



Smart Zone

CHILDREN'S CLUB

PARENTS PACK

Version 18.1 - January 2019

THE SMART ZONE Ltd.,

Registered Address;

12 Common Hill

Cricklade

Swindon, Wiltshire

SN6 6EZ

Operating from;

The Smart Zone Building

St. Sampson's C.E. Primary School

Bath Road

Cricklade

Swindon, Wiltshire

SN6 6AT

Telephone: 01793 751113

Email: smartzone2001@gmail.com

Website: www.smartzonekidsclub.co.uk

CONTENTS

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.

Please note: Throughout this document the term 'parent' is used to mean 'parent or carer'.

Policy No	Policy / Procedure
	Staffing
S3	Safe Recruitment Policy
A4	Students and Volunteers
G1	Mission Statement
G2	Settling In
G3	Arrivals and Departures
G4	Allocation of Sessions Policy
G5	Care, Learning and Play
G6	Involving and Consulting Children
S5	Physical Environment
S7	Health and Safety Policy
S8	Risk Assessment Policy
S9	Site Security
S10	Fire Safety
S11	Visits and Outings
S12	Sun Cream Application Policy
S13	E-Safety Policies
S14	Health, Illness and Emergency
S15	Policy for the Administration of Medicine
S16	Hygiene Policy
G7	Toilet Policy
S17	Infectious and Communicable Diseases
S18	Smoking, Alcohol and Drugs
S19	Procedure in the event of staff arriving for work or a parent collecting a child under the influence of alcohol or drugs
G8	Food and Drink
S20	Food Safety Policy
S21	Dietary Requirements
G9	Equal Opportunities
G10	Dealing with Racial Harassment
S22	Special Educational Needs and Disability (SEND)
G11	Behaviour Management
C2	Bullying
G12	Suspensions and Exclusions
C3	Uncollected Children
G14	Late Collection Procedure
S23	Procedure for Unexpected Attendance of a Child at Smart Zone

G15	Procedure for Children Attending School Clubs
G16	Complaints Procedure
G18	Documentation and Information
G19	Data Protection Policy
G20	Admissions and Fees
G21	Cancellation of Booked Sessions

INTRODUCTION

Our Club aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the club continues to meet the needs of children and parents.

Our Club is committed to meeting the needs of parents by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Our club is committed to providing:

- Care and activities that put the needs and safety of children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Children's Act 2006 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

POLICIES AND PROCEDURES

STAFFING

All personnel are Disclosure and Barring Service (DBS) 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.

S3 - 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 applicants / volunteers must provide documentary evidence of their identity - i.e: either a passport or photo card driving licence and additionally a document such as a utility bill that verifies their 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 applicant / 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 applicants / volunteers wanting to work with children will undergo a face to face interview with at least 2 interviewers.

All staff and volunteers who work with children at Smart Zone are required to consent to a Disclosure and Barring Service (DBS) check; a confidential record will be kept of the date of the disclosure and its unique number. They will also 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.

A Recruitment Checklist will be completed for all applicants / volunteers starting work at Smart Zone to ensure that all relevant issues have been discussed with them.

Upon appointment all staff will be required to complete the Staff Disqualification Declaration Form.

A4. 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 D.B.S. 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 Recruitment Checklist.

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

G1 MISSION STATEMENT and OBJECTIVES

MISSION

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

OBJECTIVES

1. To provide staff with opportunities for continued enhancement, growth and training.
2. To be sensitive to each child's needs and offer a flexible range of activities which fulfil many of the aims of character development.
3. To create a varied physical environment where children are encouraged to explore and

express their ideas and skills without fear of criticism.

4. 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. Primary School.

5. To always give the best service possible and offer an open forum for ideas in order to constantly improve the service we offer.

62 SETTling IN

A new member of Smart Zone is welcome to visit prior to starting with us as often as is needed to feel at ease within the play setting. These visits may initially be with parents, but may develop into a short visit on his/her own. On a child's first session with Smart Zone they will be placed with a 'buddy' unless they already know other members of the group. The new child will be shown the toilets, cloakroom, where to keep their belongings; and will be introduced to the staff and the other children. The general routine will be discussed, including where they will find all of the toys and resources.

