

Policies & Procedures

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1 - Safeguarding (Child Protection) Policy

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

Premier Agents LTD will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The organisation's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

There will always be a Designated Safeguarding Lead (DSL) available within the management team.

The DSL coordinates safeguarding issues and liaises with external agencies (eg Social Care, the LSCB and Ofsted).

If staff have any suspicion that a child is being abused during a term time event, they will report this in first instance to the schools DSL and follow up with Premier Agents LTD internal DSL for further guidance. See *logging a concern* below for further information.

Child abuse and neglect

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

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

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- Inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

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

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging a concern* below).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **'My concerns safeguarding platform online'**. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the organisation is obliged to and the incident will be logged accordingly.

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 we will follow the same procedures as set out above for responding to child abuse.

Extremism and radicalisation

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. At Premier Agents LTD we ensure all our staff have separate Prevent training alongside their safeguarding training.

There are many reasons why a child might be vulnerable to radicalisation, eg:

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

Signs of radicalisation

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

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

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a '**MyConcerns safeguarding platform online**' for the DSL to review.

Logging a concern

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the '**MyConcerns safeguarding platform online**' 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 DSL who will decide on the appropriate course of action.

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

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

Allegations against staff

If anyone makes an allegation of child abuse against a member of staff: The allegation will be recorded on a '**MyConcerns safeguarding platform online**' 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 organisation 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 Premier Agents LTD. will make a referral to the Disclosure and Barring Service.

Promoting awareness among staff

Premier Agents LTD promotes awareness of child abuse and the risk of radicalisation through its staff training. The organisation ensures that:

- The designated 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.
- Designated person training is refreshed every two years.
- Safe recruitment practices are followed for all new staff.
- All staff receive child protection and safeguarding training
- All staff have a copy of this **Safeguarding (Child Protection) 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 training in the Prevent Duty.
- The organisation's procedures are in line with the guidance in 'Working Together to Safeguard Children (2024)' and staff are familiar with the guidance in 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the company camera will be used to take photographs of children at any event, except with the express

permission of the management team. Neither staff nor children nor visitors may use their mobile phones to take photographs at any event. For more details see our **Mobile Phone Policy**.

Head Counts

To further ensure children are kept safe within Premier Agents LTD' care, all staff are required to complete head counts every 30 minutes and at high-risk intervals. These intervals may include but not be limited to:

- On register completion
- Movement from one area to another
- Changeover in activity
- Changeover in lead coach
- When sending children out of the supervised area e.g. to the toilet

At events where there is more than one staff member present at the venue it is expected for two staff members to complete head counts and cross reference their numbers. When a child is collected and leaves the premises the head count total will be updated, and the time of exit will be noted on the register.

Contact numbers

Early Help Hub: 01493 448188

Social Care: 0344 800 8020

Emergency Duty Team out of hours contact: 0344 800 8020

LADO (Local Authority Designated Officer): 01603 223473

MASH concern about a child: 0344 800 8021

MASH referral radicalisation: 0344 800 8021

Advice Prevent Duty: 01953 423905

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

Safeguarding Team



Role	Name	Contact
Designated Safeguarding Lead (DSL)	Ross Catchpole	rcatchpole@premier-education.com 07788264905
Deputy DSL	Danny Boswell	dboswell@premier-education.com 07841 671831
Deputy DSL – Sport & EC	Libby Gates	lgates@premier-education.com 07827927005
Deputy DSL – Holiday Camps	Jasmine Franklin-Brown	jfranklinbrown@premier-education.com 07927497402
Deputy DSL – Wrap Around Care	Sam Huggins	shuggins@premier-education.com 07990 743917

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: Child Protection and Suitable People*

2. Data Protection & Privacy Policy

At Premier Agents LTD we respect the privacy of the school, parents and children using the service, as well as the privacy of our staff. Our aim is to ensure that all those supported by us can do so with confidence that their personal data is being kept secure.

Our lead person(s) for data protection is the Premier Agents LTD Senior Leadership Team

Premier Agents LTD ensure they meet the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within Premier Agents LTD we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Premier Agents LTD about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within Premier Agents LTD, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file / on a password protected computer / passcode- locked phone.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

Information that we must keep

The items of personal data that we keep about individuals are documented on our personal data system. The personal data system is reviewed annually to ensure that any new data types are included.

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child's parents.

Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child 'leaves', we retain only the data required by

statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. Our lawful basis for processing this data is to meet our legal obligations. Our legal condition for processing data relating to an employee's health is to meet the obligations of employment law. We retain the data after a member of staff has left our employment for the periods required by statutory legislation and industry best practice, then it is deleted or destroyed as necessary.

Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our 'care' we have to keep some data for specific periods so won't be able to delete all data immediately.
- Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment, we have to keep some data for specific periods so won't be able to delete all data immediately.

- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

For full details of the company's privacy policy - visit - [Privacy Policy - Premier Education \(premier-education.com\)](https://premier-education.com/privacy-policy)

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

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To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

3. Risk Assessment Policy

Premier Agents LTD believes that the health and safety of children is of paramount importance. We make all our activities in schools and camps a safe and healthy place for children, parents, staff and volunteers by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment.

Premier Agents LTD uses its risk assessment systems to ensure that it is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety practice, Premier Agents LTD works with schools and venues to carry out regular risk assessments:

Risk assessments will be carried out:

- Each day (dynamic visual RA for each session delivered). – Staff
- At the start of every term where the risks directly affect the children we care for. – Staff
- Every 12 months for more general risk assessments – working with schools and venues. – Staff/ Management
- Whenever there is any change to the equipment or resources. - Staff/ Management
- When there is any change to the school or venue premises. - Staff/ Management
- When the particular need(s) of a child necessitates this. - Staff/ Management
- Following an accident or incident or circumstances change that warrants a new risk assessment. - Staff/ Management

If changes are required to the policies or procedures as a result of the risk assessment, Premier Agents LTD will ensure that the relevant documents are updated and that all staff are informed.

Daily checks:

Staff are expected to carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety.

If a member of staff discovers a hazard during the course of a session, they will make the area safe (e.g. by cordoning it off) and then notify the school or senior member of staff at the venue. The senior member of staff will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

The “Significant findings” of the assessment must be recorded, and this includes:

- a. The significant hazards identified in the assessment. I.e. those hazards, which if not properly controlled, might pose serious risk to workers or other people who could be affected by the work activity.
- b. The existing control measures which are in place and how effectively they control the risks.
- c. The people who may be affected by the risks identified.
- d. The decisions taken as a result of the assessment. The results of the risk assessment and the preventative measures identified by it should be shared with those who could be affected by the hazard.

Premier Agents LTD will have the responsibility for ensuring that there are suitable and sufficient risk assessments for the areas they are responsible for. They may delegate the task of carrying out the assessment to “competent” staff.

