



Jozone Kids Club

Policies and Procedures

Contents

Statement of Commitment	3
Safeguarding Policy	4
Prevent Duty Policy	11
Extremism and Radicalisation Policy	13
Equality & Diversity Policy	15
Racial Harassment Procedures	16
Child Protection Allegations Policy	18
Health and Safety Policy	21
Risk Assessment Policy	23
Emergency Evacuation/Closure Procedure	24
Site Security Procedures	27
Emergency Lockdown Procedure	28
Physical Environment Policy	30
Equipment Policy	32
Health, Illness and Emergency Procedure	33
Unwell Children Policy	36
Administering Medication Policy	37
Intimate Care Policy	39
Hygiene Policy	41
Food and Drink Policy	42
Smoking, Alcohol and Drugs Policy	43
Behaviour Management Procedures	45
Aggressive Behaviour Policy	47
Bullying Policy	48
Biting Policy	50
Suspensions and Exclusions Policy	51
Special Educational Needs and Disability (SEND) Policy	52
Care, Learning and Play Policy	54
Settling In Procedures	56

Involving and Consulting Children Policy	58
Visits and Outings Policy	59
Parental Responsibility and Legal Contact Policy.....	61
Partnership Policy	62
Arriving and Departures Policy	63
Uncollected Children	64
Admissions and Fees Policy	68
Booking & Debtor Procedure.....	70
Complaint Procedure	73
ICT Policy.....	75
Display Screen Equipment Policy.....	78
Mobile Phone Policy.....	79
Acceptable Internet Use Policy	81
Recruitment Policy	87
Staffing Policy	89
Students and Volunteers Policy	90
Disabled Employees Policy.....	91
Staff Disciplinary Procedures	92
Staff Behaviour Policy	100
Staff Well-Being Policy	103
Whistle Blowing Policy.....	104
Data Protection Policy.....	107
Privacy Notice - Employee Information.....	110
Privacy Notice – Customer Information	116
Website Privacy Notice	119
Image Use Policy	122
Coronavirus (COVID-19) Policy and Procedures.....	127

Statement of Commitment

Our setting aims to provide:

- To undertake further training and keep up to date with regulations and legislations.
- To respond to the needs and opinions of each child and individual.
- Work in partnership with Parents to help children to learn and develop.
- Provide a safe, happy and fun environment that complies with the requirements of our registration.
- Provide opportunities for children to express their own opinions and needs.
- To provide an environment where children and Parents/Carers are listened to and their views and opinions are taken into account.
- Play that encourages and supports children to make choices and discover solutions. The play will allow children to develop at their own pace in their own way.
- An environment where children and adults value and respect the individuality and diversity of others, regardless of disability, age, race, sex, social and economic status.
- To provide a service for every child, young person and Parent or Carer.
- It is our intention to make our setting accessible to children and families from all sections of the community.

To encourage:

- Play opportunities that are not inhibited by adults allowing children to express themselves in a way that is appropriate to their age and understanding.
- Opportunities for children to feel respected, confident and valued.
- Children to be sensitive to the needs of others.
- Their understanding of the outside world.

Safeguarding Policy

Overview

We all have a statutory duty to ‘safeguard and promote the welfare of children’.

Jozone believes that every child is entitled to a safe and happy environment. We are committed to build a culture of safety in which children in our care are protected from abuse, harm and radicalisation. All adults associated with this organisation are committed to this statement.

Jozone fully recognises its responsibility to have a clear and secure framework in place to safeguard and promote the welfare of children.

Anyone using the services of Jozone will also accept these principles. Staff are encouraged to report any concerns that they have. Concerns do accumulate over time and evidence is building up as a picture of harm, this is particularly evident in cases of emotional abuse and neglect.

However, if you think the matter is very serious and the child is in danger of immediate harm, then talk to the assigned safeguarding lead, first response or the Police.

The Child Protection Officer and Designated Safeguarding Leads (DSL) at Jozone Kids Club Ltd are:

- Joanne Crabtree (Director) – Child Protection Officer
- Vicky Cooke (Chadsmead Club Manager) – Designated Safeguarding Lead
- Helen James (St. Josephs and St. Theresa’s Club Manager) – Designated Safeguarding Lead
- Katy McMulkin (St. Thomas More Club Manager) – Designated Safeguarding Lead

However, all staff are responsible for the safeguarding and welfare of any child in their care.

The Director, Jo Crabtree, is available on call or in the Director’s absence Helen James would be available at all times.

Child abuse is any form of maltreatment of a child. Somebody may abuse or neglect by inflicting harm or by failing to act to prevent harm. Children may be abused in a family, institution or community setting by those known to them or, more rarely, by other (e.g. via internet). They may be abused by an adult or adults or another child or children.

The definitions of abuse (as defined in ‘Working Together To Safeguard Children, Department of Health, 2015) that would raise concerns with Jozone are Physical abuse, Emotional abuse, Sexual abuse, Child Sexual exploitation and Neglect.

Physical Abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scolding, drowning, suffocation or otherwise causing physical harm to a child. Physical harm may also be caused when a Parent or Carer fabricates the symptoms of, or deliberately induces illness to a child.

Emotional Abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate

expectations being imposed on children. These may include interactions that are beyond a child's development capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing and hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Child Sexual Exploitation

Child sexual exploitation is a form of sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Neglect

The persistent failure to meet a child's basic physical and/or psychological needs. Likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a Parent or Carer failing to:

- provide adequate food and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger.
- ensure adequate supervision (including the use of inadequate care givers)
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

If abuse is suspected or disclosed

The signs of child abuse might not always be obvious and a child might not tell anyone what is happening to them. If something seems unusual in any behaviour of a child further information needs to be sought. For further information look at 'what to do if you're worried a child is being abused' publication.

When a child makes a disclosure to a member of staff, the staff member must:

- Stay calm.
- Listen carefully to what is said, but not question them.
- Do not promise to keep secrets, find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others.
- Allow the child to continue at their own pace.

- Only ask questions for clarification purposes, at all times avoid using leading questions that will suggest a particular answer.
- Take their allegations seriously.
- Reassure them that you will take action, and that they have done the right thing in telling you.
- Record in writing what was said using the child’s own words as soon as it is possible, note times, dates, any names mentioned and to whom the information was given and ensure that the record is signed and dated.
- Tell them what you will do next and with whom the information will be shared
- You will need to decide the most appropriate course of action, depending on the circumstances of the case. All cases need to be reported without delay and recorded.

Remember the 5 R’s of safeguarding

RECOGNISE:	The ability to recognise behavior that may indicate abuse.
RESPOND:	Respond appropriately and promptly to any recognised indicators. Respond sensitively to the situation and person.
REPORT:	Ensure the report is forwarded to the appropriate person e.g. Line Manager or appropriate agency.
RECORD:	Record precisely and promptly what has been alleged ensuring details are accurate and factual, do not ask leading questions or investigate yourself, complete time relevant paperwork and forward to the appropriate Manager. Do not record your or others opinions as your report may be used as legal evidence.
REFER:	The designated safeguarding lead will decide if a referral is appropriate and which agency to refer it to.

OFSTED also need to be notified within 14 days.

Injuries noticed on children arriving at the setting (either from home, another setting or school) will be recorded, discussed and action decided upon. Parents/Carers will be given the opportunity to comment and write upon the cause and nature of the mark and sign and date the appropriate form.

Injuries noticed during the session will be recorded, discussed and action decided upon. Parents/Carers will be given the opportunity to comment and write upon the cause and nature of the mark and sign and date the appropriate form.

Third party information received will be taken seriously, recorded, discussed and action decided upon.

Information from Children will be taken seriously, recorded, discussed and action decided upon.

Injuries which occur during the session will be dealt with, recorded and reported to Parents/Carers on collection of their Child unless the injury requires we contact the Parents/Carers immediately. If there is a suggestion of inappropriate actions from adults in Jozone, the safeguarding section of disciplinary procedures will be applied immediately. Where concerns arise outside the skills or knowledge of our staff, the advice of outside agencies will be sought.

The Designated Lead Practitioner will provide support, advice and guidance to any other staff on an ongoing basis and on specific safeguarding issues as required.

Jozone train all staff to understand their safeguarding policy and procedure and we also ensure that all staff have up to date training and knowledge of safeguarding issues.

Training made available by Jozone enables staff to identify signs of possible abuse and neglect at the earliest opportunity and to respond in a timely and appropriate way.

All paid staff and volunteers having access to children, will be vetted as per recruitment and selection procedures. Staff identity checks are also carried out and recorded. Other adults will not be allowed unsupervised access.

Staff will never carry out a personal task for a child that they can do for themselves e.g. toileting (unless they have permission from Parents first). **STAFF MUST NOT BE LEFT ALONE WITH ONE CHILD.**

Staff will be mindful of how and where they touch children, given their age and emotional understanding.

If staff think that a Parent/Carer are under the influence of alcohol or drugs when collecting a child from Club, they will try to speak to an adult first depending on approachability, to find out if they are driving and are in control enough to take their child/ren from out of our care. If Parents take the child/ren against our advice, call the police on 101 followed by first response. A report must be submitted to first response within 24 hours after this is made.

Jozone staff can access government guidance when needed regarding issues listed below via Gov.uk and other government website:

Bullying including cyberbullying

Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to protect themselves. It can take many forms but the main types are: PHYSICAL (e.g. hitting, kicking, theft) VERBAL (e.g. racist homophobic remarks, threats, name calling) and EMOTIONAL (e.g. isolation, social acceptance)

Child Sexual Exploitation

Child sexual exploitation is when a child/young person is used by being tricked into doing something sexual. Sometimes receiving something in return such as love, affection, money, gifts, drugs or alcohol.

Domestic Violence

Relates to young people aged 16 to 17 who experience physical, emotional, sexual and/or financial abuse, and coercive control, in their intimate relationships.

Drugs

There is evidence that children and young people are using alcohol and illegal drugs. There are many consequences ranging from school attendance, poor health. Committing crime and also increased risk of being a victim of violent crime and sexual exploitation.

Fabricated or Induced Illness

This is a condition where a child suffers harm through the deliberate action of their Carer and which is attributed by the adult to another cause.

Female Genital Mutilation (FGM)

FGM is known by many names such as ‘female genital cutting’, ‘female circumcision’. The practice has no health benefits or medical need. There is a duty for staff to report such duty as it is in the Serious Crime Act 2015. The Female Genital Mutilation Act was amended by section 73 of the Serious Crime Act 2015 to include FGM protection orders. An FGM protection order is a civil measure which can be applied from through a family court. The FGM protection order offers the names of protecting actual or potential victims from FGM under civil law.

Breach of an FGM order is a criminal offence carrying a sentence of up to five years in prison.

Who can apply for an order?

The person who is to be protected by the order, a relevant third party (such as the local authority) or any other person with the permission of the court (e.g. teachers, health care professionals, police, family member).

FGM protection orders are unique to each case and contain legally binding conditions, prohibitions and restrictions to protect the person at risk of FGM. These may include:

- confiscating passports or travel documents of the girl at risk and/or family members or other named individuals to prevent girls from being taken abroad.
- ordering that family members or other named individuals should not aid another person in any way to commit or attempt to commit an FGM offence, such as prohibiting bringing a ‘cutter’ to the UK for the purpose of committing FGM.

The court can make an order in an emergency so that protection is in place straightaway, FGM protection orders came into force on 17th July 2015 and apply to England, Northern Ireland and Wales.

The Female Genital Mutilation Act 2003, as amended by section 74 of the serious crime act 2015, has introduced the legal duty for regulated health and social care professionals and teachers to make a report to the police if; they are informed by a girl under the age of 18 that she has undergone an act of FGM or they observe physical signs that an act of FGM may have been carried out on a girl under the age of 18.

The duty does not apply where a woman over the age of 18 discloses she had FGM when she was under 18. The duty only applies in cases where the victim discloses. If someone else such as a Parent or guardian discloses that a girl under 18 has had FGM, a report to the police is not mandatory. However, in these circumstances discloses should still be handled in line with wider safeguarding responsibilities. Complying with the duty does not breach any confidentiality requirement which might otherwise apply.

Professionals should make the report as soon after the case has been discovered. Best practice is within 1 working day, but in exceptional cases there is a maximum time frame of 1 month from when the discovery is made. If professionals fail to comply with the duty, this will be dealt with in accordance with existing performance procedures in place for each profession.

Practicing FGM in the UK has been a criminal offence since 1985 (prohibition of Female Circumcision Act 1985). The female Genital Mutilation Act 2003 repealed and re-enacted the provisions of the 1985 Act and revised it to set the maximum penalty for FGM to 14 years’ imprisonment and made it a criminal offence for UK nationals or permanent UK residents to (a) perform FGM overseas and (b) take a UK national or permanent resident overseas to have FGM. It came into force on 3rd March 2004 and applies to England, Northern Ireland and Wales.

Forced Marriage

Any disclosure that indicates a young person may be facing a forced marriage must be taken seriously by professionals. A forced marriage is a marriage in which one or both spouses do not consent to the marriage but are coerced into it.

Mental Health

This is non-statutory advice clarifies the responsibility of the Clubs, outlines what they can do and how to support a child or young person whose behaviour – whether it be disruptive, withdrawn, anxious, depressed or otherwise.

Preventing Radicalisation

Violent extremism is defined by the Crown Prosecution Service (CPS) as “The demonstration of unacceptance behaviour by using any means or medium to express views which; encourage, justify or glorify terrorist violence in furtherance of particular beliefs, seek to provoke other in terrorists’ acts, encourage other serious criminal activity or seek to provoke others to serious criminal acts, foster hatred which might lead to inner community violence in the UK.

(Also see Jozone’s Extremism and Radicalisation Policy.)

Sexting

Sexting is when a young person takes an indecent image of themselves and sends this to their friends or boyfriend/girlfriends via mobile phones. The problem is that once taken and sent, the sender has lost the control of these images and these images could end up anywhere. They could be seen by your Child’s future employer. Their friends or even by paedophiles. By having disturbing or indecent images on a phone. Tablet or computer they are breaking the law under the Sexual Offences Act 2005.

Trafficking

Human trafficking is a combination of three basic components:

- Movement (including with the UK)
- Control, through harm/threat of harm or fraud.
- For the purpose of exploitation.

Key Legislation and Information Regarding Child Protection and Safeguarding

- Children Act 1989 and 2004
- Convention on the Rights of the Child UNICEF 1989
- Data Protection Act 1998
- Every Child Matters 2004
- Education Act 2002
- Freedom of Information Act 200
- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Acts 1975 and 1986
- Working Together to Safeguard Children 2015 (DfE)
- Staffordshire Safeguarding Children’s Board Procedures (online)
- Disqualification on under the Child Care Act 2006
- Information Sharing Advice for Practitioners proving safeguarding service HM Gov 2015
- What to do if you’re Worried a Child is Being Abused March 2015
- Whistleblowing Policy

- Early Years Statutory Framework

Key Contacts Information

OFSTED	OFSTED Piccadilly Gate Store Street Manchester M1 2WD 0300 123 1231 Email: enquiries@ofsted.gov.uk
Referrals First Response	0800 1313 126 (Mon – Thur 8.30am – 5pm, Fri 8.30am-4.30pm)
First Response Duty Team	0345 604 2886 / Mobile: 07815492613 Email:- first@staffordshire.gov.uk Or out of hours:- eds.team.manager@staffordshire.gov.uk IF YOU EMAIL NEVER PUT THE DETAILS OF THE REFERRAL IN THE EMAIL.
Multi Agency Safeguarding Hub (MASH) for Local Authority Designated Officer (LADO)	0800 1313 126 Emergency out of hours 0845 604 2886
Police in an emergency	999/112
Police non-emergency	101

Policy Details	
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Amended Last	February 2020
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Prevent Duty Policy

In line with the prevent which came into law from July 2015, we as an early year’s provider have a statutory requirement to have in place policies or procedures to prevent children or young people being drawn into extremism and terrorism. To make sure staff are knowledgeable and understand when interventions may be required with regards to the prevent duty, it is important for staff to understand the main terminology raised within this issue. This policy is also part of the safeguarding children policy. The setting offers the following description of some key terms.

Radicalisation	The action or process of causing someone to adopt radical positions on political, religious or ideological issues.
Extremism	Vocal or active opposition to the fundamental British Values, including democracy, rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.
Terrorism	The use of violence, or threatened use of violence, in order to achieve a political, religious or ideological aim

Whilst the risk to under 5’s being drawn into extremism or terrorism is extremely low, there are other types of people we have contact with on a day to day basis who may be drawn into these types of activities:

- Parents
- Older Siblings
- Other Family members
- Staff
- Visitors to our settings

It is vital for all our staff to be able to recognise the possible signs of someone being drawn into groups or being groomed for ideological ideas that go against our fundamental British values. Staff are all made aware of their responsibilities and we ensure:

- All staff undertake basic level training to familiarise themselves with Prevent and how to spot vulnerable people potentially being radicalised.
- All safeguarding staff and senior management undertake training with regards to the channel process and how they can support staff.

The setting takes the following actions to make sure we fulfil our duties with regards to prevent duty:

- All staff are required to undertake all training as set out by the setting.
- Staff actively promote the fundamental British Values.
- Information is readily available to staff if needed.
- Procedures are clear within the settings safeguarding policies to be able to deal with such incidents.
- All safeguarding staff are aware of who to contact within the local authority if needed.

Key legislation

- Prevent duty toolkit for local authorities and partner agencies
- The Prevent Duty (June 2015)
- Channel Duty Guidance
- Section 6L Version 10 28/01/2016
- Counter Terrorism & Security Act 2015
- Working together to Safeguard children 2015

The Staffordshire Police Prevent Team can be contacted via;

Tel: 01785 232054

Email: prevent@staffordshire.pnn.police.uk

If at any stage, it is felt that the individual poses an immediate danger to themselves or any other person, the police should be called immediately (via 999)

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Extremism and Radicalisation Policy

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, including:

- 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

Logging an Incident

Jozone Kids Club Ltd has a Designated Safeguarding Lead (DSL) at each Club setting. 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 Designated Safeguarding Lead (DSL).

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

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- 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 Child Protection Office (CPO) who will decide on the appropriate course of action.

For concerns about child abuse, the DSL or CPO will contact first response. The CPO will follow up all referrals to first response in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact first response directly.

For minor concerns regarding radicalisation, the DSL or CPO will contact the Local Safeguarding Children Board (LSCB) or Local Authority Prevent Co-Ordinator (if applicable). For more serious concerns the DSL or CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL or CPO will contact the Police using 999.

Promoting Awareness Among Staff

Jozone Kids Club Ltd promotes awareness of child abuse and the risk of radicalisation through its staff training and ensures that:

- the Designated Safeguarding Lead (DSL) has relevant experience and receives appropriate training in safeguarding and the Prevent Duty and is aware of the Channel Programme and how to access it
- safe recruitment practices are followed for all new staff all staff have a copy of this extremism and radicalization policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training
- all staff receive basic training in the Prevent Duty
- Learn more about Channel Via this online learning resource- <http://course.ncalt.com/channel> general awareness

Peer on Peer Abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people. Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If Peer-on-Peer Abuse is suspected or disclosed, staff will follow the same procedures as set out above for logging a concern.

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Equality & Diversity Policy

In accordance with UNCRC (United Nations Convention on the Rights of the Child), the Children's Act 2006 and the Equality Act 2010, Jozone Kids Club Ltd are committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.

Our Aim

Jozone Kids Club aim to:

- Provide a secure environment in which all our children can flourish and in which all contributions are valued and respected by all children Parents/Carers.
- No child, individual or family will be excluded on the grounds of gender, sexual orientation, transgender, class, family status, age, disability, colour, race, culture, religion, belief or no belief, pregnancy and maternity.
- Treat each and every person in our setting (child, young person or adult) as an individual and treat with equal concern.
- Give every child equal chance to learn and develop, taking into account each child's age and stage of development, gender, language and any disability.
- Provide positive non –stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities.
- To encourage children to develop a sense of their own identity and culture.
- Help children to learn about cultures different from their own and develop positive attitudes towards people who are different from themselves.
- Cultural and dietary needs will be respected and met at all times.
- To value and celebrate cultural diversity.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Ensure that all members of staff are aware of, and understand, the equal opportunities policy as it relates to all aspects of our work.
- Treat seriously any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the staff disciplinary procedures policy.

Responsibilities

It is every adult's responsibility to ensure that his or her own attitudes and behaviour are free from discriminatory practice. All persons witnessing any type of discrimination should report it to the Manager or the ENCO who will record the information on an incident form, a copy of which should be sent to the office to be retained on file and appropriate action will be decided upon.

Children will be taught strategies for challenging discriminatory behaviour.

The Equal Opportunities (ENCO) Co-ordinator is: Jo Crabtree

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Racial Harassment Procedures

Jozone Kids Club is committed to promoting tolerance and fairness towards all members of staff, students, volunteers, children and Parents/ Carers. We fully and wholeheartedly adhere to the Equality Act 2010, which outlaw discrimination against anyone on grounds of race, colour, nationality or ethnicity.

Jozone Kids Club accepts its duty to try to eliminate discrimination and to promote equality of opportunity and good race relations. All staff and children at the Club are entitled to an environment free from harassment and discrimination, as outlined in the Equal Opportunities Policy.