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

63 ARRIVALS AND DEPARTURES

Each day children who are attending Smart Zone will be signed in on the Daily Register, the time of arrival will be recorded by staff. If a child that has been booked into a session at Smart Zone will no longer be attending, due to illness or alternative arrangements (e.g. going to a friend's house), then the parent must inform us prior to the commencement of the session.

If a child who is expected at Smart Zone does not arrive for a booked session then staff will implement the Missing Child Procedure.

When a child is dropped off at Smart Zone for a Breakfast Club or a TDDay session a responsible adult must bring the child into the Smart Zone building and sign the child in.

When each child is picked up they must be signed out by a responsible adult and the time of departure recorded. Only authorised people nominated on the Registration Form may collect a child from Smart Zone, unless by prior consent.

Parents may give permission for their child to walk to and from Smart Zone alone by completing an Unaccompanied Travel Form.

G4 ALLOCATION OF SESSIONS POLICY

Sessions will be allocated through bookings received on a first-come, first-served basis.

G5 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, dressing up, computer studies, etc., plus there is a quiet area accommodating books, a home corner and a TV with suitable videos.

ACTIVITY INFORMATION

The activities on offer will vary from day to day and we will ensure all children's interests and requests are offered (if possible). There will be both indoor and outdoor activities; we also have the use of the Upper 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 and many more, 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.

G6 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.

S5 PHYSICAL ENVIRONMENT

The premises, a mobile classroom, is located in the grounds of St. Sampson's C.E. Primary School. 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 St Sampson's C.E. Primary School. In the unlikely event we need to return children to their parents immediately we shall contact the emergency numbers given to us, via the Registration Form, in priority order.

S7 HEALTH AND SAFETY POLICY

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 on school or SZ premises, or in the presence of children whilst in our care.

Any accidents caused by hazards or faulty equipment will be recorded on an Accident/Incident Record Form and filed in the Accident Report Book, the school will be informed.

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

No poisonous plants will be allowed in the building or the garden of Smart Zone.

S8 RISK ASSESSMENT POLICY

Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. Risk Assessments are conducted, reviewed and monitored regularly by all staff.

A visual inspection of both the equipment and the entire premises - both indoor and outdoor - will be carried out daily by the supervisor using the Daily Risks Visual Check List -Appendix 8.1. On discovering a hazard, staff will take all steps necessary to make themselves and other people

potentially affected safe. They will then notify the directors and ensure that a record is made in the Incident Record Book.

All accidents, incidents and dangerous occurrences will be recorded on an Accident (&Incident) Record Form on the same day the event took place, completed forms are filed in the Accident Report Book.

Staff will inform parents of the child or children concerned at the end of the session in which the incident, accident or dangerous occurrence took place. Where this is not possible, the information will be passed on at the earliest possible opportunity.

S9 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 written notification from a nominated person will be required. 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. All visitors entering the premises will be challenged.

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

S10 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 valuables 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.

S11 VISITS AND OUTINGS

We will occasionally be going on visits away from the 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 are available from

<https://www.gov.uk/child-car-seats-the-rules/using-a-child-car-seat-or-booster-seat>

Records are kept of vehicles including insurance and MOT. 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.

Each member of staff listed as a named driver must ensure that their insurance covers them to transport children and the M.O.T. and tax for their vehicle is current and up to date.

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

S12. SUN CREAM APPLICATION POLICY (excerpt)

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.

In the event of parents failing to provide sun cream, Smart Zone will supply and use their own.

S13. E-Safety Policies (excerpt)

ICT, digital and mobile technology resources are now regarded as an essential resource to support learning, teaching and personal and social development. Computer and web-based skills are vital to access life-long learning and employment; indeed ICT is now seen as an essential life-skill. Smart Zone recognizes that when using technology with children, staff need to ensure that the resource is used safely and responsibly.

S13 (i) Internet Policy

Smart Zone recognises that:

- The Internet can be used to support learning as well as for social and personal development activities.
- Internet access is a valuable resource for children who show a responsible and age appropriate approach to its use.
- The Internet is an essential element in 21st century life for

education, business and social interaction.

Internet use at Smart Zone

- Internet access for children will be used for educational purposes only and will include age appropriate filtering.
- Guidance about Responsible Internet Use will be part of the support provided to children.
- Smart Zone staff will guide children in online activities that will support their developmental and learning outcomes.

