with or intercept the child if possible. Remember that as soon as parents are informed, they will need advice and support.
- **Contact Police**  
If the above steps do not locate the child, the police must be called. They have the resources to conduct a search and speed is important.
- **Informing other people**  
Make regular checks to ensure that if an incident of this sort does happen, you have all the necessary phone numbers at hand – correct, up to date and kept together.

If you need to call the police, tell Children's Services and Ofsted that you have done so. They are likely to need to know the following information:

- What systems you operate for preventing such occurrences
- What happened
- What you did, at what time and in what order
- Whom you informed and when

They will want to conduct their own investigation. If a member of the Management Team is not on the premises they should also be informed immediately.

- **The Accident & Incident log**  
Start to build up a record of the event as soon as an adult has time to do so. This is important, even if, as likely, the child is found safe within a few minutes. Your Accident & Incident log provides an invaluable ongoing record of potential hazards as well as actual incidents. Include in the record the last definite sighting of the child and anything unusual about the behaviour of that child or any other children.
- **Dealing with people's reactions**  
The child's parents will be frightened, distressed and probably angry. These feelings are natural. If in the past, the group had talked through safety issues with parents, sharing concerns and establishing systems with which both group and parents feel comfortable, the situation will be easier for all the adults because they will be working within a framework of mutual trust and understanding.

Because powerful emotions are involved, people's behaviour can be unpredictable. People who seem quite calm about the incident at the time can later become very angry, threatening legal action. It is therefore important to be very careful from the beginning about the words you use to talk to people about the incident. Do not say anything that may invalidate your insurance by implying that you accept liability. However, that does not mean that you should appear uncaring. Do not say "No Comment", which can make you appear indifferent and unhelpful.



Say:

- How sorry you are that the incident has happened
- That a full investigation is in hand
- That Children's Services and Ofsted have been informed and will also be investigating

- **Dealing with the media**

Distressed people may contact the local press, or reporters may hear about the incident if the police are involved. It is sensible for one person – usually a member of the Management Team to be the one who speaks for the group, to the media. However, you cannot be sure that reporters will approach the group directly; they may call other staff or parents for views. As early as you can, advise all adults about what they should say, as above, or ask them to refer all enquiries to the agreed spokesperson.

- **Informing other parents**

Other parents need to be given brief, accurate information as rapidly as possible. This is the best way to prevent the spreading of gossip. It might be possible to call a short meeting when parents/carers come to collect children, or when they arrive the next day, or to send home a note with each child.

There is no point in trying to hide what has happened. The important thing is to enlist the support of the whole community in learning from the event to ensure that it does not happen again.

- **When the child is found**

During the time a child is missing, however briefly, all the adults involved - parents and others - suffer great fear, guilt and distress. It is not always easy to control all these emotions when the child is found. It is important to remember:

- That the child also might have been afraid and distressed and might now need comfort.
- That the child may be completely unaware of having done anything wrong.
- That the Incident provides a good opportunity to talk to all the children to ensure that they understand that they must not leave the premises, and why.



## Lock-Down and Evacuation Procedure

In the event of any emergency such as fire, flood or act of terrorism which threatens the safety of the whole setting, the Evacuation Policy will be put into effect. In the case of absence of heat, power, or water, the Manager will ascertain whether the problem appears to be a temporary one and if so, whether it poses a threat to children's safety or hygiene. If the problem is expected to continue for more than 2 hours, parents will be notified to pick up their children and of the setting's early closure.

Possible reasons for emergency closure include:

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

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

- If appropriate the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) and first aid kit providing that this does not put anyone at risk.
- Before leaving the building, the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken, and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- Once the children's safety is insured, the Manager and other staff will call parents to explain the emergency and provide them with pick-up information regarding their children. The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- In the event of a community-wide emergency the setting will follow the instructions of the local Police and Fire Department.
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parents or carers cannot be contacted, the Club will follow its **Uncollected Child** procedure.

If the Club must close, even temporarily, or operate from alternative premises, because of the emergency, we will notify Ofsted.

Ofsted's address is Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD  
Telephone: 0300 123 1231

## Fire Procedure

In the event of a fire, the alarm bell should be raised immediately.

