



Smart Zone

CHILDREN'S CLUB

POLICIES AND PROCEDURES MANUAL

Last updated March 2023

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Mission Statement

It is the mission of Smart Zone to provide safe, stimulating and sociable wrap around care to the children of local schools during term time.

Our professional and experienced staff will provide a reassuringly warm and friendly service at a competitive cost; we will work alongside parents and other agencies to enhance children's lives and help them to grow into confident, independent young people.

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

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

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S1. Smart Zone Safeguarding and Child Protection Policy

Children's Social Care referrals and advice:

Multi-Agency Safeguarding Hub (MASH): 0300 456 0108

(08:45am-5pm Mon-Thurs) and (8:45am-4pm Friday)

Out of hours: 0300 456 0100

If you believe a child is at immediate risk of significant harm or injury, or being left alone, you must call the police on 999.

Wiltshire Designated Officer For Allegations (DOFA):

Contact the Multi-Agency Safeguarding Hub (MASH): **0300 456 0108** and select Option 3 then Option 4 or email dofaservice@wiltshire.gov.uk

Early Help

Contact Dawn Ridewood (Early Help Advisor in the MASH Team).

Dawn.Ridewood@wiltshire.gov.uk

SEND Service

0300 456 0108 and select option 5

Whistleblowing Advice Line

0800 028 0285

Helene Schwartz (Safeguarding Advisor – Education & Early Years)

Helene.Svchwartz@wiltshire.gov.uk

Introduction

This document contains information on what Smart Zone should do, and sets out the legal duties with which Smart Zone must comply, in order to keep children safe.

The welfare of the child is paramount

Children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them.

We aim to provide a high quality setting which is welcoming, safe and stimulating, and where children are able to grow in confidence. We will take all necessary steps to keep children safe and well and ensure the suitability of adults who have contact with them. We will promote good health; manage behaviour and maintain records, policies and procedures.

What is safeguarding?

Safeguarding is defined as:

- ensuring that children grow up with the provision of safe and effective care;
- taking action to enable all children to have the best life chances;
- preventing impairment of children's health or development;
- protecting children from maltreatment.

Safeguarding is the responsibility of all adults, especially those working or volunteering with children. Smart Zone aims to help protect the children in its care by working consistently and appropriately with all relevant agencies to reduce risk and promote the welfare of children.

Smart Zone Staff:

- are advised to maintain an attitude of 'it could happen here' as far as safeguarding is concerned;
- will always act in the best interest of the child;
- will be familiar with this policy;
- will be able to record and report concerns as set out in this policy;
- will be able to deal with a disclosure of abuse from a child.

What is child protection?

Child protection is a part of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific children who are suffering, or at risk of suffering, significant harm.

Definition of significant harm

The Children Act 1989 (2004) introduced **Significant Harm** as the threshold that justifies compulsory intervention in family life in the best interests of children. Physical Abuse, Sexual Abuse, Emotional Abuse and Neglect are all categories of Significant Harm.

Role and responsibility of the Designated Safeguarding Lead

Lisa Longstaff is appointed to the role of Designated Safeguarding Lead (DSL), and Joanne Ferris is appointed as Deputy Designated Safeguarding Lead (DDSL) for child protection and safeguarding. These members of Smart Zone staff will make up the Key Safeguarding Team.

The DSL will take lead responsibility for the Key Safeguarding Team to:

- Manage all child protection issues, including referring cases to the MASH, or to the Channel programme where there is a radicalisation concern.
- Liaise with staff, volunteers and parents.
- Support staff who make referrals to the Multi-Agency Safeguarding Hub (MASH), or Channel Programme.
- Work in partnership with other agencies such as the local authority, MASH, police, Channel Programme
- Undertake training.
- Raise awareness of safeguarding, by regular review of the Safeguarding and Child Protection Policy and ensuring availability to staff and parents.
- Induct staff and volunteers, carry out staff training to ensure staff are aware of the Safeguarding and Child Protection Policy.
- Maintain safeguarding files.