This policy was adopted by Premier Agents LTD	Date: September 2024
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All Staff have read, understood and given a copy of the policy:	Date: September 2024

4. Administering Medicines Policy and Procedure

“Providers must have and implement a policy, and procedures, for administering medicines. It must include systems for obtaining information about a child’s needs for medicines, and for keeping this information up- to-date.” Statutory Framework for the EYFS.

To meet the requirements of the Early Years Foundation Stage and the Childcare Register, Premier Agents LTD must:

- Ensure that the individual needs and good health of the child is promoted; this includes administering medication when asked to do so by parents and/or carers and only if there is an accepted health reason to do so.
- Have, and put into practice, an effective policy on giving medicines to children in the setting, which includes effective systems to support children with medical needs.
- Obtain prior written permission from the person who has parental responsibilities (this is not always the parent/carer) before administering any medicine.
- Keep written records of each time a medicine is administered to a child, and inform the child’s parents and/or carers on the same day, or as soon as reasonably practicable.
- Under the requirements of the Childcare Register, records of any medicines administered to any child who is cared for on the premises will include the date and circumstances and who administered it; including medicine which the child is permitted to self-administer, together with a record of a parent/guardian/carer’s consent.

To meet the requirements of the Early Years Foundation Stage and the Childcare Register Premier Agents Ltd. will:

- Be responsible for administering any medication whilst the child is in our care.
- Store medication in accordance with product instructions and ensure that children cannot access any medication prescribed.
- Obtain prior written permission for each and every medicine to be administered before any medication is given.
- Record any medication/treatment given in the ‘Medication Record’ sheet allocated to the child, detailing:

ü The date;

ü The name of the medication or a full description of the treatment/therapy and the reason why it is required.

ü The dosage required or the duration of the treatment

ü The time the medication/treatment is to be administered

ü Parent signature given permission prior to the medication/treatment

ü The time the medication/treatment was administered;

ü Staff signature as the person who has administered the medication/treatment

Details of the illness the medication/treatment is treating;

Staff signature after the medication/treatment has been administered.

Premier Agents LTD will only administer medication to a child if:

- v The medicine is provided by the parent
- v Written consent must be provided prior to administering medication.
- v Staff have received prior and relevant training in order to administer safely

- Premier Agents Ltd. requires parents and/or carers to inform the club the date and time that the parent last administered medication, treatment, and the club will record this information and ask parents to sign confirming the details. This is to avoid over-dosing.
- Administer medication that is recommended by a pharmacist or nurse without a written prescription, as well as any medication prescribed for by a doctor, dentist, or appropriately qualified pharmacist or nurse. However, the club must get written permission beforehand from parents and/or carers.
- Administer over-the-counter medication such as pain and fever relief or teething gel. However, we must get written permission beforehand from parents and/or carers, and only if there is a health reason to do so.
- Contact parents and/or carers before administering pain relief to describe the symptoms and check that parents and/or carers agree for named pain relief to be given.
- Medicines containing aspirin will not be administered unless a doctor has prescribed that medicine for the child.
- Require a health care plan to be developed for children with long term health care needs which has been agreed and signed by parents and any other professional supporting the child.
- Access specialist training/information and advice from a qualified health professional (usually from the health professional involved with the child), for example where injections are required to be administered.
- Adhere to the recommended dosage for all medication

This policy was adopted by Premier Agents LTD	Date: September 2024
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All Staff have read, understood and given a copy of the policy:	Date: September 2024

5. Uncollected Children Policy

Premier Agents Ltd. endeavors 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 club/school to notify us if they are delayed.

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the lead coach 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 venue / school / camp immediately. The lead coach 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 where possible.
- When the parent or carer arrives, they will be reminded that they must call the venue / school / camp 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 lead coach has been unable to contact the child's parents or carers after 30 minutes, they will contact the local Social Care team for advice.
- The child will remain in the care of two of the venues staff, on the 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 school / camp premises, a note will be left on the door of the venue informing the child's parent or carer where the child has been taken (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

An SLT member 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 after school club or camp.

Social Services: 0344 800 8020

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All Staff have read, understood and given a copy of the policy:	Date: September 2024

6. Missing Child Policy

Children's safety is always maintained as the highest priority both on and off the premises where we are providing support or a holiday camp. Every attempt is made through adhering to all policy and procedures to ensure the security of the children is always maintained. In the unlikely event of a child going missing, our missing child procedure is followed.

As soon as it is noticed that a child is missing the key person/staff alerts the Premier Agents Ltd. SLT if on a holiday camp (or a member of the SLT if during term time at a school, plus then the SLT at Premier Agents Ltd.).

The Club / Camp lead calls the police and reports the child as missing if they have not been found within 15 minutes and then calls the parent. The Premier Agents Ltd staff will carry out a thorough search of the building whilst also ensuring the safety of all other children in attendance.

The register is checked to make sure no other child has also gone astray.

Doors and gates are checked to see if there has been a breach of security whereby a child could wander out. The onsite club / camp lead talks to the staff to find out when and where the child was last seen and records this.

The onsite club / camp lead contacts the SLT and reports the incident. An SLT member comes to the setting immediately to carry out an investigation, with the management team where appropriate.

The investigation

Staff keep calm and do not let the other children become anxious or worried.

- The club / camp lead, together with the chairperson or representative from the management committee or owner speaks with the parent(s).
- The chair, director or owner, carry out a full investigation taking written statements from all the staff in the room or who were on the outing.
- The key person/staff member writes an incident report

A conclusion is drawn as to how the breach of security happened.

- If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's Social Care may be involved if it seems likely that there is a child protection issue to address.

- The incident is reported under RIDDOR arrangements (see the Reporting of Accidents and Incidents policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- In the event of disciplinary action needing to be taken, Ofsted is informed. The insurance provider is informed.

Managing people

- Missing children incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
- The staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.
- Staff may be the understandable target of parent anger and they may be afraid. The club manager will need to ensure that staff under investigation are not only fairly treated but receive support whilst feeling vulnerable.
- The parents will feel angry, and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the manager. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the club manager and the other should be the chairperson of the management committee or representative, or the proprietor.
- The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer the children's questions honestly but also reassure them.
- In accordance with the severity of the final outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The chairperson or proprietor will use their discretion to decide what action to take.
- Staff must not discuss any missing child incident with the press without taking advice.

This policy was adopted by Premier Agents LTD	Date: September 2024
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All Staff have read, understood and given a copy of the policy:	Date: September 2024

7.SEND Policy

– Supporting children with any additional, special educational needs

Premier Agents Ltd. is aware that some children and young people have specific needs that may require particular support and assistance. We are committed to taking appropriate action to make sure that all children and young people are able to access our services, make them feel welcome, and that our activities promote their welfare and development.

