



PARENTS PACK

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Statement of Duty of Care

We have a duty of care to children, parents, staff and all those associated with Smart Zone. Specific details of all our responsibilities are detailed within our full Policies and Procedures

(The Smart Zone (SZ) Parents Pack is an excerpt from the Policies and Procedures Manual; those policies not included are available from SZ on request. (N.B. throughout, please read 'child' to mean 'child or children' and 'parent' to mean 'parent or carer'.)

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INTRODUCTION

The aim of the Smart Zone Parents Pack is to inform all parents of our intention to provide a stimulating, safe, environment for children before and after school and during school holidays, providing parents with a quality link between school and home.

Vision

We will support working parents, and provide the community of Cricklade with a unique and high quality out of school childcare facility.

Our Appeal

- We are professional persons qualified in the care of young children.
- We have a wealth of expertise and many ideas to provide stimulus for the children.
- Quality and safety will be integral to our activities.
- Our flexibility will enable parents the variety of choice to use the club whenever needed, providing places are available.
- We will offer a homework club and listening service for readers at various times within the week, if required. Thus complimenting the homework time children spend with parents.

The facilities we are able to offer are distinct from that of our competitors due to the space and flexibility of our premises and expertise. We have the full backing and support of Social Services, local schools, OFSTED, New Opportunities Fund, Child Care Partnerships and Aiming High.

Our Service to Parents

Our aim is to provide total peace of mind for parents with regard to the care of their child beyond normal school hours. We will provide a quality service at a reasonable price, in the form of a Breakfast Club, After School Club and a Holiday Club, including Teacher Development Day (TDDAY) cover. We have achieved a Level 2 "**Aiming High**" accreditation making us the only club in the area to achieve this high quality award, amazing considering we had only been open for one year when this honour was presented to us!

Our Service to the Local Community

There is a distinct lack of childcare places within the local area, particularly childcare aimed at the junior school age range. We see ourselves as a unique facility, complimenting the other childcare services within the area.

POLICIES AND PROCEDURES NATIONAL STANDARD - ONE

1. STAFFING

All personnel are Criminal Record Bureau (CRB) checked and have completed relevant courses to enable them to work within the remit of 'safe child care'. Play Supervisors have a total of thirty years experience of working with children of all ages and have food handling qualifications. At least one First Aider is present at all sessions.

1a. SAFE RECRUITMENT POLICY

All applicants seeking to work with children at Smart Zone must complete an application form which asks for key information in a consistent format.

All candidates/volunteers must provide documentary evidence of their identity, either a full birth certificate, passport or photocard driving licence and additionally a document such as a utility bill that verifies the candidates/volunteers name and address. Where relevant, change of name documentation must be produced.

Smart Zone will always require references to obtain objective and factual information to support employment decisions. **References will always be sought and obtained directly from the referee.** Open references or references supplied by the candidate/volunteer will not be relied on. Applicants will be advised that Smart Zone reserves the right to contact their current or any previous employer. All references will be carefully checked against the application form for any discrepancies or anomalies.

All staff and volunteers who work with children at Smart Zone are required to consent to a Criminal Records Bureau (CRB) disclosure; a confidential record will be kept of the date of the disclosure and its unique number. All staff working with children will be made aware that they have responsibility to declare to the directors of Smart Zone any convictions, cautions, warnings, reprimands or bind-overs that they incur subsequent to obtaining their disclosure.

All candidates/volunteers wanting to work with children will undergo a face to face interview with at least 2 interviewers.

A Recruitment Checklist will be completed for all candidates/volunteers to ensure that all relevant issues have been discussed with them.

NATIONAL STANDARD - TWO

5. STUDENTS AND VOLUNTEERS

We welcome students and volunteers who have a genuine interest in child care. These persons will be expected to behave and dress suitably, following the same guidelines as paid staff. Suitability checks will be carried out, including C.R.B. checks.

Students and volunteers on placement will not be included in the staff to children ratio. While on the placement, students and volunteers will participate in all aspects of the work at Smart Zone, unless otherwise instructed by the supervisor. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions. Students and Volunteers will be given a Job Description.

Regular Volunteers will follow the Staff Induction Procedure.

We appreciate the positive contribution such committed and enthusiastic people can bring to Smart Zone.

6. MISSION STATEMENT

MISSION

- To help each child in our care to maximize his/her social, intellectual and developmental needs;
- To provide staff with a stimulating working environment and a sense of self-worth;
- To create a warm and supportive environment where children are valued and recognized as individuals;
- To provide children with a wide range of stimulating activities - supervised by high quality experienced staff and volunteers;
- To provide a safe, efficient and accessible care facility for all children and parents who work or are planning on returning to work.

OBJECTIVES

- To provide staff with opportunities for continued enhancement, growth and training;
- To be sensitive to each child's needs and offer a flexible range of activities which fulfil many of the aims of character development;
- To create a varied physical environment where children are encouraged to explore and express their ideas and skills without fear of criticism;
- To utilise our own skills in art and sports, and the skills of experienced volunteers, within Smart Zone and the grounds of St. Sampson's C.E. Junior School;
- To always give the best service possible and offer an open forum for ideas in order to constantly improve the service we offer.

7. SETTLING IN

A new member of Smart Zone is welcome to visit prior to starting with us as often as is needed

for that child to feel at ease within the play setting. These visits may initially be with parents, but may develop into a hour long visit(s) on his/her own. On a child's first session with Smart Zone they will be placed with a 'Buddie' unless they already know other members of the group. The new person will be shown the toilets, cloakroom and where to keep their belongings; they will be introduced to the staff and to the other children; they will be shown the 'Smart Zone Rules' and the fire drill procedure will be discussed. The general routine will be discussed, including where they will find all of the equipment and resources.

It is understood that all new children will be a little shy initially, and so the appropriate extra attention will be given to new children by all staff until such time that the child appears relaxed and settled.

8. ARRIVALS AND DEPARTURES

Each day children who are attending Smart Zone will be registered on a 'Day Sheet', the time of arrival will be recorded by staff. If a child that has been booked into Smart Zone is going elsewhere that afternoon (i.e. to tea with a friend) the parent must inform us as soon as possible prior to the day.

When a child is being 'dropped off' at Smart Zone the responsible person must bring the child to the mobile classroom. During holidays and TDDays children must be brought into Smart Zone and signed in by the parent. When each child is picked up they must be signed out and the time of departure recorded. Only authorised people nominated on the Registration form may collect a child from Smart Zone.

