



J o z o n e K i d s C l u b

Parent's Pack



department for
education and skills



Welcome Jozone kids Club.

Dear Parents / Carers

Thank you for enrolling your child with us. We would like to welcome you to our Before and After school Club.

Background to Jozone

Jozone was first started by myself, Jo Crabtree who, as a Manager of a before & after school club in the Cannock area, saw the need for good quality childcare in the Burntwood area. In 2004 I was employed to run a before and after school club at St Joseph & St Theresa Primary in Chasetown for the governors of the school. This is where the name Jozone was started as the Club held a competition to decide on the name. In September 2010, Jozone changed over to a Limited business and became Jozone Kids Club Ltd
At present we have clubs at:

St Joseph's & St Theresa's (EY420873)

St Josephs & St Theresa Primary School,
High Street,
Chasetown
Staffs,
WS7 3XL
Club Mobile: 07704 033097
Manager: Helen James

In March 2006 we took over 'Joezone' which I had been managing for two years previous. After taking over, I then decided to take the 'e' out and rename the business Jozone. We are registered for 40 under 8's and we are open 7.30am - 9.00am & 3.15pm - 6.00pm Monday - Friday, term time only for children 3-11 years. We only accept children from St Joseph's School and nursery during term time. We operate from the school hall. Our Holiday Club is based from here which facilitates all Clubs in the surrounding area. We are open from 7.30am - 6.00pm Monday - Friday

Chadsmead (EY420856)

Jozone Kids Club (Chadsmead)
Chadsmead Academy School
Friday Acre
Lichfield
Staffs
Club Mobile: 07961 641769
Manager: Vicki Cooke

We were asked to take over Chadsmead after school club in September 2008. It was a governor committee run club that had been running for 13 years. We operate from the school infant hall and a classroom. It is open from 7.30am - 9.00am and 3.15pm - 6.00pm Monday -Friday, term time only and is register for 60 children. Children are invited to the Holiday Club at St Joseph's.

Gentleshaw (EY433341)

Jozone Kids Club (Gentleshaw)
Gentleshaw Primary School,
Darlings Lane
Gentleshaw
Rugeley
Staffs
WS15 4LY
Club Mobile: 07584 414746
Manager: Fern Hollowood

In September 2011 we opened at Gentleshaw Primary. We are registered for 28 under 8's and we are open 7.30am - 9.00am & 3.15pm - 6.00pm Monday - Friday, term time only for children 3-11 years. We only accept children from Gentleshaw Primary School and operate from the school hall. Children are invited to the Holiday Club at St Joseph's

St Thomas More (EY445551)

Jozone Kids Club (St Thomas More)
St Thomas More Catholic Primary School,
Huthill Lane,
Great Wyrley,
Walsall,
WS6 6PG
Club Mobile: 07833 965 522
Manager Katy McMulkin

In April 2012 we opened at St Thomas More Catholic Primary. We are open 7.30am - 9.00am & 3.15pm - 6.00pm Monday - Friday, term time only for children 3-11 years. We only accept children from St Thomas More. We are registered for 30 children and operate from the school hall of the school hall. Children are invited to the Holiday Club at St Joseph's.

Directors Mobile Number, Jo Crabtree: 07966 282 431 (7.00am-6.30pm Mon - Fri)

Email: jozone.office@googlegmail.com

Website: www.jozonekidsclub.co.uk

All Clubs are Ofsted registered, copies of the inspection are available on request or you can visit the Ofsted website www.ofsted.gov.uk

General Information

Jozone Kids Club Ltd is a privately run organisation, separate from the schools. The clubs are open to every child within the Nursery and Primary School aged 3-11 years. If you are interested in using the clubs please feel free to call into the club during opening hours where staff will give you further information. You will find the phone numbers on page 2 & 3. High quality childcare is provided by a team of qualified childcare practitioners. All staff have DBS (previously CRB) checks and we require references and health checks before offering a position. We maintain at least a 1:8 ratio for Nursery children, reception and above - 1:30 ratio (legal requirement), however, Jozone aim to operate on a 1:10 ratio at all times. We aim to provide a flexible, varied and exciting programme of activities for your children to enjoy in safe and friendly surroundings.