Preventing Racial Harassment and Discrimination

Proactive steps can be taken to prevent racial harassment and discrimination, and we believe that this is more effective than tackling a situation once it has already occurred. Therefore, alongside the procedures outlined later in this policy to deal with incidents of racial harassment and discrimination, Jozone Kids Club will:

- Ensure that all children are valued, irrespective of their race, colour, nationality or ethnicity.
- Encourage individuals to treat each other with respect, regardless of their race, colour, nationality or ethnicity.
- Acknowledge the existence of racism in society and take steps to promote harmonious race relations in our community.
- Promote good relations between different ethnic groups and cultures within the Club and the wider community.
- Ensure that different cultural and religious needs are met, understood and communicated to all individuals involved in the Club.

Examples of Racial Harassment and Discrimination

Racial harassment and discrimination can manifest itself in a variety of ways, some overt and others much less so. Some examples of unacceptable behaviour include:

- The use of a patronising word or actions towards individuals for racial reasons – including name-calling, insults and racial jokes.
- Threats made against a person or group of people because of their race, colour, nationality or ethnicity.
- Racist graffiti or other written insults or the distribution of racial literature.
- Physical assault or abuse against a person or group of people because of their race, colour, nationality or ethnicity.
- All staff and children should be encouraged to take responsibility for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incidents to the Manager or another responsible person.

Jozone Kids Club Employment Responsibilities

As an employer, Jozone Kids Club is committed to ensuring that the workforce reflects the multicultural community that it serves. To this end the Club will:

- Advertise job vacancies in a variety of media sources and outlets and in a variety of places.
- Investigate any allegation of racial discrimination or harassment, according to the provisions of the Staff Disciplinary Procedures and Behaviour Management policies.
- Collect and monitor information about the ethnic background of the staff team and children.

Addressing Racial Harassment and Discrimination

If a member of staff or a child becomes aware of an incident of racial harassment or discrimination occurring at the Club, they will be encouraged to report the incident to the Manager or other senior members of staff. Any allegation made against a member of staff or a child will be investigated thoroughly. The individual concerned will be told that such behaviour will not be tolerated at the Club, and that steps will have to be taken to ensure that it does not happen again.

Each incident will be fully investigated and details will be recorded on an incident sheet.

In the case of children, incidents will be reported to their Parent/Carer and a course of action agreed upon to resolve the situation, in accordance with Jozone’s Behaviour Management Policy. However, if a solution cannot be found, then the Club may have to inform the child and Parent/Carer – that they are no longer able to attend Jozone Kids Club, in accordance with the Suspensions and Exclusions Policy.

In the case of staff, provisions within the Staff Disciplinary Procedures Policy will be activated and a record of the incident will be kept and made available to statutory authorities if appropriate.

The Manager is responsible for ensuring that all incidents are handled both professionally and sensitively. All incidents will be kept confidential, with initials being used in the place of names on the incident sheet. In cases where the Manager is involved in an allegation, the registered person will handle the incident.

In all cases, continued racial harassments or discrimination from any individual will result in exclusion from the Club, where all other efforts have failed to provide a satisfactory resolution.

<i>Policy Details</i>	
<i>Written</i>	<i>July 2006</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Child Protection Allegations Policy

This policy is in relation to Child Protection Allegations made against a Member of Staff. This policy and its procedure may alarm some Staff and Parents/Carers; however, it acts as part of our registration procedure. It's our duty to work with agencies, in protecting children from harm and responding to abuse. All allegations and fears will be taken seriously. However, we cannot guarantee confidentiality if concerns are such that referral must be made to appropriate agencies.

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) and to Ofsted. The LADO will advise if other agencies (e.g. 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 Jozone Kids Club will make a referral to the Disclosure and Barring Service.

The member of staff in question will not be asked for their explanation, as we will seek the LADO for advice. Any member of staff under investigation for the alleged abuse of a child will be subject to the provisions of the staff disciplinary policy.

Also, we will contact Ofsted and the first response team (0800 1313 126) (Mon – Thur 8.30am – 5pm, Fri 8.30am-4.30pm) or (0845 6042886) out of hours and refer the matter to them and follow their advice.

Information about the situation will not be discussed with anyone other than the named agencies above.

Confidentiality is a major issue. Any information on children/staff is kept securely and must not be discussed with any other member of staff unless LADO ask to. With exception of protecting a child, once advice has been sought from appropriate professionals.

We must notify any child protection agency (usually local children's services or the police) previously identified by the Local Safeguarding Children Board (LSCB), without delay, of allegations of abuse as above.

We must inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether that allegation relates to harm or abuse committed on the premises or elsewhere), or any other abuse which is alleged to have taken place on the premises, and of the action taken in respect of these allegations.

JOZONE WILL NOT ATTEMPT TO INVESTIGATE THE ALLEGATION THEMSELVES

Any complaints would be taken very seriously

Key Contact Information

Contact	Details
OFSTED	OFSTED Piccadilly Gate Store Street Manchester M1 2WD 0300 123 1231 Email: enquiries@ofsted.gov.uk
Referrals First Response	0800 1313 126 (Mon – Thur 8.30am – 5pm, Fri 8.30am-4.30pm)
First Response Duty Team	0345 604 2886 / Mobile: 07815492613 Email:- first@staffordshire.gov.uk Or out of hours:- eds.team.manager@staffordshire.gov.uk IF YOU EMAIL NEVER PUT THE DETAILS OF THE REFERRAL IN THE EMAIL.
Local Authority Designated Officer (LADO)	01785 278 997 or 01785 278958 (on school premises education settings) 0800 1313 126 (Call First Response; ask for LADO (not school premises, outside education) Emergency out of hours 0845 604 2886
Police in an emergency	999/112
Police non-emergency	101
Police central referral unit	0300 123 44 55
First Response Team	First Response Team Wedgwood Building Tipping Street Stafford ST16 2DH

Policy Details	
Written	July 2006
Amended Last	February 2020
To Be Reviewed	February 2021

Health and Safety Policy

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

We aim to make children, Parents and staff aware of health and safety issues and to minimise the hazards and risk to enable the children to thrive in a healthy and safe environment.

Our Procedures

- The member of staff responsible for health and safety is Jo Crabtree, who is competent to carry out these responsibilities, has undertaken health and safety training and regular updates of knowledge and understanding.
- The Health and Safety at Work Act (1974) is adhered to and displayed

Company Insurance

Jozone Kids Club has public liability insurance and employers' liability insurance. The certificates for public liability insurances are displayed at each setting and are available upon request.

Awareness Raising

- All staff/student/volunteer's inductions include the issue of policies and procedures to be read, understood and adhered to.
- We will ensure a smoke free environment at all times on the premises.
- To follow the detailed plans in emergencies.
- Ensure that all alarms are working.
- Use, maintain and store equipment safely.
- Ensure that all staff are competent in the work in which they are engaged.
- Provide adequate health and safety training for all staff.
- Ensure that all accidents are recorded.
- Ensure that all person working on the premises have the appropriate up to date Criminal Records Bureau checks (now DBS - Disclosure and Barring Services.)
- That staff members are clean and presentable at all times whilst children are on the premises.
- Ensure that the premises are clean and safe at all times.
- That the front door is locked at all times.
- That equipment is safe and is checked at the beginning and at the end of each session.
- That any visitors on the premises sign in and out and that they are correctly managed(as per the site security policy).
- All children and staff are to wash hands after using the toilet before kitchen duties and eating.
- All cleaning is carried out on a regular basis and substances are kept in the original container.
- Directions on containers must be followed.
- Substances, liquids and products will be kept out of children's reach.
- Staff and children will always wear protective clothing, when required.
- All staff members are briefed on recommended lifting and handling procedures.

Children's Safety

- We ensure all staff employed have been checked for criminal records by enhanced disclosure from the Criminal Records Bureau. (now DBS - Disclosure and Barring Services.)
- Adults do not normally supervise children on their own.
- Adults supervise all children at all times.
- Whenever children are on the premises at least two adults must be present.

Kitchen

- Children do not have unsupervised access to the kitchen.
- All surfaces are clean and non-porous.
- There are separate facilities for hand washing and washing up.
- Cleaning materials and other dangerous materials are stored out of children's reach.
- When children take part in cooking activities, they:
 - are supervised at all times
 - are kept away from hot surfaces and hot water: and
 - do not have unsupervised access to electrical equipment.

Animals

- Animals visiting the setting are free from disease and safe to be with children, and do not pose a health risk.
- Children wash their hands after contact with animals.

Accidents, Incidents and Dangerous Occurrences

All accidents, incidents and dangerous occurrences will be recorded on either an accident or incident form as soon as possible after the event took place.

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence.
- Details of the people involved.
- The type, nature and location of any injury sustained.
- The action taken and by whom.
- The signature of the member of staff who dealt with the event, any witnesses and, if deemed necessary, a countersignature by Parents/Carers of the child or children involved.

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

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<i>Written</i>	<i>July 2005</i>
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Risk Assessment Policy

Jozone Kids Club understand the importance of ensuring that systems are in place for checking that our Clubs are a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident-taking place. They are the responsibility of all staff as part of their daily duties.

In accordance with our duties under the management of Health and Safety at Work Regulations 1999, Jozone Kids Club are required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the health and safety policy and elsewhere.

The Health and Safety Coordinator is responsible for making sure that risk assessments are completed, logged and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any changes to the Club's premises, or when particular needs of a child or other visitors necessitates this.

The Health and Safety Coordinator is further responsible for conducting any necessary reviews or making changes to the policies and procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises – both indoor and outdoor will be carried out by a designated member of staff on arrival at the Club and will be completed before the children arrive.

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

- The Club's environment, both indoors and outdoors.
- All surfaces, both indoor and outdoor.
- All equipment used by children or staff

On discovering a hazard, staff will take the necessary steps to making themselves and other people potentially affected safe. They will notify the Manager and ensure that a record is made in the health and safety file. The Manager is then responsible for ensuring that any necessary action is taken. Our reviews for risk assessments are every September unless we need to otherwise.

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<i>Amended Last</i>	<i>February 2020</i>
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Emergency Evacuation/Closure Procedure

Jozone Kids Club will make every effort to keep the Clubs open, but in exceptional circumstances, we may need to close at short notice. In such circumstances, the Manager and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken. Steps will then be taken to inform Parents/Carers and to take the necessary actions in relation to the cause of the closure. The following are possible reasons for emergency closure:

- Serious weather conditions
- Heating system failure or 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) providing that this does not put anyone at risk. Before leaving the building, the designated 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.
- 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).
- All children will be supervised until they are safely collected. If after every attempt, a child's Parent or Carers cannot be contacted, the Club will follow its Uncollected Child Procedure.

Closure Due to Weather Conditions

In the event of Jozone having to close, due to adverse weather conditions e.g. heavy snow, Parents/Carers will be contacted at the earliest time possible. All children will be supervised until they are safely collected. Notifications for emergency closures, will also be put on Jozone's Facebook page & website as soon as possible. We may decide not to open in a morning until we have heard if the school is definitely going to open. If school does close at 9am and we are left with the children after 9am you will be charged extra for the time that they are with us. If school remains open, staff will make every attempt to get back to work in the afternoon, however if this isn't possible we will let Parents know and will contact the school to help inform Parents and Carers.

If the Club has to close temporarily or operate from alternative premises we will notify Ofsted.

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Fire Safety Procedures

Jozone Kids Club understand the importance of vigilance to fire safety hazards. The Clubs have notices explaining the fire procedures they are positioned on the notice board. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy.

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

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

Fire doors and fire exits are clearly marked, and not obstructed at any times, and are easily opened from the inside. Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacture's guidance, by the school.

The Manager will appoint a designated Fire officer who will be responsible for arranging fire drills and tests. Fire drills will take place periodically and staff will be informed of when these occur. All fire drills and fire incidents will be recorded in the health and safety file.

Fire Prevention

The Clubs will take all steps possible to prevent fires occurring. As such, the Manager and the staff team are responsible for:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Club's No Smoking Policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

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

In the Event of a Fire

A member of staff will raise the alarm immediately and the emergency services will be called at the earliest possible opportunity.

All children will immediately be escorted out of the building and to the assemble point using the nearest marked exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

The fire safety officer will check the entire premises, before anyone re- enters the building. 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. If for any reason the designated fire officer is absent, the Manager will take responsibility.

In the event of a fire and not being allowed back into the school, staff will escort children to a pre-arranged safe venue and Parents will be contacted.

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Site Security Procedures

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

Parents/ Carers are encouraged to talk to their children about the importance of remaining safe and not leaving the Club’s premises during the session. Both the Club and its staff will reinforce these messages.

The Manager, in consultation with staff and Parents/Carers will regularly review safety and security procedures. Staff and any other authorised persons who are regular visitors to the Club will be issued with either an identity badge or clearly identifiable clothing, which they are expected to wear at all times while on the Club’s premises.

Supervision

Children will not be left unsupervised at any time during activity sessions. In the event of staff shortages, available spaces will be restricted to ensure that children are adequately supervised, in accordance with the staff ratio provisions set out in the staffing policy. The Manager will allocate responsibility to individual members of staff for observing and supervising the main entrance and exit points at the beginning and end of the session.

Visitors

Each Club has an electronic visitor’s log. Visitors must sign in on arrival, alongside giving the following information:

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

The mobile phone policy and fire procedures will be explained and they will be asked if they have any medication in their possession. It will be explained to them that if they have a mobile phone and or medication on them, that it is our policy to lock them away out of the reach of the children. This is to safeguard the children.

Visitors to the Clubs will not be left unsupervised with the children at any time. Staff have a duty to approach any visitor on the premises who has not signed in. They must introduce themselves and establish immediately who the visitor is and the reason for them being on the Club’s premises. If the visitor has no suitable reason to be on the Club’s premises, then they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately. A record will be made of any such incidents on an incident form, and the Manager will be immediately notified.

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Emergency Lockdown Procedure

There may be situations when a threat from outside of the setting requires us to go into an emergency lockdown rather than evacuating the building to ensure the safety of all those on the premises at the time. Such threats may come from:

- Industrial accidents
- Chemical and/or radiological incidents
- Terrorist threat and/or attack
- Intruder in the grounds of the setting

This list is not exhaustive and during any incident, which may affect the safety of the children and staff of Jozone, we will follow the direction and advice of the emergency services leading the incident.

Procedure

We use a code word to clearly identify that an emergency lockdown procedure is required. In our settings this code word is **Code Red**. This word is known to all staff, volunteers and students and the following procedure will be implemented:

- We will follow the guidance of the relevant emergency services and take direction from them at all times. The manager and/or senior person on the premises will be the point of contact and liaise with the emergency services.
- All doors and windows will be locked and where available curtains or blinds drawn.
- Where possible we will continue with normal activities so as not to alarm the children.
- Depending on the expected time period of the lockdown it may be necessary for us to inform children that they will be staying at the setting for longer than normal. This will be done sensitively and in age appropriate way with children receiving the support of their key person.
- If necessary other parts of the building, such as rooms which face away from the incident, may be used to protect the safety of children and staff.
- Ignition sources and ventilation systems will be switched off.
- The Manager and/or senior person on the premises at the time will discuss and put into action an agreed plan based on the information available from the emergency services.
- In extreme circumstances, it will be possible for us to provide overnight care.

Communication with Parents

Any emergency situation which requires us to lockdown rather than evacuate will understandably be a frightening time for Parents and guardians and therefore communication with them is paramount. In a lock down situation we will do this via mobile telephone if safe to do so. If not safe, and in agreement with the emergency services, we may use other forms of electronic communication such as email or social media sites to communicate with Parents/guardians.

- Parents/guardians will be informed that we are in lockdown and reassured that their child(ren) is safe.
- Where possible we will inform them of the expected time period of the lockdown, information that is available to us from the emergency services and our plans.
- Parents will be kept informed of the current position at agreed periods relevant to the situation. Parents are asked **not** to call the setting as this could jam telephone lines meaning we miss vital information from the emergency services and as it will also take staff away from caring for the children.

- Parents are requested not to attempt to collect their child as to do so may put increase strain on the emergency services or themselves at risk.
- Once the all clear has been given or the emergency services inform us to evacuate to a safe area Parents will be contacted to collect their children.
- In situations where we are unable to communicate directly with Parents/guardians the advice is to tune to local radio for information or to contact incident helplines which are set up.

When any danger has subsided, the incident will be recorded in our major incident record. Details of the incident, the staff and children involved and the action taken will be recorded. If necessary the incident will be reported to Ofsted and other relevant agencies as required.

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Physical Environment Policy

Jozone Kids Club is committed to providing children with a stimulating and safe environment. We will do all we can to make premises welcoming and friendly to children, their Parents/Carers and any other visitors.

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

The Club is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities: including children with special needs/disabilities (for further details see special education needs and disabilities policy).

The Club's premises comply with all the requirements of the Equality Act 2010 and all other relevant regulations and guidance.

The Manager is responsible for ensuring that the Club's premises are clean, well lit, adequately ventilated and maintained at appropriate temperature. Daily risk assessments are carried out, in accordance with the risk assessment policy, to ensure that the facilities are maintained in a suitable state of repair and decoration.

During the opening hours, solely the Club, its staff and the children use the premises, as far as this is possible.

The Clubs will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities. All children will have adequate space to play and interact freely (a minimum of 2.3 square metres' space per child). There is adequate space for storing the entire Club's equipment safely and securely.

Under normal circumstances, staff will ensure that there is one toilet and one washbasin with hot and cold water available for every 10 children, ensuring an adequate balance between male and female facilities.

No child will be left unsupervised in the kitchen area.

Members of staff will have access to a telephone on the Club's premises at all times.

Outdoor Play

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

Outdoor play areas will be well maintained and free from holes, bumps or uneven surfaces and areas. Ponds, drains, pools or any body of water will be made safe or inaccessible to children.

Any outside water features will be kept safe, and inaccessible to unsupervised children. If the children are involved in water sports, staff will ensure that a qualified lifeguard supervises them.

In the event of snow or ice on external walkways, staff will ensure that this is regularly cleared and kept safe.

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

The 7 areas of learning are to be catered for in the outdoor environment.

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Equipment Policy

Jozone Kids Club is committed to providing children with access to a wide range of equipment that stimulates enjoyment, learning and development, both indoors and outdoors. All the furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with BS EN safety standards or the Toys (safety) regulations (2011) where applicable. Equipment will be properly maintained and inspected in accordance with manufacturer's instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing), and the relevant staff are trained on the correct use of computers and other IT equipment.

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

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

The Clubs have equipment and resources suitable for all children currently in attendance, including those with special educational needs, physical disabilities and for those for that English is not their first language.

The Club's equipment and resources reflect positive images with regard to culture, ethnicity, gender, and disability. Resources will, whenever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

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

Outside the Club's opening hours, all equipment will be kept in a suitable and secure location; safe from unauthorised access or use. When discovered, defective or broken equipment will be taken out of use and stored in a safe place before being disposed of. Flammable equipment will be stored in a safe location away from sources of heat/naked flames.

There will be a named member of staff with responsibility for planning and reviewing the stock of equipment every three months, and annually updating the Club's inventory record.

The inventory record must include all electrical items, all items valued at £50 or more and any item not otherwise included that is considered to be at high risk of theft. The Inventory Records will be kept on the Club's premises and be updated whenever a new item is added or when an old item is removed from use.

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Health, Illness and Emergency Procedure

Jozone Kids Club is committed to encouraging and promoting good health and dealing efficiently and effectively with illness and emergencies that may arise while children are in our care.

First Aid

Under duties set out in Health and Safety (First Aid) Regulations 1999, Jozone Kids Club recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the Clubs.

The Clubs have a designated member of staff responsible for First aid. This person has an up to date First Aid Certificate. They are responsible for maintaining the correct contents of all First Aid boxes and administering basic First Aid when necessary and appropriate. The Manager and the designated member of staff will ensure that there is a fully trained First-Aider available at all times during sessions at the Club. All staff have up to date first aid certificates and these are updated every 3 years. The Manager will be responsible for enabling the members of staff concerned to receive adequate first aid training.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety Regulations Act 1999. The box should contain:

- A card or leaflet giving general guidance
- Sterile triangular bandages
- Adhesive plasters
- A sterile eye pad with attachment
- Cotton wool
- Crepe bandages
- A sterile gauze
- Micro pore tape
- Sterile cornering for serious wounds
- Individually wrapped assorted dressings
- Waterproof disposable gloves
- A disposable bag for soiled material

The location of the First Aid box, and the names of any other qualified First-Aiders, will be clearly displayed around the Club's premises. A First Aid box will be taken on all off-site visits or outings. This is the responsibility of the designated First-Aider, or where this is not possible, the Manager.

Major Accident, Incident or Illness

Jozone Kids Club request that the Parents/Carers complete and sign the Emergency Medical Treatment Form enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident, incident or illness occurring at the Club. In the event of such an event, the following procedures will apply:

- In the first instance, the First-Aider will be notified and take responsibility for deciding upon the appropriate action
- The First-Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their Parents/Carer to arrive.
- If the child needs to go straight to hospital, an ambulance will be called. The Parent/Carer will also be contacted. A member of staff will accompany the child to hospital and will

consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and signed.