Internet access at Smart Zone

- Internet access at Smart Zone will only be permitted via designated laptops connected to the St Sampson's C.E. Primary School Network, this is currently provided by the South West Grid for Learning (SWGfL) which provides Internet access and associated managed services to all schools in the South West
- Children are not permitted to use any other devices to connect to the Internet.
- Internet access at Smart Zone will only be available to children who currently attend St Sampson's C.E. Primary School and whose parents have returned a signed Internet Use Consent Form.
- Children and staff will use Log-on ids and passwords granted to them by St Sampson's C.E. Primary School.

Filtering of Internet contents

- The St Sampson's C.E. Primary School Network is designed expressly for educational use and includes filtering appropriate to the age of children between the ages of 7 and 11.
- Smart Zone will work in partnership directly with parents and St Sampson's C.E. Primary School to ensure systems to protect children are reviewed and improved.
- *If staff or children discover unsuitable sites, the URL (address) and content must be reported to the SWGfL via the E-safety Coordinator who will contact St Sampson's C.E. Primary School and filtering@swgfl.org.uk to have the site blocked.*
- *SWGfL website logs will be regularly sampled and monitored through the SWGfL monitoring service: (<http://monitoring.swgfl.org.uk>).*
- *Any material that the E-safety Coordinator believes is illegal must be referred to St Sampson's Primary School and the Internet Watch Foundation. (IWF - <http://www.iwf.org.uk/>) and/or SWGfL.*

Risks

- In common with other media such as magazines, books and DVDs, some material available via the Internet is unsuitable for children. Smart Zone will take all reasonable precautions to ensure that users access only appropriate material. However, due to the international scale and linked nature of Internet content, it is not possible to guarantee that unsuitable material will never appear on a computer. Smart Zone cannot accept liability for the material accessed, or any consequences of Internet access.
- The use of computer systems without permission or for inappropriate purposes could constitute a criminal offence under the Computer Misuse Act 1990.

Introducing the Policy to children

- Rules for Responsible Internet Use will be posted in all areas

Responsible Internet Use

These rules help us to be fair to others and keep everyone safe.

- I will ask permission before using a computer and the Internet.
- I will only use my own log-in and no-one else's, I will keep my log-in secret.
- I will only open or delete my own files.
- I understand that I must not bring-in and use software or files without permission.
- I will only e-mail and open attachments from people I know, or has been approved.
- The messages I send will be polite and sensible.
- I understand that I must never give my home address or phone number to people I do not know, or to post on a social networking site.
- I will not arrange to meet people that I do not know face-to-face.
- If I see anything I am unhappy with or I receive messages I do not like, I will tell a member of Smart Zone staff immediately.
- I understand that if I deliberately break these rules, I may not be allowed to use the Internet or computers.

Smart Zone may exercise its right to monitor the use of its computer systems, including access to web-sites, the interception of e-mail and the deletion of inappropriate materials where it believes unauthorised use of the computer system is or may be taking place, or the system is or may be being used for criminal purposes or for storing unauthorised or unlawful text, imagery or sound. The South West Grid for Learning (SWGfL) monitors all Internet use and will notify the police and possibly the Local Authority if an illegal website is accessed.

S14 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 on Accident (& Incident Record Forms) (Appendix 8.2) and kept 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 on an Accident (&Incident) Record Form and filed in the Accident Report Book.
7. Ofsted and Social Services will be informed of any serious accident involving a child in our care.

If it is necessary for a playworker to accompany a child to hospital then an additional member of staff must be called into Smart Zone to provide cover. A list of contact numbers for all staff is located in the office.

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 Policy S15 - Policy for the Administration of Medicine will be followed. 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 Accident Book where any incidents/accidents are recorded and a 'Day Book' for any other notable comments etc.

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

S15 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.

S16 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.

67 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 with nappy changing, toilet training and managing toileting and to indicate their consent for Smart Zone staff to provide this, via the Registration Form initially and then in writing. Toilet training and managing toileting will be undertaken at the parents' written request if staff ratios permit.

S17 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.

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 (See Appendix I) 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.

S18 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.

S19 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 (A2) 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.

G8 FOOD AND DRINK

Smart Zone is committed to providing a healthy, nutritious and tasty breakfast and afternoon snack 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.

S20 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.

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

S21 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. A list of allergens in food served at Smart Zone is shown under S26.

Dietary requirements will always be adhered to.

G9. 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.

G10 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 responsibility 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.