8a PRIORITY ALLOCATION OF SESSIONS POLICY

Sessions will be allocated on a first-come, first-served basis, **only on receipt of a signed booking form.**

NATIONAL STANDARD - THREE

9. CARE, LEARNING AND PLAY

Our aim is to offer fun, stimulating and relaxing activities depending on the child's needs. Our backgrounds enable us to offer a distinctive high quality of art and sporting recreation, amongst many other activities. Each day various activities are on offer for example; art, sport, library visits, dressing up, computer studies, etc., plus there is a quiet area accommodating books, a home corner and a TV with suitable videos. We offer outside visits during holidays, such as, cinema, ten pin bowling, country and wild life parks, swimming etc.

ACTIVITY INFORMATION

The activities on offer will vary from day to day and we will ensure all children's interests are offered at some point. There will be both indoor and outdoor activities; we also have the use of the Junior School Hall. Example activities are:

Art	Music	Drama	Library Visits
Dance Mat	Badminton	Tennis	Football
Cricket	Hockey	Computer Games	Garage and Cars
Netball	Ceramics	Videos	Book Corner
Board Games	Play Station		

In addition to these activities the children may do their homework.

We are no longer able to take children to any after school activities which take place off the school site.

10. INVOLVING AND CONSULTING CHILDREN

We believe that actively promoting the participation of children in decision-making processes is beneficial to children, staff and SZ as a whole.

Each child is as important as the next, and we want the children to realise this through decision making and negotiation. If a person is consulted, they feel more valued and staff/child relationships improve. When we are able to purchase new toys/activities, the children are asked what they would like.

10a EYFS POLICY

Smart Zone will implement the Early Years Foundation Stage (EYFS) Framework for children *regularly* attending Smart Zone up to the 31st August following their 5th birthday (i.e. the end of school Reception Year). We will follow the requirements of EYFS as detailed in www.standards.dcsf.gov.uk/eyfs.

- EYFS children will be identified at the time of registration.

- Each child's main and other EYFS provider(s), for instance school or pre-school, will be identified at registration.
- Smart Zone will produce an individual folder of information for each EYFS child which will constitute a unique record of that child's learning, development and welfare whilst at Smart Zone. A key-worker will be allocated to each EYFS child, and will be responsible for ensuring that their folder is kept updated.
- Parents will have access to their child's EYFS Folder.
- All staff will be familiar with the requirements of EYFS and will be made aware of who the EYFS children are.
- Staff will undertake any relevant EYFS training.
- EYFS will be taken into account when planning activities.
- The principal of free-flow play will be facilitated at all times; all children will be allowed to choose how to spend their time and will never be made to participate in any activity.
- Smart Zone will work closely with other providers of EYFS who also care for the children we care for including schools, playgroups, pre-schools and child-minders. Parental consent to share information with other EYFS providers will be obtained where necessary.

The EFYS consists of six Areas of Learning and Development, all of which are connected and equally important, information is gathered on children's learning in these areas using a set of standardized forms which are filed in each child's folder.

NATIONAL STANDARD - FOUR

11. PHYSICAL ENVIRONMENT

The premises, a mobile classroom, is located in the grounds of St. Sampson's C.E. Junior School and adjacent to St Sampson's Infant School site. Parents can leave their children knowing they only have to walk with us across a playground to and from school. The pond area is inaccessible to unsupervised children. The mobile is within ten minutes walk from most facilities in Cricklade, i.e. Library, shops, Doctors', park, Town Hall, Sports Centre and Swimming Pool. There are storage facilities on site. Pictures and crafts etc., created by the children can be displayed at all times and furniture is arranged suitably. In accordance with government legislation, there will be 'No Smoking' on the premises. Staff will make sure a regular supply of water is available to children at all times, especially in hot conditions. In such circumstances, staff will also ensure that children are adequately protected from the sun.

When, due to unforeseen circumstances, we are required to evacuate the mobile classroom we will re-locate in the Junior School. In the unlikely event we need to return children to their parents immediately we shall contact the emergency numbers given to us and in extreme circumstances return them to the person noted on the registration form.

NATIONAL STANDARD - SIX

13. HEALTH AND SAFETY

This policy is designed to enable all Smart Zone members and staff to participate fully without endangering themselves or others.

- Activities will always be planned with an appropriate level of supervision.
- Any activity using dangerous or potentially dangerous equipment, e.g. cooking, candle making, certain crafts etc, will have constant adult supervision.
- All children playing outside will be carefully watched and guidelines regarding 'no go' areas explained.
- Dangerous behaviour by the children will be discouraged at all times.
- No one will be allowed to smoke in the building or in the presence of children, whilst in our care.

Any accidents caused by hazards or faulty equipment will be recorded in the Day Book and the school informed.

Regular evacuation drills will be carried out and recorded in the Fire Log Book.

15. SITE SECURITY

Any visitors will be required to sign the register and wear a visitor's badge. All visitors and parents will be accompanied by staff at all times when on site.

Persons able to collect a child must be clearly nominated on the Registration Form. If, due to unforeseen circumstances, another person is required to collect the child a system of Unique Passwords will be used. This password will be given by the parent/guardian and it is their responsibility of passing this on to the person collecting the child. A telephone call in emergencies will be sufficient to advise us of changes to the pick up arrangement; the previous safety procedure will still be required.

Children will be supervised at all times by a member of staff, whether playing indoors or outdoors and are not allowed to leave the premises unsupervised. The gates surrounding the school will remain closed and a sign displayed requesting all visitors to report to a member of staff on arrival. The risks of intruders entering the premises will be shared, and action taken to challenge all visitors on the site.

A child will never be left alone if parents are late to pick up.

16. FIRE SAFETY

There will be regular fire drill at least once a term and this will be recorded.

All Staff and children will be instructed in the procedures for the fire drill, which are

- Immediately leave the building by walking.
- Do not collect any valuable or additional clothing.

A Supervisor will check all children and staff are accounted for, using the day's register. The meeting point will be at the gate adjacent to the mobile near Bath Road.

The priority will always be to get the children out of the building rather than fighting the fire.