The Designated Fire Officer (Senior staff member on site) will be responsible for leading and supporting the Fire Procedure. This includes collecting the mobile phone, keys which must always be accessible, and will contact the Fire Brigade immediately.

Registers which must be always accessible, and then proceed to helping to evacuate all the children within their care from the building in a calm, orderly manner, following the regularly practiced fire drill.

Once safely outside at the agreed assembly point a head count will then be undertaken from the registers to ensure that every child in attendance is safely out of the premises. This is the responsibility of the Fire Officer or the Named Person in

Charge. If the nature of the fire causes considerable risk to the children located at the fire assembly point, then the children will be assembled on the grass area outside at the front of the setting, this area is not enclosed therefore safety measures will be enforced, whereby practitioners encircle themselves around the children until safe to return to the assembly point.

Return to the building will not be allowed until it is advised by the Fire Brigade that it is safe to do so.

Appropriate fire detection and control equipment, i.e. fire alarms, smoke detectors, fire extinguishers, emergency lighting, fire blankets, equipment and buildings are subject to periodic inspections, to minimise the risk of accident or fire.

All new practitioners and volunteers are given training on our fire procedure and their responsibility in the event of an emergency. Fire procedures are displayed in all the rooms at the setting. All fire exits and doors are clearly identifiable and are to be kept free of obstructions, and fire doors are to be kept shut.

Any recommendations made by the fire prevention officer must be carried out and adhered to.



## Policy on Photography

Upon having a child accepted, the parent with whom the setting contracts is asked to agree to the child being photographed on occasion by a practitioner or individual validated by the setting. This enables the setting to proceed with the taking of photographs for publicity shots, and at special occasions such as Christmas. Photographs are also included as evidence of achievements in scrap books and for displays within the setting. When pictures are taken of the whole group (for example on the day of a Christmas Party and other special occasions) the parents of children who have opted out of having the child photographed will be contacted to allow them to rescind their decision for that specific occasion.

Every parent has the right to refuse this request, in which case the child must not be photographed by any practitioner, parent, or outsider without the express permission for that occasion of the parent with whom the setting has a contract. The following are permissions sought from contracting parents upon registration:

- I hereby give my consent for photographs being taken of my child by practitioners for the learning journey and displays on the wall
- I hereby give my consent that from time-to-time photographs of my child and his/her name may be placed in the paper, relating to activities within the setting
- I hereby give my permission for my child's photo to be used on the settings advertising (this include Kaleidoscope Care prospectus, the setting website, and Facebook Page)
- I hereby, give permission for the setting to continue to display photographs of my child after they have left for use of celebration

While pictures of children may be used as part of the publicity of the setting and are made available to the press or television, they will not be released with the names of the child unless the contracting parent gives express permission for this to be done.



# Safety and Suitability of Premises, Environment and Equipment

## Safety

It is the settings aim to create a safe environment and to encourage ways of working which will ensure the safety of children, employees and all other persons who come onto the premises.

Our appointed Health & Safety Officers are Keith Ruddlesdin, Lia Ruddlesdin and Laura Whithead; it is their responsibility to ensure that the children and staff within the setting are in a safe environment. Matters concerning Health & Safety should be brought to the attention of Kaleidoscope Care Ltd. Although, it is also the responsibility of all staff to report any concerns regarding Health & Safety to the company who will then be responsible for recording and acting upon them.

The Health & Safety Officer is also responsible for the regular review of our extensive Risk Assessment, and to ensure that all staff are trained in how to assess Risk and understand Health & Safety Policies.

Maintaining children's safety – Health, safety and security responsibilities:

By law, employers are responsible for making sure the workplace (play setting) and the equipment is in a safe condition that presents no risk to health and safety. Employees and volunteers (Play workers) have a parallel responsibility to co-operate with employers to care for themselves and others. The Health and Safety Act 1974 protects the health, safety and welfare of workers, children, parents and public. The recent Management of Health and Safety at Work Act 1992 has more specific regulations. It now includes the basic principles of managing risk through a mixture of assessment, training and balanced control measures.