- If the child does not need to go straight to hospital but their condition means they should go home, the Parent/Carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and kept under close supervision. From this point on, the provisions of the Club's Infectious and communicable Diseases policy will govern the child's return to the Club.
- Parents/Carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Club and its staff.
- All such accidents or incidents will be recorded in detail and logged on an incident sheet or accident sheet. Parents/ Carers will be asked to sign the relevant section of the form to acknowledge the incident or accident and any action taken by the Club and its staff.
- The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weakness in the Club's policies or procedures, and act accordingly, making suitable adjustments where necessary.
- In the event of a major accident happening we will notify Ofsted and Staffordshire safeguarding Children's board of any serious accident / injury death of any child.
- Also, RIDDOR will be reported directly online at www.hse.gov.uk
(Information will be submitted directly to HSE database and the provider will receive a copy of the report submitted)

Call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30am to 5 pm).

www.hse.gov.uk/riddor/index.htm

Infectious and Communicable Diseases

Jozone Kids Club is committed to health and safety of all children and staff that play, learn and work here. As such, it will sometimes be necessary for a poorly child to be collected early from a session or be kept at home until they are well enough to return this will be dependent according to the child's illness.

Parents/Carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the table below or as listed in the *Guidelines for the control of infectious and communicable diseases in Nursery and other early years settings: Health Protection Agency*. If a member of staff becomes ill at work, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside Club hours, they should notify the Club as soon as possible. The minimum exclusion periods outlined in the table below will then come into operation.

If any infectious or communicable disease is detected on the Club's premises, the Club will inform Parents/Carers personally in writing as soon as possible. Jozone is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will also be informed of any infectious or communicable diseases discovered on the Club's premises.

Minimum Exclusion Periods for Illness and Disease

Disease	Period of Exclusion
Chicken Pox	Until all vesicles have crusted over. Pregnant staff should be informed.
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antiObiotic treatment.
Conjunctivitis	None
Diarrhoea and/ or vomiting	48hours from the last episode of Diarrhoea or vomiting.
Measles	Four days from onset of rash.
Diphtheria	Exclusion is essential. Always consult with your local HPT.
Glandular Fever	None

HIV and Aids

Any employee who becomes aware that a child, Parent or colleague is HIV infected will treat that information as confidential and will not disclose it to anyone else within or outside of Jozone without the said person's consent. Any breach of this rule will be regarded as a serious disciplinary offence. If, however the employee is concerned about health and safety implications of non-disclosure he or she should seek advice from the Manager or proprietor, who will then deal with the matter accordingly.

Head Lice

When a case of head lice is discovered at Jozone, the situation will be handled carefully and safely. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the Club. When the child concerned is collected, their Parent/Carer will be informed in a sensitive manner. Other Parents/Carers will be informed as quickly as possible in writing, including advice and guidance on treating head lice. Staff should check themselves regularly for lice and treat whenever necessary.

Sun Protection

The Manager and staff understand the dangers posed to children and themselves by over exposure to the sun. In hot weather, Parents/Carers are encouraged to provide sunscreen for their children. A store of sun protection should also be kept on the premises. Children will also be encouraged to wear a sun hat when playing outside in the sun. When necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has been given by the Parent/Carer on the admissions form. In hot weather, staff will encourage children to drink water frequently. Staff should also ensure that shady areas out of the sun are always available to children when playing outside.

**For further information contact Public Health England on
www.gov.uk/phe or phone: 02076548000**

<i>Policy Details</i>	
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Unwell Children Policy

If your child is unable to attend due to sickness / Infections, please phone Jozone and let them know. Other users will need to be informed of infections. It is unfortunate, but a charge for the session will still be billed due to the cost of the session already being allocated.

If your child is unwell in our care we will contact, you to explain the symptoms and discuss what action should be taken. Children are to be collected when requested as soon as possible, emergency contact numbers will be used if you as the Parent is unavailable to collect.

Children who are found to be unwell are separated from the main group of children and are made comfortable, a member of staff will stay with them until they are collected.

Please note in certain cases for example sickness and/or diarrhoea your child must be clear for at least 48 hours before returning and a number of contagious illnesses are reportable by law to the local health authority. If you are unsure of the incubation period or period of recovery for any illness, please contact the setting Manager and she/he will advise you (as an organisation we adhere to the guidelines written in the:

[Guidelines for the Control of Infection and Communicable Diseases in Nursery and other Industrial Early Years Settings](#) issued by Health Protection Agency.

It is also important to bring to Parent's attention that bringing an ill or distressed child to Jozone could be considered a risk to a child's health, welfare and wellbeing and although circumstances will be considered staff may possibly feel the need to report such a situation to the First Response Team.

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Administering Medication Policy

If a child attending Jozone Kids Club requires prescription medication of any kind, their Parent/Carer must complete a permission to administer medicine form in advance. Staff at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate.

If children carry their own medication (e.g. asthma inhalers), the staff will offer to keep the medication safe until it is required. Medication must be labelled with the child's name.

Jozone Kids Club can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin, we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a Medication Log and will check that the medication is properly labelled and will ensure that it is stored securely during the session.

Staff have the right to decline such a request from a Parent/Carer if they are in any way uncomfortable with this. The Club is likely to decline a request from Parents/Carers to administer medication where this involves technical knowledge or training.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given

When the medication has been administered, the designated person must:

- Record all relevant details on the Record of Medication Given form
- Ask the child's Parent or Carer to sign the form to acknowledge that the medication has been given

When the medication is returned to the child's Parent or Carer, the designated person will record this on the Medication Log.

If a child refuses to take their medication, staff will not force them to do so. The Manager and the child's Parent or Carer will be notified, and the incident recorded on the Record of Medication Given Form.

Medication Given

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication the Manager will arrange appropriate training as soon as possible. It may be necessary to postpone the child's place until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication. A child's Parent or Carer must complete a new Permission to Administer Medication form if there are any changes to a child's medication (including change of dosage or frequency).

If a child suffers from a long-term medical condition Jozone will ask the child's Parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that there is a clear statement of the child's medical requirements.

Non-Prescription Medication

Non-prescription medication e.g. pain and fever relief may be administered to children 8 and over, but only with the prior written consent of the Parent and only when there is a health reason to do so.

Administering Medication Procedures

Medication will never be given without prior written request of the Parent/Carer (and a written and signed instruction from the child's GP where the child is under 8), including frequency, dosage, any potential side effects and any other pertinent information.

A member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

- Prior consent is arranged.
- All necessary details are recorded.
- That the medication is properly labelled and safely stored during the session
- Another member of staff acts as a witness to ensure that the correct dosage is given.
- Parents/Carers sign the medication form to acknowledge that the medication has been given.
- If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the Manager and the child's Parent/Carer will be notified, and the incident recorded on the medication form.
- Staff will not administer 'over the counter' medication only that prescribed by the child's GP.
- Where children carry their own medication (asthma pumps or insulin for example,) the Club recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.
- If there are any changes in the type of medication - whether regarding dosages or other changes to the information given on the Administration medication form – a new form must be completed.

Full details of all medication administered at Jozone, along with all administering medication forms, will be recorded and stored on the medication form.

Staff Medication

If staff bring any medication on site, they need to inform their Manager and make sure the medication does not affect their work. The medication must be stored securely and kept out of children's reach.

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Intimate Care Policy

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.

In intimate care situations, the child's safety, dignity and privacy are of paramount importance. Children requiring intimate care will be treated respectfully at all times.

Staff at Jozone Kids Club who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (e.g. health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with Parents or Carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- 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 (e.g. verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves.

Best Practice

When intimate care is given, the member of staff will explain fully 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 is a good idea for two members of staff to share the care between them. In this way, the child should not become overly dependent on a single member of staff, and is less likely 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.

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 the Local Safeguarding Children Board Booklet Recognising the Signs of Child Abuse and the What to Do If You're Worried a Child Is Being Abused flowchart. The Club's procedures reflect the guidance in the Government Guide Working Together to Safeguard Children (2012).

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 designated CPO (Child Protection Officer) immediately. The Safeguarding Children Policy will then be implemented. Should a child become unhappy about being cared for by a particular member of staff, the Manager will look into the situation and record any findings. These will be discussed with the child's Parents or Carers in order to resolve the problem. 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 at Jozone Kids Club will maintain high standards of personal hygiene and will take all practicable steps to prevent and control the spread of infection.

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Hygiene Policy

Jozone Kids Club recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risk posed to children, staff and other visitors. The Manager and staff are committed to taking all practicable steps to prevent and control and spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

Personal Hygiene

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

- Health & Safety checks prior to session.
- Washing hands before and after handling food or drink.
- Washing hands after using the toilet.
- Encouraging children to adopt these same routines.
- Covering cuts and abrasions while on the premises.
- Keeping long hair tied back.
- Taking any steps that are likely to minimise the spread of infections.

Hygiene in the Clubs

It is the responsibility of all staff to ensure that the setting is kept clean and hygienic at all times and will be expected to tidy up and keep the setting clean within the reasonable limits of their role and report any area where the setting may be falling below its set standards. Jozone Kids Club will ensure:

- An adequate number of sinks for hand washing will be provided along with disposable soaps and paper towels or hand drying facilities for both staff and children.
- Toys and equipment are inspected and cleaned regularly.
- Play sand and play dough will be replaced when necessary.
- Staff are vigilant to any sharp objects, such as glass, which may be on the premises.

Dealing with Spillage's

Spillage of substance likely to result in the spread of infection will be dealt with rapidly and carefully. Bodily fluids/excreta such as blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable gloves and an apron while using a disinfectant solution and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

First Aid and Hygiene

Further to the provisions set out in the Health, Illness and Emergency Policy, the designated First-Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children. As such, they will wash their hands thoroughly both before and after giving first aid and ensure that plasters or disposable gloves cover any cuts, wounds or skin damage.

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Food and Drink Policy

Jozone Kids Club regards snack and meal times as an important part of the Clubs' session/day. Eating represents a social time for children and adults and helps children to learn about healthy eating.

At snack and meal times, we aim to provide nutritious food, which meets the children's individual dietary needs.

Our responsibilities

Jozone Kids Club are responsible for ensuring every effort is made to maintain food hygiene and prevent the risk of food poisoning by:

- Maintaining a clean and adequate environment in which food and drinks are prepared.
- Keeping staff training up to date in food and hygiene procedures.
- Following food and hygiene procedures at all times
- Managing stock by monitoring food quality and checking best before/end of dates.

Jozone Kids Club must notify Ofsted of any food poisoning affecting two or more children.

Our Processes and Procedures

- Before a child starts to attend our Clubs, we find out from Parents their children's dietary needs and preferences including any allergies.
- We record information about each child's special dietary requirements and food allergies on the children dietary requirements sheet.
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- Snacks and drinks purchased by staff are of a low sugar, sugar free, natural content, low salt and free from hydrogenated fat (high fat vegetable oil based) wherever possible and/or available.
- Drinking water is available to children at all times.
- Encourage children to ask for drinks.
- To promote and encourage healthy eating.
- Encourage all children to sit at the table whilst drinking and eating.
- Assist them in helping themselves where appropriate
- Encourage children's social and development skills whilst eating and drinking that are appropriate to their age.
- We do not provide packed lunches but occasionally may offer organised lunches during holiday Club (e.g. Friday Special)

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Smoking, Alcohol and Drugs Policy

Jozone Kids Club strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs on our premises at any time. If staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a very serious disciplinary matter.

All staff will be made aware of the provisions of the policy during their induction, including the importance of them setting a positive example to children. All children will be made aware of the rules during their settling in period. Any contraventions of the provisions of this policy will be dealt with under the Club's Staff Disciplinary Procedures and Behaviour Management Procedures.

Drugs

Staff, students, volunteers or children who arrive at the Club clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If a child is found in possession of illegal drugs on the premises, their Parent/Carer will be notified and the police or First Response Team may be called. If staff are found in possession of illegal drugs, serious disciplinary action will follow.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Manager must be informed as early as possible. If staff bring any medication on site, they need to inform their Manager and it must be stored securely and kept out of children's reach.

If a member of staff has a good reason to suspect that a Parent/Carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the Manager and the child protection officer.

In such circumstances, the Manager and child protection officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs. Where an illegal act is suspected to have taken place, the police will be called.

Alcohol

Staff, students, volunteers or children who arrive at the Club clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a child is found in possession of alcohol on the premises, their Parent/Carer will be notified and the police or First Response Team may be called. Club staff are strongly advised not to bring alcohol on to Jozone's premises.

Smoking & Vaping

Smoking or Vaping is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, Parents/ Carers or any other visitors.

If a child is found in possession of cigarettes or a vape on the premises they will be confiscated and their Parents/ Carer informed at the end of the session.

If staff do smoke, please can they leave cigarettes or vapes in the car or in their bag out of children's reach.

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Behaviour Management Procedures

Jozone Kids Club uses effective behaviour management strategies to promote the welfare, learning and enjoyment of children attending the Club. Working in partnership with Parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are displayed and are discussed regularly. We aim to teach children to behave in socially acceptable ways and to understand the needs and rights of others.

The Club's designated member of staff responsible for behaviour management is the Club Manager and the Director Jo Crabtree. Whilst at Jozone Kids Club we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the Club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club

Encouraging Positive Behaviour

At Jozone Kids Club positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Rewards
- Informing Parents about individual achievements
- Certificates for exceptional accomplishments
- Offering a variety of play opportunities to meet the needs of the children attending the Club

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

Dealing with Inappropriate Behaviour

At Jozone Kids Club we manage inappropriate behaviour by:

- Addressing challenging behaviour in a calm, firm and positive manner
- In the first instance, temporarily removing the child from the activity
- Discussing why the behaviour displayed is deemed inappropriate
- Giving the child an opportunity to explain their behaviour, to help prevent recurrence
- Encouraging and facilitating mediation between children to try to resolve conflicts through discussion and negotiation
- Consulting with the child to find if the inappropriate behaviour appears to be as a result of boredom and then finding activities that more fully engage them
- Consulting with Parents to formulate clear strategies for dealing with persistent inappropriate behaviour

We will not threaten any punishment that could adversely affect a child's well-being (e.g. withdrawal of food or drink).

If after consultation with Parents and the implementation of behaviour management strategies, a

child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our Suspensions and Exclusions Policy. The reasons and processes involved will be clearly explained to the child.

Physical Intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the Manager will be notified and a Restraint Record will be completed. The incident will be discussed with the Parent or Carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the Manager or, in extreme cases, the police. All serious incidents will be recorded on an Incident Record and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our Safeguarding Policy.

Corporal Punishment

Corporal punishment or the threat of corporal punishment will never be used at the Club. We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for, or is in regular contact with the child, or from any other person on our premises.

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Aggressive Behaviour Policy

Jozone Kids Club does not tolerate from any person, whether a Parent, Carer or visitor; bullying, aggressive, confrontational or threatening behaviour or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, e.g. standing too close or blocking their exit
- Using aggressive or abusive hand gestures, e.g. shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

At Jozone we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

Procedure

If a Parent, Carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The Manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints Procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the Manager will contact the police without delay.

When the immediate incident has been resolved, the Manager and staff will reflect on the incident and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

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Bullying Policy

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

Everyone involved in the Club including staff, children, Parents/Carers will be made aware of the Club's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

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

- **Emotional**
Being deliberately unkind, shunning or excluding another person from a group or tormenting them or humiliation. For example, forcing another person to be left out of a game or activity passing notes about others or making fun of another person.
- **Physical**
Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.
- **Verbal**
Name- calling, put downs, ridiculing or using words to attack, threaten, insult or sarcasm. For example, spreading rumours or making fun of another person's appearance.
- **Psychological**
Behaviour likely to instil a sense of fear or anxiety in another person.
- **Cyber Bullying**
Cyber bullying is the use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature.

Preventing Bullying Behaviour

The Manager and the staff will make every effort to create a tolerant and caring environment in the Club, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

Dealing with Bullying Behaviour

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

- All incidents of bullying will be addressed thoroughly and sensitively.
- Children will be encouraged to immediately report any incidents of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Club staff have a duty to inform the Manager if they witness an incident of bullying involving children or adults at the Club.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.

- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the behaviour management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may be taken, as laid out in the suspensions and exclusion policy.
- A member of staff will inform the Parents/ Carer of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant Parents/Carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the Manager and will be recorded on an incident sheet. In the light of reported incidents, the Manager and other relevant staff will review the Club's procedures in respect of bullying.

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Biting Policy

Biting can be an uncomfortable subject for Parents of both the biter and the child who is bitten. We hope that this policy will explain how we deal with biting in this setting. Please do discuss any concerns you may have regarding this issue with your key worker or any member of the setting management. If your child is known to bite we would prefer to know in advance, it doesn't mean they will be excluded.

Children bite for a variety of reasons. This may be because they are teething, frustrated, exploring using their mouth, asserting their independence and wanting to gain control, maybe of a toy or they could be stressed. It may also be because they want to gain attention.

We will work with you and your child to establish when and why they are biting. We will observe the child closely to see if certain conditions or situations trigger the behaviour and then work with them to try and avoid the incidents occurring. This may involve altering the child's routine, giving them more one-to-one attention, purchasing additional resources so sharing is not such a major issue, or if it is because a child is teething, provide suitable teething resources.

We will ensure that if a child is bitten that they are comforted and given lots of attention. We will ensure that any first aid is applied correctly if required and the incident will be recorded in the setting's incident book and Parents asked to sign it.

If your child bites then we will remove them from the situation. We will explain to them, according to their age and understanding that biting is unacceptable behaviour. For younger child, this may be by the tone of voice and facial expressions rather than lots of words. It may be necessary for the member of staff dealing with the incident to exclude the child from an activity and use "time out" until they are calm enough to return. We will also encourage the child to apologise to the child they have bitten and work with them to develop strategies to help them deal with the reasons.

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Suspensions and Exclusions Policy

Jozone Kids Club is committed to dealing with negative behaviour in a non – confrontational and constructive manner. Whenever possible, disruptive or challenging behaviour will be tackled collectively between staff and children in the Club. Such procedures are outlined in the Behaviour Management Procedures.

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

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

Details of all warnings, suspensions and exclusions will be recorded and kept on Club’s records. Each warning should be discussed with the child concerned and their Parents/Carers. All staff will be made aware of any warnings given to a child. As a last resort, the Club has the right to temporarily suspend or permanently exclude a child in the event of persistence and irresolvable unacceptable behaviour. Only in the event of an extremely serious or dangerous incident will a child be suspended from the Club with immediate effect. In such circumstances, the child’s Parents/Carers will be contacted immediately and asked to collect their child. Children will not be allowed to leave the premises until a Parent/Carer arrives to collect them.

After an immediate suspension, has taken place, the Manager will arrange a meeting with the child concerned and their Parents/ Carers to discuss the incident and decide if it will be possible for them to return to the Club.

Suspensions and exclusion should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the child’s age and maturity. Any other relevant information about the child’s and their situation should also be considered.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Whenever possible, the Club will give Parents/ Carers time to make alternative arrangements for childcare during a period of suspension. Staff should always keep Parents/Carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the cause of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from the Club without prior discussion with the Manager. Staff will consult the Manager as early as possible if they believe that a child’s behaviour is in danger of warranting suspension or exclusion. When a suspension is over and before a child is allowed to return to the Club, there will be a discussion between staff, the child and their Parent/ Carer, setting out the conditions of their return.

<i>Policy Details</i>	
<i>Written</i>	<i>July 2006</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Special Educational Needs and Disability (SEND) Policy

Jozone Kids Club will welcome and include all children whatever their individual needs and beliefs may be. Children with SEN / Disabilities, like other children, are admitted to our setting after consultation between Parents and ourselves. We will endeavour to assist and guide the children wherever necessary, acknowledging that if it is felt a child's needs cannot be met in the setting then additional support will be sought for individual children where necessary.

Aims

- To have regard to the DfESSEND Code of Practice (Jan 2015).
- To provide a graduated response to the early identification and assessment of SEN / Disabilities as recommended in the code of practice.
- To include all children in our provision.
- To provide practitioners to help and support Parents and children with special educational needs and disabilities.
- To aim to identify any difficulties a child might have and to work with Parents, Carers and where necessary, other agencies to address those difficulties. During the continual review of care and its effectiveness, the Parental wishes and child choices/responses will be respected and incorporated in the future care.

Procedures

- We ensure that the provision for the children with SEN / Disabilities is the responsibility of all members of staff at the setting.
- We ensure that our physical environment is, as far as possible, suitable for children with disabilities.
- We work closely with Parents of children with SEN/ Disabilities to create and maintain a positive partnership.
- We ensure that Parents are informed at all stages of the assessment, planning provision and review of their children's education.
- We provide Parents with information on sources of independent advice and support.
- We liaise with other professionals involved with SEN/Disabilities and their families, including transfer arrangements to other settings and schools.
- We provide a broad and balanced curriculum for all children with SEN / Disabilities.
- We provide a differentiated curriculum to meet individual needs and abilities.
- We use a system of planning, implementing, monitoring, evaluating and reviewing individual educational plans. (IEPs for children with SEN / Disabilities).
- We will ensure our activities are accessible to all children, ensuring that individuals experience success and gain confidence.
- We will endeavour to adapt any materials and approaches to deliver quality-learning activities to children whilst meeting their individual needs.
- We operating a system of observation and record keeping in conjunction with Parents/Carers, which enables us to monitor each child's needs and progress on an individual basis.
- We offer a partnership with Parents/Carers where all are invited to come and speak at any time to our SENCO to raise any issues they feel important.
- Our work with children and their families can sometimes require confidential information to be disclosed. The disclosure of any confidential information will be treated with professionalism and respect.