17. VISITS AND OUTINGS

We will occasionally be going on visits away from the Junior School site. In line with government legislation, when we are travelling by car, parents must ensure a suitable, labelled, car seat is available for their child to use. The current regulations require children between the ages of 3 and 12 years, if under 135c.m. in height, to travel in a suitable booster seat. Further information is available from [www/thinkroadsafety.gov.uk/campaigns/childcarseats.htm](http://www.thinkroadsafety.gov.uk/campaigns/childcarseats.htm)

Records are kept of vehicles including insurance and MOT. Staff using their own cars to transport children have adequate insurance to do so. A list of named drivers is kept and only staff on this list are permitted to drive children on outings, the cars used must be those detailed on the list.

Thorough written Risk Assessments are completed for each outing to include adult child ratios.

17a. SUN CREAM APPLICATION POLICY

From at least the start of the Easter Holidays we recommend that parents leave a tube of suitable, long-lasting, waterproof sun cream at SZ for their child. This must be labelled with the name of the child and any specific instructions.

Unless instructed otherwise SZ staff will oversee the application of, or apply, sun cream to each child on arrival and immediately after lunch.

Sun cream will be applied to all areas of skin subject to exposure by the sun.

17b E-Safety Policy

The e-safety coordinator, Mary Hayward-Browne, together with the Directors, are responsible for managing e-safety within Smart Zone.

Smart Zone recognises that the internet is a part of everyday life and plays an important part in children's learning and play. We also recognise that e-safety encompasses internet technologies and electronic communications, such as mobile

phones.

A number of laptops are available at Smart Zone for all children to use either for homework or playing games under the supervision of staff.

Access to the internet will only be available via the St Sampson's Junior School network which is designed expressly for educational use and includes filtering appropriate to the age of pupils. Access will be granted only to children who currently attend St Sampson's Junior School

Children and staff will access the internet via the user ids and passwords granted to them by St Sampson's Junior School. Children at Smart Zone will not be permitted to use e-mail or Social Networking sites.

Parents will be informed that pupils who attend St Sampson's Junior School will be provided with limited internet access at Smart Zone.

Complaints of Internet misuse will be dealt with by the E-safety Co-ordinator and the Directors of Smart Zone. Any complaint about staff misuse must be referred to the Directors. Complaints of a child protection nature must be dealt with in accordance with Policy 39 - Safeguarding Children.

No photographs of children will be displayed on the Smart Zone website without the prior, written consent of parents. Children's names will not be used anywhere on the website.

Children are not allowed to bring mobile phones in to Smart Zone, if a child need to bring one in for any reason it will be held by staff until the child is signed out.

Cyber Bullying is addressed via Policy 27 - Bullying.

NATIONAL STANDARD - SEVEN

18. HEALTH, ILLNESS AND EMERGENCY

Accidents

Parents will be notified of all accidents. Those accidents regarded as significant, at the discretion of the staff, will be recorded in the Accident Report Book.

All staff will be made aware of the location of the First Aid box, which will be situated out of reach of the children.

Contents of the First Aid box will be clearly labelled and continually replenished by the designated member of staff.

Details of children with special needs will be recorded confidentially.

Training in Health and Safety will be provided for staff.

One member of staff with a current paediatric first aid certificate is on site at all times and goes on outings.

Where it is necessary to call an ambulance, the procedure will be as detailed below:

Major Accidents

In the event of a major accident, the following procedures will be followed:

1. First Aid will be applied.
2. An ambulance will be called and details provided of the nature of the injury and the name of the child.
3. The parent or guardian will be notified.
4. If the parent or guardian has not arrived on site by the time the ambulance is ready to depart, a play worker will accompany the child to the hospital.
5. If the parent is not at the hospital, the play worker will give permission to medical professionals to administer treatment as necessary.
6. A full detailed report will be written in the Accident Report Book.
7. Ofsted and Social Services will be informed of any serious accident involving a child in our care.

Illness

If a child is ill they must not be brought to Smart Zone, we are obliged to safeguard the other children in our care. Unless the child is hospitalised or exceptional circumstances prevail no refund will be given to children not attending due to illness. Parents should notify us if a child will not be in attendance at the earliest possible moment. If a child has to bring any medication to Smart Zone then a 'Permission to Administer Medicine/Treatment form' must be completed and given, along with the medication, to the Supervisor, this includes the administering of aspirin or paracetamol. Medicines must be clearly labelled and will be stored in a safe place, out of reach of all children. Staff will be offered training to support individual children with medical needs.

Where a child becomes ill after starting the Club, the parent, or other responsible person named

on the registration form, will be contacted in order to take the child home. Where a parent is unavailable, or unable to get to the Club within a reasonable period of time, the local Doctor will be contacted for advice and if appropriate, arrangements will be made to take the child to the Doctor. If the illness appears to be of a serious nature, the Doctor will be called immediately. Where it is necessary to call an ambulance, the procedure will be as detailed above for 'Major Accidents' Please note we hold a 'Day Book' where any incidents/accidents or notable comments etc., are recorded.

Parents must let us know if their child is unable to have face paint or petroleum jelly on their skin.

18a. POLICY FOR THE ADMINISTRATION OF MEDICINE

Smart Zone staff will administer medicine to children only if the following conditions are met:

1. Prior, written, permission to administer the medicine is given via a Permission to Administer Medicine Form which is completed and signed by the parent when the child is dropped off at Smart Zone.
2. The medicine has been prescribed for the child.
3. The medicine is within its expiry date.
4. The medicine is clearly labeled with the child's name.

The medicine will be stored in a safe, appropriate, location out of the reach of all children; this is currently in the top draw of the filing cabinet or the fridge if required. The medicine will be administered according to the instructions given on the Permission to Administer Medicine Form.

Every administration of medicine is witnessed by a second member of staff and recorded accurately on the Administration of Medicine Record which is either on the reverse of, or attached to the Permission Form.

Each time medicine is administered, the following information is recorded on the Administration of Medicine Record:

- The date and time the dose was administered
- The dosage given and the method
- Signature of the member of staff who administered the medicine and the witness

When the child is collected from Smart Zone the parent must sign the Administration of Medicine Record.

If Smart Zone are going off-site, any medicine required will be transported by Smart Zone staff and stored safely for the duration of the trip. The Permission to Administer Medicine Forms and Administration of Medicine Record will also be taken off site and

kept in the possession of Smart Zone staff.

19. HYGIENE

Personal Hygiene

In all circumstances, staff will adhere to the following examples of good personal hygiene, thereby setting a good example to the children:

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

Hygiene in the Club

All staff will be vigilant to any potential threats to good hygiene in the Club. To this end, a generally clean and tidy environment will be maintained at all times. More specifically, staff will ensure that toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and children. Staff will also be vigilant to any sharp objects, such as glass which may be on the premises or on the outside play areas.