Employers must:

- Ensure the setting/equipment (handling, storage, transporting) is in a safe condition and presents no risk to health.
- Provide adequate welfare facilities and a safe working environment to ensure staff and children are not exposed to Health and Safety risks.
- Assign tasks to staff considering their capabilities about health and safety.
- Appoint people who are competent to carry out specific tasks.
- Provide information, training and supervision.
- Assess all risks to the Health and Safety of employees, visitors and children who may be affected by the activities and the use of their premises by others. Measures must be put in place to remove or adequately control these risks e.g. children, young people should not be left alone with people who share the premises.
- Develop emergency procedures i.e. accident and fire.
- Provide staff training to recognise hazards, assess the risk and implement the measures for their protection and the protection of others.
- Monitor and review procedures and practice.

Employees must:

- Co-operate with their employer and take care of themselves and others.
- Not interfere with or misuse anything provided in the interests of Health and Safety.
- Undertake appropriate health and safety training so that they are fully aware of the relevant issues, regulations and procedures for all play activities with which the children are involved, for example, fire safety, outings, moving and handling equipment etc.
- Undertake Child Protection training to ensure awareness

## Risk Assessment

- Formal Risk Assessments will be carried out yearly or immediately where needed arises
- Daily Risk Assessments will be carried out on the inside and outside of the building.
- All written Risk Assessments will be kept Atlas for staff to access.
- Specific Risk Assessments will be undertaken as and when needed.

All equipment used at the setting is subject to regular checks, if upon inspection it is found that any of the equipment is faulty or damaged. The equipment should be removed immediately and given to the Health and Safety Officer to either repair or replace when funds are available. Any potential hazards that are recognised within the setting should be immediately reported to the Health & Safety Officer.



Any accident which occurs whilst your child is in our care, is logged in detail in an accident record, this is signed by the practitioner who dealt with the accident and taken to the Health & Safety Officer/Manager for them to read and sign the record. If a child receives a head injury (even a slight bump) parents will receive a phone call from the setting explaining how it happened and the action that was taken. For all other injuries, parents are usually informed upon collection of their child, and asked to read and sign the record. Ofsted and Children's Services are informed of any serious accidents or injuries to a child within our care or any other person on the premises. Also see **Accidents and First Aid Policy**

There is always a minimum of one Paediatric First Aider on the premises, and when children are taken on outings. However, many of our practitioners hold a current, paediatric first aid certificate. First Aid kits are kept on the premises and within the vehicles used to transport the children. No drugs are kept within the kits, however lifesaving medication prescribed to individual children will be carried by the first aider.

## Insurance

The setting holds public and employer's liability insurance. The public liability Insurance certificate is displayed on the settings parent board.

## Electrical Appliance

- All electrical appliances will be PAT tested annually, any electrical equipment that has been donated to the setting will be checked and PAT tested by a qualified electrician before using in the setting.
- All electrical faults are to be discontinued from use and are to be reported to the Manager who will then contact the relevant person.
- Televisions, DVD's, computers, etc. are to be unplugged when not in use.
- Electrical leads will be placed so that they do not trail in such a way that causes harm to children and adults.
- No liquid containers are to be placed near to any electrical appliances
- All electric sockets points are to be covered with safety covers when not in use.

## Car Park

Care should be taken when using the car park; all parents should park sensibly allowing room for other parents. When leaving the car park, particularly reversing out of spaces, make sure that you look around the area before moving off, to ensure you will not hit any other vehicles, or more importantly a child.

**During the term, please refrain from parking on the school site, please ensure you walk up to collect your children.**

## Hygiene

Each area of the setting is covered by a cleaning rota; practitioners have a shared responsibility to ensure that each of these areas are kept in a clean and sanitary state, this includes all toys and equipment. The information regarding frequency and which practitioner has carried out the task is recorded on our rota.

## Animals and Plants

Any animals kept or visiting the setting are safe to be in the proximity of children and do not pose a health risk. Risk Assessments will be undertaken before children encounter animals/pets.

The setting will ensure that any animal visiting the setting is free from disease. If the setting at any time has a pet the setting will ensure that is free from disease and safe for the children. Children will be required to wash their hands after contact with animals.

The setting will be mindful of children that suffer from pet allergies. Before having any animal visiting or living at the setting the setting will check the children's health records and check with parents beforehand.

Risk assessments will determine the safety and suitability of children's contact with plants both outside and inside. Plants will be checked to ensure they are not dangerous to children and adults if ingested or touched. Any plant deemed dangerous will be removed immediately. Checks will be made when introducing new plants into the environment to ensure they are safe for use.