Our Aims

We are committed to providing a service for every child, young person and parent/ carer. We aim to respond to the needs and opinions of each child and individual.

Our club aims to provide:

- A safe, happy, warm and fun environment that comply with the requirements of our registration.
- Opportunities for children to express their own opinions and needs.
- To provide a high quality early years curriculum for all our children.
- 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, discover solutions and allow children to develop at their own pace.
- To encourage every child to develop personally, socially, emotionally, physically and intellectually in order to reach their full potential.
- An environment where children and adults value and respect the individuality and diversity of others, regardless of disability, race, sex, social and economic status.
- To nurture your child and take care of them and to help them reach their full potential.
- Children will be offered access to outdoor play every day, subject to weather conditions.

To encourage:

- Play opportunities that are not controlled 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 learn to be sensitive to the needs of others
- Their understanding of the outside world.
- Children to become confident and sociable with individual interests and strengths.

We are here to help your child make a smooth transition from school and into our club when the time comes. We believe in close links between your children, our club and home. We also value your partnership, cooperation and support.

Booking and Admission 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 encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit. If you are interested in using the club, please feel free to call into the club during opening hours where staff will give you further information and will be happy to discuss your needs and begin the enrolment process. We aim to meet all the needs of parents/carers and try to be as flexible as possible offering sessions on a permanent and ad hoc basis as required. You do not have to be a working parent /carer to access the club. You may also wish to do your shopping or housework in peace, or may have an appointment. However, spaces do need to be booked in advance with the setting Manager. Once your child is registered with Jozone Kids Club Ltd, you can use us as often or as little as you like, provided space is available to accommodate your child/ren.

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the club and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the levels of fees and arrangements for payment, they will be asked to complete and sign the booking form to confirm their child's place. Where a place is not available immediately, we operate a waiting list system and will get in touch with you when a place becomes available to meet your individual requirements.

Payments need to be made by the end of the month, or charges will be made.

Safety of Children

Your child's safety is of paramount importance to us. We carry out daily risk assessments on the premises, equipment and outside areas before the session begins. Any accidents that occur whilst your child is in our care will be recorded and you will be informed and asked to sign the accident form. If we feel the accident requires hospital attention, Parents/ Carer's will be contacted.

If a child comes into our setting with an existing injury, this will also be recorded and parents will be asked for an explanation when collecting the child. Fire Drills will be carried out on a regular basis.

Behaviour

All children will be treated equally, fairly and consistently. We will praise all good behaviour and this will encourage all the children to act appropriately. Should inappropriate behaviour arise, it is made clear to the child that it is the behaviour that is not acceptable and not the child.

Under no circumstances is physical punishment used. All serious incidents will be recorded and parents will be informed. Please refer to our behaviour policy for more details.

Administering Medication

If a child attending Jozone Kids Club Ltd requires prescription medication of any kind, their parent or 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.

Jozone Kids Club Ltd 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.

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.

Complaints

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 line with the Complaints Policy. A copy is available to parents upon request.

Illness & Absences

If your child is unable to attend due to sickness, please contact Jozone and let us know at the earliest opportunity. If your child is taking a holiday during the school term please let us know. Charges will still apply as you pay for the place, not attendance. Please note, in some cases e.g., if your child has suffered from sickness and /or diarrhoea they must be clear of symptoms for at least 48 hours before returning. Stomach infections spread very quickly. Your child will not be taken if we feel that they are unwell.

If your child has a head injury in Jozone we will contact you immediately by phone during the session.

If your child is unwell in our care we will contact you to explain the symptoms and discuss what action should be taken.

Health & Safety / Allergies

Please inform Jozone of any dietary needs/allergies your child has so that we can make suitable provision. We ask you to provide current emergency telephone numbers so that we are able to contact you during club hours, should it be necessary.