1. Local and National Legislation and Guidance

All actions will be taken in line with the following:

- Wiltshire Safeguarding Vulnerable Peoples Partnership (SVPP) procedures (please see flow charts on display in the setting)
- Working Together to Safeguard Children - 2018.
- The Revised Multi-agency thresholds for Safeguarding Children - 2014.
- WSCB Case Resolution Protocol - August 2018.
- Information sharing advice for safeguarding practitioners- March 2015.
- Wiltshire Safeguarding Thresholds Guidance.
- Keeping Children Safe in Education (KCSE) Sept 2022

Reference copies of the documents listed above are kept in the office at Smart Zone under Section 7 of the Safeguarding Folder.

2. Safer Recruitment

All applicants and volunteers seeking to work with children at Smart Zone must complete an application form which asks for key information in a consistent format (Appendix 8).

Before commencing employment all candidates and volunteers must provide documentary evidence of their:

- Identity - either a full birth certificate, passport or photo-card driving licence and additionally a document such as a utility bill that verifies the applicant's/volunteer's name and address. Where relevant, change of name documentation must be produced.
- Qualifications.
- Right to work in the UK.
- Employment references, including the most recent employer. Open references or references supplied by the candidate/volunteer will not be accepted.

In addition, staff will be asked to give a declaration of their mental and physical fitness.

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. The DBS Check will be kept with the staff records. For further details please refer to Policy S3 - Safe Recruitment Policy.

The following staff have completed Safe Recruitment training:

Name	Date completed
Lisa Longstaff	April 2019

3. Safer Working Practice

All members of staff and volunteers must have read, understood and signed the Staff Code of Conduct (Appendix 11) and Staff Disqualification Declaration Forms (Appendix 10) during the induction process. All staff are then required to re-read and sign these documents annually in September. A copy of the completed documents will be retained and held with each member of staff's records. Copies of the Staff Code of Conduct and Staff Disqualification Declaration Forms are held in the office at Smart Zone under Section 6 of the Safeguarding Folder.

All staff are required to read and agree to abide by the Social Networking Policy for Smart Zone Staff - see policy S13(iii). The Staff Code of Conduct and Social Networking Policy will be re-addressed annually with all staff.

4. Use of Mobile Phones, Smart Phones, Cameras and Portable Games Consoles

It is our intention to provide an environment in which children, parents and staff are safe from images being recorded and used inappropriately, in turn eliminating the following concerns:

- 1) Staff being distracted from their work with children
- 2) The inappropriate use of mobile phone cameras around children

Our aim is to have a clear policy on the acceptable use of mobile phones and cameras that is understood and adhered to by all parties concerned (staff, volunteers, children and visitors) without exception. In order to achieve this aim, we operate the following Acceptable Use Policy:

Mobile Phones and Smart Phones

- Smart Zone staff may bring in personal mobile phones or smart phones for their own use. Smart Zone does not allow a member of staff to contact a child who currently attends Smart Zone using their personal device.
- Smart Zone staff should contact the parents of children using the club landline unless in situations that cannot be resolved using their personal device, in this case their actions must be shared and transparent.
- Staff bringing personal devices into Smart Zone must ensure there is no inappropriate or illegal content on the device.
- Staff will take mobile phones with them whilst on outings away from Smart Zone in order that contact may be made should the necessity arise.
- If staff have a personal emergency they are free to use Smart Zone's phone or make a personal call from their own device, within the privacy of the office.
- Staff must ensure that Smart Zone has up to date contact information for their emergency contacts and themselves. This is the responsibility of the individual staff member.
- All volunteers will be requested to place their phone in the office and asked to take or receive any calls in this area. The frequency of personal calls to staff and volunteers should be within reasonable limits and must not impact upon the safety of children in our care.
- It is the responsibility of all members of staff to be vigilant and report any concerns to the session leader or the Directors.
- Concerns will be taken seriously, logged and investigated appropriately (under Section 6 of this policy).
- The Directors reserve the right to check the image content of a member of staff's mobile phone or smart phone should there be any cause for concern over the appropriate use of it.
- Should inappropriate material be found then the Wiltshire Designated Officer for allegations (DOFA) will be contacted immediately (**01225 713945**). We will follow the guidance of the DOFA as to the appropriate measures for the staff disciplinary action.
- Children are not encouraged to bring mobile phones or smart phones into Smart Zone, if they do so the phone will be held securely in the office on arrival until the child is signed out of Smart Zone.
- Adults, including visitors, will be asked to take or make any calls on their mobile phones or smart phones far away from any children or confidential material.