- Should a Parent/Carer be unhappy with any issue, we operate an ‘open door’ policy whereby all are welcome to come in and talk to the Jozone staff at any time. If you would like to speak with the Manager in private, please ask and she/he will arrange this.
- If the action taken is unsatisfactory, the Director should be notified and will deal with the complaint.
- If any Parent/Carer is unhappy with Jozone or the staff that work in the Club, they have the right to speak to any of the following agencies:

Key Contact Information

OFSTED	OFSTED Piccadilly Gate Store Street Manchester M1 2WD 0300 123 1231 Email: enquiries@ofsted.gov.uk
Referrals First Response	0800 1313 126 (Mon – Thur 8.30am – 5pm, Fri 8.30am-4.30pm)
First Response Duty Team	0345 604 2886 / Mobile: 07815492613 Email:- first@staffordshire.gov.uk Or out of hours:- eds.team.manager@staffordshire.gov.uk IF YOU EMAIL NEVER PUT THE DETAILS OF THE REFERRAL IN THE EMAIL.
Local Authority Designated Officer (LADO)	01785 278 997 or 01785 278958 (on school premises education settings) 0800 1313 126 (Call First Response; ask for LADO (not school premises, outside education) Emergency out of hours 0845 604 2886
Police in an emergency	999/112
Police non-emergency	101
Police Referral unit	0300 123 44 55
Equality Advisory Support Service (EASS)	0808 800 0082 (9am – 8pm, Mon – Fri or 10am – 2pm, Sat or www.equalityadvisoryservice.com)

Policy Details

<i>Written</i>	<i>July 2005</i>
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<i>To Be Reviewed</i>	<i>February 2021</i>

Care, Learning and Play Policy

Early Years Foundation Stage

Jozone Kids Club is committed to delivering the Early Years Foundation Stage (EYFS) as set out in the Statutory Framework for the Early Years Foundation Stage 2014. EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator at the Club is the Club Manager who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Ensuring that staff receive relevant EYFS training
- Implementing a communication book, so that the Parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining Parental consent for this where necessary
- Meeting regularly with the primary EYFS provider to agree next steps for the development of each EYFS child.

For each EYFS child, the Club will deliver the 7 areas of EYFS learning and development as agreed with the Parents and the primary provider. In delivering these areas of learning and development staff will:

- Undertake observations and assessments in order to plan for each child's individual needs
- Plan and provide opportunities which are appropriate to each child's stage of development.

The Club provides a mix of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self-assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and Parents/Carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- **Children develop and learn in different ways and at different rates:** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

There are 7 areas of learning and development that must be shape educational programmes in the Early Years settings. All areas of learning and development are important and inter- connected. Three areas are particularly crucial for igniting children’s curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive.

These 3 areas the prime areas are:

- Communication and language
- Physical development
- Personal, Social and emotional development

We will also provide support children in four specific areas, through which three prime areas are strengthened and applied. The specific areas are:

- Literacy
- Mathematics
- Understanding of the World
- Expressive arts and design

Jozone Kids Club ensure that we:

- Build learning into everyday activities.
- Support and complement what children learn at home, school and pre-school in partnership with Parents/Carers and other professionals.
- Keep Parents informed about their child’s progress.
- Staff will display flexible styles of leadership and respond appropriately to children according to their age understanding and needs.
- Staff will support, recognise and promote achievements by all children.
- Children will be offered access to outdoor play every day, subject to weather conditions.
- No child will ever be left unsupervised during activities at the Club.

Staff to Child Ratios

EYFS children – 1:8

Reception and above –1:30 (legal requirement).

However, Jozone hope to operate on a 1:10 ratio at all times.

For outings, please refer to the Visits and Outings policy for ratios.

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Settling In Procedures

All children are unique and the amount of time that a child takes to settle into our Club can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment Jozone strongly encourages Parents/ Carers to visit the premises with their children during the week before they are due to start.

We aim to make the setting a welcoming place where children settle in quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

Procedures

- Before a child starts to attend Jozone, we use a variety of ways to provide his/her Parents with information. These include written information and displays about activities available within the setting.
- We allocate a key person to children in the Early Years Child. The key person welcomes and looks after the child at the child's first session and during the settling on process. On their first day, they will be introduced to members of staff and children at the Club.
- All children will be greeted in a warm and friendly manner.
- Children will be informed about the Club's routines and the programme of activities. They will be shown around the Club, told where they can and can't go.
- The child will be told about the fire evacuation procedure and the locations of all fire exits.
- Ground rules will be explained to the child and they will be encouraged to ask any questions and raise any concerns.
- Parents/Carers are offered the opportunity to stay with their child for a period of time during their first week, gradually taking time away from their child.
- The child will then be encouraged to get to know the other children and settle into the group.
- Younger children will take longer to settle in, as will children who have not previously spent time away from home. Children who have had a period of absence may also need their Parent to be on hand to re settle them.
- When Parents leave, we ask them to say goodbye to their child and explain that they will be coming back and when.
- Children 5 and under will be observed as part of our Ofsted registration for the Early Years Foundation Stage EYFS.
- Children over the age of 5 will also be observed.
- Staffs endeavour to create a friendly atmosphere for the children to feel relaxed and have the opportunities to discuss issues of their choice.
- Children are welcome to bring items that may help them to settle into the setting, however Jozone cannot take responsibility for the loss or damage of these items.
- Children are also welcome to bring comforters such as Dummies or Blankets but we would appreciate if these could be phased out over the first term when your child is happy to settle without them.
- If it seems that a child is taking a long time to settle in, this will be discussed with their Parents/Carers at the earliest opportunity. Likewise, if a Parent /Carer feel that there is a problem during the settling in period, they should raise this with a member of staff.

Staff will always be available to discuss any concerns or other issues with Parents/Carers regarding their child and their attendance at the Club.

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Involving and Consulting Children Policy

Jozone Kids Club are committed to the principle of involving and consulting children whenever decisions are made within the Club that affect them. We are committed to involving and consulting children. For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made and recognises that their opinions are important.

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

All children will be listened to and consulted actively. This will take a number of forms including:

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Drama and role play.
- Through play and creative expressions and the use of visual aids.
- Via regular group-based discussions and Q and A sessions (Jozone Meetings).
- Questionnaires and other regular feedback on activities at the Club.
- Noticeboards that carry important information about activities at the Club

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

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<i>Written</i>	<i>July 2006</i>
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Visits and Outings Policy

Jozone Kids Club believe that visits and outings play an important and enriching role in the programme of activities that we provide for children, however during such events the safety of children remains paramount. We offer a range of outings and visits off the premises and believe that planned outings and visits complement and enhance the learning opportunities and extend children's experiences.

Prior to visits and outings, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as we are aware of any potential difficulties.

The Manager will ensure that a thorough risk assessment has been carried out prior to the visit of an outing according to the provisions set out in the Risk Assessment Policy.

The Club will make every effort to involve children in the planning of a visit or outing. Staff will explain to the children the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution.

Children will be talked through any potential safety hazards and told to remain with staff at all times. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

Parents will be informed of the trip giving them detailed information about the proposed event. Parents will need to fill out a permission slip and returned to Jozone before the trip is due to depart. The Manager will take a copy of the permission slip and child records on the trip. Only children with a signed consent form will be allowed to participate.

For pre-organised holiday club trips, permission is given when the Parent makes a trip booking. Parents will be informed of the trip giving them detailed information about the proposed event. The Manager will take a copy of trip booking and child records on the trip.

Visits and Outings Procedures

Visits and outings are carefully planned using the following guidelines, whatever the length or destination of the visit:

- On visits or outings, the staff ratio will be 1:6, subject to the nature of the activity and the risk assessment. We always have a minimum of 3 staff dependent upon the outing. (Please see Care, Learning and Play Policy for setting ratios)
- Children will remain under close supervision at all times.
- The Manager will ensure that a full first aid kit is on hand in compliance with the relevant provisions of the Health, Illness and Emergency Procedures.
- Two designated members of staff will keep mobile phones with them at all times and their numbers will be circulated to all Parents/Carers in advance of the visits and outings. These numbers will also be left at the Club in case of an emergency.
- A register will be taken at the beginning, middle and end of the visit or outing. Additionally, staff will take regular head counts.
- Children will wear high viz vests at all times on a trip, these have the Jozone phone number on the back.
- In the event of an accident, staff will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

Use of vehicles for outings

- All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the club.
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned.
- All vehicles used in transporting children are properly licensed, inspected and maintained.
- Drivers of vehicles are adequately insured.
- When children are being transported, we maintain ratios.

During transportation the following procedures will be followed:

- Ensure seat belts are used.
- Ensure the maximum seating is not exceeded.
- All children will be accompanied by a registered member of staff.
- No child will be left in a vehicle unattended.
- Extra care will be taken when getting into or out of a vehicle.
- The vehicle will be equipped with a fire extinguisher and emergency kit.

Lost children

In the event of a child being lost, the Missing Children Policy will be followed. Any incidents or accidents will be recorded in writing and Ofsted will be contacted and informed of any incidents.

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Parental Responsibility and Legal Contact Policy

Under the EYFS settings need to know who has Parental Responsibility and Legal Contact for each child in their care.

Parental Responsibility

In England and Wales, if the Parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have Parental responsibility.

Parents do not lose Parental Responsibility if they divorce, and this applies to both the resident and the non –resident Parent.

This is not automatically the case for unmarried Parents. According to current law, a Mother always has Parental Responsibility for her child. A Father, however, has this responsibility only if he is married to the Mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

- Jointly registering the birth of the child with the Mother
- A Parental Responsibility Agreement with the Mother
- A Parental Responsibility Order, made by a court

Living with the Mother, even for a long time, does not give a Father Parental Responsibility and if the Parents are not married, Parental Responsibility does not always pass to the natural Father if the Mother dies.

All Parents (including adoptive Parents) have a legal duty to financially support their child, whether they have Parental Responsibility or not.

More than one person can have Parental Responsibility for the same child at the same time and anyone who has Parental Responsibility for a child does not lose that solely because some other person subsequently acquires Parental Responsibility for that child.

Legal Contact

This means who legally has contact with the child whether they have Parental Responsibility or not. This is usually through a court order, for example, residency, contact or care orders or it could be because a Parent has re-married.

If there are court orders in place for the child, settings are advised to obtain copies if relevant.

Please make sure all parts on registration forms are completed

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Partnership Policy

Jozone recognises that Parents/Carers play the fundamental role in a child’s development and this should be acknowledged as the basis for a partnership between the Club and Parents/Carers.

To achieve this, we believe that all family members should be treated as we would wish to be treated, with dignity and respect. We will ensure that family members know that the children’s safety and welfare is given first priority, and that each of them has the right to a courteous, caring and professionally competent service.

Procedures

- Ensure that Parents/Carers are made to feel welcome and valued in all dealings with the Club.
- Ensure that the Club always listens to Parents/Carers concerns whenever they are raised.
- Ensuring that the Clubs policies and procedures are displayed for Parents/Carers to see.
- Encourage Parents to comment on positives and the negatives at Jozone.
- Ensure that all complaints are dealt with swiftly and effectively in accordance with provisions of the complaints procedure policy.
- We will show respect to each family’s beliefs, traditions and wishes for the care of their children.
- Exchange information about each child with its Parents/Carers.
- Recognise that Parents know their own child best and are the most important people in a child’s life.
- To arrange back up cover for emergencies.
- Review contracts and children’s information forms at least once a year.
- Understand children’s need for ongoing care with the same Carer.
- We will also endeavour to provide full explanations if we are unable to keep an agreement or if any mistake or misunderstandings have occurred.
- To keep Parents/Carers up to date with any changes in the operation of the Club.

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Arriving and Departures Policy

At Jozone we will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

It is the responsibility of the person in charge to ensure that an accurate record is kept of all children in the Club, and that any arrival and departure to and from the premises is recorded in the register on the online system. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts during the day. The Club should keep records of daily registers for at least one year.

Arrivals

On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of the registration; any messages should be recorded in the diary.

Departures

If the child is to be collected by someone other than the Parent/Carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated to collect a child must be one of those named on the child profile and must have the collection password before they can collect.

Permission and arrangements for children leaving the Club alone at the end of the session will be a matter for discussion between the Manager and Parents/Carers. Written consent for children leaving the Club alone must be submitted to the Club before such arrangements are able to commence. No child under the age of 8 will be allowed to leave alone.

No adult other than those named on the admissions form will be allowed to leave the Club with the child. In the event of someone else arrive without prior knowledge; the Club will telephone the Parent/Carer immediately. If the Parent/Carer or alternative adult is going to be late to collect their child, staff must be informed of this on arrival. If the designated adult is late picking up their child without prior warning, the provisions of the Uncollected Children Policy will be activated.

Upon the departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

Absences

If a child is going to be absent from a session, Parents must indicate this directly to the Club in advance.

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Uncollected Children

Jozone Kids Club endeavours to ensure that a Parent or Carer collects all children at the end of each session. If a child is not collected, and the Parent or Carer has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes Late

When the Parent or Carer arrives, they will be reminded that they must call the Club to notify us if they are delayed. The Parent or Carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes Late

If a Parent or Carer is more than 15 minutes late in collecting their child, the Manager will try to contact them using the contact details on file.

If there is no response from the Parent or Carer, messages will be left requesting that they contact the Club immediately. The Manager will then try to contact the emergency contacts listed on the child's registration form.

While waiting to be collected, the child will be supervised by at least two members of staff.

When the Parent or Carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

If the Manager has been unable to contact the child's Parents or Carers after 30 minutes, the Manager will contact the first response team for advice. The director will be notified if possible.

The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the Parent or Carer, or until placed in the care of the Social Care team.

If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's Parent or Carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the Parent or Carer's telephone explaining events.

Ofsted will be contacted if we have to ring first response.

Managing Persistent Lateness

The Manager will record incidents of late collection and will discuss them with the child's Parents or Carers. If Parents and Carers persistently collect their child late we may request a longer session time is booked (if applicable). If Parents and Carers persistently collect their child late after the last club session time, they may lose their place at the Club.

Key Contact Information

Referrals First Response	0800 1313 126 (Mon – Thur 8.30am – 5pm, Fri 8.30am-4.30pm)
First Response Duty Team	0345 604 2886 / Mobile: 07815492613 Email: first@staffordshire.gov.uk Or out of hours: eds.team.manager@staffordshire.gov.uk IF YOU EMAIL NEVER PUT THE DETAILS OF THE REFERRAL IN THE EMAIL.

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Missing Children Policy

Jozone Kids Club has the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions. Even when all precautions are properly observed, emergencies can still arise. Therefore, members of staff will undertake periodic head counts, especially at the transition points between sessions.

If Children don't come to Club from School and are booked in, Jozone staff will:

- Check with the class teacher and school office to see if they have been at school.
- Check other classrooms, School Clubs, playground and toilets.
- Contact Parents/ Carers to see if they have collected or gone home with a friend.
- Speak with class teacher and Head teacher of the school to help look for child/ren.
- If after 15 minutes of thorough searching the child is still missing, the Head Teacher or Manager will inform the police and then the child's Parents/Carer.
- While waiting for the police and the Parent/Carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal routine as is possible for the rest of the children at the Club.
- The Manager and Head Teacher will be responsible for meeting the police and the missing child's Parent/Carer. The Manager and Head Teacher will co-ordinate any actions instructed by the police and will make every effort to comfort and reassure the Parents/Carers.
- Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary changes.

If for any reason a member of staff cannot account for a child's whereabouts during a session at the Club, the following procedures will be activated:

- The member of staff in question will inform both the Manager and the rest of the staff team that the child is missing and a thorough search of the premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- Whilst the search is taking place the remaining staff will get the children into a group (keeping a calm atmosphere) to check the register and also do regular headcounts.
- The Manager will nominate a member of staff to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club.
- If after 15 minutes of thorough searching the child is still missing, the Manager will inform the police and then the child's Parents/Carer.
- While waiting for the police and the Parent/Carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal routine as is possible for the rest of the children at the Club.
- The Manager will be responsible for meeting the police and the missing child's Parent/Carer. The Manager will co-ordinate any actions instructed by the police and will make every effort to comfort and reassure the Parents/Carers.
- Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary changes.

All incidents of children going missing from the Club will be recorded on an incident sheet, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

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Admissions and Fees Policy

It is our intention to make our setting accessible to children and families from all sections of the local community. As a provider of registration childcare, we both encourage and actively support eligible Parents/Carers claiming and taking up the childcare element of the Working Tax Credit. We also accept childcare voucher as full/part payment of fees. For further information please speak to the Club Manager.

We aim to ensure that all sections of our community have access to the setting through open, fair and clearly communicated procedures.

Admissions

Parents/Carers are required to register online to make a booking. Parents must complete all relevant fields upon registration with their details and details of the children before they can make a booking. Policies and Procedures and Terms and Conditions must be agreed to upon registration. Once registered the Parent/Carer will receive a Parent Information Pack, Company Terms and Conditions and a copy of the current Policies and Procedures.

The Parent/Carer and child are welcome to visit the Club and speak to members of staff if they wish to do so prior to attending the Club. Once the child attends the club the provisions of the Settling In Procedures will come into operation.

Waiting List

To ensure that admissions to the Club are offered on a fair and transparent basis, bookings are made online on a first come first serve basis. The availability of each club is listed in the club info during the booking process. Once the places are filled the following procedures will apply to the management of waiting lists:

- If all spaces are full Jozone Kids Club will operate a waiting list.
- The waiting list will be kept and used on a first come first served basis. The Club will advise the Parents/ Carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Club.
- When a vacancy at the Club becomes available, the Manager will contact the Parent/ Carer whose child is suitable for the place and are highest up on the waiting list.
- If the Parent/ Carer still wish to take up the place for their child, they will be asked to complete the booking online
- If the Parent/ Carer concerned no longer wishes to take up a place, the Parent/ Carer of the next suitable child on the list will be contacted.

Fees

The Club understands that the cost of registered childcare may seem expensive to a Parent/Carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Club, it must ask that Parents/Carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant

- Payment of fees should be made online in advance; other payment arrangements can be made online, however you will need to state how and when you intend to pay before a booking can be made.
- Jozone Kids Club accept payment by Childcare Voucher, Tax Free Childcare, Online Card Payments, BACS and Cash.
- The Club will be sympathetic to any request. Parents/Carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Manager at the earliest possible opportunity
- The Manager has the right to issue a formal warning to Parents/Carers and inform them that continued late payment will result in their child's place at the Club being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Club for the remainder of that week.
- Parents/Carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/ Carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at Jozone.

<i>Policy Details</i>	
<i>Written</i>	<i>July 2006</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Booking & Debtor Procedure

Parents/Carers must complete the online Registration and agreed to the Company Terms and Conditions prior to a booking being made. It is the Club Managers responsibility to ensure the required information is provided prior to the child(ren) attending. If this information is provided the Club Manager will request for the Parent/Carer to provide any required information prior to the child attending.

As per our Company Terms and Conditions, bookings must be booked and paid online before the session. It is expected that Parents/Carers who put their children into our care agree and adhere to the Company Terms and Conditions when they register with Jozone Kids Club Ltd. Failure to do so will result in a temporary block added to your online account in which you will be unable to make any further bookings.

Once a booking has been completed the registered Parent/Carer will receive notification of their booking via email.

Booking Procedure

All Jozone bookings are made online through the Jozone Ipal Booking System and are accepted on a first come first serve basis.

The Parent/Carers must add the Children's details onto their online account prior to booking online. They will then be able to book their required sessions online. Bookings must be made per child (sibling discount is automatically added when you proceed to payment).

Payment is required in advance. **All bookings are not complete until processed for payment.**

Important Note:

If you wish to have a guaranteed space for a regular booking you will be required to book for the whole year (you will be able to set up partial payments throughout the year and can give 7 days' notice to amend or cancel a paid booking). Therefore, if you choose to book a month at a time, we cannot guarantee your space the following month as spaces are filled at a first come first serve basis.

Any additional costs will be deducted from your online account wallet and payment will be required asap. This includes the following:

- Attendance for any sessions that have not been booked online
- Breakfast Fees
- Tea Fees
- Extra Activity Fees

For any booking queries please contact the Head Office on 01543 897980.

Payments

Sessions must be booked online and paid for in advance by the following payment methods:

- Online Card Payments
- Online Wallet Payments

- Childcare Vouchers
- Tax Free Childcare
- Bacs
- Cash

Parents/Carers can view their invoices and account details online. Each Club and the Head Office will ensure accurate records of payments are retained and will keep record of any correspondence from Parent/Carer.

Amendments and Cancellations for paid sessions can be made online with 7 days' notice, after which the full retainer must be paid. Reimbursement for cancelled sessions will be added to your account wallet. In the event that a club has to close (e.g. due to school closures) Jozone will reimburse any booked sessions in full or part into your account wallet.

Prices may be subject to change at the Directors discretion.

Additional Charges

The following additional charges will apply:

- Late payments will incur £20.00 late payment fee (per month)
- If your child is not collected by 6.00pm there will be a charge of £10.00 per 15 minutes to cover the costs of the two staff that are legally required to stay.

These amounts will be deducted to your account wallet and payment is required asap.

Debtor Procedure

Jozone Kids Club Ltd cannot accept responsibility for late payment of fees caused by Third Parties i.e. childcare voucher providers / banks (re standing orders). Paying the fees on time remains the responsibility of the Parent/Carer.

