



The Mad House Holiday Club

Policies & Procedures

Last revised 28th January 2010

The Mad House Play & Party World
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Registration System - 2.13

The Holiday Club operates a registration process, which incorporates a record of child details (Name, address, date of birth, collecting details and password system, emergency contact numbers). All details are kept locked in the filing cabinet in the office.

Action by staff for lost child:

- As soon as child suspected lost inform reception and monitor all front exits.
- Inform Duty Manager.
- Conduct search of play equipment (particularly known 'hiding' places eg. Lorry).
- Check all toilets and lift and all other rooms.
- Conduct search of immediate area outside of building.

- Appointed person or duty manager to remain in reception to monitor exit points.
- Make announcements over PA system of child's name and description.

If the child is still not found after a comprehensive search of the building contact the Police.

Action by staff for child not picked up:

- 15 minutes after child due to be picked up try all contact numbers. Leave messages where possible to advise to contact us asap.
- Check all answer phone messages in office
- After a further 15 minutes try all contact numbers again. Leave messages advising the police will be contacted in a further 15 minutes if we are not contacted.
- Check all answer phone messages in office
- After a further 15 minutes contact Wokingham referral & Assessment Team: 0118 908 8002 or Emergency 0134407860543

Standard 3 - Care, Learning and Play.

Learning and Play Opportunities – 3.1 – 3.2

The Holiday Club work to a typical schedule of activities to provide a mixture of interactive physical, creative and learning play provision. The staff shall adopt the activities of the day to best suit the needs and requirements of the mixture of children. This shall be done by utilising the equipment and space available and by recognising any specific needs and desires of the children and responding to them.

Significant requests or issues should be recorded on the child's daily 'Happy Sheet'.

Building Positive Relationships and Developing Self Esteem - 3.3 – 3.4

All activities undertaken in the Holiday Club should provide the child with a fun, supportive and positive experience. All staff interacting with the children on the day should always act in a friendly and encouraging manner. The child's key worker should provide feedback to the collecting parent in support of the daily 'Happy Sheet'.

Learning Right from Wrong – 3.5

Staff are responsible for setting the boundaries and rules of the day with the children and by setting the example of conduct and respect to others.

Standard 4 - Physical Environment

A Welcoming Environment – 4.1

Depending on the number of children attending the holiday club a minimum of one large party room shall be used as the base or activity centre. The rooms are decorated to provide a welcoming and stimulating environment, they should be used to greet and register the children on arrival. Many of the games, equipment and activities shall be visible and easily available in the room. A general activity and display board is located in the central corridor to provide information about the holiday club activities.

A Clean and Well-Maintained Environment – 4.2

All facilities are regularly cleaned and maintained in line with the general running of The Mad House. Daily safety checks of the activity rooms will take place (plug sockets etc). Any cleaning or maintenance activities will not effect care of the children

Sole Use of Premises – 4.3

Party rooms will be dedicated for the sole use of the Holiday Club and will not be available for the public to use. Visits to the toilet should be accompanied by the supervising member of staff. Where possible 'group' toilet visits should be managed to reduce the overall number of separate visits.

Where children are engaged in 'general play' on the main play equipment along with members of the public, they will be supervised by a dedicated member of staff, which may not necessarily be the key worker.

Planning and Building Requirements – 4.4

All present planning and building regulations have been met.

Telephone – 4.5

Access to a land line telephone is available at the reception or two additional phones on the office. The Holiday Club telephone number is quoted on the booking documentation. A portable hearing induction loop is available if required.

An Adequate Temperature & Indoor Space – 4.7 – 4.11

Heaters, ventilation and fan units allow independent temperature control in all rooms.

The Aquarium party room is large enough to accommodate a maximum of 24 children. However numbers in excess of 15 would likely be dealt with by using an additional room.

Equipment will be stored outside of the room if considered to be taking up space required by the children.

The three large tables available in the Aquarium will facilitate a range of activities simultaneously. Soft seating is available for resting.

Outdoor Space – 4.12

Not Applicable

Toilet Facilities – 4.13

All toilet facilities are in line with current building and disability regulations.

Visits to the toilet should be accompanied by the supervising member of staff. Where possible 'group' toilet visits should be managed to reduce the overall number of separate visits.