Cameras

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form of recording their social development. However, it is essential that photographs are taken and stored appropriately to safeguard the children in our care.

- Parents will sign a consent form to give permission for their child to be photographed.
- Images taken of children for Smart Zone must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.

- Images of children must only be taken using the official Smart Zone camera. Images taken will be logged on the appropriate whiteboard to notify the Directors and Marketing Manager that they have been taken.
- Images taken must be downloaded onto a password protected computer as soon as possible (usually within a week) by the Directors or Marketing Manager and then erased from the camera.
- These photographs may be downloaded off-site and erased from the computer as soon as the images have served their purpose.
- Under no circumstances must cameras of any kind be taken into the toilets.
- Failure to adhere to the contents of this policy will lead to disciplinary procedures being followed.
- Children are not allowed to bring any device containing a camera into Smart Zone. If they do so the device will be confiscated and held securely in the office until the child is signed out.
- Any photographs used by Smart Zone in any publication may only be used on each occasion with the specific permission of the parent or carer.

Portable Gaming Devices

Children are not allowed to bring portable gaming devices into Smart Zone. If they do so the device will be confiscated and held securely in the office until the child is signed out.

Online safety

To safeguard children online, we will refer to 'Safeguarding children and protecting professionals in early years settings: online safety considerations'.

Please also see separate e-safety policy (E13)

5. Training

DSL / DDSL	Multi-agency training at least every 3 years. (Level 3 course)
Whole-setting staff group	Single-agency training at least every three years. (Minimum of Level 1 course)
All new staff and volunteers	Will receive safeguarding induction including a copy of the Safeguarding and Child Protection Policy and Staff Code of Conduct.

At least one person who has a current paediatric first aid certificate must be on the premises and available at all times when children are present, and must accompany children on outings.

The following members of staff currently hold paediatric first aid certificates (correct as of Nov 2022):

Gregory Estall (exp May 2025)	Lisa Longstaff (exp March 2024)
Jo Ferris (exp	Dawn Watson (exp March 2024)

Gail McCabe (exp May 2025)	Gregory Estall (exp May 2025)
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6. Allegations against Staff, Volunteers or Other Adults

Smart Zone follows the procedure set out by the WSCB 'Allegations against adults' flowchart (Appendix 5).

If a member of staff or volunteer becomes aware that another member of staff or volunteer may have:

- Behaved in a way that has harmed a child, or may have harmed a child;
 - Possibly committed a criminal offence against, or related to, a child;
 - Behaved towards a child in a way that indicates they may pose a risk of harm to a child;
- Or a child discloses abuse involving a member of staff or volunteer, or has any other concern about the behaviour or an adult who works or volunteers at Smart Zone,

They must immediately consult the Directors Lisa Longstaff and Joanne Ferris who will refer to the Designated Officer For Allegations (DOFA).

Wiltshire Designated Office for Allegations

Contact the Multi-Agency Safeguarding Hub (MASH): **0300 456 0108** and select Option 3 then Option 4 or email dofaservice@wiltshire.gov.uk

Any concern or allegation against either of the Directors should be reported directly to the Multi-Agency Safeguarding Hub (MASH) on 0300 456 0108.

Any allegation of abuse will be dealt with in a fair and consistent way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

In some circumstances the member of staff will, without prejudice, be asked to take a period of paid leave pending the results of the investigation.

Smart Zone will make every effort to maintain confidentiality and guard against unwanted publicity while an allegation is being investigated or considered.

Malicious allegations against staff will be investigated and dealt with by the Directors.