The following procedure will be followed by Jozone Kids Ltd to recover any outstanding payments:

1. Any accounts not settled by the last day of the calendar month will receive notification by email or letter as a **first reminder** of outstanding payments.
2. Any accounts not settled by the last day of the consecutive calendar month will be temporarily suspended from attending Jozone or making any further bookings and will then incur a £20.00 late payment fee (per month) which will be deducted from the account wallet. Parent/Carers will receive a **second reminder of outstanding balance and notification of suspension** by email or letter and will be required to make payment in full before attendance and bookings can recommence. Mitigating circumstances may mean the child(ren) is(are) not suspended but this decision will be made by the Director, in conjunction with the Manager, once all the facts as to why payment has not been made have been heard.
3. Any accounts not settled by the last day of the second consecutive Calendar month will receive a **third reminder** by email or letter to advise of outstanding payments.

4. Any accounts still not settled within the third consecutive calendar month will receive a **final reminder** by email or letter to advise a final date to settle all outstanding fees before we refer this case to the debt collections company to collect any outstanding debt.
5. Any accounts still not settled by the advised date in the final reminder will then be **referred to the debt collections** company to collect any outstanding debt. This will incur additional administration charges and charges by the collections company.

The decision to commence legal proceedings will be made by the Director considering the size of debt and ability of Parent/Carer to settle the debt.

We apologise if any correspondence has overlapped a payment, in this instance please contact us to advise.

Jozone Kids Club Ltd will adhere to the Bookings and Debtor Procedure as described above. However, in certain circumstance we may be required to take alternative action which will be at the discretion on the Director.

Jozone Kids Club Ltd work in partnership with Parents/Carers, therefore if you are having difficulties meeting your payments, please contact us to discuss this, as we may have various methods of payment including standing order payment plans.

<i>Policy Details</i>	
<i>Written</i>	<i>September 2009</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Complaint Procedure

At Jozone Kids Club we aim to work in partnership with Parents to deliver a high-quality childcare service for everyone. If for any reason, we fall short of this goal, we would like to be informed in order to amend our practices for the future. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for Parents on request. The Manager will generally be responsible for dealing with complaints. If the complaint is about the Manager, the registered person or other senior member of staff will investigate the matter.

Any complaints received about staff members will be recorded on an Incident Log and a Complaints Log will be completed. Any complaints made will be dealt with in the following manner:

Stage One

Complaints about aspects of Club activity:

- The Manager will discuss the matter informally with the Parent or Carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the Parent will be encouraged to discuss the matter with staff concerned.
- If the Parent feels that this is not appropriate, the matter will be discussed with the Manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage Two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the Parent or Carer should put their complaint in writing to the Manager.

The Manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 20 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Manager will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the Manager will contact the police.

All complaints will be kept on file for 3 years.

Making a Complaint to Ofsted

Any Parent or Carer can submit a complaint to Ofsted about Jozone Kids Club at any time. Ofsted will consider and investigate all complaints. Ofsted's address is:

Ofsted
Piccadilly Gate

Store Street
Manchester
M1 2WD
Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)
www.ofsted.gov.uk

<i>Policy Details</i>	
<i>Written</i>	<i>July 2006</i>
<i>Amended Last</i>	<i>February 2020</i>
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ICT Policy

Jozone Kids Club provides the use of digital cameras, computers, ipads/Tablets and internet facilities, for children and staff. The digital cameras / Camera Phone allow staff and children to record activities going on in the setting. The computers/tablets and internet provide opportunities to enhance education by helping with activities, homework, providing information and for the planning of activities. Each club has a designated tablet to obtain secure access to Parent/Carer & Child information via the Jozone Online system.

This policy sets out the use of this ICT.

Digital Cameras / Camera Phones

- Children should use the child friendly digital camera and any photographs will be downloaded or deleted at the end of each session.
- Staff must only use the setting's own digital camera or camera phone to take any photographs and these must be downloaded or deleted at the end of each session.
- Staff may use our camera phone to take pictures of activities to upload to our social media, but must have permission from parents and delete off phone once uploaded.

Computer and Internet Use in the Setting

The computer system is owned by Jozone Kids Club Ltd or the school setting and has appropriate software to ensure safe internet use. Jozone Kids Club Ltd reserves the right to examine or delete any files that may be held on its system or to monitor any internet sites visited.

Users are responsible for all e-mails sent and for contacts made that may result in e-mails being received.

Activity that is found to be unsuitable or that attacks or corrupts other systems is forbidden. Use of the computer system to access inappropriate materials such as gambling, pornographic, racist or offensive material is also forbidden. Copyright of materials must be respected.

Rules for Responsible Internet Use

Staff, Students and Volunteers

All staff must adhere to the following rules. Any breach of these could result in disciplinary procedures and may result in the termination of their contract.

- All Internet activity should be deemed appropriate.
- Other user's files will not be accessed without their permission.
- Computers will be used only for agreed reasons.
- Computer discs/pen drives will not be used without prior permission.
- Permission will be requested before using the internet.
- E-mail correspondence will be directed only to people who have been approved and messages sent will be polite and responsible.
- Social networking sites should not be accessed for personal use via work computers or during work hours. However, they can be accessed for work purposes such as Jozone social media updates.
- Computer files may be checked and the internet sites visited may be monitored.

Children

- The setting will work with the Parents to ensure they are aware of internet use.
- Children will use only age appropriate software in the setting
- All internet activity should be deemed appropriate.
- E-mail correspondence will be directed only to people who have been approved and messages sent will be polite and responsible.
- Personal details will not be shared over the internet.
- Any inappropriate materials sent to the computer must be reported to the Manager.
- The internet sites visited will be monitored.

Cameras / Recording Equipment Issued by Jozone Kids Club Ltd

Where a camera or recording, equipment has been issued by Jozone, it is for business use only and at all times will remain the property of Jozone Kids Club Ltd. The equipment is provided primarily to enable you to collate evidence for the children's profiles and memories file. Images must be stored safely in line with Jozone's Data Protection Policy and deleted as soon as they are no longer required. Misuse of Jozone's ICT equipment will result in a disciplinary warning or dismissal, depending on the circumstances.

Use of ICT Equipment whilst Driving

Jozone supports the police and other organisations interested in improving road safety, who regard the use of mobile phones whilst driving as being a dangerous practice. If you are caught using your mobile phone, you are now liable to prosecution. Consequently, we ask you not to make or answer calls whilst driving (even where a "hands free" kit has been fitted to the vehicle) but instead pull over when safe to do so. If you receive a call whilst driving and cannot immediately stop safely to take it, you should allow your phone's message facility to record the caller's message, accessing it when you next stop driving.

You must ensure you have proper control of any vehicle that you are driving at all times.

You are responsible for payment of any fines or penalties incurred as a result of being caught misusing the mobile phone.

You should note carefully that a breach of Jozone's rule on the use of a mobile phone whilst driving will render you liable to action under the Disciplinary Procedure, up to and including dismissal dependent upon the circumstances.

Personal Cameras / Recording Equipment

The use of personal cameras and recording equipment (including cameras and recording equipment on mobile phones) is not permitted by Jozone during working hours. Breach of this policy will result in a disciplinary warning or dismissal, depending on circumstances.

Social Networking Sites

- Staff should at no times post anything regarding children, their Parents/families or other staff at the setting.
- No photographs from the setting may be used, or ones which identify the setting or children from the setting.
- No photographs of other members of staff to be used without their consent.

- Anyone posting remarks which breach confidentiality or are deemed to be of a detrimental nature to the setting or other employees may be subject to disciplinary proceedings.
- Maintain professionalism whilst using social networking sites.
- Any employee, who becomes aware of social networking activity that would be deemed distasteful or not appropriate, should make their Manager/owner aware.
- For more information please use Social Networking Policy.

Anti-Harassment

You must be aware that certain operations that may be performed on mobile phones, cameras or recording equipment may breach Jozone rules and procedures. You must understand that the sending of text messages or digital images that are or could be deemed offensive is strictly prohibited.

The photographing or filming of fellow employees, children, visitors or any member of the public without their consent may breach an individual’s right to privacy and could in certain circumstances constitute harassment.

It is against the principles of Jozone for any person to be harassed in such way and will not be tolerated. Any instance that comes to Jozone Kids Club attention will be investigated. Should you be found to have used a mobile phone in such a way, you will be subject to the Disciplinary Procedure, which could include dismissal.

If you feel that you have been a victim of this form of harassment, you should bring this to the attention of management immediately.

<i>Policy Details</i>	
<i>Written</i>	<i>February 2010</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Display Screen Equipment Policy

Jozone will take all reasonable steps to ensure that work tasks involving the use of display screen equipment can be undertaken in a safe and healthy manner. We will seek to identify all employees who are classified as display screen users under relevant legislation.

For the purposes of this policy, display screen equipment includes any type of computer terminal, including laptops and microfiche equipment, associated equipment such as input devices like mice, printers and copy stands, as well as seating, desks and work surfaces. An important part of our risk assessments will be to consider the general working environment – which will include lighting and noise. Our risk assessment will look at how display screen work is organized, including the type of software used – wherever the work is undertaken. This might involve office-based computers, but also includes work undertaken on laptops or outside work perhaps in employee’s homes.

- You will be classified as a display screen user if you normally use a display screen for: continuous, or near continuous, spells of an hour or more at a time.
- Use it in this way more or less daily.
- Have to transfer information quickly to or from the display screen equipment.
- Need to apply high levels of attention and concentration.
- Are highly dependent on VDUs to do the job.

The person who will have overall responsibility for the implementation of this policy is Jo Crabtree (Director).

<i>Policy Details</i>	
<i>Written</i>	<i>September 2007</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Mobile Phone Policy

Jozone Kids Club fosters 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 mobilephones that is understood and adhered to by everyone: staff, children and Parents. Abiding by the terms of the Club's mobile phone policy ensures that we all:

- Protect children from harm and abuse as part of our Safeguarding Children Policy
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment

Staff Use of Mobile Phones

- Personal mobile phones may not be carried around or used whilst working in the setting.
- Phones should be turned off or onto silent and kept in the following places at each site:
 - At St Josephs: In bags in the kitchen area
 - At St Thomas More: In bags kept in the cupboard
 - At Chadsmead: In the mobile phone box in the kitchen area
- 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 away from the children. (Please seek permission from the Manager first)
- 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 you can give out the Club mobile to be contacted on.
- Under no circumstances may staff use their mobile phone to take photographs, record information or use social networking sites at the Club during working hours.
- Unauthorised use of a personal mobile phone during working hours will result in a disciplinary warning or dismissal, depending on the circumstances.

Mobile Phones Issued by Jozone Kids Club Ltd

Where a mobile phone has been issued by Jozone, it is for business use only and at all times will remain the property of Jozone Kids Club Ltd. A mobile phone is provided primarily to enable you to do your job i.e. to keep Jozone informed at the earliest opportunity of matters, which we need to know and to be similarly contactable by Jozone, or to contact Parents / other professionals when you are working away from your base. Therefore, it is your responsibility to ensure that the mobile phone is kept charged and switched on while you are on duty.

If you have been issued with a mobile phone, you are responsible for the safe-keeping and condition of the mobile phone at all times. You will be responsible for any cost of repair or replacement other than fair wear and tear. Jozone will arrange for any repair or replacement. In the event that the mobile phone is lost or stolen, Jozone must be notified immediately in order to cancel the number. You agree that upon termination of your employment, should you not return your mobile phone or should your mobile phone be returned in an unsatisfactory condition, the cost of replacement or a proportionate amount of this, as decided by Jozone, will be deducted from any final monies owing to you, or you will otherwise reimburse Jozone.

Children's Use of Mobile Phones

Whilst we understand that some children have mobile phones, we actively discourage use of them in the Club. We ask children to keep their mobile phone locked away either in the tin or filling cabinet. The

Club does not accept any responsibility for loss or damage to mobile phones brought to the Club by the children.

Children must not use their mobile phone to take photographs, make calls or text of any kind whilst at the Club. If they want to contact anyone they must use the Club mobile. Tablets may be used at holiday Club, providing the Wi-Fi is switched off and cameras are covered over. Any games on the tablet must be age appropriate. Jozone does not accept any responsibility if they are lost or damaged.

Visitor’s Use of Mobile Phones

Parents and all other visitors must not use their mobile phones – or any other devices to take photographs within the Club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, Parents can ask a member of staff to take one using the Club camera.

We also ask Parents to refrain from coming into Club whilst on the phone, and if they need to answer a call to go outside.

<i>Policy Details</i>	
<i>Written</i>	<i>February 2014 (Previously merged with ICT Policy)</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Acceptable Internet Use Policy

The internet should be considered part of everyday life with children and young people seen to be at the forefront of this on-line generation. Knowledge and experience of information and communication technology (ICT) should be considered an essential life skill. Developmentally appropriate access to computers and the internet in the early years will significantly contribute to children and young people's enjoyment of learning and development.

Children and young people will learn most effectively where they are given managed access to computers and control of their own learning experiences, however such use carries an element of risk. Early Years practitioners and managers, in partnership with Parents and Carers, should consider it their duty to make children and young people aware of the potential risks associated with online technologies. This will empower them with the knowledge and skills to keep safe, without limiting their learning opportunities and experiences.

This policy will outline safe and effective practice in the use of the internet. It will provide advice on acceptable use and effective control measures to enable children, young people and adults to use ICT resources in a safer online environment.

The policy applies to all individuals who are to have access to or be users of work-related ICT systems. This will include children and young people, Parents and Carers, early years managers and practitioners, volunteers, students, committee members, visitors and contractors. This list is not to be considered exhaustive.

This policy will apply to internet access through any medium, for example computers, mobile phones, tablets and gaming machines. Before the use of any new technologies they will be examined to determine potential learning and development opportunities. Their use will be risk assessed before considering whether they are appropriate for use by children and young people.

Responsibilities

The Designated Person for Safeguarding (DPS) is to be responsible for online safety and will manage the implementation of this policy. In our setting the DPS is Jo Crabtree.

The Designated Person for Safeguarding will ensure:

- Day to day responsibility for online safety issues and will have a leading role in implementing, monitoring and reviewing this Policy.
- All ICT users are made aware of the procedures that must be followed should a potentially unsafe or inappropriate online incident take place.
- Recording, reporting, monitoring and filing of reports should a potentially unsafe or inappropriate online incident occur. This must include the creation of an incident log to be used to inform future online safety practice.
- All necessary actions are taken to minimise the risk of any identified unsafe or inappropriate online incidents reoccurring.
- Regular meetings take place with the registered person and/or managers to discuss current issues and review incident reports.
- Effective training and online safety advice is delivered and available to all early year's managers and practitioners, including advisory support to children, young people, Parents and Carers as necessary.
- Liaison, where appropriate, with other agencies in respect of current online safety practices and the reporting and management of significant incidents.

Managing Online Access

Password security

- Maintaining password security is an essential requirement for early years managers and practitioners particularly where they are to have access to sensitive information. A list of all authorised ICT users and their level of access is to be maintained and access to sensitive and personal data is to be restricted.
- Early years managers and practitioners are responsible for keeping their passwords secure and must ensure they are updated once every 60 days. All users must have strong passwords, for example a combination of numbers, symbols and lower and upper-case letters.
- Sharing passwords is not considered to be secure practice. Where children and young people are to be enabled to create their own password a copy of such will be kept on file for reference.
- All computers and laptops should be set to 'timeout' the current user session should they become idle for an identified period.
- All ICT users must 'log out' of their accounts should they need to leave a computer unattended.
- If ICT users become aware that password security has been compromised or shared, either intentionally or unintentionally, the concern must be reported to the Designated Person for Safeguarding.

Internet access

- The internet access for all users will be managed and moderated in order to protect them from deliberate or unintentional misuse. Every reasonable precaution will be taken to ensure the safe use of the internet. However, it must be recognised that it is impossible to safeguard against every eventuality.
- The following control measures will be implemented which will manage internet access and minimise risk:
 - Secure broadband or wireless access
 - A secure, filtered, managed internet service provider and/or learning platform.
 - Secure email accounts.
 - Regularly monitored and updated anti-virus protection.
 - A secure password system
 - An agreed list of assigned authorised users with controlled access
 - Effective audit, monitoring and review procedures.
- Online activity is monitored to ensure access is given to appropriate materials only. Computers, laptops, tablets and gaming machines are sited in areas of high visibility to ensure children, young people and adults are closely supervised and their online use appropriately monitored.
- Should children, young people or adults discover potentially unsafe or inappropriate material, they must hide the content from view. For example, the window will be minimised and/or the monitor (not Computer) will be turned off. All such incidents must be reported to the DPS who must ensure a report of the incident is made and take any further actions necessary.
- All managers and practitioners will be made aware of the risks of compromising security, for example from connecting personal mobile devices to work related ICT systems. Such use is avoided but should it, on occasion, be unavoidable it will be subject to explicit authorisation of the Designated Person for Safeguarding. Such use will be stringently monitored.
- Should it be necessary to download unknown files or programmes from the internet to any work-related system it will only be actioned by authorised ICT users with permission from

the Designated Person for Safeguarding (DPS). Such use will be effectively managed and monitored.

- All users are responsible for reporting any concerns encountered using online technologies to the DPS.

Online communications

- All official communications must occur through secure filtered email accounts.
- All email correspondence will be subject to scrutiny and monitoring.
- All ICT users are expected to write online communications in a professional, polite, respectful and non-abusive manner. The use of emoticons is not permitted.
- A filtered internet server is used to monitor and prevent offensive material or spam. Should, on occasions, security systems not be able to identify and remove such materials the incident will be reported to the Designated Person for Safeguarding immediately.
- Communications between children and adults by whatever method should take place within clear and explicit professional boundaries. Early years managers and practitioners will not share any personal information with any child or young person associated with the setting. They will not request or respond to any personal information from the child or young person other than which might be considered appropriate as part of their professional role. Advice should be sought from the DPS before engaging in any such communication.
- Early years managers and practitioners must ensure that all communications are transparent and open to scrutiny
- All ICT users should refrain from opening emails where they do not know the sender or where the content or format looks suspicious.
- Online communication is not considered private or confidential for safeguarding and security purposes. All users must seek advice from the DPS and the local Safeguarding Children Board as to how information should be relayed.
- Children and young people will be enabled to use online equipment and resources when it is considered, in consultation with Parents and Carers, that they have the developmental knowledge and understanding to recognise some of the benefits and risks of such communication. Access to online communication will always be supervised by an adult.
- When children and young people access online communications and communities a nickname must be adopted to protect their identity and ensure anonymity.

Managing multimedia technologies

- Many devices are equipped with internet access, GPS, cameras and video and audio recording functions. A risk assessment is completed to minimise risk of using technologies whilst maximising the opportunities for children and young people to access such resources.
- Access to a range of age appropriate websites are available. Children and young people are advised, in an age appropriate manner, that they should be careful whilst online and that not everyone is who they say they are.
- All ICT users and the DPS must only use moderated sites to afford maximum protection. Non-moderated websites allow for content to be added and removed by others.
- Children and young children will not be permitted to post images on any website or profile.

Social networking sites

- Access to social networking sites is not permitted by children and young people in the setting.

- Early years managers and practitioners are not permitted to use work related technologies for personal access to networking sites.
- The use of these sites in adults’ recreational time cannot be restricted however early years managers and practitioners must adhere to our professional conduct agreement. Content which may compromise professional integrity or will bring the setting into disrepute is not permissible and may result in disciplinary action.
- It is not permissible for early years managers or practitioners to engage in personal online communications with children, young people, Parents or Carers. This includes the use of social media networking platforms such as Facebook and Twitter.
- Any known misuse, negative and/or anti-social practices must be reported immediately to the DPS.

SMART Guidelines

Jozone Kids Club recognises that the Internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. Staff and Children are encouraged to follow the SMART guidelines (listed below). These guidelines will be explained to any children wishing to access the Internet:

- **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don’t trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your Parent or Carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don’t know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won’t always be telling the truth.
- **Tell:** Tell a member of staff or your Parents if someone or something you encounter online makes you feel uncomfortable.

If a child encounters something inappropriate on the Internet, the Manager will be informed and the incident will be noted on an Incident Record in the child’s file. The child’s Parent will be asked to sign the Incident Record.

We have put in place the following safeguards:

- A risk assessment has been undertaken.
- The computer is located so that the screen can easily be seen from the rest of the room.
- Staff will supervise the use of the Internet.
- The computer has an up to date virus checker and firewall installed.
- Google Safe Search Filtering is turned on; children are encouraged to use a child-safe search tool
- The computer’s browser history is regularly checked to monitor which sites are being accessed and all staff and children are informed of this fact.

Staff will be aware that cyber bullying can take place at any time.

<i>Policy Details</i>	
<i>Written</i>	<i>February 2018</i>
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Social Networking Policy

Jozone Kids Club realises 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. We are also well aware that these sites can become a negative forum for complaining or gossiping. However, we have to balance this against our duty to maintain the confidentiality of children and Parents attending our Club, as well as ensuring that our good reputation is upheld. Staff must remember that they are ambassadors for our Club both within and outside our working hours and are expected to conduct themselves accordingly when using social media site.

The following policy has been designed to give staff members clear guidelines as to what we at Jozone Kids Club expect of our staff when accessing these sites. This policy covers (but is not limited to):

- Any social media accounts
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

Social Media Rules

The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. Consult with your Manager or supervisor 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 staff must not:

- Post anything that could damage our Club's reputation.
- Post anything that could offend other members of staff, Parents and children using our Club, partners and competitors.
- Publish any photographs or materials that could identify the children or our Club (as part of our safeguarding children policy)
- 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 Club. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the company.
- Information published on your blog(s) should comply with Jozone Kids Club Ltd. Confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums and social networking sites.
- Accept invitations from Parents or children to connect via a social media unless they already know the Parent in a private capacity.
- Discuss with Parents any issues relating to their child or our Club. Instead invite the Parents to raise the issue when they are next in Club, or to contact the Manager if the matter is more urgent.