Premier Agents Ltd. is committed to the inclusion of all children and young people in its care. It also believes that SEND children and young people have a right to play, learn and be able to develop to their full potential alongside non-disabled children. We will work towards removing barriers so that SEND children and young people have access to the same facilities, activities and play opportunities as their peers. Management and staff will make reasonable adjustments to the provision to support all children to be inclusive.

The policies, procedures and practices of Premier Agents Ltd. in relation to disabled children and young people are consistent with current legislation and guidance. This includes the Disability Discrimination Act 1995.

Premier Agents Ltd. believes that by identifying individual needs and working with parents/carers and other statutory professionals or agencies, all children and young people should be able to play a full, active and equal part in the activities we provide.

Specific 1-1 support is not provided/covered through the group's insurance, and we are not obliged to resource this support during any of our provision/ delivery. Where 1-1 support may be necessary, Premier Education will be open to partner with external groups/individuals who have the relevant qualifications, experience and insurance.

Inclusion Co-ordinator / Senior Leadership Team

Premier Agents Ltd. will appoint a member of staff as the Inclusion Co-ordinator with overall responsibility for promoting the inclusion of disabled children and young people in the provision.

All members of staff will be expected to support the Inclusion Co-ordinator in working with SEND children and young people.

The Inclusion Coordinator's responsibilities will include:

- Working alongside the activity professional to ensure that all staff are aware of the legislation, regulations and other guidance on working with disabled children and young people.

- Working with all staff who work with disabled children and young people have appropriate skills and attend Disability Equality/Awareness training.
- Assessing each child's/young person's specific needs and adapting procedures, practices and activities as appropriate.
- Ensuring that systems are in place to adequately plan, implement, monitor, and evaluate the Inclusion Policy.
- Ensuring that SEND children and young people are fully consulted when activities are being planned and prepared.
- Liaising with schools/parents/carers about the needs of their child/young person and the plans, as well as being the point of contact for schools/parents/carers.
- Liaising with other professionals and agencies, seeking advice, support and training for themselves and other staff as necessary to meet the needs of the children attending.
- Providing resources (human and financial) to implement our Inclusion Policy; for example, making use of the Inclusion Support Scheme which aims to promote inclusion and remove the barriers to play, childcare and leisure for disabled children and young people
- Supporting other members of staff to become more confident and skilled in responding to the needs of disabled children and young people.
- Ensuring that all children and young people are treated with equal concern and respect and are encouraged to take part in all activities.
- Ensuring the privacy of SEND children and young people when personal care is being provided.
- Making the environment welcoming to all children and young people by displaying pictures and having resources that reflect that the SEND child lives as part of the whole community.
- Supporting staff to use positive language and explaining why terminology is used. The terms SEND is used rather than “special needs” and “normal” or “able-bodied”.
- Addressing discriminatory language or behaviour in a sensitive manner with any adults or children/young people involved.

This policy was adopted by Premier Agents Ltd.	Date: Sept 2024
To be reviewed: Aug 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: Sept 2024

8. Early Years Foundation Stage Policy

Premier Agents LTD is committed to meeting the requirements of the Statutory Framework for the Early Years Foundation Stage 2024 (EYFS). 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. Staff are expected to attend regular training and CPD regarding the EYFS framework and put this into practise.

The manager 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.
- Implementing good communication with 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.
- Liaising with the primary EYFS provider to discuss what support the Club offers to EYFS children.

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.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage

This policy was adopted by Premier Agents Ltd.	Date: Sept 2024
To be reviewed: Aug 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: Sept 2024

9. Arrivals and Departures

Premier Agents Ltd. understand the importance of conducting a safe and secure signing in and out process to ensure children are where they are meant to be and the handover between Premier Agents Ltd. and adults is secure.

Sign In

- The lead staff member must have an accurate and up to date copy of the register showing all attendees obtained from the premier-education BMS (parent funded) or the school office (school funded)
- The lead staff member of the session must ensure children are ticked in on the register
- The register must then be given to the school office staff for them to check any missing children
- Two children should be sent with the register to the office and bring the register back once it has been checked
- Any children who arrive late must be signed in on arrival

Sign Out

- Funnel position to made between children and staff member and adults collecting – this may be children in a line with staff member at front of collection point
- Children to signed out one by one, ticked off on register as handed over to adult
- Any important information to handed over to adult – injuries, incidents, behaviour, positive feedback
- Children who walk home alone must have confirmation by their adult or the school before leaving – they should leave at the end of the session time.
- For uncollected children, please see uncollected children policy

Schools may request additional instructions/checks to the above which our procedure can be flexible to meet but it must meet our minimum operating standards as set out above. If the staff member has any safety concerns, they must report to their line manager immediately.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

10. Fire Safety & Evacuation

Premier Agents LTD. understands the importance of fire safety. To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- Children are introduced to the fire safety procedures during their introduction and through regular fire drills., they are shown fire exits and assembly point
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked.
- The venues used has notices explaining the fire procedures which are positioned next to every fire exit.

Fire prevention

Premier Agents Ltd. will take all steps possible to prevent fires occurring by:

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

In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the lead staff member and the register will be collected, providing that it is safe to do so.
- The lead staff member will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the lead staff member will use the emergency contacts list (which is kept off the premises) to contact parents or carers.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

11. Behaviour Management Policy

Premier Agents LTD is committed to meeting the same standards and statutory requirements that are expected of the schools with which it works. We want children, parents, staff and other partners to be happy, have fun and give joy while remaining above the line at all times.

Key risks

- Children may be harmed if behaviour is not managed effectively
- Provision may be closed if the expectations of parents/carers and other stakeholders are not met
- The reputation of Premier Agents LTD may be damaged if stakeholders are unhappy with the behaviour management of children attending its sessions, whether in- or out-of-school.

Applicability

This policy applies to all staff of Premier Agents LTD. The policy applies to all out of school clubs whether before, after school or those delivered during the school holidays. ***When delivering curricular activity, Premier Agents LTD staff will adhere to the behaviour management policy of the school in which they are working.***

Policy statement

Premier Agents LTD uses effective behaviour management strategies to promote the welfare and enjoyment of children attending any of the sessions that it runs. Working in partnership with our partner schools and parents/carers of children attending extra-curricular activity, we manage behaviour using clear, consistent and positive strategies. Behaviour rules are clearly displayed at every session (using our FUN agreement) and are discussed regularly. These will be aligned to the partner school so that children have clear and consistent messages about behaviour throughout their day.

Responsibilities

The responsibility for the implementation of this policy lies with Premier Agents LTD senior leadership team. Regular behaviour management internal workshops will be help to support the development of staff and keep them updated of any updates

Staff will encourage positive behaviour by:

- acting as positive role models, delivering the highest standard of practice at all times.
- praising appropriate behaviour.
- informing parents about individual achievements.