Use of the disabled toilet is encouraged where there is no access to the public at the same time (the toilet can be monitored from outside).

The privacy of the children should be respected at all times.

Kitchen Facilities – 4.14

Not applicable.

Standard 5 - Equipment

Toys and Play Equipment – 5.1

The holiday club endeavours to provide a wide a choice as possible of toys, games and activities to meet the 'stimulation and development' needs of the children. A non-exhaustive list of toys and activities are displayed on the notice board to provide information to parents.

As well as benefiting from the extensive soft play area itself for physical activity, emphasis shall also be placed on creative activities and arts and craft. All activities should portray positive images across all levels of social, cultural, ability and racial divides.

Safety Issues – 5.2 – 5.3

Regular checks are carried out on the main soft play equipment and the condition of all equipment and materials used within the holiday club shall be constantly monitored and any defects removed or rectified.

Standard 6 – Safety

All compliance and reference to the Safety Standard are provided for in the **Company's Health and Safety Policy and Workplace Risk Assessments** and **Staff Handbook Health and Safety section**.

Standard 7 - Health

Hygiene – 7.1 – 7.2

The staff shall be responsible for adopting a good general level of hygiene practice amongst the children at all times: this shall include but not be limited to washing hands after visits to the toilets, before eating and between activities where hands may become dirty.

All equipment, carpets and play surfaces shall be maintained and cleaned as appropriate between activities. All other public areas of The Mad House (ie Toilets, Kitchen, Play Area) are subject to their own cleaning and hygiene regimes.

Animals – 7.3

There are no anticipated occurrences of animals being on the premises.

Food Handling – 7.4

All local environmental health department regulations are complied with.

Medicine – 7.4

Details of the child's doctor and any medical condition should be stated on the Child's Registration Details form. Any administration of non-prescriptive medication may be given only after the specific prior written consent of the parent. This should be noted on the Registration Details form.

Details of any medication given (amount, times etc) should be recorded on the Daily 'Happy Sheets'. The parent should be contacted prior to administration.

The child and supervising manager should be made aware of the storage of any emergency medication. Accessibility of this medication should be available at all times (ie. Not locked in Office).

A member of staff should be present if the child is administering their own medication (ie. Inhalers).

First Aid and Accident Record – 7.5 – 7.9

Permission for administering first aid is contained on the Child's Registration Details form.

APPOINTED PERSON

The appointed person is the Duty Manager. They are responsible for taking charge when someone is injured or falls ill, and calling an ambulance if required; and looking after the first aid equipment, eg. Re-stocking the first aid boxes.

FIRST AIDER

A first aider is someone who has undergone a training course in administering first aid at work and holds a current first aid at work certificate.

TRAINING

Because of the nature of The Mad House, particular emphasis has been placed on the welfare and first aid training to treat infants on the premises. Appropriate training has and will be continued to be provided for employees so that a high level of first response first aid is available to infants visiting The Mad House. Employees wishing to be trained in first aid should speak with a member of the Management Team.

A list of employees and the first aid training they have received is displayed on the notice boards on the ground floor and first floors.

FIRST AID KITS

Suitable first aid kits are available at the following locations:

- 1 HSE approved 50 person First Aid Kit – Office – ground floor
- 1 HSE approved 50 person First Aid Kit – Behind Café Bar Counter – 1st floor
- 1 eyewash station – Office ground floor
- 1 eyewash station – Kitchen
- 1 Burns Kit - Kitchen

FIRST AID PROCEDURE

All reported accidents and injuries (whether by an employee or customer) should be brought to the attention of appointed person (Duty Manager). The appointed person in consultation with the effected party or their representative should determine the appropriate action to be taken. This may involve taking no action at all to administering first aid treatment by a trained individual to calling an ambulance. The Duty Manager has an emergency doctors phone number if required.

If treatment is given, the details should be recorded in the Accident Book.

THE ACCIDENT BOOK

Details of any existing injury to a child when they arrive should be noted on the Daily 'Happy Sheet'.

The accident book is kept in the office on the ground floor. The Holiday Club has an separate accident book to the rest of The Mad House.