Any member of staff who posts contents or comments that breach confidentiality or which could harm the reputation of our Club or other staff members, or who publishes photographs of the setting or children, will face disciplinary action in line with our staff disciplinary policy. Any employee, who becomes aware of social networking activity that would be deemed distasteful, should make their Manager/Director aware.

General cautions for using social media

When using social media in any context it is wise to bear in mind the following points:

- Social media activities should not interfere with work commitments.
- No information published via the Internet is ever totally secure; if you don't want information to become public, do not post online.
- Once an image or information is in the public domain, it is there forever – Google never forgets!!
- Remember at all times in or out of working hours you are an ambassador for Jozone Kids Club your online presence reflects on the setting. Be aware that your actions captured via images, posts or comments can reflect on our setting.
- It is not recommended for any child under the age of 13 to have any social media account.

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Recruitment Policy

Jozone Kids Club 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. Applicants will be considered on the basis of their suitability for the post, with equal opportunities for all, regardless of marital status, age, race, gender, sexual orientation and religious beliefs.

Advertising the Vacancy

Jozone Kids Club will send all potential candidates; a job description, a person specification and an application form. The application form includes:

- Instructions that the application form must be completed by hand
- A declaration that all information is correct
- A section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or warning for any offence that may affect their suitability for working with children
- 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)

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

Interview Procedure

We will notify all candidates selected for interview by telephone, letter or email. All candidates will be asked for relevant proof of identity, proof of qualifications, i.e. 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, where possible. 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. All candidates will also be asked to participate in a trial session with the children for an hour 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 him or her a written offer, which is subject to the receipt of two suitable references and full sight of a satisfactory DBS, therefore a contract of employment will not be offered until the process is complete.

A link to the DBS website will be given and you will need to pay and complete the form, once you have completed your section, you will need to inform the Manager or Director, so that we can complete the identity checks and countersigned. Once it has been completed a copy will be sent directly to the new member of staff at their home address.

Jozone will employ new staff while waiting for the DBS disclosure on the understanding that there are no convictions against you. Any convictions that become known from the outcome of the DBS will be judged and the Management will assess the suitability for the position.

No staff members will be left alone with the children until we receive clearances from DBS.

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Staffing Policy

Jozone Kids Club is committed to placing the best interests of children’s welfare, care and development at the centre of all staffing matters.

Management Responsibilities

- The Manager will hold regular staff meetings where all members of staff are able to discuss and contribute in a positive manner.
- The Manager will hold regular supervisions with staff.

Staff Responsibilities

- Members of staff are expected to conduct themselves at all times in a professional, courteous, helpful, warm and consistent manner.
- Members of staff are expected to display both knowledge and understanding of multi-cultural issues and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will dress appropriate for work with awareness of health and safety issues.
- Personal mobiles must be switched off during working hours. If staff members need to receive an emergency call, the person calling them should use the Club number.
- The staff can use the school staff room for regular breaks, ensuring that no member of staff exceeds the legal limit of six hours’ consecutive work without a break.

Staff Induction

- Every new member of staff will undertake an induction and be provided with an induction pack; new staff will be given a tour of the premises, familiarising them with the location of fire exits, toilets and additional areas such as the staff room and kitchen.
- Staff shifts, breaks and all aspects of the day-to-day running of the Club including the fire evacuation procedures will also be fully explained.
- Where appropriate, new members of staff will be introduced to their colleagues, children, Parents and Carers.
- Guidance will also be provided to new staff of the provision of staff meetings and staff supervisions.
- Information for mandatory and relevant training courses for personal development will also be made available.

Jozone Kids Club are committed to providing good training and development opportunities for staff so that they are able to perform their roles both efficiently and effectively.

Staff files are kept locked away and should only be accessed by the Club Manager and/ or Deputy Manager. Any breach of confidentiality may be regarded as misconduct and be the subject of disciplinary action.

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Students and Volunteers Policy

Jozone Kids Club believe that a placement for a student or volunteer at our Club is a valuable opportunity to build experience while learning about working within a childcare setting. Equally, we appreciate the positive contribution that such committed and enthusiastic people can bring to our Club. However, at all times the needs of the children are paramount and therefore Jozone will restrict the numbers of students and volunteers working at any particular time, in order to minimise disruption to the Club’s core activities.

We aim to provide for students on placement with us experiences that contribute to the successful completion of their studies and that provide examples of quality practice in early years’ care and education.

Procedures

- The Manager/mentor is responsible for ensuring that all students and volunteers working at the Club are suitable and that they will not detrimentally affect the service provided for children and their Parents/Carers
- The Manager/mentor has overall responsibility for supervising and supporting students and volunteers while they are at the Club.
- Regular volunteers will have character referees and have up to date DBS checks before they begin their placement at Jozone.
- The students and volunteers will be given a job description and induction pack.
- Students will be encouraged to discuss their individual learning needs with the Manager when they start at Jozone.
- New students and volunteers will be allocated a member of staff who will have day-to-day responsibility for them and their needs while at Jozone.
- Students and volunteers will be expected to adopt a professional manner at all times and work within Jozone’s existing policies and procedures.
- Students/volunteers are used to compliment the staff within the setting; however, they may (on occasions) be used as part of the ratio of the setting.
- Students/volunteers 17 or under will not be included in the ratios.
- We require students and volunteers to keep to our confidentiality policy.
- We co-operate with student’s tutors in order to help students to fulfil the requirements of their course of study.

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Disabled Employees Policy

Jozone Kids Club recognises that it has clear obligations towards its staff and the community at large to ensure that people with disabilities are afforded equal opportunities to enter employment and progress at the provision.

When a member of staff becomes disabled in the course of their employment, reasonable steps will be taken to accommodate their disability by making adjustments to working practices and arrangements, to enable him or her to remain in employment with provision wherever possible.

Procedure

Statutory Requirements:

The law imposes an obligation on employers not to discriminate against disabled people on the grounds relating to their disability unless this is unavoidable in the sense that their disability makes them unable to perform a key function of the job, or that it is too expensive or impracticable to change the physical features of the premises or other arrangements to accommodate their needs. The provision will ensure that efficient practices for the effective management of staff are in place. They reflect current employment legislation, including discrimination, family friendly policies, and the rules relating to the Working Time Directive.

During employment:

All employees are expected to show consideration towards their disabled colleagues. Where special measures need to be taken to ensure health and safety, the member of staff concerned together with the safety and other employee representatives, will be fully briefed. Training and promotion opportunities must be available to all, regardless of disability.

Disability Arising During Employment:

When an employee becomes incapable of carrying out his or her normal duties because of disability, consideration must be given to reasonable adjustments to the job and working conditions, redeployment and retraining.

Termination of Employment:

Members of staff are covered by the Disability Discrimination Act 1995 in any proceedings related to a member of staff disability, which could lead to the termination of his / her employment at the provision.

Redundancy:

In a redundancy situation the circumstances of disabled employees will be given appropriate consideration. Reasonable adjustments will be made to the selection criteria in order to prevent a disabled employee from being disadvantaged by the methods used to carry out the redundancies.

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Staff Disciplinary Procedures

It is necessary to have a minimum number of rules in the interests of Jozone Kids Club Ltd. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.

The following rules and procedures should ensure that:

1. The correct procedure is used when requiring you to attend a disciplinary hearing
2. You are fully aware of the standards of performance, action and behaviour required of you;
3. Disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner
4. You will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions, temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind
5. Other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process
6. You will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct
7. If you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty

Disciplinary Rules

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

Unsatisfactory Conduct and Misconduct

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

- a) failure to abide by the general health and safety rules and procedures
- b) smoking in designated non-smoking areas
- c) consumption of alcohol on the premises
- d) persistent absenteeism and/or lateness
- e) unsatisfactory standards or output of work
- f) rudeness towards customers, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language
- g) failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours
- h) unauthorised use of E-mail and Internet

- i) failure to carry out all reasonable instructions or follow our rules and procedures
- j) unauthorised use or negligent damage or loss of our property
- k) failure to report immediately any damage to property or premises caused by you

(These are examples only and not an exhaustive list.)

Serious Misconduct

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation; you may be issued with a final written warning in the first instance.

You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

Gross Misconduct

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:

- a) theft or fraud
- b) physical violence or bullying
- c) deliberate damage to property
- d) deliberate acts of unlawful discrimination or harassment
- e) possession, or being under the influence, of illegal drugs at work
- f) breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person

(The above examples are illustrative and do not form an exhaustive list.)

Disciplinary Procedure

Disciplinary action taken against you will be based on the following procedure:

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal
MISCONDUCT	Written warning	Final written warning	Dismissal	
SERIOUS MISCONDUCT	Final written warning	Dismissal		
GROSS MISCONDUCT	Dismissal			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal but you will retain the right to a disciplinary hearing and you will have the right of appeal.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

Disciplinary Authority

The operation of the disciplinary procedure contained, in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher level of seniority progressing any action at whatever stage of the disciplinary process.

PERSON AUTHORISED TO TAKE DISCIPLINARY ACTION IN THE CASE OF:

	SENIOR MANAGEMENT	OTHER EMPLOYEES
Formal verbal warning	Director	Senior Manager
Written warning	Director	Senior Manager
Final written warning	Director	Senior Manager
Dismissal	Director	Senior Manager

Period of Warnings

1. Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a three-month period.

2. Written warning

A written warning will normally be disregarded for disciplinary purposes after a six-month period.

3. Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a twelve-month period.

General Notes

- If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.
- In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.
- Gross misconduct offences will result in dismissal without notice.
- You have the right to appeal against any disciplinary action.

Capability/Disciplinary Appeal Procedure

- You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.
- If you wish to exercise this right you should apply either verbally or in writing to the person indicated in your individual Statement of Main Terms of Employment.
- An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.
- The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.
- If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.
- You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

Grievance Procedure

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.

If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

If you wish to appeal you must inform the Director within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the Nursery will be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).

Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

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Sickness Absence Policy

Jozone Kids Club is committed to giving necessary support to all employees who become sick during the course of their employment. There are also a number of indirect costs of absence, which can impact heavily on the Company:

- Work disruption within a team or area of the business
- Reduced productivity as work is carried out by less experienced or over stretched staff
- Increased workload and reduced morale of employees who have to cover for absent colleagues.

All employees will be given guidance to help them understand and adhere to the sickness absence policy and team leaders will be provided with adequate training in the management of sickness absence and will be encouraged to take an interest in the welfare of staff.

The aims of this policy are:

- To achieve high levels of attendance at work by all employees
- To promote a fair and consistent approach to managing sickness absence
- To ensure the highest possible standards of health and safety at work.

Notification of Incapacity for Work

You must notify us by telephone on the first day of incapacity at the earliest possible opportunity and by no later than 6.30am for the morning session and by 10.00am for the afternoon session. Other than in exceptional circumstances notification should be made personally, to the Manager. You should try to give some indication of your expected return date and notify us as soon as possible if this date changes.

If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

Evidence of Incapacity

Doctors' certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including seven calendar days) you must sign a self-certification absence form on your return to work.

If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure he/she gives you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive doctors' medical certificates to cover the whole of your absence.

Payments

You are entitled to statutory sick pay (SSP) if you are absent for four or more consecutive days because of sickness or injury provided you meet the statutory qualifying conditions. SSP is treated like wages and is subject to normal deductions.

Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.

Where the circumstances of your incapacity are such that you receive, or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

Return to Work

You should notify your Line Manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified. If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor. Separate rules relating to infectious diseases and those whose duties may involve handling food are to be found later in this handbook and, if appropriate to your duties, you must familiarise yourself with them.

On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to your Line Manager.

Upon returning to work after any period of sickness/injury absence, you may be required to attend a “return to work” interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

General

Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence, may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.

In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.

We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.

If we consider it necessary, we may ask your permission to contact your doctor and/or for you to be independently medically examined.

To achieve a consistent level of absence control we have introduced a reporting procedure which will be rigorously and consistently applied. All sickness calls will be logged. Suffice it to say, genuinely sick employees should not feel threatened by this process.

We have a system in place to identify individuals with ongoing sickness absence problems (i.e. regular short spells). Your Manager has received training in this area and will, in the first instance, do all they can to assist if this becomes an issue for you.

We also analyse sickness absence data to look for trends that might highlight any work-related causes, i.e. trends affecting more than one individual. If this becomes an issue we will consult with you to gain your views; and, implement workplace improvements where we can.

Failure to comply with the absence management system will be viewed as a misconduct issue and will be dealt with through the disciplinary procedure.

Persistent Short-Term Absence

When an employee has had four absences of half a day or more in a six-month period, the relevant Manager will be required to review the employee's case formally. A Sickness Absence Review meeting will be arranged following the fourth return to work interview, the purpose of the Sickness Absence Review meeting is to:

- review the circumstances surrounding the absence
- assess positively whether there is an underlying problem which needs to be resolved
- decide if a referral to an Occupational Health Physician would be beneficial
- establish if any other assistance is required e.g. specialist counselling
- encourage the employee to contact his or her doctor if necessary so that appropriate treatment can be received
- agree on appropriate action and follow up review date, if necessary.

A note of the discussion will be made and a copy will be given to you. All employees will have the right to be accompanied to the review meeting by a colleague. Failure to improve levels of persistent short-term absence within an appropriate time scale and given relevant support from the company may lead to the use of formal disciplinary procedures.

Long Term Absence

When an employee is continuously absent for four weeks or more this will be categorized as long-term sickness absence. Jozone will do everything possible to consult with you throughout a long-term sickness absence period. Your Manager has been trained in how to do this. However, it is important that you play your part and keep us up to date with your condition and communicate with the Jozone on a regular basis. We will keep regular contact with you in order to discuss your current health situation. What form this contact takes, how frequent and who makes contact will vary from case to case and will be agreed with you. You will be required to provide medical certificates for the duration of the absence period.

With your permission, and where appropriate, we may contact your GP in order to ascertain your medical prognosis, possible date of return and any 'reasonable adjustments' it would be appropriate to make should your illness fall under the definitions of the Disability Discrimination Act 1995.

Absence Without Leave Procedure

If you fail to comply with the Absence Reporting Procedures and we do not hear from you, your manager will make all reasonable attempts to make contact. When we do make contact, unless extenuating reasons or mitigating circumstances apply, the Absence Reporting Procedure will have been breached. This is a misconduct matter and will be dealt with formally through our disciplinary procedure. If you fail to present yourself for work, or to respond to our correspondence, eventually your employment may be terminated as a result of your failure to meet your contractual obligations to attend work.

Medical Appointments

Time off for routine medical appointments and treatments e.g. dental check-ups, should be made outside of the working day or during your lunch hour. If this is not possible, appointments should be arranged at the beginning or end of the working day in order to minimize disruption. Please seek prior permission from your line Manager in advance of any non-urgent medical appointments. You may be required to provide further details.

Emergency Leave

Jozone offers a generous holiday entitlement and we expect staff to manage routine household issues within that entitlement. However, we do understand that there may be emergency situations, which necessitate unavoidable absence from work.

Your Manager will consider such situations retrospectively. This leave is different from annual leave. Situations when Emergency Leave may be used could include:

- Providing assistance on an occasion when a dependant falls ill, or is injured or assaulted
- Making arrangements for the provision of care for a dependant who is ill or injured
- Dealing with an unexpected incident involving a child of the employee during a time, for example, when an educational establishment is responsible for the child
- Dealing with unforeseen domestic emergencies, i.e. flood, fire, theft

Productions of appropriate evidence of the need for such leave, e.g. a medical certificate, a doctor's statement or appointment card may be requested. When the entitlement to paid, special leave is exhausted, unpaid leave may also be requested.

Compassionate Leave

If you experience a serious domestic problem or the death of a member of your immediate family, you may be entitled to compassionate leave. You should discuss the circumstances with your Manager, who will make every effort to help you. As a guideline, you may be entitled to five days off on the death or serious illness of a member of your immediate family (partner, Parents, children). On the death of a friend or other relative you may be entitled to time off for the funeral. Over and above the compassionate leave guidelines shown, you will normally be expected to use up your annual leave entitlement before seeking further assistance.

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Staff Behaviour Policy

Jozone Kids Club expects all members of staff to follow our Staff Behaviour Policy, which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct. Club staff are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting.

Club staff also have a responsibility to maintain their reputation and the reputation of the Club, both during and outside of working hours.

Behaviour

Our staff team are ambassadors for Jozone Kids Club and we expect them to conduct themselves professionally at all times. Staff should treat anyone attending the Club (children, Parents/Carers and visitors) courteously and with respect.

We expect staff to value all the children as individuals and to comply with the Club's Equality and Diversity Policy at all times.

Swearing and abusive behaviour are not tolerated from anyone at the Club. If any member of staff exhibits such behaviour they will be subject to the Club's disciplinary procedures - for more details see our Staff Disciplinary Procedures.

Dress Code

Whilst working at Jozone Kids Club staff will need to help to set up and pack away the setting, prepare food, facilitate craft activities and engage in physical activities with the children. The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Whilst on duty all staff should wear the approved Club sweatshirt or T shirt and name badge at all times. If uniform is dirty, please wear other smart clean clothes! If you are visiting other Clubs or going on Trips, Uniform must be worn. Managers uniforms are purple and Deputy's and Practitioners are black.

Confidentiality and Social Media

Staff must not pass on any information about children attending the Club, 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 Club, the press, etc.)

Posting any material relating to the Club or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any staff who breach this rule will face disciplinary action.

Use of Mobile Phones and Cameras

Personal mobile phones may not be carried around or used whilst working in the setting. Phones should be turned off or onto silent and kept in the following places at each site:

- At St Josephs: In bags in the kitchen area

- At St Thomas More: In bags kept in the cupboard
- At Chadsmead: In the mobile phone box in the kitchen area

If a member of staff needs to make an urgent personal call they can use the Clubphone or make a personal call from their mobile in a private area away from the children with prior permission from the Manager.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, they must obtain prior permission from the Manager or Deputy, or you can give out the Club mobile to be contacted on.

Unauthorised use of a personal mobile phone during working hours will result in a disciplinary warning or dismissal, depending on the circumstances.

Staff may only use the Club camera to take photographs of children at the Club, except with the express permission of the Manager. Under no circumstances may staff use their mobile phone to take photographs, record information or use social networking sites at the Club during working hours.

Staff must never use their personal mobile phones or cameras to take photographs at the Club during working hours. Doing so will be considered gross misconduct and may result in instant dismissal.

Smoking, Alcohol and Drugs

Staff are not permitted to smoke anywhere on the Club premises, including the outside play areas.

Staff are not permitted to bring alcohol or illegal drugs onto the Club premises. If a member of staff arrives at work under the influence of alcohol or drugs they will be asked to leave immediately and disciplinary action will be taken.

If a member of staff is taking prescription drugs which might affect their ability to function effectively, they must inform the Manager immediately.

Any prescribed medication needed by a staff member whilst at the Club, must be stored safely and out of reach and sight of the children attending the Club.

See our Smoking, Alcohol and Drugs Policy for more details.

Gross Misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. For full details see our Staff Disciplinary Procedure.

<i>Policy Details</i>	
<i>Written</i>	<i>September 2016</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Staff Well-Being Policy

Jozone Kids Club understands that ensuring the wellbeing of our staff has a positive impact on our workforce culture, employee engagement and productivity. We aim to develop a positive and supportive culture and to tackle factors that may negatively affect the mental well-being of our employees. In order to achieve this, we will:

- Give employees information on and increase their awareness of mental wellbeing.
- Give non-judgemental and proactive support to staff who experience mental health problems.
- Include information about our well-being policy as part of our induction programme.
- Provide opportunities for employees to look after their mental wellbeing, for example through physical activity, stress-buster activities and social events.
- Offer employees flexible working arrangements where possible.
- Set employees realistic targets that do not require them to work unreasonable hours.
- Ensure all employees have clearly defined job descriptions, objectives and responsibilities and provide them with good management support, appropriate training and adequate resources to do their job.
- Manage conflict effectively and ensure the workplace is free from bullying and harassment, discrimination and racism.
- Establish good two-way communication to ensure staff involvement, particularly during periods of organisational change.
- Ensure individuals suffering from poor mental health are treated fairly and consistently and are not made to feel guilty about their problems.
- Encourage staff to consult their own GP or a counsellor of their choice if they have mental health difficulties.
- In cases of long-term sickness absence, put in place, where possible, graduated return to work plans.
- Make every effort to identify suitable alternative employment, in full discussion with the employee, where a return to the same job is not possible due to identified risks or other factors.
- Treat all matters relating to individual employees and their mental health illness in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned.
- Show a positive and enabling attitude to employees and job applicants with a mental health illness. This includes having positive statements in recruitment literature.
- Ensure that all staff involved in recruitment and selection are briefed on mental health issues and the Disability Discrimination Act and are trained in appropriate interview skills.
- Do not make assumptions that a person with a mental health illness will be more vulnerable to workplace stress or take more time off than any other employee or job applicant.
- Ensure all line managers have information and training about managing mental health in the workplace.
- Identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress.
- Consult with trade union safety representatives on all proposed action relating to the prevention of workplace stress.
- Provide training in good management practices.
- Provide confidential counselling and adequate resources.

<i>Policy Details</i>	
<i>Written</i>	<i>February 2018</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Whistle Blowing Policy

Jozone Kids Club is committed to the highest standards of openness, probity and accountability. While it is expected that there should be a professional approach at all times and that everyone should hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening. It is vital that all staff talk through any concerns that they may have with their Manager at the earliest opportunity to enable any problems to be ironed out as soon as they arise, without fear of reprisal. If the concern is about the Manager contact the Director.