At the end of each extra-curricular club and holiday camp, “Star of the Day” certificates/awards will be used to celebrate excellent behaviour and engagement/achievement. 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.

Staff will deal with inappropriate behaviour by:

- addressing challenging behaviour in a calm, clear and positive manner.
- removing the child from the activity (temporarily).
- discussing why the behaviour displayed is deemed inappropriate.
- giving the child an opportunity to explain their behaviour, to help prevent a recurrence.
- encouraging and facilitating mediation between children to try to resolve conflicts through discussion and negotiation.
- consulting parents to formulate clear strategies for dealing with persistent inappropriate behaviour.

If the inappropriate behaviour appears to be due to boredom, staff will consult the child to find activities that more fully engage them.

We will not threaten any punishment that could adversely affect a child’s well-being.

Children attending the club are expected to:

- use socially acceptable behaviour
- comply with the club rules
- 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
- be happy, have fun and give joy to all at the club
- respect the facilities and environment by not causing any damage to any equipment or the facilities that the session is being held

Parent partnership

Premier Agents LTD will ensure clear communication with parents. Where there are concerns about a child’s behaviour, the staff member leading the session will discuss this with the parent at the first opportunity so that any problems can be addressed, quickly, effectively and before any escalation of the problem. Equally, if a parent has concerns about their child’s behaviour, or if their child has problems with other children, this should be discussed with Premier Agents LTD staff in the first instance.

Physical intervention

Premier Agents LTD will only use physical intervention 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 an **Incident report** will be completed on **My concerns (Safeguarding reporting platform)**. 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 **My concerns (Safeguarding reporting platform)**. 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.

References

The following documents will be used to support the implementation of this policy.

- Anti-bullying policy
- Equality and diversity policy
- Health and safety policy
- Safeguarding policy

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

12. Aggressive Behaviour policy

Premier Agents LTD 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, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg 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 Premier Agents LTD 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.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

13. Anti-Bullying Policy

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

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

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

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

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

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

Preventing bullying behaviour

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

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

Responding to bullying behaviour

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

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
 - They will be reassured that what they say will be taken seriously and handled sympathetically.
 - Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
 - If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
 - If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the supervisor.
 - Children who have bullied others, will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour.
 - If the bullying persists, the parents will be informed and we will work with them to try to resolve the issues.
 - If this fails to stop the bullying, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
 - All incidents of bullying will be reported to the manager and will be recorded on My concerns. The manager and other relevant staff will review the procedures in respect of bullying, to ensure that practices are relevant and effective.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

14. Suspensions and Exclusions Policy

Premier Agents LTD will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

Where a child persistently behaves inappropriately, we will implement the following procedure:

1. Formal warning
2. Temporary suspension for up to 15 consecutive working days
3. Permanent exclusion

Formal Warning procedure

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an **Incident record through my concerns** and kept in the child's records.
4. The formal warning will be discussed with the child's parents, and all staff will be notified. Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from the Club as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

Temporary suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately. Immediate suspensions require the manager's agreement.

The Club may temporarily suspend the child for a period of up to 15 consecutive working days. If the Club takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the manager will meet with the parents/carers and the child, in order to agree to any conditions relating to the child's return to the Club.

Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. They have the right to appeal to the manager / management committee against the exclusion within 14 days of receiving written notification of the exclusion.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

15. Toilet Policy & Procedure

The aim of this policy is to maximise access to children's' toilet facilities during the day to promote individual health and wellbeing.

Objectives

- To keep toilets open and available to children throughout the day. Children will be encouraged to use toilets during breaks, sessions and activities.
- To ensure that the toilet and washroom facilities are suitable for the range of anticipated users, including children with disabilities and special needs, with adequate lighting, fixtures and fittings.
- To ensure the toilet and washroom facilities cater for the needs of all pupils from ethnic and religious communities, and ensure these needs are met in a sensitive, informed and appropriate manner.
- To ensure that all toilet areas have properly maintained supplies always of warm and cold water, liquid soap, hand drying facilities and toilet tissue in dispensers, provided at a convenient height.
- To implement and maintain an effective toilet cleaning, supervision and inspection regime to ensure proper standards of provision and cleanliness, throughout the day. • To encourage children to respect the toilets and each other

Procedure

The toilet procedure should be discussed during the welcome speech every afternoon.

- Set toilet breaks throughout the session to minimise the number of children needing to go.
- Children should ask permission to go to the toilet and never leave without consent
- Staff should assist small groups to and from the toilets.
- Never more than three children at any one time should go to the toilet.
- Regular checks of the toilet area should be conducted throughout the day.
- Same gender Activity Professionals should enter the toilet areas. If this isn't possible every effort must be made to ensure children are decent and arrival into the room is expected, whilst accompanied by another adult.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

16. Intimate Care Policy

Where an intimate care requirement has been highlighted by a parent, the company 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. This care plan will need to be achievable by all employees with staff being made fully aware of the plan.

If the level of care required is significant and the wellbeing of the child is at risk, then attendance at our provision may be rejected- however the company will explore all opportunities and make reasonable adjustments for children to access the provision in partnership with the parent.

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 (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

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

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

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

Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can. If staff are not confident or experienced in dealing with intimate care, such as dealing with toilet 'accidents', staff may request support from parents or carers.

It is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff

providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

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

Protecting children

Staff are familiar with guidance from the Local Safeguarding Children Board. The

Club's procedures reflect the guidance in Working Together to Safeguard Children (2024) and staff are familiar with the What To Do If You're Worried A Child Is Being Abused flowchart from this document.

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

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

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

Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash

themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Premier Agents Ltd. will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

17. Mobile Phone & Social Media Policy

Premier Agents Ltd. has a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones and use of social media that is understood and adhered to by everyone: staff, children and parents.

Abiding by the terms of the mobile phone & social media policy ensures that we all:

- Protect children from harm and abuse
- 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 belonging to members of staff are kept in kit bags or staff room during working hours.

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

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

Under no circumstances may staff use their personal mobile phones to take photographs at any event.

Children's use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the sessions. Premier Agents LTD does not accept any responsibility for loss or damage to mobile phones brought to an event by the children. Children must not use their mobile phone to take photographs of any kind whilst at the event. Children will be asked to put their phones in the club camp box during the activity and will be returned at the end.

Visitors' use of mobile phones

In the interest of safeguarding we ask all parents and visitors not to use their phones or other mobile devices on the event premises. Taking of photographs by parents or visitors is **strictly prohibited**.

Other Electronic Devices

Staff wishing to use their personal tablets or laptops during their sessions must gain permission from the management team/ the school. All personal devices should not be left unattended and must have restrictions on search engine content. Personal devices should not be used to take any photographs of children during any event.