S22 SPECIAL EDUCATIONAL NEEDS AND DISABILITY (SEND)

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.
- Take all reasonable steps to overcome barriers.

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.
4. Meeting the needs of any and all individuals.

We shall monitor, review, evaluate 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 SEND Code of Practice

G11 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 Smart Zone.

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.

C2 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 G12 - 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.

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 School Intranet.

G12 SUPSPENSIONS 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 (G11). 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.

C3 UNCOLLECTED CHILDREN

As detailed in the Site Security Policy (S9) "Persons able to collect a child must be clearly nominated on the Registration Form."

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 a relevant charge will be made (see Policy G14). A child will **never** be left alone in this instance.

G14 LATE COLLECTION PROCEDURE

Smart Zone does appreciate that on occasion it is impossible for parents to pick up their children at the designated time.

Please be assured that the staff will **ALWAYS** take care of your child or children at Smart Zone until such a time as they are collected by a parent or emergency contact.

In addition to taking care of your children in all situations and circumstances, we are also responsible for the welfare of our staff. Members of our staff will remain at Smart Zone until such time as your children are safely collected by a designated parent or emergency contact. Their time must be remunerated.

Therefore we have decided to initiate the following procedures which will only be implemented in the unusual event of parents being unable to collect their children before the end of session time.

- Children booked until 4 pm and collected after this time but before 5pm will be charged the 5pm session fee, which includes a healthy snack.
- Children booked until 5 pm and collected after this time but before 6 pm, will simply be charged the 6 pm session fee.
- Parents unable to collect their children who are booked until 6 pm.
 - 1 If parents know that they may be late:
 - A) Please call your emergency contact and ask that they collect your child by 6 pm or as soon as possible.
 - B) Please inform Smart Zone staff who to expect.

There will be a £5 charge per family for all children who are collected from Smart Zone between 6 pm and 6:15 pm.

- 2 At 6:15 pm the Emergency Care staff will take over at Smart Zone. If we haven't heard from parents, we will begin to contact the emergency friends and family from your child's registration form, asking them to collect your child or children as soon as possible. There will be a charge of £15 per family per hour to cover additional costs from 6:15 pm up until the child is collected.
- 3 If, by 7:15 pm, no contact has been made with parents or emergency contacts, then Wiltshire Social Services Emergency Duty Team will be contacted (0845 607 0888).

These procedures and charges will be employed as of 20th July 2015.

Please remain assured that your child or children will NEVER be left alone and we will ALWAYS care for your children for as long as is necessary.

S23. PROCEDURE FOR UNEXPECTED ATTENDANCE OF A CHILD AT SMART ZONE

If an Upper School child arrives at Smart Zone or a Lower School child expects to attend, 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.

G15. PROCEDURE FOR CHILDREN ATTENDING SCHOOL CLUBS

Children attending an organised after school activity in the Lower 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 Upper 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 the Missing Child Procedure will be implemented immediately.

G16. 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.

The first point of contact for a parent wishing to raise a concern is the Supervisor on duty at the session concerned; the Supervisor will make every effort to resolve the situation. If the concern is not resolved then the Supervisor will make a note in the Day Book and the Directors will discuss the situation with the parent.

The first point of contact for members of staff with concerns is the Directors of Smart Zone.

If the concern is still not resolved the parent or staff member will be asked if they wish to

make a formal complaint. If they do not wish to do so all concerned will continue to work towards resolving the concern until the parent / member of staff is happy with the outcome.

If the parent / member of staff wish to make a formal complaint, this must be made in writing, or by email, and addressed to the Directors.

The Directors will then fill in a Provider Complaints Record and carry out an investigation of the complaint.

The parent / member of staff will be notified of the outcome of the investigation within 28 days, in writing. Actions will be specified which are to be agreed by all concerned.

If the parent / member of staff is unhappy with the outcome of the investigation and do not agree with the action to be taken then the complaint should be referred to Ofsted:

COMPLIANCE, INVESTIGATION AND ENFORCEMENT TEAM

OFSTED

PICCADILLY GATE

STORE STREET

MANCHESTER

M1 2WD

Telephone: 0300 123 4666 (Complaints Line).

A log of Provider Complaints Record (and compliments) will be kept and may be viewed on request (this does not detail names and addresses), 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 strictly confidential.

G18. 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.