Spillages and personal hygiene accidents will be dealt with immediately.

19a. TOILET POLICY

Children at Smart Zone are expected to use separate gender toilets, and are encouraged to manage their toileting and personal hygiene themselves. Where age, development or disability prevents this, the discrete help of a member of staff will be provided as necessary. The member of staff providing such help will always inform another member of staff of their whereabouts and the reason for this.

Nappy changing will be undertaken by staff as agreed with parents and Smart Zone staff will be happy to help with toilet training if staffing ratios permit. Clinical waste will be safely and hygienically disposed of at the earliest convenience.

Parents are asked to give details of any help required, and to indicate their consent for Smart Zone staff to provide this, via the Registration Form initially and then in writing.

20. INFECTIOUS AND COMMUNICABLE DISEASES

It may sometimes be necessary to require a poorly child to be collected early from a session or to be kept at home while they get better. In such cases, our Health, Illness and Emergency policy will be implemented.

When a case of head lice is discovered at Smart Zone, the situation will be handled carefully and

safely. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the Club.

When the child concerned is collected, their parent will be informed in a sensitive manner. Other parents will be informed as quickly as possible in writing, including advice and guidance on treating head lice.

National and local pandemic emergencies

Smart Zone will follow NHS, Local Authority and central government advice.

Minimum Exclusion Periods for Illness and Disease

Disease	Incubation	Infectivity	Exclude Until	Comments
Adenovirus gastroenteritis	8-10 days	6-16 days	24 hours from last episode of diarrhoea or vomiting.	Exclude for 48 hours longer in children who are unable to maintain good personal hygiene.
Chickenpox	11-20 days	Up to 4 days before (usually only 1 day) to 5 days after. Cases often transmit before appearance of rash.	5 days from start of skin eruption.	Traditionally excluded until all lesions are crusted but no transmission recorded after day 5. Contacts with a weak immune system need prevention.
Campylobacter	1-10 days	Patients probably not infectious if treated and diarrhoea has resolved.	24 hours from last episode of diarrhoea.	Exclude for 48 hours longer in children who are unable to maintain good personal hygiene.
Conjunctivitis	3-29 days Mean = 8	While active (direct contact). Infective up to 2 weeks.	None.	Transmission more likely in young children by direct contact - very little data.
Fifth disease (slapped cheek)	13-18 days	30% in families. 10-60% in schools.	None - only likely to be infective before symptoms appear.	Avoid infection in pregnant women and people with a weak immune system.
Glandular fever	33-49 days	At least 2 months.	Person is well.	None.
Hand, foot and mouth disease	3-5 days	Up to 50% in homes and nurseries.	None - good hygiene helps.	Stool excretion continues for some weeks. Avoid infection in pregnant women.
Head lice	n/a	While harbouring lice.	No exclusions. (No evidence that exclusion of affected children has any effect on the spread.) Education is important.	Note need for treatment of cases and contacts shown to have head lice.
Hepatitis A	15-50 days	From 2 weeks before to 1-2 weeks after jaundice onset.	Children <5 yrs: 5 days from start of illness. Children >5 yrs: none.	Good hygiene needs emphasising.
Herpes simplex virus (cold sores)	1-6 days	While lesions are moist.	None.	Highly infectious, especially amongst young children. Avoid kissing.
Impetigo	Skin carriage 2-33 days before development of impetigo(strep).	High (strep). Low (staph). (Variable infectivity depending on causative bacteria.)	Until lesions healed or crusted (little firm evidence).	None.

Measles*	6-19 days	Highly contagious in non-immune population. A few days before to 6-18 days after onset of rash.	5 days from onset of rash.	Check immunisation. Risk of serious infection in people with a weak immune system (give preventative treatment).
Mumps*	15-24 days	10-29 days. Moderately infective in non-immunised population.	5 days from onset of swelling. Often not effective as transmission occurs before symptoms.	Outbreaks reported in vaccinated secondary school children.
Ringworm	Varies	Until lesions resolve.	None. Low infectiousness.	Good hygiene helps.
Rubella*	13-20 days	1 week before to approx. 4 days after onset of rash.	5 days from onset of rash.	Check all female contacts are immune.
Scabies	Varies	Until mites and eggs are dead.	24 hours of treatment.	Risk of transmission is low in schools but outbreaks do occur. Close contacts should also be treated.
Scarlet fever*	1-3 days	Moderate within families. Low elsewhere. Infective first 3 days of treatment.	Suggest 5 days if treated (little evidence - epidemics used to occur).	Moderate within families. Low elsewhere.
Threadworms	n/a	Until all worms are dead.	None.	Good hygiene helps. Case and family contacts should be treated.
Tuberculosis*	n/a	Until 14th day of treatment.	Variable.	See 2nd Reference below.
Verrucas	n/a	None	Continue all activities. Query cover with a dressing.	Care needed with verrucas in swimming pools, gymnasiums and changing rooms.
Whooping cough*	7-10 days	Mainly early catarrhal stage, but until 4 weeks after onset of cough paroxysms. Shorten to 7 days if given antibiotics.	5 days if given erythromycin or azithromycins, otherwise >3 weeks.	Check immunisation of contacts. Highly infectious in non-immune populations.

Note: * = a notifiable disease (required by law to be reported to government authorities).

References

- [Guidelines on control of communicable diseases in schools and nurseries](#), Health Protection agency (2006)

From www.patient.co.uk/health/school-exclusion-times.htm

A member of staff should be notified as soon as possible if a child has any of the above.

A sign will be displayed on the door whenever a case of an infectious disease is reported and parents will be informed in writing in the case of any notifiable disease or any infectious disease that can affect pregnant women (these are highlighted above) being reported to Smart Zone.

Notifiable diseases identified in the Public Health Regulations 1988 will be reported to Ofsted. These are as follows:

- Acute encephalitis
- Acute poliomyelitis
- Anthrax
- Cholera
- Diphtheria
- Dysentery
- Food poisoning
- Leptospirosis
- Malaria
- Measles
- Meningitis; all types
- Meningococcal septicaemia (without meningitis)
- Mumps
- Ophthalmia neonatorum
- Paratyphoid fever
- Plague
- Rabies
- Relapsing fever
- Rubella
- Scarlet fever
- Smallpox
- Tetanus
- Tuberculosis
- Typhoid fever
- Typhus fever
- Viral haemorrhagic fever
- Viral hepatitis; all types
- Whooping cough
- Yellow fever

For further guidance please see www.patient.co.uk.