Use of Social Media

Any staff using social networking sites e.g. Facebook, Instagram or Twitter must follow these policy guidelines:

- Never display inappropriate profile pictures
- Always set site to private (only to be viewed by friends)
- Never mention or discuss work matters on the site
- Never accept a child under 18, including family members, who they teach as a friend (young

family members could share information with other children at school)

- Notify the school and manager as soon as a child does attempt to become a friend on such sites
- Never approach a child to become a friend on such sites
- Never discuss children or attempt to contact children on behalf of anybody else, regardless of whether they are family or not.

If anybody has suspicions that the above isn't being complied with by Premier Education Group franchisees, licensees, or staff it should be reported to our Skills & Compliance Director at 01953 499040.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

18. Visitors Policy

Premier Agents LTD is committed to providing a safe and secure environment for the children in our care. When we have visitors to our provision, 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 venue we will follow the procedure set out below:

- All visitors must sign the **Visitor Log and visit approved by management**
- The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the manager on duty to check this is a pre-arranged visit. If staff need further clarification they will contact the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of management.
- The reason for the 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 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.

This policy was adopted by Premier Agents LTD	Date: September 2024
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All Staff have read, understood and given a copy of the policy:	Date: September 2024

19. Whistleblowing Policy

Premier Agents LTD as provider of activities in schools, after-school clubs, wraparound care and camps, it is our individual responsibility to maintain the welfare of both the children and staff.

It is our duty to express any concerns or issues to a senior member of staff as soon as we notice anything that could raise concern.

Whistleblowing is a term used when someone who works in or for an organisation wishes to raise concerns about malpractice in the organisation. Whistleblowing encourages and enables staff to raise serious concerns within the organisation, rather than overlooking a problem or “blowing the whistle” outside.

Premier Agents LTD is committed to the highest possible standards of openness, probity and accountability.

Making a disclosure in the public interest (whistleblowing) is essential for keeping children safe in the setting and to ensure good quality practice across the setting.

This policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest.

The act covers behaviour that amounts to;

- A criminal offence
- Failure to comply with any legal obligation
- A miscarriage of justice
- Danger to health and safety of an individual and/or environment
- Bullying, humiliation, discrimination, poor practice, unsafe practice, abuse or neglect
- Deliberate concealment of information about any of the above
- Safeguarding children concerns

Aim of the policy

- To encourage you to feel confident in raising concerns and to question and act upon concerns and practice
- To provide avenues for you to raise concerns in confidence and receive feedback on any action taken
- To reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.
- To ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.

Premier Agents LTD recognises that the decision to report a concern can sometimes be a difficult one to make. Fear of getting information incorrect or being disbelieved may lead to concerns being ignored and an issue not raised.

Any employee or volunteer who, acting in good faith, wishes to raise such concern should normally report the matter to their supervisor or manager immediately via the mu concerns platform

Concerns will be investigated and resolved as quickly as possible. If an employee or volunteer feels that the matter cannot be discussed with the managers then Ofsted can be contacted by email- whistleblowing@ofsted.gov.uk or by phone on 0300 123 1231

Don't think "what if I'm wrong?", think, "what if I'm right?!"

Premier Agents LTD will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith, that you will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the organisation.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

20. Complaints Procedure

At Premier Agents LTD we aim to work in partnership with parents, schools and childcare settings to deliver a high quality 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 are kept for at least three years. A summary of complaints is available on request.

Management is usually responsible for dealing with complaints. If the complaint is about a 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 activity:

- The manager will discuss the matter informally with the person concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the person will be encouraged to discuss the matter with staff concerned.
- If the person 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 person should put their complaint in writing to management. Management 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 our practices or policies as a result of the complaint.
- Meet relevant parties to discuss the 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 Child Protection Officer, 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 manager will contact the police.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

21. Equal Opportunities Policy

At Premier Agents LTD, we aim to:

- Provide a secure environment in which all our children can flourish and in which all contributions are valued
- include and value the contribution of all families to our understanding of equality and diversity
- provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity; and
- make inclusion, a thread that runs through all the activities of the setting.

Where 1-1 support is required, we will review each case individually to ensure we can cater for all children's needs safely. 1-1's provided must be suitably qualified, experienced and confident to support each child's needs.

Where Premier Education are not able to provide a 1-1 for a specific child/case, we are willing to explore open partnerships for this to become available working in partnership with parents and relevant authorities to come to positive outcome that meets the needs of the children.

When Premier Agents LTD is delivering community support; our sessions are open to all members of the community:

- We advertise our service widely.
- We reflect the diversity of members of our society in our publicity and promotional materials.
- We provide information in clear, concise language, whether in spoken or written form.
- We base our admissions policy on a fair system.
- We ensure that all parents are made aware of our equal opportunities policy.
- We do not discriminate against a child or their family, or prevent entry to our setting, based on colour, ethnicity, religion or social background, such as being a member of a travelling community or an asylum seeker.

- We do not discriminate against a child with a disability or refuse a child entry to our setting because of any disability. However, as stated above we cannot offer 1:1 support so all who attend must be able to safely participate in a ratio of 1:16
- We develop an action plan to ensure that people with disabilities can participate successfully in the services offered by the setting and in the curriculum offered.
- We act against any discriminatory behaviour by staff or parents. Displaying of openly racist insignia, distribution of racist material, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

Employment

- Posts are advertised and all applicants are judged against explicit and fair criteria.
- Applicants are welcome from all backgrounds and posts are open to all.
- We may use the exemption clauses of the Race Relations Act and the Sex Discrimination Act where this is necessary to enable the service to best meet the needs of the community.
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Criminal Records Bureau. This ensures fairness in the selection process.
- All job descriptions include a commitment to equality and diversity as part of their specifications.
- We monitor our application process to ensure that it is fair and accessible

Training

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish.
- We review our practices to ensure that we are fully implementing our policy for equality, diversity and inclusion.
- All staff on employment complete equality & diversity e-learning training

Curriculum

The curriculum offered in schools and at our clubs encourages children to develop positive attitudes about themselves as well as to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking. We do this by:

- making children feel valued and good about themselves
- ensuring that children have equality of access to learning
- recognising the different learning styles of girls and boys, making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities
- positively reflecting the widest possible range of communities in the choice of resources
- avoiding stereotypes or derogatory images in the selection of books or other visual materials
- celebrating a wide range of festivals
- creating an environment of mutual respect and tolerance
- helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable
- ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities
- ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning
- ensuring that children speaking languages other than English are supported in the maintenance and development of their home languages.

Valuing diversity in families

- We welcome the diversity of family lifestyles and work with all families.
- We encourage children to contribute stories of their everyday life to the sessions.

