

POLICIES

This compilation contains the following policies:

1. **Complaints**
2. **Emergency**
3. **Equality**
4. **Health and Safety**
5. **Medications**
6. **Missing child**
7. **Uncollected child**
8. **Visitor**



KIDOLOISIRS POLICIES

Complaints Policy

At KIDOLOISIRS 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. Our complaints policy is displayed on our website at all times (https://kidoloisirs.com/PDFs/KIDOLOISIRS_POLICIES-2022.pdf). Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

Kidoloisirs Director (**Delphine.long@kidoloisirs.com**) is usually responsible for dealing with complaints. If the complaint is about the Coordinator, Delphine long 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:

- Kidoloisirs Area Manager (**Jordan.barocas@kidoloisirs.com**) will discuss the matter informally with the parent or career 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 Coordinator (**omar.latreche@kidoloisirs.com**), 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 career should put their complaint in writing to the director (**Delphine.long@kidoloisirs.com**). The director will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 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 coordinator (**omar.latreche@kidoloisirs.com**) will refer the situation to the Director (**Delphine.long@kidoloisirs.com**), who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the Director will contact the police.

Complaints about the coordinator or the director:

. The matter will be discussed with Mrs Cousty Murielle (**Postmaster@kidoloisirs.com**).

Making a complaint to Ofsted

Any parent or career can submit a complaint to Ofsted about KIDOLOISIRS 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)

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]* .

KIDOLOISIRS POLICIES

Emergency Evacuation/Closure Procedure

KIDOLOISIRS will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

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

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

- If appropriate the coordinator (**omar.latreche@kidoloisirs.com**) or the area manager(**Jordan.barocas@kidoloisirs.com**) 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.
- the coordinator (**omar.latreche@kidoloisirs.com**) or the area manager(**Jordan.barocas@kidoloisirs.com**) will check the premises and will collect the electronic register (including emergency contact details) providing that this does not put anyone at risk.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, police will be informed immediately.
- The Coordinator will contact parents to collect their children. If the register is not available, the Coordinator (**omar.latreche@kidoloisirs.com**) or the area manager(**Jordan.barocas@kidoloisirs.com**) 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.
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If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1

2WD Telephone: 0300 123 1231

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.55]*

KIDOLOISIRS POLICIES

Equalities

At KIDOLOISIRS, we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs. To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice

Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

Racial harassment

The Club will not tolerate any form of racial harassment. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (eg parents/carers collecting children).

Promoting equal opportunities

The coordinator (omar.latreche@kidoloisirs.com) is responsible for ensuring that:

- Staff receive relevant and appropriate information.
- The **Equalities** is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

Children with additional needs

Our Club recognizes that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome. Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.

Special Educational Needs Coordinator

The coordinator (**omar.latreche@kidoloisirs.com**) will:

- Manage the provision for children with special educational needs or physical disabilities.
- Be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the Coordinator in caring for children with additional needs or physical disabilities.

KIDOLOISIRS POLICIES

Health and Safety

Kidoloisirs considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's **Health and Safety** policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

Responsibilities of the registered person

The coordinator (**omar.latreche@kidoloisirs.com**) holds ultimate responsibility and liability for the safe operation of the Club. The coordinator will ensure that:

- All staff receive information on health and safety matters.
- The **Health and Safety** policy is reviewed regularly.
- Staff understand and follow health and safety policy.
- Resources are provided to meet the Club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

Responsibilities of the management:

The coordinator (**omar.latreche@kidoloisirs.com**) is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature.
- The shared spaces are used by and available to the Club during opening hours.
- All the Club's equipment is safely and securely stored.
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
- A working telephone is available on the premises at all times.
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out.

Security

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).

During Club sessions all external doors are kept locked. The area manager (**Jordan.barocas@kidoloisirs.com**) monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the **Visitor Log** at Belleville Wix Academy office and give the reason for their visit. Visitors will never be left alone with the children.

Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

Toys and equipment

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

We ensure that any flammable equipment is stored safely. **Food and personal hygiene**

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

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our hygiene policy.

Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

KIDOLOISIRS POLICIES

Administering Medication Policy

If a child attending **KIDOLOISIRS** requires prescription medication of any kind, their parent or carer must complete a send a **Written Permission to administer medicine** 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 (eg asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

KIDOLOISIRS can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin KIDOLOISIRS 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.

Any Kidoloisirs staff member can be designated by the coordinator (**omar.latreche@kidoloisirs.com**) to be responsible for administering medication. Only the coordinator can be witnessing self-administration by the child. The coordinator will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the coordinator 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.
- Ask the child's parent or career to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or career, the coordinator will record this on the **Medication Log**.

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

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the Coordinator will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication. A child's parent or career 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 the Club 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 the Club has a clear statement of the child's medical requirements.

KIDOLOISIRS POLICIES

Missing Child Procedure

At **KIDOLOISIRS** we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will:

- Consult the list of children attending their activity on the day;
- Collect the children from the “Point de Rassemblement” (area where children are being looked after, between the moment they leave class until their activity starts);
- Check that the children waiting are all on the lists;
- Carry out periodic head counts particularly when moving out of school for an activity.

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The Coordinator will then contact the child’s parents or carers.
- Staff will continue to search for child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The Coordinator will liaise with the police and the child’s parent or carer.