## Storage of Cleaning Materials

Any potentially dangerous substances will be kept in their original containers out of reach of children in a locked cupboard. It is practitioners' responsibility to ensure that all screw tops of containers are tightly closed.



COSHH legislation will be followed. Practitioners must always follow safety measures put in place by the setting and must never mix chemicals together.

## General

- The premises will be kept tidy to reduce risk of accidents.
- Hot drinks will not be consumed in the presence of children.
- Equipment will be stored appropriately.
- The setting will ensure that there are appropriate hand washing and drying facilities.
- The importance of washing hands after using the toilet, before handling food and after handling animals will be promoted.
- Toilets areas are checked regularly
- Disposable aprons and gloves are available to be worn when encountering bodily fluids.
- Surfaces are cleaned with Antibacterial cleaner.

## Supervision of Children

When children are using apparatus, special care will be taken. All equipment will be checked to ensure it is stable and secure before use. All children will be taught the correct use and care of equipment.

Children's arrival and departure times will be recorded on the register along with who dropped the child off and collected them at the end of their session.

When supervising children inside and out of the setting child ratios will be maintained in accordance with the EYFS welfare requirements.

When children are taken off the premises their whereabouts will be recorded, and practitioners will be responsible for assessing any potential risks. Parents will be informed that the setting may take the children into the community; written permission is required when each child starts the setting. Before going out on an outing all the children's records are checked to ensure that the setting has permission.

Any vehicle used to transport the children will have current TAX, MOT certificate, insurance certificate and be in road worthy condition. All children will be restrained in an appropriate seatbelt and car seat if under 135 cm (please refer to the Escorting Procedure and Transporting Policy).



## Social Networking Policy

The setting realise that social networking has now become an integral part of everyday life and that many people enjoy membership of social network sites such as Facebook or Twitter. However, we are also aware that these sites can become a negative forum for complaining or gossiping and care must be taken not to breach our **confidentiality policy** or offend anyone when using these sites.

### Relevant technologies

This policy includes (but is not limited to) the following specific technologies:

- Personal blogs
- Twitter
- Facebook
- Instagram
- LinkedIn

The following policy has been designed to give practitioners clear guidelines as to what we at the setting expect of our practitioners when accessing these sites. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. When no policy or guidelines exists, employees should use their professional judgment and take the most prudent action possible. Consult with a director or member of the Management Team if you are uncertain.

Breach of confidentiality will result in disciplinary action and may result in the termination of your contract.

When using social networking sites practitioners should give due regard to the following:

- Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the setting. Make your writing clear that you are speaking for yourself and not on behalf of the setting.
- Information published on your blogs should comply with the settings Confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums and social networking sites.
- Always be respectful to
  - The setting
  - Other staff members
  - Parents and relatives
  - Children
  - The Management Team
  - Competitors

Practitioners should be aware that any disrespectful comments to the above may be libelous.

- Social media activities should not interfere with work commitments
- Practitioners must not write direct or indirect suggestive comments about work on their online profiles
- Always remember in or out of working hours you are an ambassador for the setting, your online presence reflects on the setting. Be aware that your actions captured via images, posts or comments can reflect on our setting.
- Do not reference or site the setting parents or children without their express consent.
- To maintain professional boundaries practitioners should not accept personal invitations to be friends from parents of the setting unless they know them in a personal capacity prior to them attending the setting.
- If any practitioner has parents as friends then there should be NO discussions of the setting, practitioners or their child/children. Practitioners must not engage in group chats with parents, If parents have any questions/concerns regarding their child, setting or practitioners then this should be discussed in a professional manner with the Management Team.
- Although practitioners should build strong relationships with parents, professional boundaries must be kept at all times
- Practitioners must not publish photos of other practitioners while in the setting on their online profiles.
- Practitioners are advised to set their online profiles to private so that only friends can see their information.
- Personal profiles should not contain any images or videos which may be perceived as inappropriate behaviour for a childcare professional.
- Respect Copyright Laws and reference or cite sources appropriately. Plagiarism applies online as well.
- The settings Logos and trademarks may not be used at any time on personal profiles.
- Any Employee, who becomes aware of social networking activity that would be deemed distasteful, should make their Manager/Senior Management Team aware.
- If/when your employment at the setting commences, then you must continue to follow restrictions such as: Not discussing the setting, practitioners, parents or children on any social networking sites

**All practitioners must adhere to the above: breach of this policy may result in disciplinary action.**

### **Parents:**

Kaleidoscope Care Ltd operates our own public and private Facebook page which we encourage all parents to access. This is a good source of information where we post events, term dates, activities taking place, parent advice on learning and development, illnesses etc. Parents must request to join the private page and approval to join will be given by the Senior Management Team.