Ofsted must be notified

If you have concerns about a colleague

Staff and volunteers may worry that they have misunderstood the situation and they will wonder whether a report could jeopardise their colleague's career. All staff and volunteers must remember that the welfare of a child is paramount.

If staff members have concerns about another staff member or volunteer then this should be reported immediately using the procedure described above.

Whilst the 'allegation management procedure' above must be used when the behaviour of an adult causes concern, all staff and volunteers should also feel able to raise concerns about poor or unsafe practice and potential failures in the Smart Zone safeguarding regime, this should be done using the Whistleblowing Procedure.

7. Whistleblowing Procedure

A member of staff who suspects that malpractice or any unlawful act is taking place within the club should raise the matter as soon as possible with the Directors of Smart Zone (this is known as Whistleblowing). The Public Interest Disclosure Act 1998 protects employees from victimisation or dismissal as a result of Whistleblowing.

Staff may contact the NSPCC Whistleblowing Advice Line which provides support for professionals who are worried about children in the workplace:

0800 028 0285

help@nspcc.org.uk

8. Categories of Child Abuse and Neglect

The types of abuse are:

Main categories of abuse:
<ul style="list-style-type: none">• Physical abuse• Emotional abuse• Sexual abuse• Neglect• Failure to Thrive
For more information about categories of abuse, including indicators, please refer to Appendix 2.

Specific Safeguarding Issues:

Child Sexual Exploitation (CSE)

- CSE is a form of sexual abuse where children are sexually exploited for money, power or status.
- It can involve violent, humiliating and degrading sexual assaults.
- In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status.
- Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them.
- CSE does not always involve physical contact and can happen online.
- A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

Female Genital Mutilation (FGM)

- FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons.
- It is illegal in the UK and a form of child abuse with long-lasting harmful consequences.

Staff must inform the DSL immediately if they suspect a girl is at risk of FGM.

Preventing Radicalisation

Protecting children from the risk of radicalisation should be seen as part of our wider safeguarding duties, and is similar in nature to protecting children from other forms of harm and abuse.

During the process of radicalisation it is possible to intervene to prevent vulnerable people being radicalised.

Staff should use their judgement in identifying children who might be at risk of radicalisation and speak to the DSL if they are concerned about a child. The DSL will act proportionately which may include making a referral to the Channel Programme or the MASH.

Allegations of abuse made against other children: child on child abuse

Occasionally, safeguarding allegations may be made against children by other children at Smart Zone.

This is most likely to include, but not limited to:

- bullying,
- gender based violence/sexual assaults and
- sexting.

Staff should recognise that children are capable of abusing their peers. Abuse is abuse and should never be tolerated or passed off as "banter" or "part of growing up".

- If there is a safeguarding concern the DSL should be informed, and will decide on any appropriate action.
- A record will be made in line with Section 11 of this policy.

Victims of child on child abuse will be supported. This type of support will vary depending on the circumstances, also see C2 - Bullying Policy.

For more information about specific indicators, signs and symptoms of abuse and neglect, please refer to Appendix 2.

9. Responding to Disclosures or Concerns

Procedure for staff to report a concern about a child

Smart Zone follows the procedure set out by the SVPP 'What to do' flowchart (in Appendix 1).

Responding to concerns:

Where any adult has a **concern** about a child they should:

1. **Report the concern** to the DSL or DDSL **immediately**. In their absence, staff members should speak directly to Children's Social Care (by contacting the MASH team - see contact details on the front page of this policy).

In complex circumstances, the DSL, DDSL or member of staff may seek advice from Children's Social Care by ringing the MASH team to obtain advice.

It is *not* the responsibility of Smart Zone staff to investigate safeguarding concerns or determine the truth of any disclosure or allegation. All staff and volunteers, however, have a duty to recognise concerns and inform the DSL or DDSL immediately.

2. **Record the concern** by completing a WSCB 'Welfare and Child Protection concern form' (see Appendix 4) kept in the Child Protection tray at SZ and hand it in to the DSL or DDSL. The records must be signed and dated. The DSL or DDSL should include outcomes and any agreed action that is to be taken. For further information see Section 11 of this policy.