How to complete the Accident Book:

- Using a simple consecutive numbering system complete the Ref No. in the 2 boxes at the top of the form and enter the date.
- Section 1 - details of the person who had the accident
- Section 2 - details of the person filling in the form (leave blank if the same as the person who had the accident). If the form is being filled in on behalf of a child who had the accident the parent/adults name should be entered, including relationship with the injured person.
- Section 3 – If a child has had the accident the parent/adult should sign on their behalf and the member of staff actually completing the form.
- Sections 5 & 6 – details of the accident – complete as comprehensively as possible.

When complete the book should be returned to the Nominated Person (Duty Manager) who will detach the report and file in the Accident Report Binder in the filing cabinet.

RIDDOR

Serious accidents, injuries and illnesses need to be reported under the RIDDOR process (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)

Major Injuries

Reportable major injuries include such things as bone fractures, temporary loss of sight or unconsciousness or being taken to hospital. The Duty Manager has a comprehensive list of reportable occurrences and is responsible for making a report under RIDDOR.

Any death or major injury should be reported by phone (0845 300 9923) and followed up by completing form (F2508) within 10 days of the incident(a copy of the form is kept in the Health and Safety file in the filing cabinet).

Over-three day injury

An over three-day injury is one which is not major but results in the injured person being away from work or unable to do the full range of their normal duties for more than three days. Form (F2508) should be completed within 10 days.

Disease

If a doctor notifies the company that an employee has a reportable work-related disease form (F2508A) needs to be completed and returned to the enforcing authority. A full list of diseases is available from the HSE's info line (08701 545500)

Dangerous Occurrence

If something happens which does not result in a reportable injury, but which clearly could have done, it may be a dangerous occurrence which must be reported immediately by phone to the enforcing authority (same number as above) Form (F2508) should be completed within 10 days.

Sick Children – 7.10

Sickness Policy: The Mad House reserves the right to refuse acceptance to the Holiday Club any child who appears to be unwell to such an extent as to not be able to participate fully in the days scheduled activities.

Parents shall be contacted immediately if a child falls ill during the day and is considered in the opinion of the staff to warrant collection. Should an emergency arise where the parents cannot be contacted, staff shall act in the best welfare and safety of the child, which may necessitate emergency first aid treatment and or contacting the emergency services.

A sick or suspected infectious child may be looked after in a separate room to other attending children.

Sandpits – 7.11

Not applicable

Smoking – 7.12

A non-smoking policy exists throughout the building

Standard 8 – Food & Drink

Drinking Water – 8.1

Drinks are offered to children at regular intervals throughout the day, and at a minimum at morning refreshment, lunch, afternoon refreshment and Tea times. Drinks may also be offered after particularly energetic activities. Ni reasonable request for a drink should be refused at any time.

Information from Parents, Meals and Food & Drink Provided by Parents– 8.2
– 8.3

Any specific requirements or information (ie. Allergies) are recorded on the Child's Registration Details form. The Daily Food and Happy Sheet provides a record of the available meals to be given to the children. The menu available provides for an acceptable choice of healthy and nutritious meals and snacks.

All suitable utensils are provided.

Any parents forgetting to bring food and arrangements not made to cater for the children should be contacted and suitable meal provision discussed. Staff

should check any packed meals with the parents and discuss any potential allergies such as 'food' swapping with allergy sufferers.

Standard 9 - Equal Opportunities

Policy and Anti-Discriminatory Good Practice – 9.1 – 9.2

The Mad House out of school play scheme endeavours to provide for every attending child, a stimulating, exciting and fun environment, where they are encouraged to fully participate in a diverse range of activities.

Each session is carefully planned to allow children of different ages, cultures and physical and mental abilities to flourish.

To this end The Mad House has committed to the following:

- To ensure that all play scheme employees treat all attending children with equal concern and ensure that no discriminatory practices are permitted.
- All employees involved in the play scheme will have been instructed in the application of this philosophy and be fully conversant with its principles and current legislative requirements.
- To ensure that parents have easy access to this philosophy and its guiding principles.
- To review this statement on a regular basis, at least once annually.

Date effective: 28th January 2010

Next review: No later than 27th January 2011

This equal opportunity statement applies in connection to employment as well as to admission to the day care provision.