We would like parents to work alongside the setting to maintain the privacy and security of all practitioners, children, and volunteers. Although social networking sites may appear to be the quickest and easiest way to express frustrations or concerns about the setting (and those associated with it), it is rarely appropriate to do so. Other channels, such as a private and confidential discussion with the setting or using the settings formal complaints process are much better suited to this. If parents have any concerns or issues they would like to raise, please email the management team on [kaleidcare11@outlook.com](mailto:kaleidcare11@outlook.com)

We therefore, require that parents:

- Demonstrate courtesy and respect for practitioners, other parents and children when comments are placed on social networking sites.
- Use appropriate language when discussing the setting
- Address any issues or concerns regarding the setting directly with the Manager, a Quality Officer or the child's key person.
- Not to use social network sites to make derogatory comments or post photographs which could bring practitioners into disrepute, including making comments about children, parents and practitioners.
- Not to post photographs of other people's photographs on social network sites without permission. Posting negative/offensive comments about specific children/parents or practitioners at the setting
- Posting racist comments.
- Posting comments which threaten violence.

### **Procedure the Setting will follow if inappropriate use continues.**

The setting will always deal with concerns raised by parents in a professional and appropriate manner and understand that parents may not always realise when they have used social networking sites inappropriately. Therefore, as a first step, the setting will usually discuss the matter with the parent to try and resolve the matter and to ask that the relevant information be removed from the social networking site in question. If the parent refuses to do this and continues to use social networking sites in a manner the setting considers inappropriate, we will seek legal action against the complainant, and:

- Set out the setting's concerns to you in writing, giving you a warning and requesting that the material in question is removed
- Contact the Police where the setting feels appropriate – for example, if it considers a crime (such as harassment) has been committed; or in cases where the posting has a prejudicial element, is grossly obscene or is threatening violence
- If inappropriate comments have been made on the setting's website or online forum, we may act to block or restrict that individual's access to that website or forum.
- Contact the host/provider of the Social Networking site to complain about the content of the site and ask for removal of the information.
- Take other legal action against the individual.



## Staff taking medication/other substances and Smoking Policy

Staff must never be under the influence of alcohol or any other substance which may affect their ability when working at the setting. Staff must read their Staff Handbook which clearly states that to be under the influence of alcohol or drugs is an act of Gross Misconduct and disciplinary actions will take place if after an investigation is held that a staff member has committed an act of Gross Misconduct (*see Staff Handbook*)

Staff taking medication for health reasons must inform the Management Team. The staff member should seek medical advice. When the advice confirms that the medication is unlikely to impair that person's ability to look after children properly, they can return to work. An individual risk assessment will be completed with the Health and Safety officer to determine a staff members suitability to work directly with the children.

Medication will be always stored in a locked cabinet and out of reach of children.

We do not allow smoking in or on the premises when children are present or about to be present. Practitioners should not vape or use e-cigarettes when children are present, and providers should consider Public Health England advice on their use in public places and workplaces.

[Use of e-cigarettes in public places and workplaces - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Both of our sites are smoke and vape free zones. Smoking cannot take place on the setting grounds including the car park.



# Visitors Policy

The setting is committed to providing a safe and secure environment for the children in our care. When we have visitors to the setting, we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the setting. Accordingly, when a visitor arrives at the setting, we will follow the procedure set out below

- All visitors to the setting must sign the **Visitor Log**.
- The identity of the visitor will be checked, and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, e.g. Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Management Team
- The reason for visit will be recorded.
- Visitors will never be left alone or unsupervised with the children.
- If a visitor has no reason to be on the setting premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed, and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

If you have any questions or queries in relation to our policies and procedures, please email [kaleidcare11@outlook.com](mailto:kaleidcare11@outlook.com)