All data held by Smart Zone is listed in the Data Audit document held in the GDPR Folder in the office.

G19 Data Protection Policy



Data Protection Policy

At Smart Zone we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at Smart Zone can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is Elaine Ryan. The lead person ensures that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within the Club 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 Club staff 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 the Club, except with the designated Child Protection Officer and the Directors.
- Staff only discuss individual children for purposes of planning and session 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 an office accessible only to Smart Zone Staff, a lockable cupboard, lockable filing cabinet and / or on a password protected computer.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

Information that we keep

The items of personal data that we keep about individuals are documented on our personal data audit. The personal data audit 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 etc. Once a child leaves our care 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. We retain the information after a member of staff has left our employment for the recommended period of time, 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.

Smart Zone uses Mailchimp to contact parents and staff.

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.
- 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).

GDPR

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

This policy was adopted by all current Smart Zone at the Staff Meeting held on: 5 th February 2019

To be reviewed in: February 2020

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68 -3.71]*.

G20. 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/carer (hereon referred to as 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 the child will be invited to visit the Club for a visit and to 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.

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

To continue to provide a high quality, safe and stimulating service for the children at Smart Zone and to ensure the continued high standard and sustainability, we must ask that parents respect its policy in respect of fees.

On receipt of a completed booking form, invoices will be sent out as soon as possible before payment is due. Payment is due termly in advance for all pre-booked places and this non-refundable should parents take their children out of Smart Zone. If a Late Booking is made, and a vacancy is available at short notice, payment is due immediately when invoiced, this will incur a small additional Late Booking Fee. Payments can be made directly into the **Lloyds Smart Zone Bank Account no; 02170265, sort code; 30 13 35**. Cheques should be made payable to Smart Zone Ltd., with the relevant **invoice number** written on the reverse of the cheque. Cash is also acceptable, both cheques and cash can be dropped into the Smart Zone building, Bath Road.

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 terms notice is required in writing if a child will no longer be attending Smart Zone.

Pricing Details (early booking discount price is shown in brackets)

Session	Times	Cost	Notes
Breakfast Club	7:30a.m. to 8:45a.m.	£7.70 (£7.20)	Available during Term Time and on TDDAYS only. Children may leave a toothbrush and toothpaste at Smart Zone if parents wish.
After School Club	End of school / pre-school to 4:00p.m.	£6.00 (£5.50)	
	End of school / pre-school to 5:00p.m.	£11.00 (10.50)	Available during Term time only. Includes activities, a healthy snack and drinks.
	End of school / pre-school to 6:00p.m.	£13.50 (£13:00)	
TDDAY Full Day	8:45a.m. to 6:00p.m.	£31.00 (£30.00)	These sessions are available on St Sampson's C.E. Primary School TDDAYS only, and may be booked with Breakfast Club at an additional cost of £7.70 (£7.20)
TDDAY School Day	8:45a.m. to 3:00p.m.	£23.00 (£22.00)	
TDDAY Half Day	Any 4 $\frac{3}{4}$ hours	£20.00 (£19.00)	

A term's written notice will be given if prices are increased.

All TDDay sessions will include activities, drinks and an afternoon snack (served at 4pm).

For TDDay sessions Children should bring packed lunches in a labeled lunch box, anything that requires refrigeration must be in a separate labeled plastic bag (for refrigeration).

No sweets please.

G21 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 Diary entries from previous session
7:30 a.m.	Children arrive for breakfast club. Breakfast and activities are organised and overseen. H&S daily list is checked.
8.35 a.m.	Upper School children go to school
8.50 a.m.	Preschoolers and Lower School are taken to school.
8.50 a.m.	Staff have tidied up One member of staff leaves Supervisor ensures Day Book has been completed, if necessary Supervisor ensures all cupboards and office are locked
8.55am	Second member of staff leaves
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 small snack prepared.
3.00 p.m.	Pre-school children are collected then walked to Lower School
3.05 p.m.	Lower School children are collected and walk up to SZ.
3.10 p.m.	Upper School children walk to SZ.
3:20 p.m.	Any Upper School children that have not arrived will be looked for.
3.30 p.m.	Children allowed to go outside and play as soon as all children accounted for.
4.00 p.m.	A healthy snack 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.
- 6.00 p.m. Some tidying up begins, without interrupting activities.
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 Smart Zone 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 Smart Zone.