Snack Time

Drinks and snacks will be provided each day for the children to share. These may include crackers, biscuits, fruit, French bread, sultanas, savouries, crisps, raw vegetables and squash, milkshake or fruit juice. Water will be available as an alternative drink.

Drinking water will be made available at all times.

Head lice

We ask you not to send your child to the club if they have head lice.

Please inform the club of any outbreaks of head lice, so that we can make other parents/carers aware.

Sunhats

Please provide your child with a sunhat, they will be expected to wear them for all outdoor play in hot, sunny weather. We also ask that each child is adequately covered in high factor sun cream during the hot weather. Signed permission will be sought.

Jozone operates a NO SMOKING POLICY at all times and also prohibits the use of personal mobile phones and recording equipment.

Please see all of our policy and procedures for more details. Policy and procedure are on display to parents. Or please request a copy of a specific policy.

The Key Person

Each Early Years child must be assigned a Key Person. The Key Person should help the child to become familiar with the provision and to feel confident and safe within it, developing a genuine bond with the child (and the child's parents) and offering a settled, close relationship. The Key Person should meet the needs of each child in his/her care and respond sensitively to their feelings, ideas and behaviour, talking to parents to make sure that the child is being cared for appropriately for each family.

What is the Key Person?

The Key Person is the named member of Staff assigned to an individual child to support his/her development and act as the key point of contact with that child's parent/carers. This is the *named* member of staff with whom a child has more contact than other adults. The Key Person has special responsibilities for working with a small number of children.

The EYFS

An Early Years Foundation Stage (EYFS) framework is in place in England which describes the things a nursery, pre-school, childminder or reception class in a school, should be doing. It describes what children should learn and what levels of development they can be expected to reach at certain ages and stages. A new simpler version of this framework is being prepared for September 2012. Your nursery, school, pre-school or childminder should have things in place to help you support your child's early learning.

The EYFS is based on principles of inclusion which means that Early Years providers oppose discrimination and prejudice and welcome all families and children. They provide care and education for a wide range of children in environments that enable children to feel safe and supported and which extend their learning and development. Throughout the EYFS stress is placed upon understanding each child and their family as unique, with different needs and concerns.

There are seven areas of learning and development that must shape educational programmes in early years settings. 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 three areas, the *prime* areas, are:

- Communication and language;

- Physical development; and
- Personal, social and emotional development.

There are also four *specific* areas, through which the three prime areas are strengthened and applied. The specific areas are:

- Literacy;
- Mathematics;
- understanding the world; and
- Expressive arts and design.

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.

Arrival and Departure of Children.

Parents are to use the door specifically for Jozone (you will be informed of this by the manager on registration of your child/ren,) to bring and collect your child to and from Jozone. There will be a door bell to gain our attention. A member of staff will then come round to let you and your child in. It is for the safety of the children that the staff can ensure the room is ready before accepting the children into the session. It is also imperative that all children are collected on or just before the session ends. Any child left uncollected after 15 min, the emergency contact numbers will be called. If after 30 min no-one can be reached for the child, the first response team will be contacted and the child placed with them, for them to look into the situation further.

Equality & Diversity

Jozone Kids Club Ltd we 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.

We 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 every person in our setting (child, young person or adult) as an individual and treat with equal concern.
- Give every child equal chances 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.
- British Values is also promoted.

It is every adult's responsibility to ensure that their own attitudes and behaviour are free from discriminatory practice. All persons witnessing any type of discrimination should report it to the Manager or ENCO.

Child Protection Procedures (Safeguarding Children.)

Statement of Intent

Jozone Kids Club believes that every child is entitled to a safe and happy environment. All adults associated with this organisation are committed to this statement. Anyone using the services of Jozone will also accept these principles. Where safeguarding concerns are raised, the advice of professional agencies will be sought with or without parent/carers permission.