The DSL / DDSL will then decide on the best course of action and consider a referral to the MASH or Early Help (see section 10 for more information for further information about Early Help).

Appendix 3 provides information about the actions taken by Children's Social Care when there are concerns about a child.

If a child's situation does not appear to be improving the staff member with concerns should press for re-consideration, contact the MASH.

Multi-Agency Safeguarding Hub (MASH): 0300 456 0108.

Responding to disclosures:

Guidance for Staff:

DO:

- Create a safe environment by offering to take the child to a private and safe place.
- Stay calm.
- Reassure the child and stress that he/she is not to blame and they were right to tell you.
- Listen carefully to the child and tell them that you believe them.
- Tell the child that you have to speak to someone who can help to keep them safe.
- Do not interview the child, keep questions to a minimum and encourage the child to use his/her own words: questioning should only include TED questions:
 - **Tell me**
 - **Explain**
 - **Describe**
 - Or use the mirroring technique:
i.e. "My dad hit me last night"; respond by "Your dad hit you last night?"
- Record as soon as possible exactly what the child has said to you / what you have heard or what you saw, and any other relevant information.
- **Immediately** inform your DSL / DDSL (and nobody else) so that any appropriate action can be taken to protect the child if necessary.

DO NOT:

- Investigate the issue yourself.
- Ask the child to write down what they said or repeat it to another adult.

- Record the conversation on any device, take notes while the child is speaking or ask the child to write an account.
- Ask another adult to witness their disclosure -the child has chosen to tell you.
- Take photographs of any injuries.
- Postpone or delay the opportunity to speak to the child.
- Approach or inform the alleged abuser.

Sharing concerns with parents and carers

For more information, please refer to *Information Sharing -Advice for practitioners providing safeguarding services to children, young people, parents and carers July 2018 - copy in Section 7 of Safeguarding Folder kept in the office at SZ.*

Smart Zone is committed to work in partnership with parents and carers and in most situations it may be appropriate to discuss initial concerns with them.

However there will be some circumstances where the DSL or DDSL will not seek consent from the individual or their family, or inform them that the information will be shared. For example, if doing so would:

- place a child at increased risk of significant harm;
- place an adult at increased risk of serious harm;
- prejudice the prevention, detection or prosecution of a serious crime;
- lead to unjustified delay in making enquiries about allegations of significant harm to a child, or serious harm to an adult.

10. Early Help

The Wiltshire Thresholds for Safeguarding Children document aims to inform Early Years and other agencies about the suitable action to take when a child has been identified as making inadequate progress or having an unmet need. Whenever possible, I will ensure that early intervention is actioned via a referral to Early Help as soon as the criteria are met, to prevent situations to escalate into larger problems. The document can be found on WSVPP website. I am aware that I can call MASH anytime for support around Early Help. I may be required to use the ESA (Early Support Assessment) and work with other agencies to:

- identify children and families who would benefit from early help
- undertake an assessment of the need for early help
- provide targeted early help services to address the needs of a child and their family

Be alert to the potential need for early help for a child who:

- has additional needs
- is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse
- is a privately fostered child
- has a parent/carers in custody.

11. Record Keeping of Child Protection Concerns

Smart Zone will:

- Keep clear written records of all child safeguarding and child protection concerns using the Child Welfare and Child Protection Record Form, with a body map (see Appendix 4), including actions taken and outcomes as appropriate.
- Ensure all completed Child Welfare and Child Protection Record Forms are kept securely in the Child Welfare and Child Protection Record Forms file in the locked cupboard at SZ. The record must be signed and dated. The DSL or DDSL is responsible for ensuring that concerns and discussions are written up properly and acted on appropriately.
- Minor concerns not referred externally will also be held in the Child Welfare and Child Protection Record Forms file.
- Every completed Safeguarding and Child Protection Concern Form should be recorded in the Chronology of Safeguarding Concerns, Disclosures and Referrals book, whether a concern is referred or not. This book is kept in a locked cupboard, and is used to identify any patterns of abuse.
- The DSL and DDSL will act in accordance with Information Sharing - July 2018 .
- Information about pupils at risk of harm is shared with staff on a "need to know" basis. The DSL / DDSL makes a judgement in each case.