21. SMOKING, ALCOHOL AND DRUGS

Smoking

In line with current legislation, smoking is not permitted in Smart Zone or on the school site.

When working with children, staff will not be under the influence of alcohol or any other substance.

Staff taking medication which may affect their ability to care for children should seek medical advice.

21a Procedure in the event of staff arriving for work or a parent collecting a child under the influence of alcohol or drugs.

Staff:

Lisa and or Jo will be informed immediately.

Alternative staff will be put in place.

The Staff Disciplinary Procedure (3) will be followed.

Parent:

The named Emergency Contact will be informed and requested to collect the child.

The situation will be monitored and outside agencies informed if necessary.

NATIONAL STANDARD - EIGHT

22. FOOD AND DRINK

Smart Zone is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The directors and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.

Safety is paramount when food is being prepared. There is always a member of staff who holds a Food Hygiene Certificate at each session. Dietary requirements of an individual child will be adhered to. Fresh water is always available.

Parents are reminded what can be stored safely and of appropriate lunch box contents where necessary.

Ofsted will be informed if food poisoning affects 2 or more children.

22a. FOOD SAFETY POLICY

All staff working in the kitchen will have the appropriate Food Hygiene Certification, and will practice good personal hygiene at all times.

A fridge and freezer thermometer and a hot-food thermometer will be available in the kitchen and all food will be adequately cooked and served immediately. The temperature will be checked before serving.

Where possible, all utensils and equipment will be cleaned in the dishwasher.

Ofsted will be informed if more than two cases of food poisoning are reported.

22b Dietary Requirements

Any specific dietary requirements will be identified at registration, it will then be the responsibility of the parent to inform Smart Zone of any subsequent changes.

An up to date list of all dietary requirements notified to us will be kept on display in the kitchen at all times.

Dietary requirements will always be adhered to.

NATIONAL STANDARD - NINE

23. EQUAL OPPORTUNITIES

This policy is designed to ensure that the operation and practice of every aspect of the Club promotes recognition and the personal development of any individual who may be a target of discrimination. This includes discrimination due to culture, religion, gender, age or socio-economic background.

We will encourage children to value and respect others through positive reinforcement, role models, toys and books.

Children will be included, valued and supported taking account of cultural diversity, languages and physical disabilities.

The Club will:

- Promote Equal Opportunities in all staff development activities.
- Increase awareness of the reasons for discrimination.
- Ensure that no stereotypes are perpetrated through equipment, resources or activities.
- Challenge all offensive behaviour and language in an appropriate way.
- Consider Equal Opportunities, diversity and differences in all aspects of the Club including:
 1. Activities
 2. Staff Ratios
 3. Publicity
 4. Recruiting staff / volunteers / outside agencies / parental involvement.
 5. Enrolling members
 6. Negotiating Club disciplinary policy - see Policy 26 -Behaviour Management and Policy 3 - Staff Disciplinary Procedure.
 7. Staff development / training requirements to support children with learning difficulties and disability.

We shall monitor and review the effectiveness of this policy in:

1. Meeting the needs of individual Club members
2. Meeting the needs of any individual linked to the Club.
3. Meeting the needs of the local community.

The results of the review will be evaluated through Staff Meetings and appropriate action will be taken.

See also Policy 25 - Special Needs.

24. DEALING WITH RACIAL HARASSMENT

We will not discriminate and will discourage any discriminatory behaviour immediately. All staff and children at Smart Zone are entitled to an environment free from harassment and discrimination.

We will:

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

All staff and children should be encouraged to take responsibly for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incident to the directors or another responsible person. This will be investigated and noted in the Incident Book.

NATIONAL STANDARD – TEN

25. SPECIAL NEEDS

This policy is designed to ensure that everyone linked to the Club is recognised as an individual with potential, who may have specific needs at certain times.

The Club will help individuals manage their needs and will:

- Where possible be flexible in its management style and practice.
- Promote Special Needs in all staff development situations.
- Increase awareness of coping strategies for different situations.
- Be sensitive to changes in mood and characteristics and take appropriate action.
- Take all reasonable steps to increase and / or adapt resources, equipment and facilities to overcome barriers.
- Challenge all offensive behaviour and language in an appropriate way.
- Take account of long-term needs (e.g. Permanent disability) when planning Club activities to ensure individuals are not excluded.

We shall monitor and review the effectiveness of this policy in:

1. Meeting the needs of individual Club members.
2. Meeting the needs of any individual linked to the club.
3. Meeting the needs of the local community.

We shall evaluate the results of the review and take appropriate action.

SPECIAL NEEDS COULD INCLUDE:

1. Medical conditions
2. Bullying at school
3. Family group breakdown
4. Bereavement
5. Normal maturing process - start of periods, voice breaking
6. Exam time
7. Family commitments
8. Change of specific routine

We will work alongside parents of children with special needs and a monitoring process will be set up. Staff support will be given where needed in line with the SEN Code of Practice.

NATIONAL STANDARD – ELEVEN

26. BEHAVIOUR MANAGEMENT

All children and staff should feel safe and respected, good behaviour will be praised and promoted. The aims of our behaviour management policy is to help children to:

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self discipline and self esteem in an atmosphere of mutual respect and encouragement.

The policy and procedures are based upon a child centred approach and are designed to deal with problems in the context of the child's own level of development and understanding.

Staff will always keep parents informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

The aim is to help children understand and accept the need for standards of behaviour and approach, in their dealings with adults and other children; these are agreed with and decided by children at SZ.

Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.

Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.

Procedure used for unsuitable behaviour:

- Suitable, non-threatening methods will be used by staff.
- Corporal punishment will not be threatened, or used as a form of punishment. Any form of punishment which could have an adverse impact on the child's well being will not be used.
- Adults will speak to the child in a calm reasoning manner. The child will be integrated back into the group as soon as possible.
- Techniques intended to single out or humiliate individuals will never be used.
- Adult handling of behaviour problems will be appropriate to the level of development, understanding and maturity of the child.
- In cases of misbehaviour, it is always made clear to the child that it is the

- misbehaviour, not the child, which is unwelcome.
- In cases of serious misbehaviour, the unacceptability of the behaviour is made clear but by means of explanation, rather than personal blame.
 - Where the misbehaviour threatens the safety, or well being of another person, the offending child may be removed from the group. Physical intervention will only be used to manage behaviour if necessary to prevent personal injury, injury to others or prevent serious damage. Where physical intervention is used, this is recorded and signed by parents.
 - Children will never be sent out of the room alone.
 - Children are given one to one adult support in seeing what was wrong, and in working towards a better pattern of behaviour.
 - Children will be made aware of unsuitable behaviour within the group setting.
 - Children will be talked to on a one to one basis in a quiet corner.
 - Timeout will be given.
 - Parents and the directors will be informed.