Disclosure of Information

Where a member of staff becomes aware of any information that they reasonably believe tends to show one of the following they MUST use the procedure set out below.

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour including safeguarding, as detailed in the Safeguarding Children Policy.

Disclosure Procedure

- Where it is believed that one or more of the above circumstances listed above has occurred staff should promptly disclose this with their line Manager or Director (as appropriate) so that any further action can be taken. If it is inappropriate to make such a disclosure to the line Manager (i.e. because it relates to the line Manager) the member of staff should speak to a member of the Management team or Director. Ideally the staff member should put this in writing, setting out the background to the situation, giving name, dates and places and the reason they are concerned.
- If this person is unwilling or unable to act in the concern, the staff member should then raise it with:
 - Ofsted (if it concerns the safe and effective running of the Club)
 - The local safeguarding children board (First Response if it concerns a child protection issue and is not already covered by the procedures set out in the safeguarding 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 should contact the whistle blowing charity PCAW (public concern at work) for advice.
- Staff will suffer no detriment of any sort for making such a disclosure in accordance with this procedure.
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner.
- Any staff member who is involved in victimising staff, that make a disclosure and takes any action to deter staff from disclosing information or make malicious allegations or disclosure in bad faith will be subject to potential disciplinary action which may result in dismissal.
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action, which may result in dismissal.
- Any Line Manager who inappropriately deals with whistle blowing issues (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.

- We give all of our staff the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children’s social care team, the Local Safeguarding Children Board (LSCB) and Ofsted so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observe

Key Contact Information

OFSTED	OFSTED Piccadilly Gate Store Street Manchester M1 2WD 0300 123 1231 Email: enquiries@ofsted.gov.uk
Referrals First Response	0800 1313 126 (Mon – Thur 8.30am – 5pm, Fri 8.30am-4.30pm)
First Response Duty Team	0345 604 2886 / Mobile: 07815492613 Email:- first@staffordshire.gov.uk Or out of hours:- eds.team.manager@staffordshire.gov.uk IF YOU EMAIL NEVER PUT THE DETAILS OF THE REFERRAL IN THE EMAIL.
Local Authority Designated Officer (LADO)	01785 278 997 or 01785 278958 (on school premises education settings) 0800 1313 126 (Call First Response; ask for LADO (not school premises, outside education) Emergency out of hours 0845 604 2886
First Response Team	First Response Team Wedgwood Building Tipping Street Stafford ST16 2DH
Public concern at work	0207 404 6609
NSPCC Whistleblowing helpline (whistle blowing charity for advice)	0800 028 0285

Policy Details	
Written	<i>July 2006</i>
Amended Last	<i>February 2020</i>
To Be Reviewed	<i>February 2021</i>

Data Protection Policy

Jozone Kids Club is required to collect, process and retain personal data in order to comply with the relevant legislation. The company ensures all personal data is handled in an appropriate manner and protects the privacy for those which it concerns. We are committed to a policy of openness with Parents/ Carers with regard to its policies and procedures and the information that the Company processes. Records and information will be made available to Parents/ Carers on written request unless subject to an exemption.

Jozone Kids Club regards the lawful and correct treatment of personal data of paramount importance and all personal data is treated confidentially. To ensure this we adhere to the principles of the General Data Protection Regulations (GDPR) 2018 and subsequent UK guidelines for the collection and processing of personal data.

The GDPR principles (Article 5) requires that personal data shall be:

1. Processed lawfully, fairly and in a transparent manner in relation to individuals;
2. Collected for specified explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
4. Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay
5. Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
6. Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

In addition, Article 5 (2) requires that:

- The controller shall be responsible for, and be able to demonstrate, compliance with the principles

Our Responsibilities

- We are registered with the Information Commissioner's Office (ICO) – Z2490844
- We have appointed Jo Crabtree as the Data Protection Officer for our setting. Their responsibilities include the provision of privacy statements, updating this (and related) policies on an annual basis, undertaking an annual audit of our data protection systems and processes, monitoring staff with regards to appropriate handling of data and ensuring systems are in place to maintain the accuracy of the data we hold.
- We have privacy notices to parent's staff, students and volunteers that detail how we:
 - Meet the GDPR regarding the collection of their personal data;
 - Fulfil our obligations to specify our lawful basis for processing their data and the purposes for which it will be used;

- Collect and process only appropriate data that is required to fulfil the operational needs of the business and to comply with legislation;
- Ensure the quality of the data used and that it is timely, accurate and kept up to date;
- Ensure those associated with our setting are fully communicated to regarding their right to be informed that data collection and processing is undertaken, to their right of access to their personal information, their right to withdraw consent (where given) and their right to be forgotten and to correct, rectify, block or erase inaccurate data;
- Set out transparent procedures for responding to requests for information;
- Share information, and with whom we may share and the circumstances for doing so; and
- Store both current and historical data.
- Staff receive training in our processes for handling personal data.
- Staff are appropriately supervised when handling personal data.
- Breaches of data protection by staff may lead to disciplinary action being taken by our setting.
- A data audit is carried out annually by the Data Protection Lead for the purposes of identifying that data held, our lawful basis for processing, the systems and processes in place to ensure the accuracy of the data and the identified retention periods of historical data.
- Data Sharing Agreements are in place with organisations with whom we collect and share personal data (See our Privacy Notice for specific information)
- Organisations who process data on our behalf provide a Data Sharing Contract/Policy detailing how they protect the data provided. These are available to parents, staff, students and volunteers upon request.
- Our email systems are encrypted to prevent unauthorised access to any data shared by this means (see our Acceptable Internet Use Policy)
- Are IT systems and electronic devices are password protected to prevent unauthorised contact (see our Acceptable Internet Use Policy)
- Parents, staff, students and volunteers within our setting have a right to know that the data shared with us will be regarded as confidential, as well as to be informed of the circumstances when, and the reasons why, we may be obliged to share information either with or without consent.
- We are obliged to share information without authorisation from the person who provided it, or to whom it relates, when:
 - There is evidence that a child is suffering, or is at risk or suffering, significant harm;
 - There is reasonable cause to suspect that a child may be suffering, or is at risk of suffering, significant harm;
 - It is to prevent a crime from being committed or to intervene where one may have been; and/or
 - Not sharing the information could be worse than the outcome of having shared it.
- Parents, staff, students and volunteers have a right to access their personal data and request that any inaccurate data is rectified and/or deleted. All such requests to access the information held on an individual should be made, in writing, to the Data Protection Lead.
- If parents, staff, students or volunteers have concerns relating to the way your personal data is handled this should be raised in the first instance with the Data Protection Lead for our setting.
- If you are still dissatisfied after raising your concern you make a complaint to the Information Commissioner's Office (ICO) by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via their website ico.org.uk

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Safeguarding Policy will override confidentiality on a need to know basis. Staff failing to show due regard for confidentiality will be liable to the disciplinary procedures policy.

For more information on how we process personal information a copy of the following documents can be provided upon request:

- Privacy Notice – Employee
- Privacy Notice – Customers
- Website Privacy Notice
- Data Processing Record

<i>Policy Details</i>	
<i>Written</i>	<i>February 2018</i>
<i>Amended Last</i>	<i>February 2020</i>
<i>To Be Reviewed</i>	<i>February 2021</i>

Privacy Notice - Employee Information

Overview

Jozone Kids Club Ltd (“we” or “us”) is committed to data protection and data privacy in accordance with the General Data Protection Regulation (GDPR) May 2018. We hold personal data on all our employees to meet legal obligations and to perform vital internal functions. This notice details the personal data we may retain, process and share with third parties relating to your employment and vital business operations. We are committed to ensuring that your information is secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure personal data we hold.

Introduction

We have issued this notice to describe how we handle personal information that we hold about our staff and job applicants (collectively referred to as "you"). For the purposes of this notice, the term "employee" includes staff, students, volunteers, committee members and directors. We respect the privacy rights of individuals and are committed to handling personal information responsibly and in accordance with applicable law. This notice sets out the personal data that we collect and process about you, the purposes of the processing and the rights that you have in connection with it.

If you are in any doubt regarding this notice, please contact Jo Crabtree.

Types of personal data we collect

During your employment with us, or when making an application for employment, we may process personal data about you and your dependents, beneficiaries and other individuals whose personal data has been provided to us. The types of personal information we may process include, but are not limited to:

- **Identification data** – such as your name, gender, photograph, date of birth, staff member IDs.
- **Contact details** – such as home and business address, telephone & email addresses.
- **Employment details** – such as job title/position, office location, employment contract, performance and disciplinary records, grievance procedures, sickness/holiday records.
- **Background information** – such as academic/professional qualifications, education, CV, criminal records data (for vetting purposes, where permissible and in accordance with applicable law).
- **Emergency Contact Information**
- **Financial information** – such as banking details, tax information, withholdings, salary, benefits, expenses, allowances, stock and equity grants.
- **References** - relating to previous roles and employment conduct may be undertaken prior to commencement of employment. We will only gather references from referees provided to us by the employee, or prospective employee.
- **Sensitive Data** – Including data relating to your racial/ethnic origin, gender and disabilities for the purposes of equal opportunities monitoring, to comply with anti-discrimination laws and for government reporting obligations. Data relating to your physical or mental health to provide work-related accommodations and to manage absences from work.
- **IT information** – information required to provide access to our IT systems and networks such as IP addresses, log files and login information.

Sensitive personal data ('special categories of personal data' under the General Data Protection Regulation) includes any information that reveals your racial or ethnic origin, religious, political or philosophical beliefs, genetic data, biometric data for the purposes of unique identification, trade union membership, or information about your health/sex life. Generally, we try not to collect or process any sensitive personal information about you, unless authorised by law or where necessary to comply with applicable laws. In some circumstances, we may need to collect some sensitive personal information for legitimate employment-related purposes, for example:

- data relating to your racial/ethnic origin, gender and disabilities for the purposes of:
 - equal opportunities monitoring;
 - to comply with anti-discrimination laws; and
 - for government reporting obligations;
- data relating to your physical or mental health to:
 - provide work-related accommodations,
 - health and insurance benefits to you and your dependents; or
 - to manage absences from work.

Purposes for processing personal data

Recruitment

If you are applying for a role with us then we collect and use this personal data for recruitment purposes – in particular, to determine your suitability for a specific role. This includes assessing your skills, qualifications and verifying your information, carrying out reference checks or background checks (where necessary) and to generally manage the hiring process and communicate with you about it. The personal data may include identifiers such as name, date of birth, personal characteristics such as gender, qualifications and previous employment history. We will not share any identifiable information about you with third parties without your consent unless the law allows or requires us to do so. The personal data provided during an application process will be retained for a period of at least three months or, if required by law, for as long as is required.

If you are accepted for a role with us, the data collected during the recruitment process will form part of your ongoing employee record.

Employment

We collect and process personal data relating to our employees to meet our obligations under the employment contract and to comply with our legal obligations. We take the security of your data seriously and are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

Once you become an employee, we collect and use this personal information for managing our employment or working relationship with you – for example, your employment records and contract information (so we can manage our employment relationship with you), your bank account and salary details (so we can pay you), your equity grants (for benefits plan administration) and details of your spouse and dependents (for emergency contact and benefits purposes).

Where we process special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is done for the purposes of equal opportunities monitoring. Data that we use for these purposes is anonymised or is only collected with the express consent of employees, which can be withdrawn at any time.

We have policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed without authorisation and only accessed or used for specific legal purposes.

You have some obligations under your employment contract to provide the organisation with data. You may also have to provide the organisation with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide this data may mean that you are unable to exercise your statutory rights.

We process our employees' personal information through a global human resources system ("HR System") called Atlas, which is a tool that helps us to administer HR and employee compensation and benefits at an international level and which allows staff members to manage their own personal information in some cases. This is provided by Citatation who utilise third-party servers via Microsoft Azure to hold its HR System data and other business services; these are both based in the United Kingdom and have been assessed against stringent security requirements to ensure that all appropriate security controls are in place to protect personal information.

Legitimate business purposes

We may also collect and use personal information when it is necessary for other legitimate purposes, such as to help us conduct our business more effectively and efficiently – for example, for general IT security management, accounting purposes or financial planning. We may also process your personal information to investigate violations of law or breaches of our own internal policies.

The Head Office will record and monitor usage of all our IT equipment, user activity, voice traffic, email and Internet usage as deemed necessary. We will observe the strictest confidentiality when undertaking these activities. The Director will determine the actions that may need to be taken in any particular case.

Legal purposes

We may also use your personal data where we consider it necessary for complying with laws and regulations, including collecting and disclosing employee personal information as required by law (e.g. for tax, health and safety, anti-discrimination laws), under judicial authorisation, or to exercise or defend our legal rights.

Legal basis for processing personal data

Our legal basis for collecting and using the personal data described above will depend on the personal data concerned and the way we collect it. We will normally collect personal data from you only where we need it to perform a contract with you (i.e. to manage the employer/employee relationship), where we have your freely given consent to do so, or where the processing is in our legitimate interests and only where this interest is not overridden by your own interests or fundamental rights and freedoms. In some cases, we may also have a legal obligation to collect personal information from you or may otherwise need the personal information to protect your vital interests or those of another person. Any processing based on consent will be made clear to you at the time of collection or use – consent can be withdrawn at any time by contacting Jo Crabtree.

Who we share your personal data with

We take care to allow access to personal data only to those who require such access to perform their tasks and duties, and to third parties who have a legitimate purpose for accessing it. Whenever we permit a third party to access personal information, we will implement appropriate measures to

ensure the data is used in a manner consistent with this notice and that the security and confidentiality of the data is maintained.

The information that you provide to us, whether mandatory or voluntary, will be regarded as confidential. We do not share your information with anyone without consent unless the law and our policies allow us to do so. We may share your personal data:

- With professional advisors or third-party contractors who provide services to us.
- Where we are under a legal obligation to do so, for example where we are required to share information under statute, to prevent fraud and other criminal offences or because of a court order.
- Where a person, or a person with whom they live, becomes disqualified from working with children and young people.
- To prevent significant harm arising to children, young people or adults, including the prevention, detection and prosecution of serious crime.

Transfers to third-party service providers

In addition, we make certain personal data available to third parties who provide services to us. We do so on a "need to know basis" and in accordance with applicable data protection and data privacy laws.

For example, some personal data will be available to our employee benefit plans service providers and third-party companies who provide us with employment law advice, health and safety support, payroll support services, expenses, tax and travel management services.

Transfers to other third parties

We may also disclose personal data to third parties on other lawful grounds, including:

- To comply with our legal obligations, including where necessary to abide by law, regulation or contract, or to respond to a court order, administrative or judicial process
- In response to lawful requests by public authorities (including for national security or law enforcement purposes)
- As necessary to establish, exercise or defend against potential, threatened or actual litigation
- Where necessary to protect the vital interests of our employees or another person
- In connection with the sale, assignment or other transfer of all or part of our business; or
- With your freely given and explicit consent

Key third-party processors

The following are our key third-party processors who will, during your employment, process your personal data.

Citation

We outsource our HR system to Citation who hold records on all our employees, which may include:

- Identification data – such as your name, gender, date of birth, age, photograph, national insurance number.
- Contact details – home address, email addresses, phone number.
- Employment details – such as salary and conditions of employment, job title/position, location, employment contract, performance and disciplinary records, grievance procedures, absence records.
- Background information – such as academic/professional qualifications, education, employment history.

- Financial information – such as banking details (We currently do not pass this information on to Citation)
- Sensitive Data – racial/ethnic origin, nationality, gender.

We outsource our Health and Safety management to Citation, who may hold records on the following:

- Incidents involving our employees
- Risk assessments relating to our employees
- Training records

Citation's systems use a secure cloud solution. Information on Citation's security is available by contacting Jo Crabtree.

Payroll Manager

We use a payroll facility to process wages therefore the following information may be processed:

- Full Name
- Address
- Phone Number
- Email Address
- Gender
- DOB
- NI Number
- Bank Details
- Proof of ID
- Details of employment (start date, job title, department, absences)
- P46
- Details of pensions

Pension

We use an external company called Nest to process staff pensions, personal data they may hold include:

- Name
- Address
- Phone Number
- Email Address
- DOB
- NI Number

Data retention

Personal data will be stored in accordance with applicable laws and kept for as long as needed to carry out the purposes described in this notice or as otherwise required by law. Generally, this means your personal information will be retained until the end of your employment, employment application, or work relationship with us plus a reasonable period of time thereafter to respond to employment or work-related inquiries or to deal with any legal matters (e.g. judicial or disciplinary actions), document the proper termination of your employment or work relationship (e.g. to tax authorities), or to provide you with ongoing pensions or other benefits.

For more information, please see our Data Retention Procedures, which outlines our current document retention schedule.

Your rights

Under data protection legislation, you have the right to request access to your personal information that we hold. To make a request to access your personal information contact Jo Crabtree in writing.

Under data protection legislation, you also have the following rights available to you:

- The right to be informed
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling
- The right to remove consent
- Claim compensation for damages caused by a breach of the Data Protection regulations

To exercise any of these rights, please contact Jo Crabtree. We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

Please let us know if the Personal Data that we hold about you needs to be updated.

Issues and complaints

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This notice was drafted with clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

Jozone Kids Club Ltd are registered with the Information Commissioners Office (ICO), the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

We reserve the right to update this privacy notice at any time and we will notify you when we make any substantial changes.

If you would like to discuss anything in this privacy notice, please contact Jo Crabtree.

Policy Details	
Written	February 2018
Amended Last	February 2020
To Be Reviewed	February 2021

Privacy Notice – Customer Information

The Data Protection Officer with responsibility for monitoring this privacy notice is: Jo Crabtree.

Why do we collect and use personal information?

Jozone Kids Club Ltd will record, process and keep personal information on you and your child in accordance with the General Data Protection Regulations 2018.

We use this data to:

- Fulfil contract requirements
- Contact you
- Comply with Government legislation
- Support children's learning
- Make assessments on children's development
- Safeguard the children in our care in accordance with relevant legislation
- Assess the quality of our services

Jozone Kids Club Ltd process two kinds of records on children attending our setting:

Developmental records

These include:

- Developmental information collected prior to the child starting at the setting
- Developmental information collected from other child care settings (e.g. Childminder)
- Observations of children in the setting, photographs, video clips, samples of work and developmental assessment records.
- A summary of the child's EYFS profile report.

Personal records

These include:

- Personal details – including the information provided upon the registration and any consent forms and characteristics such as ethnicity, language and nationality.
- Contractual matters – including the child's days and times of attendance, a record of the child's fees and/or funding entitlement, any records of fee reminders and/or disputes
- Emergency contact details – including those people, other than parents/guardians with authorisation to collect the child from the setting.
- Children's health and well-being – including discussions about every day matters regarding the health and well-being of the child with the parent/guardian, records of accidents and medication records.
- Safeguarding and child protection concerns – including records of all welfare and protection concerns and our resulting actions, meetings and telephone conversations about the child and any information regarding a Looked After Child.
- Early support and SEN – including any focussed intervention provided by our setting, a record of the child's IEP and, where relevant, their Statement of Special Education Need.
- Correspondence and reports – including letters and emails and any confidential reports relating to specific children

Collecting Information

Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a

voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

The Early Years Foundation Stage (Welfare Requirements) regulations 2012 place a legal obligation upon us to collect and process much of the information detailed above. Therefore, we do not require your consent to collect this information as we have fair and lawful reason for doing so.

Storing and Retaining Data

We ensure that access to personal information is restricted to those authorised to see them. These confidential records are stored securely at Head Office and your Club Setting. Electronic access is password protected and is restricted to those authorised.

Jozone Kids Club Ltd keep data no longer than necessary, however many items of data used are legally required to be kept for significant periods after a child has left our care. Jozone Kids Club Ltd keep some types of data for longer than the legal minimum in order to protect the company against future legal cases. Therefore, we will retain some items of data even after our relationship with the individual has ended in order to meet these pre-existing legal and business requirements.

Sharing Information

The information that you provide to us, whether mandatory or voluntary, will be regarded as confidential. We do not share information about your child with anyone without consent unless the law and our policies allow us to do so.

We routinely share information without consent with:

- Schools that children attend after leaving us
- Our local authority for the purposes of Early Education Entitlement for 2, 3 and 4 year olds and the Early Years Census
- The Department for Education (DfE) as part of statutory data collections

We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, when:

- There is evidence that the child is suffering or is at risk of suffering significant harm.
- There is reasonable cause to believe that a child may be suffering, or is at risk of suffering, significant harm
- It is to prevent significant harm arising to children, young people or adults, including the prevention, detection and prosecution of serious crime.

Further information regarding information sharing and confidentiality can be found in our policies.

Requesting Access to Your Personal Data

Under data protection legislation, parents/guardians, children and young people have the right to request access to information about them that we hold. Where a child is too young to give 'informed consent' the parent is the 'subject' of the file and has a right to see the information held.

Children's developmental records are shared regularly with parents/guardians and formal requests to access these is not required.

To make a request to access your personal information contact Jo Crabtree in writing.

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Withdraw consent where given
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed
- Claim compensation for damages caused by a breach of the Data Protection regulations

Other Information

Jozone Kids Club Ltd are registered with the Information Commissioners Office (ICO), the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

We reserve the right to update this privacy notice at any time and we will notify you when we make any substantial changes.