12. Children with Special Educational Needs or Disabilities (SEND)

Smart Zone recognises that for a variety of reasons, children with additional needs face an increased risk of abuse and neglect; therefore adults are expected to take extra care to correctly interpret apparent signs of abuse or neglect. Staff also recognise that children with SEND are at a higher risk of peer group isolation and can be disproportionately affected by bullying. Extra support will be considered for children with SEND via the Smart Zone 'Bespoke' Service. Indications of abuse for children with SEND will be reported as for other children.

Additional barriers can exist when recognising abuse and neglect in children with SEND. This can include:

- assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability without further exploration;
- children with SEND and disabilities can be disproportionately impacted by things like bullying- without outwardly showing any signs; and
- communication barriers and difficulties in overcoming these barriers.

We will provide an environment in which pupils with SEND feel confident and able to discuss their concerns. Whenever possible, pupils will be given the chance to express themselves to a member of staff with appropriate communication skills.

Wiltshire Council provides targeted support services for children with SEND who need additional support: [Wiltshire Local Offer - Local Offer](#)

13. Welcoming Other Professionals

Visitors with a professional role will have had the appropriate vetting checks undertaken by their own organisation. They should provide evidence of their professional role and employment details (an identity badge for example). If necessary, Smart Zone will contact the relevant organisation to verify the individual's identity.

Professionals will complete the Visitor's Book and may be asked to wear a Smart Zone I.D. badge if they are to be unaccompanied around the setting.

14. Off-site Visits

Appropriate risk assessments must be in place prior to any off-site visit taking place.

15. Policy Review

This policy will be reviewed annually during the Autumn Term and any deficiencies and weaknesses found will be remedied without delay.

S2 - Staff Code of Conduct

All staff are required to follow the Staff Code of Conduct - see Appendix 11.

All staff are required to sign the Staff Code of Conduct on commencement of employment and then annually in Term 2.

By signing the Code of Conduct staff are confirming that:

- They have read and understood the expected Code of Conduct to be undertaken by Smart Zone staff.
- They agree to abide by these guidelines in all aspects of their employment at Smart Zone.

Any breaches of the Staff Code of Conduct will result in the Staff Discipline Procedure (see A2) being applied.

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. See Appendix 8

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.

An Induction Checklist will be completed for all applicants / volunteers starting work at Smart Zone to ensure that all relevant issues have been discussed with them - See Appendix 9.

Upon appointment all staff will be required to complete the Staff Disqualification Declaration Form, Staff Code of Conduct, Confidentiality Policy and Social Media Policy. These will then be completed annually in Term 2.

S4.- Staff Development and Training Policy

This policy is designed to encourage all staff to develop their skills within Smart Zone by undertaking relevant training.

All staff will be given statutory training and offered other training as it arises. Staff may request relative training at any time and this will be considered in view of:

- Funds available
- Timing
- Previous training record
- Needs of the club
- Needs of the individual

Training may take various forms e.g.: courses, reading, visits, monitoring. All training will be evaluated and recorded on the individual's record.

All staff will be given:

Induction: prior to starting and during the first week the Induction Checklist (Appendix 9) is followed:

- Health and safety: in-house procedures during day 1.
- Familiarisation: for any new tasks during day 1 of that task.
- Essential training on Health and Safety, Food Hygiene, First Aid and Safeguarding Children and Evacuation Procedures will be planned as necessary.

Staff development will be discussed annually at a personal review/appraisal to identify training needs and plan continual professional development. Staff will be given a copy of their action plan. It may also be discussed informally at any time. The Directors of Smart Zone operate an 'open door' policy where staff may discuss their concerns with them at any time. The Directors also regularly monitor the wellbeing of staff.