If the unsuitable behaviour persists, staff will talk to each other and the parents to find a mutually agreed course of action.

The above course of action will be made suitable for the age and ability of the child. Ongoing discussions will help all to agree on a common goal of suitable behaviour.

In extreme cases, where serious misbehaviour persists over a period of time, or where there is a threat to the safety of other children, it may be necessary to consider exclusion from the Club. This action will only be taken after discussion with the parent/guardian and child.

27. BULLYING

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

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

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

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

- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and talk through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in Policy 28 - Suspensions and Exclusions.
- All incidents of bullying will be reported to the directors and will be recorded in the Incident Book. In light of reported incidents, the directors and other relevant staff will review the Club's procedures in respect of bullying.

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Cyber bullying is not currently an issue at Smart Zone as children are not allowed to use mobile phones, and all internet access is through St Sampson's Junior School Intranet.

28. SUSPENSIONS AND EXCLUSIONS

Smart Zone is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children. Such procedures are outlined in the Behaviour Management policy. However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at Smart Zone, on either a temporary or permanent basis.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Wherever possible, we will give parents time to make alternative arrangements for childcare during a period of suspension.

NATIONAL STANDARD - TWELVE

29. PARTNERSHIP WITH PARENTS AND CARERS

This policy is designed to show how anyone and everyone linked to Smart Zone have a responsibility to take an active role in improving it. We recognise that Smart Zone's best resource is the people linked to it and intends to use them to their full potential.

Smart Zone:

- Recognises that parents, members, volunteers, staff, sponsors, fund-raisers, schools and the local community all have a valuable contribution to make.
- Will define and allocate specific roles to staff and volunteers who will in turn make effective use of the relevant ideas, suggestions and efforts of any other partners.
- Will encourage ideas and suggestions from all partners.
- Will consider all ideas and suggestions and respond appropriately, whilst encouraging future contributions from that partner.
- Values all efforts made on behalf of Smart Zone and will give appropriate recognition.
- Recognises the value of taking a positive attitude and effective action when a concern is raised, values honesty and constructive criticism and will ask for personal comments in order to evaluate Smart Zone.

Two way communications will be prompted by:

1. Staff meetings
2. Evaluation forms
3. Personal meetings
4. Use of a Day Book
5. Staff Newsletters
6. Parents Newsletters
7. Staff Message Boards
8. Notice Boards

We welcome parents' involvement at Smart Zone and encourage them to bring with them any skills they can offer, and join in daytime or evening trips. Parents are invited to stay anytime for a cup of tea or join in with parties.

Parents are able to access their child's records, and add comments where requested, unless exceptional circumstances e.g. where it is in the child's best interests.

30. UNCOLLECTED CHILDREN

As detailed in the Site Security Policy (15) "Persons able to collect a child must be clearly nominated on the Registration Form. If, due to unforeseen circumstances, another person is required to collect the child a system of Unique Passwords will be used. This password will be given by the parent/guardian and it is their responsibility of passing this on to the person collecting the child. A telephone call in emergencies will be sufficient to advise us of changes to the pick up arrangement; the previous safety procedure will still be required."

Children will be signed in and out of Smart Zone. Children may be picked up at any time within the session paid for. However, if parents are late picking up a child the relevant charge will be deducted from their deposit and charged to them the following month. A child will **never** be left alone in this instance.

31. LATE COLLECTION PROCEDURE

Children are booked into a session until 6.00pm at the latest. If a message has not been received by 6.00p.m. notifying staff that the adult responsible for collecting the child will be late, a member of staff will phone the child's parents. If they are unable to make contact they will then phone the child's emergency contact number(s). If, by 6.15p.m. the child has not been collected, Lisa and Jo will replace staff on duty. In the unlikely event that Lisa and Jo are unavailable, the Supervisor and Play worker will need to remain with the child until they can be replaced and will be duly paid for this time.

If, by 6.30p.m, the child has not been collected and no message has been received or contact been made with parents or emergency contact number(s), then Wiltshire Social Services Emergency Duty Team will be contacted Tel Number: 0845 607 0888.

Staff members will remain with the child throughout and the child will not under any circumstances be left unattended or removed from the premises.

32. PROCEDURE FOR UNEXPECTED ATTENDANCE OF A CHILD AT SMART ZONE

If a child arrives at Smart Zone (junior) or expects to attend (infant), and there is no booking, Smart Zone staff will look after the needs of the child and then contact the parents; or the emergency contact, if the parents cannot be reached. If parents, or the emergency contacts cannot be reached then messages will be left with any relevant bodies, including the school, of the safe whereabouts of that child.

33. MISSING CHILDREN

Children will be collected from St. Sampson's Infants, should a child not be available for collection a member of staff will firstly investigate by a visit to the playground, if this is not successful we will call the emergency contact number immediately. Junior School children will walk to the mobile, if they do not arrive by the expected time a member of staff will go to look for them, and the same procedure as for Infants will be followed. Parents must inform Smart Zone in advance if their child is attending an After School Club. The child is the responsibility of the organiser whilst at the club. Suitable arrangements will be made for older children arriving from other schools.

34. PROCEDURE FOR CHILDREN ATTENDING SCHOOL CLUBS

Children attending an organised after school activity at the Infants School will be collected from the school by Smart Zone staff at the appropriate time. If the child is not available for collection then the Missing Child Procedure will be implemented immediately.

Children attending an organised activity at the Junior School will walk to Smart Zone themselves. Children will be expected to arrive at Smart Zone within 10 minutes of the finish time of the activity. If a child has not arrived within this time then Procedure 33 - Missing Children will be implemented.

35. COMPLAINTS PROCEDURE

This policy is designed so that everyone concerned with Smart Zone takes quick and effective action about anything, which is a concern to them.