If you would like to discuss anything in this privacy notice, please contact Jo Crabtree.

Policy Details	
Written	<i>February 2018</i>
Amended Last	<i>February 2020</i>
To Be Reviewed	<i>February 2021</i>

Website Privacy Notice

This website privacy notice describes how Jozone Kids Club Ltd protects and makes use of the information you give us when you use our website. If you are asked to provide information when using our website, it will only be used in the ways described in this privacy notice.

We gather and use certain information about individuals in order to provide products and services and to enable certain functions on this website. We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

The Data Protection Officer with responsibility for monitoring this privacy notice is Jo Crabtree.

Collecting Information

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information, such as postcode, preferences and interests
- Website usage data
- Other information relevant to client enquiries
- Other information relating to special offers and surveys

Collecting this data helps us understand what you are looking for from our setting, enabling us to deliver improved services.

Specifically, we may use data:

- For our own internal records
- To improve the services we provide
- To contact you in response to a specific enquiry
- To send you promotional emails about products, services, offers and other information we feel may be relevant to you.
- To contact you via email, telephone or mail for market research reasons

How We Collect Information

Cookies

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information such as how many people use the website and what pages they visit.

We may use cookies to:

- Analyse our web traffic using an analytics package to help improve the website structure, design, content and functions.
- Identify whether you are signed in to our website
- Test content on our website
- Store information about your preferences so that the website can present information that is relevant and interesting

- Recognise when you return to our website

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies. However, doing so may affect the functionality of our website when you visit and some pages and services may become unavailable to you.

Unless you have changed your web browser to refuse cookies, our website will issue cookies when you visit it.

Opt-In's

When you fill in a form or provide your details on our website we will store these on our CRM system and may send you automated emails regarding services that could be of interest or relevance to you.

To unsubscribe from our CRM system and to stop receiving further emails from us you can:

- Unsubscribe from the email sent to you by changing your preferences
- Email us at jozone.office@gmail.com

We will never lease, distribute or sell your personal information to third parties unless we have your permission or the law requires us to do so.

Security

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

We will always hold your information securely and follow stringent procedures to ensure we work with all personal data in accordance with the Data Protection Act 1998.

To prevent unauthorised disclosure or access to your information we have implemented strong physical and electronic security safeguards.

External Links

Our website may contain links to other websites. Please note that we have no control of websites outside the www.jozonekidsclub.co.uk domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's privacy policies fully.

If you would like to discuss anything in this privacy notice, please contact Jo Crabtree.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

<i>Policy Details</i>	
<i>Written</i>	<i>February 2018</i>
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<i>To Be Reviewed</i>	<i>February 2021</i>

Image Use Policy

This policy applies to the use of any film and electronic photographic equipment used in our setting. This will include cameras, mobile phones, webcams, tablets and portable gaming devices with inbuilt cameras as well as other forms of digital technology and resources for storing and printing images.

As digital cameras and mobile phones have become more advanced and easier to use, it is increasingly likely that children and their families will be using digital photography as part of their everyday family life. It is therefore very important that Jozone Kids Club and all staff, volunteers, students, visitors, Parents/guardians and children consider the impact such technology may have.

Digital technology has increased the potential for cameras and images to be misused and inevitably there are concerns about the risks to which children may be exposed. However, we understand and are aware that the behaviours of individuals using the technology present the risk, not the technology. Most children who suffer abuse are abused by someone they know. We have taken the view, in consultation with other agencies, that the risk of a child being directly targeted for abuse through being identified by a stranger is small. By taking reasonable steps to make certain that a photograph is appropriate and the full name and contact details are protected, then photography for use in our setting and other events by staff, families and the media should be allowed. We are aware that the widespread use of mobile telephones as digital cameras would make banning them very difficult for us to impose and police. Generally, photographs for setting and family use and those that appear in the press are a source of pleasure and pride. They enhance self-esteem for children and their families and this practice should continue within the safe practice guidelines detailed below.

Policy Statement

This policy seeks to ensure that images and videos taken within and by Jozone Kids Club Ltd are taken and held legally and the required thought is given to safeguarding all members of the setting. It applies to all images (including still and video content) taken by the setting.

It applies to all staff, volunteers, students and other individuals who work for, or provide services to Jozone Kids Club Ltd as well as Parents/guardians and children.

This policy forms part of our Safeguarding Children procedures and should be read in conjunction with the following policies and procedures:

- Safeguarding and Child Protection
- Aggressive Behaviour
- Safe Internet Use
- Mobile Phones
- ICT
- Social networking
- Confidentiality

All images taken by the setting will be used in a manner respectful of the eight Data Protection Principles (Data Protection Act 1998). This means that images will be:

- Fairly and lawfully processed
- Processed for limited, specifically stated purposes only
- Used in a way that is adequate, relevant and not excessive
- Accurate and up to date
- Kept on file for no longer than is necessary

- Processed in line with an individual's legal rights
- Kept securely
- Adequately protected if transferred to other countries

The settings Designated Safeguarding Person, *Jo Crabtree*, is responsible for ensuring the acceptable, safe use and storage of all camera technology and images within Jozone Kids Club Ltd. This includes the management, implementation, monitoring and review of this Image Use Policy. In addition, the DSL has the authority to view any images taken and/or to withdraw or modify a member of staff's authorisation to take images at any time. All members of staff, students, volunteers, visitors and Parents should be aware that all images taken within the setting are available for scrutiny and that they must be able to justify any images in their possession.

Where concerns are raised, or disclosures made, regarding suspicious activity relating to the use of images the Designated Safeguarding Lead will contact the Local Authority Designated Officer (LADO) for advice. The contact number for the LADO for our setting is:

0800 1313126 (*Call first response: ask for LADO (not school premises, outside education)*)
01785 278 997 or 01785 278958 (*on school premises / education settings*)

Responsibilities

Parental Consent

- Written permission from Parents/guardians will always be obtained before images/videos of children are taken, used or published.
- Written Parental consent will always be sought to take and use photographs offsite for professional, marketing and training purposes. This may be in addition to Parental permission sought for onsite images.
- Written consent from Parents/guardians will be kept by the setting where children's images are used for publicity purposes (such as brochures or publications), until the image is no longer in use.
- Parental permission will be sought on an annual basis for general consent and on a case by case basis for specific events.
- A record of all consent details will be kept securely on file. Should permission be withdrawn by Parents/guardians at any time, then all relevant images will be removed and disposed of and the record will be updated accordingly.

Safety of Images and Videos

- All images taken and processed by or on behalf of the setting will take place using only equipment and devices provided by Jozone Kids Club Ltd.
- Staff will receive information regarding the safe and appropriate use of images as part of their safeguarding training and responsibilities.
- All members of staff (including volunteers) will ensure that all images are available for scrutiny and will be able to justify any images in their possession.
- Images will not be kept for longer than is to be considered necessary. All staff are responsible for ensuring that all photographs are permanently wiped from memory cards, computer hard and portable drives or other relevant devices once the images will no longer be of use. This will be monitored by the Designated Safeguarding Person.
- All images will remain on site at all times, unless prior explicit consent has been given by both the DSP and the Parent/guardian of any child or young person captured in any photograph.

- Should permission be given to take any images off site then all relevant details will to be recorded, for example who, what, when and why and data will be kept securely (e.g. with appropriate encryption).
- Any memory stick, CD or storage device containing images of children to be taken offsite for further work will be suitably encrypted and will be logged in and out by the DSP and monitored to ensure that it is returned within the expected time scale.
- The DSP reserves the right to view any images taken and/or to withdraw or modify a member of staffs' authorisation to take or make images at any time.
- Only official setting owned equipment (e.g. work provided digital or video cameras, tablets, mobile phones, etc) will be used by staff to capture images of children for official purposes. Use of personal cameras by staff is prohibited at all times.
- Any apps, websites or third-party companies used to share, host or access children's images will be risk assessed prior to use.
- The setting will ensure that images always are held in accordance with the Data Protection Act 1998 and suitable child protection requirements (if necessary) are in place.
- Photographs will be disposed of should they no longer be required. They will be returned to the Parent or Carer, deleted and wiped or shredded as appropriate. Copies will not to be taken of any images without relevant authority and consent from the DSL and the Parent/Carer.

Publication and sharing of images and videos

- Images or videos that include children will be selected carefully for use e.g. only using images of children who are suitably dressed.
- Images or videos that include children will not provide material which could be reused.
- Children's full names will not be used on the website or other publication (e.g. newsletters, social media channels) in association with photographs or videos.
- The setting will not include any personal information on video, on the website, in a prospectus or in other printed publications.
- Any Parents/guardians and staff members with particular concerns must always be able to withhold their consent for the publication or sharing of images for whatever reason.

Usage of systems to share images with Parents

- Jozone Kids Club Ltd uses a closed Facebook group to upload and share images of children with Parents.
- The use of Facebook has been appropriately risk assessed and the setting has taken steps to ensure all data stored is held in accordance with the Data Protection Act 1998 (as above).
- All users authorised to upload images to Facebook are advised on safety measures to protect all members of the community e.g. using strong passwords, logging out of systems after use etc.
- Parents/guardians will be informed of the settings expectations regarding safe and appropriate use (e.g. not sharing passwords or copying and sharing images) prior to being given access. Failure to comply with this may result in access being removed. Further information can be found in our Social Media Policy.

Safe Practice when taking images and videos

- Careful consideration is given before involving very young or vulnerable children when taking photos or recordings, who may be unable to question why or how activities are taking place.
- The setting will discuss the use of images with children in an age appropriate way.
- A child's right not to be photographed is to be respected. Images will not be taken of any child against their wishes.
- Photography is not permitted in sensitive areas such as toilets.

Use of Images/Videos of Children by Others

Use of Photos/Videos by Parents/Guardians at events

- Parents/guardians are permitted to take photographs or video footage of events for private use only.
- Parents/guardians who are using photographic equipment must be mindful of others when making and taking images.
- The opportunity for Parents/guardians to take photographs and make videos can be reserved by the setting on health and safety grounds.
- Parents/guardians are only permitted to take or make recording within designated areas of the setting. Photography is not permitted in sensitive areas such as toilets.
- The right to withdraw consent will be maintained and any photography or filming on site will be open to scrutiny at any time.
- Parents may contact the setting DSP to discuss any concerns regarding the use of images.
- Photos and videos taken by the setting and shared with Parents should not be shared elsewhere (e.g. posted on social media site), to do so may breach intellectual property rights, data protection legislation and importantly may place members of the community at risk of harm.

Use of Photos/Videos by Children

- The setting will discuss and agree age appropriate acceptable use rules with children regarding the appropriate use of cameras, such as places children cannot take the camera (e.g. unsupervised areas, toilets etc.).
- All staff will be made aware of the acceptable use rules regarding children's use of cameras and will ensure that children are appropriately supervised when taking images.
- Members of staff will role model positive behaviour to the children by encouraging them to ask permission before they take any photos.
- Photos taken by children for official use will only be taken with Parental consent and will be processed in accordance with the Data Protection Act 1998.
- Parents/Carers will be made aware that children will be taking photos/videos of other children and will be informed how these images will be managed by the setting e.g. will be for internal use by the setting only (not shared online or via any website or social media tool).
- Photos taken by children for official use will be carefully controlled by the setting and will be checked carefully before sharing online or via digital screens.
- Still and video cameras provided for use by children and the images themselves will not be removed from the setting.

Use of Images of Children by the Media

- Where a press photographer is to be invited to celebrate an event, every effort will be made to ensure that the newspaper's (or other relevant media) requirements can be met.
- A written agreement will be sought between Parents and Carers and the press which will request that a pre-agreed and accepted amount of personal information (e.g. first names only) will be published along with images and videos.
- The identity of any press representative will be verified and access will only be permitted where the event is planned, and where press are to be specifically invited to attend. No authorisation will be given to unscheduled visits by the press under any circumstances.
- Every effort will be made to ensure the press abide by any specific guidelines should they be requested. No responsibility or liability however can be claimed for situations beyond reasonable control, and where the setting is to be considered to have acted in good faith.

Use of Professional Photographers

- Professional photographers who are engaged to record any events will be prepared to work according to the terms of the settings Online Safety policy.
- Photographers will sign an agreement which ensures compliance with the Data Protection Act and that images will only be used for a specific purpose, subject to Parental consent.
- Photographers will not have unsupervised access to children.

Policy Details	
Written	<i>February 2018</i>
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Coronavirus (COVID-19) Policy and Procedures

1. Information about the virus

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020.

The incubation period of COVID-19 is between 2 and 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, it is unlikely that they have been infected.

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

- cough
- difficulty in breathing
- fever
- sore throat
- tiredness

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease. There is no evidence that children are more affected than other age groups – very few cases have been reported in children.

How COVID-19 is spread

From what we know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (within 2 meters) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person.

Droplets produced when an infected person coughs or sneezes (termed respiratory secretions) containing the virus are most likely to be the most important means of transmission. There are 2 routes by which people could become infected:

- secretions can be directly transferred into the mouths or noses of people who are nearby (within 2 meters) or could be inhaled into the lungs
- it is also possible that someone may become infected by touching a surface or object that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching a door knob or shaking hands then touching own face).

There is currently no good evidence that people who do not have symptoms are infectious to others.

2. Preventing the spread of infection

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to the virus.

There are general principles to help prevent the spread of respiratory viruses, including:

- Washing your hands often - with soap and water or use alcohol sanitizer if handwashing facilities are not available. This is particularly important after taking public transport.
- Covering your cough or sneeze in your arm or with a tissue, then throwing the tissue in a bin.
- People who feel unwell should stay at home and should not attend work or the setting.
- Staff and Children should wash or sanitize their hands regularly, in particular:
 - On arrival at Jozone
 - After using the toilet
 - Before food preparation
 - Before and After eating any food or drinks, including snacks
 - Before leaving Jozone
 - After any cleaning duties
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people
- Clean and disinfect frequently touched objects and surfaces
- If you are worried about your symptoms or those of a child or colleague, please call NHS 111. Do not go directly to your GP or other healthcare environment
- see further information on the [Public Health England Blog](#) and the [NHS UK website](#).

Cleaning Routines:

Daily cleaning routines will largely remain the same, as high standards of good hygiene are currently in place. However, in areas where there are high contact points and hard surfaces that are infrequently cleaned or not cleaned to a high enough standard the following will be put in place:

- All frequently used hard surfaces will be cleaned with a hard surface cleaning and sanitizing solution each day, this includes:
 - All door handles
 - Light switches
 - Ipads / Computers
 - Tills
 - Telephones
 - Play Equipment
 - Catering Equipment
 - Hand gel dispensers
 - Taps and other handles

Hand Washing Routines:

To ensure the staff and customers are washing their hands in line with the current guidelines the following will be put in place:

- On arrival to Jozone all Staff and Children will sanitize their hands.
- Staff should wash their own hands before their duties.

- During their time at the setting Staff and Children will regularly wash their hands in particular:
 - On arrival at The Jozone
 - After using the toilet
 - Before food preparation
 - Before and After eating any food or drinks, including snacks
 - Before leaving Jozone
 - After any cleaning duties

We will display signs to encourage staff and children to wash their hands with soap and water, and for at least twenty seconds and guides on handwashing will go in all bathrooms.

At Jozone we will promote infection control through the methods above, and in addition we will:

- Display posters and information to promote infection control
- Ensure that adequate supplies of cleaning materials are available within the setting
- Dispose of waste promptly and hygienically
- Provide tissues and suitable facilities for their disposal.

3. Guidance on dealing with suspected or confirmed cases of COVID-19 whilst at Jozone

What to do if child or adult becomes unwell and believe they have been exposed to COVID-19

Staff must make sure that Staff and customers know to tell a member of staff if they feel unwell.

In non-emergency cases, arrangements must be made for the person to return home immediately and advised to contact NHS 111.

People who become unwell should be advised not to go to their GP, pharmacy, urgent care center or a hospital.

In an emergency, call NHS 111, or 999 (if they are seriously ill or injured or their life is at risk), and if appropriate.

Whilst waiting, try to find somewhere safe for the unwell person to sit which is at least 2 meters away from other people. If possible, find a room or area where they can be isolated behind a shut door and if it is possible to open a window for ventilation. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable face mask. Anyone dealing with the unwell person will also need to wear PPE. If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available. The room will need to be cleaned once they leave.

What to do if a case of COVID-19 is suspected in Jozone

If anyone has been in contact with a suspected case at Jozone, no restrictions or special control measures are required while laboratory test results for COVID-19 are awaited. There

is no need to close the setting. As a precautionary measure, the NHS are currently testing a very large number of people who have travelled back from affected countries, the vast majority of whom test negative. Therefore, until the outcome of test results is known there is no action that staff members need to take apart from cleaning specific areas and disposing of waste.

Once the results arrive, those who test negative for COVID-19 will be advised individually about return to setting.

What to do if a case of COVID-19 is confirmed at Jozone

The Director will contact the local Public Health England Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions or precautions that should be taken.

The Health Protection Team will also be in contact with the patient directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the patient to provide them with appropriate advice. Advice on cleaning of communal areas such as hall, classrooms, kitchen and toilets will be given by the Health Protection Team.

If there is a confirmed case, a risk assessment will be undertaken with advice from the local Health Protection Team. In most cases, closure of the business will be unnecessary, but this will be a local decision based on various factors such as establishment size and people mixing.

What to do if Staff or a Child contacts of a confirmed case of COVID-19 who was symptomatic while attending Jozone

The definition of a contact includes:

- Any child or staff member in close face-to-face or touching contact including those undertaking small group work (within 2 meters of the case for more than 15 minutes)
- Talking with or being coughed on for any length of time while the individual is symptomatic
- Anyone who has cleaned up any bodily fluids of the individual
- Close friendship groups
- Any child or staff member living in the same household as a confirmed case, or equivalent setting such as boarding school dormitory or other student accommodation

Contacts are not considered cases and if they are well, they are very unlikely to have spread the infection to others, however:

- They will be asked to self-isolate at home for 14 days from the last time they had contact with the confirmed case and follow the home isolation guidance
- They will be actively followed up by the Health Protection Team
- If they develop any symptoms within their 14-day observation period they should call NHS 111 for assessment
- If they become unwell with cough, fever or shortness of breath they will be tested for COVID-19
- If they require emergency medical attention, call 999 and tell the call handler or ambulance control that the person has a history of potential contact with COVID-19

- If they are unwell at any time within their 14-day observation period and they test positive for COVID-19 they will become a confirmed case and will be treated for the infection

Family and friends who have not had close contact (as listed above) with the original confirmed case do not need to take any precautions or make any changes to their own activities such as attending childcare or educational settings or work, unless they become unwell. If they become unwell, they should call NHS 111 and explain their symptoms and discuss any known contact with the case to consider if they need further assessment.

If a confirmed case occurs at Jozone the local Health Protection Team will provide you with advice and will work with the management team. Outside those that are defined as close contacts, the rest of Jozone does not need to take any precautions or make any changes to their own work as usual, unless they become unwell. If they become unwell, they will be assessed as a suspected case depending on their symptoms. This advice applies to staff and Children in the rest of the class. The decision as to whether they fall into this contact group or the closer contact group will be made between the Health Protection Team, Jozone and the person. Advice should be given as follows:

- If they become unwell with cough, fever or shortness of breath they will be asked to self-isolate and should seek medical advice from NHS 111
- If they are unwell at any time within the 14 days of contact and they are tested and are positive for COVID-19 they will become a confirmed case and will be treated as such.

4. Guidance on dealing with Staff who have travelled to affected countries/regions

Anyone who has travelled outside the UK to any of the listed “risk areas” in the past 14 days should notify Jozone’s Director and must not attend the setting for 14 days from their return to the UK. (Public health passenger location)

5. Guidance on cleaning Jozone after a case of COVID-19 (suspected or confirmed)

Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath. Once symptomatic, all surfaces that the suspected case has come into contact with must be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.

These include:

- All surfaces and objects which are visibly contaminated with body fluids
- All potentially contaminated high-contact areas such as the play equipment, toilets, door handles, telephones, switches, taps etc.

Public areas but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected. If a person becomes ill in a shared space, these should be cleaned as detailed above.

Disposing of contaminated waste in the setting including tissues, if anyone has become unwell with suspected COVID-19

All waste that has been in contact with the individual, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the result is available. If the individual tests negative, this can be put in the normal waste.

Should the individual test positive, Jozone will be instructed what to do with the waste.

6. Closure

The latest advice is that closing individual settings or Local Lockdowns could be enforced to help in stopping the spread of the disease. However, there may be some occasions when we will have to consider temporarily closing Jozone because we have too few unaffected staff to run sessions safely. If this occurs the Director will contact Staffordshire County Council and RIDDOR for further support and guidance.

Jozone will also have to close if advised to do so by the local authority. Possibly due to a local lockdown.

In the event of closure, the Director will notify Staff and Parents/Carers as soon as possible and will also inform the other relevant parties and contractors.

7. Advance Planning

In preparation for dealing with COVID-19, Jozone will ensure that all contact details for staff are up to date.

We will prepare notifications for Parents/Carers and Staff, so that they can be distributed immediately if an outbreak occurs.

8. Procedures within Jozone

Jozone will be following the guidance from Public Health England and the local authority with regards to how we should run and operate within the setting. We will be keeping up to date with any changes within these guidelines and update our procedures accordingly.

Jozone will regularly update its information regarding COVID-19, by checking the latest guidance from Public Health England and the local authority and will inform Parents/Carers and staff of any changes to our emergency plans.

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