- We encourage parents/carers to take part in the life of the setting and to contribute fully.
- For families who speak languages in addition to English, we will develop means to ensure their full inclusion.

Food (Camps / Clubs)

- We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
- We help children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

22. Equality and Diversity Policy

Premier Agents LTD is 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 shared aim:

- Our equal opportunities procedures aim to help everyone involved in the organisation to counteract and eliminate both direct and indirect discrimination in decision-making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.
- The organisation aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all.
- The organisation recognises that achieving the objectives of our Equality and Diversity Policy relies on the active involvement of parents/carers, as set out in the Partnership with Parents/Carers policy.
- The organisation will endeavour to facilitate regular opportunities for consultation with parents/carers about the service that the organisation provides, as a means of monitoring the effectiveness of its Equality and Diversity Policy.

To create an environment free from discrimination and welcoming to all, Premier Agents LTD has the following procedures.

Admissions:

- We ensure that our services are open and available to all parents/carers and children in the local community.
- We reflect the diversity of members of our community in our publicity and promotional materials.
- We ensure that issues of race, colour, ethnicity, nationality, social background, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the club's services.
- We treat all children and their parents/carers with equal concern and value.

Activities:

- We have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing our programme of activities.
- We help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- We aim to provide positive non-stereotyping information and role model behaviour about gender roles, diverse ethnic and cultural groups and people with disabilities.

- We positively reflect the widest possible range of communities in the choice of resources; and avoid stereotypes or derogatory images in the selection of books and other visual materials.
- We endeavour to create an environment of mutual respect and tolerance and help children to understand that discriminatory behaviour and remarks are hurtful and unacceptable.
- The club will challenge and take action against any offensive or discriminatory behaviour, language or attitudes with regards to race, colour, ethnicity, nationality, social background, religion, culture, gender, language, sexual orientation, disability and age.
- We ensure that the activities offered are inclusive of all children.

We work in partnership with parents/carers to ensure that the medical, cultural and dietary needs of children are met.

- We encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and we challenge and take action against any discriminatory incident, according to the provisions set out in the disciplinary procedures within the Behaviour Management Policy.

Employment and staffing:

- We ensure that the club's recruitment policies and procedures are open, fair and non-discriminatory.
- We endeavour to recruit a staff team that reflects the make-up of the club's local community.
- We ensure that all members of staff are aware of, and understand, this Equality and Diversity policy.
- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish
- We take action against any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the disciplinary procedures within the Staffing Policy.

Premier Agent LTD. policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in anyway against its commitment to equal opportunities.

All staff receive equality & diversity training as part of the companies minimum operating standards.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

23. Admissions and Fees Policy

Premier Wrap Around Care is registered with Ofsted and this policy refers to all Ofsted registered settings for both term and non term time childcare

We provide care for children between the ages of 4 and 11

Places are offered on a first- come first service-basis, which can be booked online up until 30 minutes prior to the session starting.

Registration - When an enquiry regarding places is made, parents or carers will be given all the relevant Club information via the website, including:

- Information regarding availability of places.
- Details of the **Admissions and Fees** policy.
- Registration form, medical form, parent contract, booking form, privacy notice, photo permission form.
- **Behaviour Management** policy
- **Complaints** policy

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the Club as soon as the completed forms are received.

If no places are available the parent will be informed. As soon as suitable places become available parents will be informed.

Booking procedure

You must have pre-booked your child into the session online. Any child not pre- booked is not be covered by our insurance and will not be allowed into the session. There are a limited number of spaces available for each session and these are allocated on a first come, first served basis.

How to book online

1. The simplest way to book your child onto any of the Premier Education Group Activities is to visit;
www.premier-education.com
2. Click on 'Book a course'.
3. In the 'Location' box type in your school and click "search".
4. Click on "view venue" when you see your School in the search results.
5. Select the activity you would like to book (before school, after school or holiday session) and click "book now"

6. Register your details or log in if you are a returning customer.
7. Follow booking and payment process through to complete your booking (to pay with Childcare Vouchers tick the relevant box in the Extras section).
8. You will receive a booking confirmation email (if paying with Childcare Vouchers this email confirms how much you should instruct your scheme provider to pay).

Last minute bookings:

We understand that plans change, often at short notice, and we will try to be flexible to accommodate most situations.

You may book your child into any session online right up until 30 minutes prior the start of the session, subject to a place being available.

Late Fees:

If a child has not been collected by your selected booking point, parents will be contacted in the first instance by telephone.

The additional contacts parents have provided will be telephoned in the second instance. If these contacts are unavailable after approximately one hour, the police and Social Services will be informed.

A charge will be levied for late collection. Late collection of your child/children will result in a late fee of £1 per minute, which will be added to your total childcare bill.

Flexi booking:

In addition to our booking terms and conditions all bookings confirmed by us are final and non-refundable.

However, if you choose to pay for flexi booking costing an additional £3.50, you are able to alter your booking at any time up to the start time of the activity.

Childcare Voucher Providers:

We are registered to accept payments from a number of childcare providers.

If you use a scheme provider that we don't currently use, don't worry - an account can be set up with a new provider within 3-5 working days. Just call us with the details of the provider you would like to use and we'll do the rest.

We ask parents to pay their childcare voucher balance prior to attending. If the outstanding balance is not cleared before the month end, your child may not be able to attend the following month.

Payment of fees

Fees are reviewed annually. The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager.

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.

Non registered childcare including non Ofsted registered holiday camps & EC Clubs

All bookings to be made via the premier-education website

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information and records.

This policy was adopted by Premier Agents LTD	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy:	Date: September 2024

24. Children Settling In

When children first join a Premier provision they will be allowed to settle in at their own pace.

When requested we encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Club if this has not yet been done.

If necessary, parents or carers may stay with their children during the first week to help them settle in.

Induction for new children

- The new child will be introduced to all members of staff and informed about any other regular visitors to the club.
- EYFS children and their parents will be introduced to their key workers.
- The Club's activities, rules and routines, such as snacks, signing in and signing out, will be explained.
- The child will be shown around the Club and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- The child will be introduced to the other children at the Club and allocated a 'buddy' who will assist them with finding their way around and involving them in activities.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Club environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

25. Partnership with Parents and Carers.

At Premier Agents LTD we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about the Club by:

- Inviting parents to visit the Club before their children start.
- Giving parents information about the role of their child's key person.
- Notifying the parents of their child's key person when they start at the Club.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible.
- Using emails to share information between the parents, school and the Club (for EYFS children or when a specific need is identified).
-

We actively welcome parents and invite their input into the Club in the following ways:

- We collect information from parents which will help their child to settle at the club (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Club hours, via telephone and email
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- All of our staff wear name badges / uniforms so that children and parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

26. Confidentiality

At Premier Agents LTD we respect the privacy of the children attending the Club and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Premier Agents LTD can do so with confidence.