- Concerns will always be carefully listened to and discussed in an objective manner.
- The need for confidentiality will be discussed and appropriate action agreed.
- Minor concerns should be raised immediately with an appropriate responsible adult.
- Major concerns should be notified to the senior responsible play leader, and if required a future meeting will be arranged to review the matter. If possible, notification should preferably be in writing.
- Parents can pre-arrange a private discussion at any time.
- Staff concerns should be raised with Lisa or Jo as soon as possible, or at the next meeting, or at a pre-arranged discussion time depending on the nature of the concern.
- All concerns raised will be noted in the Day Book.
- If you have any concerns or complaints that have not been satisfactorily resolved after discussing them with Smart Zone, please contact:

OFFICE FOR STANDARDS IN EDUCATION
FRESHFORD HOUSE
REDCLIFFE WAY
BRISTOL
BS1 6NL
Telephone: 0300 123 4666 (Complaints Line).

A written response to the complaint will be received within 28 days.

A log of complaints (and compliments) will be kept and may be viewed on request, this will not detail names and addresses.

A folder is kept containing copies of all correspondence regarding complaints, these will be kept for at least 3 years. In the case of a child protection issue, the records will be kept for 24 years . All these records will be kept confidential.

NATIONAL STANDARD - THIRTEEN

39. SAFEGUARDING CHILDREN

Any person who has **not** been Criminal Records Bureau (CRB) checked will not be left alone with any children. Children will be supervised at all times and level of supervision will be dependent on the age and needs of the children and potential risks within the environment.

As a provider of childcare registered with OFSTED, we will follow the **Every Child Matters Safeguarding Children Procedures**. A Play Worker's legal duty is to respond if they suspect a child may be suffering from any form of abuse.

We will try at all times to share with parents any concerns we may have. However, we have a duty to refer to Social Services if we suspect that child abuse is taking place. Our first concern will always be the welfare of the child. We have a copy of HM Government Guidance for Safeguarding Children for you to see if you wish. Further information is available from www.everychildmatters.gov.uk.

Procedures

As per: Wiltshire Local Safeguarding Children Board - "WHAT TO DO if you are worried a child is being abused or neglected".

Ofsted will be notified of any allegations of serious harm or abuse by any person living, working or looking after children on the premises.

The contact details for Ofsted are:

OFFICE FOR STANDARDS IN EDUCATION
FRESHFORD HOUSE
BRISTOL
BS1 6NL

Tel: 08456 404045 or 08456 404040 (0161 618 8524 for Minicom users)

Social Services must be notified without delay of allegations of abuse:

The contact details for Social Services are:

Wootton Bassett and Malmesbury Team The Manor House Lime Kiln Wootton Bassett Swindon SN4 7HB Tel: 01793 853434	Emergency Duty Team (out of hours) PO Box 1424 Devizes Wiltshire SN10 3TF 01793 465333
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The disclosure **MUST** be reported to one of the Child Protection Liaison Persons (CPLPs)

as soon as possible.

All records/concerns must be kept confidential.

NATIONAL STANDARD - FOURTEEN

40. DOCUMENTATION AND INFORMATION

Smart Zone recognises the importance of maintaining up to date and accurate record, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

Record Keeping

Ordinarily, information kept on a child will include all information shown on the Registration form together with any other information relating to the child deemed by staff or parents to be relevant and significant.

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by the Club:

- An up to date record of all staff, students and volunteers who work at the Club, including their name, address, telephone numbers, Criminal Records Bureau check, references, employment details and any other information (such as their personal development plan accrued during their time working with Smart Zone)
- The daily attendance registers, as set out in our Arrivals and Departures policy.

40a CONFIDENTIALITY POLICY

Smart Zone staff will not disclose any personal details relating to an individual child to any third party unless acting under the "Safeguarding Children" procedures.

40b PHOTOGRAPH POLICY

Parents will sign a consent form to give permission for their child to be photographed. Children whose parents have not returned a signed form will not be photographed.

The Smart Zone camera will be locked in the office when not in use by staff. When off-site the camera will be kept in the possession of staff at all times. No other cameras will be allowed on site without prior arrangement (e.g. local newspapers).

All photographs taken with the Smart Zone camera will be downloaded to a password protected folder on the laptop.

Where photographic evidence is required (for instance, EYFS Files), this will be available only to the child's parents.

No photographs of children will be displayed via the internet or school intranet without prior parental consent.

40c Mobile Phone Use Policy

Smart Zone recognises that mobile phones have become an important part of life and

accepts that employees will bring their mobile phones to work.

Employees are not permitted to make or receive casual, non-work or non-family related, calls or texts during work time.

Staff should ensure that their mobile phone is turned off, or on silent, whilst on Smart Zone's premises, unless there is a particular reason not to do so.

Members of staff may only use mobile phones in the office; mobile phones must not be used in any other area of the club.

It is accepted that staff will take a mobile phone with them for safety reasons whilst on off-site trips.

Under NO circumstances are staff permitted to use recording equipment on their mobile phones to take photographs or videos of staff or children.

Parents are requested not to use mobile phones whilst on Smart Zone premises.

Children are not allowed to bring mobile phones into Smart Zone; if any child needs to bring one in for any reason it will be held securely by staff in the office and will be returned to the child when they leave Smart Zone.

40d Social Networking Policy

Smart Zone recognises that many employees, parents and children use the internet for personal purposes and that they may participate in social networking websites such as Facebook, MySpace, Twitter, Flickr etc. or set up personal blogs or websites.

Whilst using the internet in this way employees must ensure that they:

Keep completely confidential any information regarding children who attend Smart Zone, the families of children who attend Smart Zone or other employees of Smart Zone.

Do not accept any child who attends Smart Zone as a friend or follower.

Do not write about their work at Smart Zone, do not identify themselves as working for Smart Zone or disclose the name of Smart Zone or any details which will allow the club to be identified.

Do not post any pictures of the Smart Zone premises, children who attend Smart Zone or other employees of Smart Zone.

Do not share comments about children (e.g. behaviour and activities at Smart Zone) with any other person either electronically or verbally.

Take care to ensure that interaction on these websites does not damage working

relationships between members of staff and clients of Smart Zone.
Abide by the Confidentiality Policy (Policy 40a) at all times.
At all times use their professional judgement and discretion.

41. ADMISSIONS AND FEES

This policy is designed to show who is eligible to attend Smart Zone including the age range catered for.

Admissions

When a parent contacts Smart Zone enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy and whether there is currently a suitable place available for their child.

If a suitable place is available the parent, and where possible, the child will be invited to visit the Club and speak to members of staff. If the parent agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration form to confirm their child's place.