Information From Parents – 9.3

Any requirements and desires of the parents with regard to the treatment of their children while participating in the play scheme can be expressed and documented at the time of booking or registration. Key information such as the name to which they wish to be referred too can be recorded. Any additional instruction can be given to the key worker at the time of drop off and issues arising during the day noted on the 'Happy Sheet' and discussed with the guardian at the time of pick up.

Standard 10 - Special Needs

Special Needs Statement – 10.1

The Mad House out of school play scheme endeavours to provide for every attending child, a stimulating, exciting and fun environment, where they are encouraged to fully participate in a diverse range of activities.

Each session is carefully planned to allow children of different ages, cultures and physical and mental abilities to flourish.

To this end The Mad House has committed to the following:

- To ensure that all play scheme activities are accessible to all attending children and that any special needs are accommodated by a minimally invasive approach, suitable for the child's individual welfare and development.
- To ensure that all children maintain privacy and dignity, and that parental concern and advice about the care of their child is noted and followed.
- All employees involved in the play scheme will have been instructed in the application of this philosophy and be fully conversant with its principles and current legislative requirements.
- To ensure that parents have easy access to this philosophy and its guiding principles.
- To review this statement on a regular basis, at least once annually.

Date effective: 28th January 2010

Next review: No later than 27th January 2011

Staff Arrangements – 10.2

Where provision has been requested for children with special needs the staff shall be encouraged to investigate and gather information relating to additional training and other aspects of providing for appropriate provision. Advice may be sought from the EYDCP or specialist bodies.

Physical Environment – 10.3

The premises from which the club operates is fully compliant with all current DDA (disability discrimination act) regulations and all reasonable additional requests regarding further improvements will be considered.

Including Children with Special Needs and Consultation with Parents – 10.4 – 10.5

Where provision of care for children with special needs is requested great emphasis shall be placed on consultation with the parents. The key worker shall play a prominent role in this by gaining as much information from the parents as possible to ensure the child's needs are met. This may involve issues such as adapting equipment or activities or managing the interaction with other children.

Privacy - 10.6

Staff shall be particularly sensitive to issues of privacy with all children and Shall use the documentation during the booking process and 'Happy Sheet' to ensure any specific wishes of the parents are followed with respect to privacy.

Standard 11 - Behaviour

Behaviour Statement, Encouraging Positive Behaviour, Adult Role, Physical Punishments and Interventions and Bullying – 11.1

The Holiday Club will promote and actively encourage good behaviour by operating a policy of praise and reward. Children will be expected to behave in a manner in line with their age and understanding. It is believed that by adopting a culture of sharing and caring and engaging rules of action and consequence, and by the adults leading by example, any incidents of bullying, name calling, or aggression will be minimised.

Children will be made aware of the effects of their behaviour on others and methods of discussion and distraction shall be used when confronting behaviour issues. No undue stress shall be placed on the child in terms of humiliation, segregation or any form of physical punishment

Any significant incidents relating to behaviour issues shall be reported to the parents at the time of collection, and include details on time, location, what happened and how it was handled.

Standard 12 - Working in Partnership with Parents and Carers

Information for Parents – 12.1

The booking and registration process outlines the terms and conditions of the agreement and the procedures for collecting children. Certain medical and consent information is included within this process. Certain key policies and statements are permanently posted on the Holiday Club board, but a full document relating the Club's compliance to the National Standards is available on request.

Volunteers and Committee Members – 12.2

No volunteers are envisaged participating the Holiday Club's activities.

Exchanging Information – 12.3

The Key Person will be available to the parent at collection to pass on any notable information concerning the day. Comments may be recorded throughout the day on the Daily Happy Sheet, a copy of which is kept by the club.

Complaint Procedure:

Should an individual have a complaint about the service which cannot be resolved through first line discussion with the Key Person, Manager or Registered Person a formal written complaint can be made which shall be dealt with according to the following procedure:

Any complaint regarding any aspect of the Holiday Club's service should be made in writing to the Manager (Sarah Day) within 14 days of the incident/attending date of the child. The details of the incident/allegation should be as full as possible to allow a comprehensive investigation to be carried out.