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process and sign a confidentiality agreement pre employment.
- Information given by parents to Club staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Designated safeguarding lead and the manager.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file.
- Students on work placements and volunteers are informed of our confidentiality policy and are required to respect it.

Sharing information with outside agencies

We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Data Protection Act

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

27. Lone Working Policy

At Premier Agents LTD, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

Preparation and planning

The Area Director/Manager must approve all instances of lone working in advance and such instances will be recorded on the staff rota.

A full risk assessment for lone working must be carried out before lone working is approved.

Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.

Where lone working is applied, we will ensure there will always be another person on site who can be summoned in case of emergencies who will be a member of the school team such as a head teacher or site manager.

In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session.

Suitable staff

Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant qualifications, training and skills. For example:

- Current paediatric first aid certificate
- Child protection training
- Food handling and hygiene certificate
- Competent use of English
- The necessary skills and experience to supervise the children alone.
- Does not have any medical condition that might affect their suitability to work alone.
- Is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.

Working practices

When a member of staff is working alone, they must still keep all children “within sight or hearing at all times” as required by EYFS 2024. Therefore all essential resources must be readily to hand and not kept in a separate part of the building. For example:

- child records
- emergency contact details
- first aid kit
- club mobile phone

- any forms that may be required during a session, eg accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc
- spills box / cleaning products / sick bowl

If intimate care is given, a record will be made using an **Incident log and through My concerns** and parents will be asked to sign this on collection of their child.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

28. Smoking and Vaping Policy

Premier Agents LTD aims to provide a healthy, safe, and smoke-free environment for all children, staff, and visitors. This policy is in accordance with health regulations and aims to minimise exposure to secondhand smoke and vapor, promoting the well-being of everyone in the childcare setting.

This policy applies to all employees, parents, guardians, visitors, contractors, and any other individuals on the premises of delivery.

Definitions

- **Smoking:** The act of inhaling and exhaling the smoke of tobacco or any other substance.
- **Vaping:** The act of inhaling and exhaling the vapor produced by an electronic cigarette or similar device.

Policy Statement

- Smoking and vaping are strictly prohibited on all premises of delivery, including:
 - Indoor areas (classrooms, offices, bathrooms, hallways, etc.)
 - Outdoor areas (playgrounds, parking lots, gardens, etc.)
 - vehicles
- This policy also extends to all off-site activities, such as field trips and outings, where staff and children are present.

Implementation

- **Signage:** Clear, visible "No Smoking" and "No Vaping" signs will be posted at all entrances, throughout the facility, and in all outdoor areas.
- **Notification:** All employees, parents, guardians, and visitors will be informed of this policy through training and regular communication updates.
- **Enforcement:** Staff are responsible for politely reminding individuals of the policy if they observe smoking or vaping on the premises. Continuous violations by any individual may result in further action, such as a formal warning or removal from the premises.

Support for Staff

- Premier Agents LTD encourages staff to maintain a smoke-free lifestyle. Resources and support for quitting smoking or vaping, such as access to smoking programs, will be provided.

Responsibilities

- **Management:** Ensure the policy is communicated effectively and adhered to by all individuals on the premises.
- **Staff:** Comply with the policy and report any violations to management.
- **Parents/Guardians:** Respect and adhere to the policy while on the premises.
- **Visitors/Contractors:** Follow the policy and cooperate with staff instructions.

8. Non-Compliance

- **Staff:** Any staff member found violating this policy may face disciplinary action in accordance with the employee handbook.
- **Parents/Guardians/Visitors:** Individuals who do not comply with this policy will be asked to stop smoking or vaping immediately. Repeated violations may result in the individual being asked to leave the premises or other appropriate action.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

29. Healthy Eating Policy

Premier Agents LTD provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child. Parents must keep us informed in writing if any allergies or dietary requirements change during their time we are caring for them.

Information regarding food allergies is recorded on the contact information and to hand when preparing food.

Premier Agents LTD promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We provide suitable healthy snacks for all the children in wrap around care and HAF holiday camps
- Children are encouraged to develop good eating skills and table manners.
- All children are given plenty of time to eat.
- Fresh drinking water is available at all times.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- Premier Agents does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
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All Staff have read, understood and given a copy of the policy	Date: September 2024

30. Sun Safety Policy

Premier Agents Ltd. believes in Sun Safety to ensure that children and staff are protected from skin damage caused by the harmful ultra-violet rays in sunlight.

Procedure to be Followed to Reduce the Risk

- Talk to children about why the sun can harm their skin and how best to protect themselves
- Encourage children to wear clothes that provide good sun protection (e.g. hats, long sleeves)
- Within Wrap around care, only children wearing a sun hat and sun cream are permitted to play outside in sunny weather
- Children will be encouraged by staff to apply their own suncream, where possible. Permission from parents must be given for staff members to apply the sun cream to their child. This lotion must also be provided by the parent/carer for their child (the setting will not provide lotion for pupils).
- Sun cream should be applied at least 15 minutes before the children venture outside to ensure that it has started working. The cream will be reapplied as per instruction on each individual bottle
- Where possible, outdoor activities should be scheduled at times other than the middle of the day when the sun's rays are most harmful
- Hold outdoor activities in areas of shade where possible
- Staff and parents/carers should act as good role models by practicing sun safety themselves
- Individual arrangements will be made for children with medical conditions who are unable to wear sun cream
- Regularly remind children, staff and parents about sun safety through newsletters, meetings, informal discussions

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

31 Critical Incident Response Policy

Intent:

At Premier Agents LTD, we aim to avoid any significant incidents through mitigations such as risk assessments prior to any events. In the event where a critical may occur, the purpose of this policy is to establish guidelines for responding to critical incidents in a timely, coordinated, and effective manner to mitigate the impact on operations, safeguard individuals, and protect assets. This policy applies to all employees, contractors, and third parties associated with the Organisation and covers all types of critical incidents, including but not limited to:

- Security breaches (cyber or physical)
- Natural disasters (floods, earthquakes, etc.)
- Serious accidents or injuries
- Workplace violence or threats
- System failures or outages
- Hazardous material incidents

Definitions

- **Critical Incident:** Any event that has the potential to significantly disrupt business operations, cause harm to individuals, or damage property.

Responsibilities

- **Management/Venue management/Head coaches:** Ensures resources and authority are allocated for effective incident response. Coordinates incident response, evaluates the impact, and initiates mitigation actions.
- **Employees:** Report incidents immediately, follow safety protocols, and comply with instructions from the IRT.