A deposit of £10.00 per child is payable on registration, this will be refundable when the child no longer requires a place at Smart Zone. If a child is picked up late, the amount due will be deducted from the deposit and added to their charges the following month. A receipt will be issued for deposit monies received.

Waiting List

To ensure that admissions to Smart Zone are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

1. If on making an enquiry about a place for their child, a parent is informed that there is not currently a suitable one available, the Club's waiting list procedure will be explained and then activated on the parent's behalf.
2. The waiting list will be kept and used on a 'first come. First served' basis. We will advise the parent of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee.
3. When a vacancy becomes available, Jo or Lisa will contact the parent whose child is suitable for the place and is highest up on the waiting list, giving priority only to siblings of children currently attending.
4. If that parent still wishes to take up the place for their child, they will be asked to complete the registration form and arrange a date for the child's first session at Smart Zone
5. If the parent no longer wishes to take up a place, the parent of the next suitable child on the list will be contacted.

Payment of fees and Registration

We understand that the cost of registered childcare may seem expensive to a parent. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standard and sustainability of Smart Zone, we must ask that parents respect its policy in respect of fees.

Invoices will be sent out as soon as possible before payment is due. Payment is due $\frac{1}{2}$ termly in advance for all pre-booked places, this is non refundable should you take your child out of Smart Zone. If a vacancy is available at short notice payment is due immediately when invoiced. Cheques should be made payable to Smart Zone Ltd., with the **invoice number** being paid written on the reverse of the cheque, along with a cheque guarantee number.

Non-payment of fees

If for any reason parents experience difficulty paying the fees then Jo should be informed as soon as possible. Arrangements will be made to discuss this matter confidentially outside of Smart Zone working hours and a satisfactory method of payment will be sorted out.

If invoices are not paid within a reasonable time, a reminder will be sent. If the outstanding amount is still not paid, a standard letter will be sent giving notice of 10 days to pay. Should this still not be paid then we will contact the Small Claims Court who will deal with the matter on our behalf.

Working Families Tax Credit

We operate this scheme; parents should provide details of Smart Zone to the Tax Office. This matter will be handled in the strictest of confidence.

Social Services Sponsorship

Should parents be eligible for a free child care place through Social Services this will be available at Smart Zone. Again this will be in the strictest of confidence. Parents should speak to Lisa to organize.

A $\frac{1}{2}$ terms notice is required in writing if a child will no longer be attending Smart Zone.

Pricing Details

Breakfast Club	£5:50 per session, available from 7:45 a.m. to 8:45 a.m. Will include activities, a breakfast and drink. Children may leave a tooth brush and tooth paste if you wish.
After School Club	£8.00 per session, available from 3 p.m. to 5 p.m. OR £10.00 per session, available from 3 p.m. to 6 p.m. Will include activities, a light snack and drinks. Parents may wish to provide a packed tea for their child, which will be eaten around 4.15 p.m.

Holiday Club and TDDs £26.00 per session, available from 8:45 a.m. to 6:00 p.m.
Will include activities, drinks and a morning and afternoon snack.
Children should bring packed lunches in a labeled lunch box, anything that requires refrigeration must be in a separate labeled plastic bag (for refrigeration).
£15.00 for any 4 $\frac{3}{4}$ hour session (including morning. session 8:45am to 1.30pm) **providing** we are not going off site that day.

Please note, Breakfast Club is available on TDDays and during school holidays, at an additional cost of £5:50 (from 7:45am to 8:45am)

During holidays and TDDays we also offer an 8:45 a.m. to 3 p.m. session for the price of £19.00. This session will not be available on days when we are going out for the whole day.

A $\frac{1}{2}$ terms written notice will be given if prices are increased.

41a. CANCELLATION OF BOOKED SESSIONS

Our policy is that all booked sessions must be paid for, whether attended or not, and that no session may be swapped. Unfortunately this does include those occasions when a child is off school due to illness.

In order to offer a professional service, and ensure every child has fun in a safe and stimulating environment we need to ensure we have the optimum number of staff on duty at each session. Booking a session at Smart Zone guarantees that a place will be available for that child, and staffing levels are set based on the number of children booked into each session. The staffing costs are then incurred by Smart Zone, whether the child attends the session or not. Swapping the session does not defer the staffing costs and in some cases will increase these costs.

We sympathise with parents and appreciate that for some this may be difficult but we hope they will understand that our aim is to provide the best possible service to them and their child.

In exceptional circumstances parents should contact Jo and Lisa directly.

TYPICAL DAILY ROUTINE

The main purpose of Smart Zone is to provide a caring and stimulating environment for children whilst parents are working or are otherwise engaged and are unable to care for their children themselves. With this in mind the day is organised as follows:-

- 7.30 a.m. Staff arrive and prepare for breakfast club.
Supervisor reads and initials Day Book entries from previous session
- 7:45 a.m. Children arrive for breakfast club.
Breakfast and activities are organised and overseen.
H&S daily list is checked.
- 8:45 a.m. Juniors go to school
- 8.50 a.m. Preschoolers and Infants are taken to school.
- 9.00 a.m. Staff have tidied up
Supervisor ensures Day Book has been completed, if necessary
Supervisor ensures all cupboards and office are locked
Staff leave
- 2.45 p.m. Staff arrive for After School Club.
Supervisor reads and initials Day Book entries from previous session
Activities are set up.
Drinks and a biscuit prepared.
- 3.00 p.m. Infants are collected and walk up to SZ.
- 3.15 p.m. Juniors walk to SZ.
- 3.30 p.m. Children allowed to go outside and play.
Any juniors that have not arrived will be looked for.
- 4.00 p.m. Tea is served at approximately this time.
- 4.20 p.m. Children playing outside or inside are supervised.
The development of children's emotional, physical, social and intellectual capabilities is promoted wherever possible.
Involvement in activities is encouraged, never compulsory.
- 5.00 p.m. Children are collected and signed out by relevant adult.
Homework encouraged with children staying until 6.00 p.m.
Activities continued.
Registers for the next day are written.
Some tidying up begins, without interrupting activities.
- 6.00 p.m. Children collected and signed out by relevant adult.
Staff complete tidying and cleaning.
- 6.15 p.m. Supervisor ensures Day Book has been completed, if necessary
Supervisor ensures all cupboards and office are locked
Staff leave after checking daily H&S list.

Ultimately SZ is to be a fun, calm and homely environment, where children can be themselves, let off steam or relax, as they wish. The role of staff is to share the responsibility for ensuring that this is happening for all of the children at SZ.