The four definitions of abuse (as defined in 'Working Together to Safeguard Children Department of Health 2013 that would raise concern with this organisation are:

1. Physical abuse - a visible mark or marks not in-keeping with usual childhood activities where the cause of the mark is not defined.
2. Emotional abuse - changes in personality or behaviour of any child that have no known cause.
3. Sexual abuse - inappropriate sexual activity, language or drawings, not in-keeping with the child's age or stage of development.
4. Neglect - persistent failure of a carer to provide for a child's basic needs resulting in the impairment of health or development of a child

Methods

Our designated safeguarding leads are Joanne Crabtree, Director and the setting's Club Manager. However, all our staff are responsible for safeguarding.

The 5 R's of Safeguarding:

- Recognise - The ability to recognise behaviour that may indicate abuse
 - Respond - Respond appropriately and promptly to any recognised indicators. Respond sensitively to the situation and person.
 - Report - Ensure report is forwarded to the appropriate person i.e. line manager, designated safeguarding lead or appropriate agency
 - Record - Record precisely and promptly what has been alleged ensuring details are accurate and factual, do not ask questions or investigate, complete the relevant paperwork and forward to appropriate manager. Do not record yours or others opinions as your report may be used as legal evidence.
 - Refer - The Designated lead will decide if referral is appropriate and which agency referral is made
- 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 parent / carer 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 our 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 should 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/carers are under the influence of alcohol or drugs when collecting a child from club, they will try to speak with 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 the referral is made.
 - Ofsted also need to be notified within 14 days.
 - Please refer to the safeguarding section in our policy and procedures regarding the use of mobile phones/cameras in the setting, social networking sites and whistle blowing.
 - Please refer to our separate Prevent Policy to protect children from the risk of radicalisation and being drawn into extremism.
 - Families First work with all of Staffordshire county services for children and young people. It involves everyone working together in multi-disciplinary built around the needs of children, young people and families focusing on early intervention. Families first can be contacted for advice at an early stage to stop a problem from getting worse.

Female Genital Mutilation Act 2003

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 for through a family court. The FGM Protection Order offers the means of protecting actual or potential victims from FGM under the civil law.

Breach of an FGM Protection 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 (for example, 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 17 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 disclosures 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 timeframe 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.

Practising 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 make it a criminal offence for UK nationals or permanent UK residents to:

perform FGM overseas

take a UK national or permanent UK resident overseas to have FGM.

It came into force on 3 March 2004 and applies to England, Northern Ireland and Wales.

Jozone Kids Club will record and act upon any disclosures, this will be reported to the designated safeguarding lead.

Contact Numbers

OFSTED 0300 123 1231

Piccadilly Gate

Store Street

Manchester

M1 2WD

REFERRALS - FIRST RESPONSE 0800 1313 126 (Mon - Thur 8.30am - 5pm, Fri 8.30am-4.30pm)

FIRST RESPONSE DUTY TEAM 0345 604 2886 Mobile: 07815 492613 Or e-mail: friststr@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 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))

POLICE CENTRAL REFERRAL UNIT 0300 123 44 55 (Can phone out of hours)

POLICE IN AN EMERGENCY 999 / 112 from a mobile.

POLICE NON EMERGENCY 101

First Response Team

Wedgwood Building,

Tipping Street,

Stafford,

ST16 2DH

Extremism and Radicalisation

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

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.

Logging an incident

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 the Club's CPO who will decide on the appropriate course of action.

For concerns about child abuse, the 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 CPO will contact the Local Safeguarding Children Board (LSCB) or Local Authority Prevent Co-ordinator [delete if not applicable]. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

Promoting awareness among staff

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

- the designated 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

Pledge to Parents/ Carers.

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or to take part in our activities.
- Keep you informed of opening times fees and charges, programmes of activities and procedures.
 - Be consistent and reliable to enable you to plan with confidence and peace of mind.
 - Share and discuss your child's achievements, experiences, progress and friendships.
 - Be available to discuss decisions about running the club.
 - Ask your permission for outings and special events etc.
 - Listen to your views and concerns to ensure that we continue to meet your needs.

We hope that you have found this information pack useful. If you have any further questions please ask a member of staff.