The incident will be recorded in the Incident Log. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

Useful numbers

Police: [Lavender Hill Police: 101](#)

Social Care:

Wandsworth's Multi Agency Safeguarding Hub (MASH):

- Call 020 8871 6622 (9am to 5pm)

- Out of hours: 020 8871 6000

Ofsted: 0300 123 1231

KIDLOISIRS POLICIES

Uncollected Children Policy

Kidloisirs endeavours to ensure that all children are collected by a parent or carer 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 Coordinator to notify him if they are delayed.
- Up to 15 minutes late, there will be no charge.

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the Coordinator or Session assistant 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.
- The child will be sent to the "Supervised Homework" activity and the parents will be charged £150 payable by bank transfer only.
- 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).
- When the parent or carer arrives, they will be allowed to leave the child in the activity until 5pm or to collect the child, (if they arrive before the end of the "Supervised Homework").

Over 30 minutes late

- If the Coordinator or Session Assistant has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- 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 (eg 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.

Managing persistent lateness

The Coordinator will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

Useful contacts

Social Care:

Wandsworth's Multi Agency Safeguarding Hub (MASH):

– Call 020 8871 6622 (9am to 5pm)

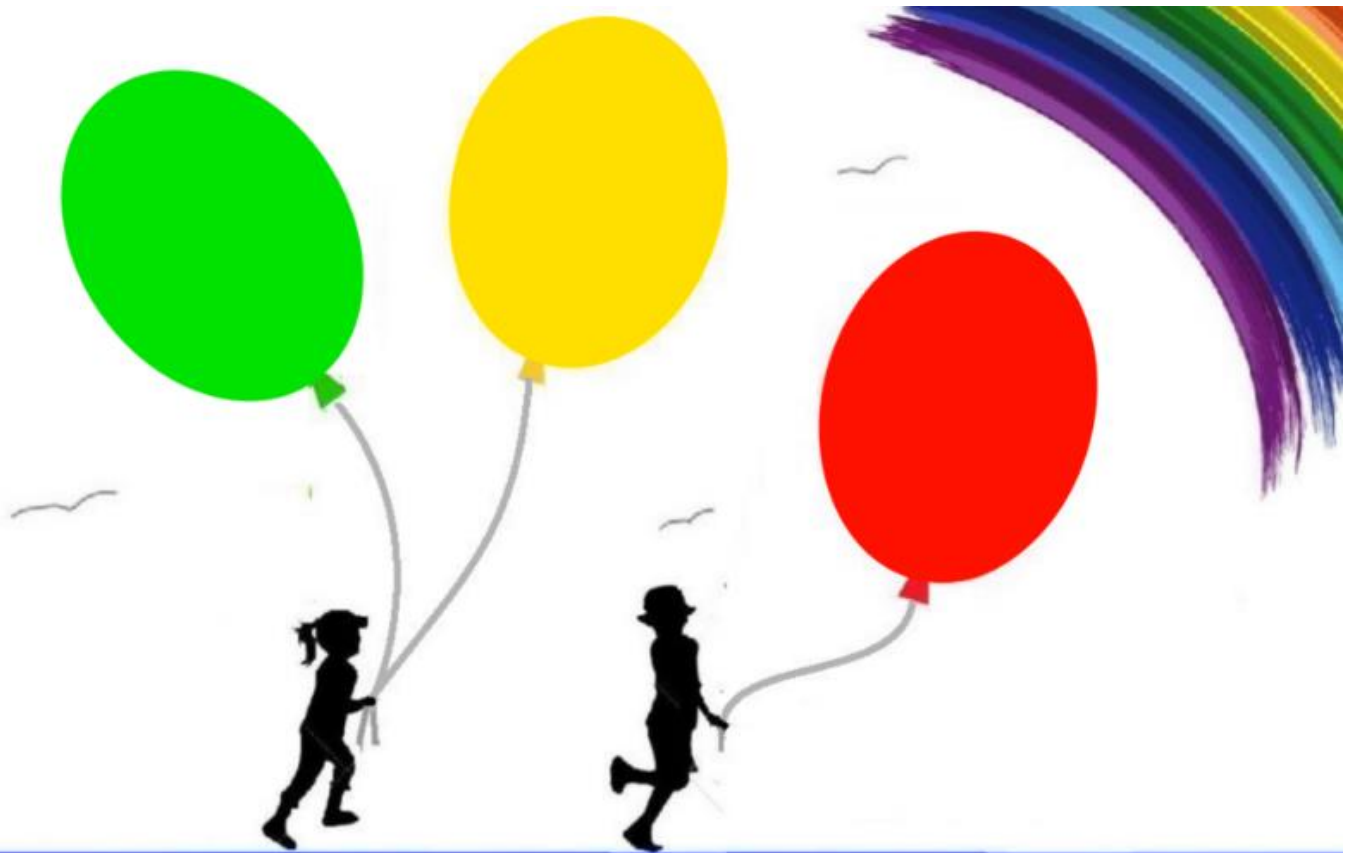
– Out of hours: 020 8871 6000

KIDOLOISIRS POLICIES

Visitors Policy

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

- All visitors to the Club must sign the **Visitor Log** at the reception desk of **Belleville Wix Academy (BWA)**
 - The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
 - The reason for visit will be recorded.
 - Visitors will never be left alone or unsupervised with the children.
 - If a visitor has no reason to be on the Club's premises staff will escort them from the premises.
 - If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.
 - When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.
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KIDOLOISIRS

***Towards a flourishing childhood
Pour une enfance épanouie***