The Manager will provide a written response with 14 days of receipt of the complaint and address the issues raised. These shall include but not be limited to:

- Re statement of the complaint from the parent
- A description of the incident from the Staff
- The cause of the incident
- Action taken at the time and response
- Action taken after the event and response
- Any changes to procedures or policies arising from the complaint

Should the parent consider the response to the complaint unsatisfactory it may be escalated first to the Registered Person (Neil Foster) and then to Ofsted until a satisfactory conclusion is reached.

Privacy and Confidentiality and Parental Access to Records – 12.4 – 12.5

Some confidential information is recorded during the booking and registration process. All records are kept securely in the locked filing cabinet in the office other than at drop off and collection times or when in the immediate presence of the Key Workers. No information shall be divulged or made available to any other member of staff other than the Manager or Registered Person without the consent of the parent.

Access to all records held about a child will be available to the parent on request.

Children's Departure – 12.6

The Child's registration process contains details of the procedure to be followed when collecting children. This involves the use of a password and signature.

Children in Need – 12.7

Any concerns about children who are suspected to be in needs with respect to problems caused to their development or health by a range of factors or as a result of a disability may in the judgement of the manager be referred to the relevant local authority.

Standard 13 - Child Protection

The Holiday Club's First Priority – 13.1

The welfare, safety and protection of all children attending the holiday club is the organisations first priority.

Policy & Procedures – 13.2

The policy aims to :-

- encourage all staff to be vigilant so that child neglect or abuse can be recognised.
- Ensure sensitive and appropriate treatment of children disclosing information about abuse or neglect
- Ensure clear procedures are in place to be followed by staff who suspect neglect or abuse
- Ensure contact is made with the investigative agencies outside of the club

Sarah Day is the named person responsible for child protection issues

Policy:- Child abuse means harming a child – this can be mentally, physically, sexually or by neglect. It is our responsibility to be vigilant in observing children in our care and if we suspect that abuse is taking place, to pass on such suspicions to the investigative agencies (i.e Social Services and Police). We are not an investigative agency and undue questioning of a child may cause unnecessary suffering and may undermine the actions of Social Services and Police. However, staff need to be vigilant and if suspicions arise they need to take appropriate action.

There are many symptoms of abuse: this is by no means an exhaustive list:

- Bruises, lacerations, burns – these may indicate physical abuse.
- Inadequate clothing, poor growth, hunger, failure to flourish may be signs of physical neglect.
- Excessive dependence, or attention seeking, may be signs of emotional neglect.
- Substantial behavioural changes, precocity, or withdrawal, may be signs of sexual abuse.

Action of staff on becoming suspicious:-

- Ask simple questions of children to see if there is an innocent explanation of injury. These tactful questions may dispel concern, but be aware that abused children do sometimes cover up their problems.
- If you are still suspicious, or prefer not to mention it to the child, pass the information to the named responsible person.
- If a child decides to disclose a problem to you, you must tell them that you cannot keep it secret.

Once the initial disclosure has been made, do not discuss the matter further , reassure the child and then bring them to the named person. The Holiday Club should not investigate further, having ascertained that there is reasonable suspicion that abuse is taking place.

If the named person is satisfied that there are grounds for reasonable suspicions they should contact Social Services who will deal with the matter in accordance with the local Area Child Protection Committee procedures.

Wokingham referral & assessment Team 0118 908 8002
Emergency Out of Hours Tel: 01344 786 543

Registered Persons Responsibilities - 13.3 & 13.4

The holiday club will ensure that the named person has attended child protection training and that other staff are aware of the child protection policy and procedures and that they are familiar with the booklet 'What to do if you're worried a child is being abused – summary'.

Standard 14 - Documentation

The Retention Period for Records – 14.1

All records relating to the operational management of the Holiday Club will be kept for a minimum of the length of time between Ofsted inspections or 2 years whichever is the longest.

Availability of Records – 14.2

All records are kept on the premises but only accessible by authorised staff.

Notification of Changes – 14.3

Neil Foster (the registered person) is responsible for informing Ofsted of any significant changes or events effecting the welfare, safety or operational setting of the club or any child within it. Such changes may include:-

- Alterations to premises
- Changes in Staff
- Serious illness or accident
- Death of staff or child
- Police or Social Services involvement.