Incident Reporting and Activation

- **Incident Reporting:** Employees must report any suspected or confirmed critical incidents immediately to their supervisor or management team.
- **Management Response Team Activation:** The management team and response will be activated upon notification of a critical incident. The management team will assess the situation and determine the level of response required.

Response Phases

1. **Detection and Identification**
 - Assess the severity of the incident.
 - Confirm the nature and scope of the event.
 -
2. **Containment**
 - Prevent further escalation or spread of the incident.
 - Isolate affected systems, areas, or individuals as necessary.

3. **Mitigation and Control**
 - Implement appropriate measures to control the situation.
 - Engage external agencies (e.g., law enforcement, emergency services) if needed.
4. **Communication**
 - Notify key stakeholders, including executive management, employees, customers, and external authorities.
 - Provide timely and accurate updates throughout the incident.
5. **Recovery and Restoration**
 - Resume normal operations as quickly as possible.
 - Ensure systems, personnel, and infrastructure are restored to their pre-incident condition.
6. **Post-Incident Review**
 - Conduct a detailed review to identify lessons learned and implement improvements.
 - Document findings in an After-Action Report (AAR) and update the incident response plan as needed.

Communication Process

- A communication plan must be in place to inform all relevant parties.
- The lead at the setting is responsible for maintaining internal and external communication channels.

Training and Drills

- Regular training must be provided to employees on how to recognize and respond to critical incidents.
- Incident response drills will be conducted at least annually to test preparedness.

Incident Documentation

- All critical incidents must be fully documented through the Platform 'My concerns'.
- Documentation includes the time of occurrence, actions taken, decisions made, and outcomes.
- All incidents are to be reports through my concerns within 24 hours.

Continuous Improvement

- Review and update the Critical Incident Response Policy annually or after any significant incident.
- Implement recommendations from the After-Action Review to improve future responses.

Compliance

- This policy aligns with applicable laws, regulations, and industry standards.
- Non-compliance with the policy may result in disciplinary actions.

This policy ensures the organisation's preparedness for handling critical incidents, minimising their impact, and ensuring business continuity.

This policy was adopted by: Premier Agents LTD.	Date: September 2024
To be reviewed: August 2025	Signed: DBoswell
All Staff have read, understood and given a copy of the policy	Date: September 2024

32 Incident and First Aid Management Policy

Intent:

Premier Agents LTD are committed to ensuring that all incident and accidents are managing and reported effectively. The purpose of this policy is to provide clear guidelines for the management, reporting, and documentation of workplace incidents, including those requiring first aid, to ensure a safe environment for all employees, contractors, and visitors. This policy applies to all employees, contractors, visitors, and third parties on organisational premises or engaged in work-related activities. It covers:

- Workplace incidents or accidents.
- Injuries and illnesses requiring first aid or medical attention.
- The reporting and management of both minor and serious incidents.

Definitions

- **Incident:** Any event that results in injury, illness, damage, or near-miss within the workplace.
- **First Aid:** Immediate care provided to an individual suffering from an injury or illness before professional medical help is available.
- **First Aider:** A designated employee trained and certified to provide first aid in the workplace.
- **Incident Report:** A formal documentation of the details of an incident or accident, including actions taken in response.

Responsibilities

- **Management:**
 - Ensure compliance with health and safety regulations.
 - Provide necessary first aid supplies and training.
 - Ensure all incidents are reported, investigated, and documented through 'My concerns' and also paper copies where possible.
- **Employees:**
 - Report all incidents, accidents, and near misses immediately.
 - Comply with first aid and safety protocols.
- **First Aiders:**
 - Provide immediate first aid care to the injured or ill individual.

- Record all first aid treatments administered.
- Ensure the proper use and maintenance of first aid kits.
- **Safeguarding team (DSL/ASL):**
 - Maintain records of incidents and first aid treatments.
 - Ensure the organisation complies with safety regulations and guidelines.
 - Conduct investigations where necessary and implement corrective measures.

First Aid Procedures

1. First Aid Kits:

- First aid kits must be stocked and placed in easily accessible locations across the workplace.
- The contents of the kits will be regularly inspected and replenished as necessary.

2. First Aid Training:

- The organisation will ensure that a sufficient number of employees are trained and certified in first aid.
- First aiders will undergo re-certification every two years or as required by law.

3. Administering First Aid:

- In the event of an injury or illness, the nearest trained first aider will be summoned immediately.
- First aiders must assess the situation and provide care within the scope of their training.
- If necessary, emergency services (999 or equivalent) should be contacted without delay.

Incident Management and Reporting

1. Reporting an Incident:

- All workplace incidents, accidents, and near misses must be reported immediately to a supervisor or the designated health and safety officer.
- First aid treatments must also be reported, even for minor injuries.

2. Incident Report Form:

- An Incident Report Form must be completed within 24 hours of the incident.
- The form should include:
 - Date, time, and location of the incident.

- Description of the incident and how it occurred.
- Names of individuals involved or injured.
- Witnesses (if applicable).
- Actions taken and first aid provided.
- Recommendations for future prevention.

3. Incident Investigation:

- For serious incidents, management and safeguarding team will conduct an investigation to determine the root cause and prevent future occurrences.
- Investigations should be initiated as soon as possible and completed within a reasonable timeframe.

4. Corrective Actions:

- Based on the investigation, appropriate corrective actions will be implemented to mitigate hazards and prevent similar incidents.
- Follow-up will be conducted to ensure the effectiveness of these corrective measures.

Emergency Procedures

• Serious Injury or Illness:

- If a serious injury or illness occurs, call emergency services immediately.
- While waiting for emergency responders, first aiders should administer care as necessary.
- The injured person should not be moved unless required for their safety.

• Workplace Evacuation:

- In case of an incident that requires evacuation (e.g., fire or chemical spill), employees must follow the established evacuation procedures for that specific setting.
- First aiders should assist in evacuating injured or incapacitated individuals, if safe to do so.

Confidentiality

- Personal information and medical details related to incidents or first aid treatments must be kept confidential and only shared with authorized personnel.
- Any reports or records involving injuries or illnesses will be securely stored and maintained according to data protection regulations.

Recordkeeping

- **Incident Records:** All incident reports Must be reported through the online platform 'My concerns'.
- **First Aid Logs:** A log of all first aid treatments provided must reported through 'My concerns' and be maintained, including the date, nature of the injury, and actions taken. Staff must also complete a paper copy of the injury form and provide this overview to parents at the scene where possible.
- **Training Records:** Records of first aid training and certification for all first aiders must be maintained by the HR department or safeguarding team.

Review and Continuous Improvement

- This policy will be reviewed annually or after any major incident.
- Feedback from incidents and first aid responses will be used to improve safety protocols and procedures.

This policy ensures that incidents are managed effectively, first aid is administered promptly, and accurate reporting leads to continuous safety improvements in the workplace.

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