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 that they only have to walk with staff across a playground to and from school (staff will accompany Lower School children). The pond area is inaccessible to unsupervised children. The mobile is within ten minutes walk from most facilities in Cricklade, i.e. Library, shops, G.P. Surgeries, 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.

Parents will be reminded during the Summer months to provide sun hats and sun barrier cream

If, 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.

S6 - Equipment

Smart Zone is committed to providing children with access to a wide range of equipment that stimulates enjoyment, learning and development, both indoors and outdoors. All furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with Safety standards of Toys (Safety) Regulations (1995) where applicable.

Any faulty equipment should be removed and reported to Smart Zone Directors. Any defect on the outdoor Adventure play area should be reported to St Sampson's Site Manager and/or Headmistress. Contacts found on 'Useful Contacts' list in the Smart Zone office. Staff should complete incident form

Smart Zone has equipment and resources suitable for all children currently in attendance, including those with special educational needs.

There is an asset register for high value items.

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.
- There will always be at least one member of staff supervising children playing outside
- Dangerous behaviour by the children will be discouraged at all times.
- No one will be allowed to smoke on school or SZ premises, or in the presence of children whilst in our care.
- All substances which may be considered hazardous to health, including cleaning materials, have been assessed. Copies of the assessments are available in the CoSHH (Control of Substances Hazardous to Health) File held in the office. A CoSHH assessment will be completed for each new product purchased for use within the club. All CoSHH assessments will be seen and understood by those staff who are exposed to the substance/product. All chemicals and cleaning products are appropriately and securely stored out of reach of children. Suitable personal

protective equipment (PPE) has been identified and available for use by staff.

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. A list of these is given in Policy S25 Poisonous Plants.

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 person in charge of the session using a Daily Risks Visual Check List. 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 on an Accident / Incident Record Form.

All accidents, incidents and dangerous occurrences will be recorded on an Accident / Incident Record Form (Appendix 12) Form on the same day the event took place, completed forms are filed in the Accident Report Book.

Where an accident or incident involves a child, staff will inform parents of the child or children concerned at the end of the session in which the incident or accident 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 allowed to collect a child must be clearly nominated on the Registration Form. If, due to unforeseen circumstances, another person is required to collect a child written notification from a parent 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 in the Fire Book. 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.

The Session Leader will check all children and staff are accounted for using the current day's register. The meeting point will be at the small gate adjacent to the mobile near Bath Road.
See Appendix 21 Fire Procedure

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

S11 - Visits and Outings

Vacant for future legislation

S12 - 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. Parents will complete the section on the Registration Form, permission to apply sun cream

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, providing parental permission has been given.

S13 - E Safety Policies

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 recognises 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

<p>appropriate approach to its use.</p> <ul style="list-style-type: none"> • The Internet is an essential element in 21st century life for education, business and social interaction.
Internet use at Smart Zone
<ul style="list-style-type: none"> • Internet access for children will be used for educational purposes only and will include age appropriate filtering.
<ul style="list-style-type: none"> • Guidance about Responsible Internet Use will be part of the support provided to children.
<ul style="list-style-type: none"> • Smart Zone staff will guide children in online activities that will support their developmental and learning outcomes.

Internet access at Smart Zone
<ul style="list-style-type: none"> • Internet access at Smart Zone will only be permitted via designated computers 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 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 (Appendix 7). • 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
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • <i>If staff or children discover unsuitable sites, the URL (address) and content must be reported to the Headteacher of St Sampson's C.E. Primary School who will inform the police if necessary.</i>
Risks

<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • Rules for Responsible Internet Use will be posted in all areas where computers are used. 	
<ul style="list-style-type: none"> • Children will be informed that Internet use is monitored. • Smart Zone staff will ensure that the Internet Policy is implemented and compliance with the policy monitored. 	
Management of the Smart Zone website	
<ul style="list-style-type: none"> • Written permission from parents will be obtained before photographs of children are published on the Smart Zone website. • Photographs published on the website that include children will be selected carefully and will not enable individuals to be clearly identified. • Names of children will not be used anywhere on the website. • The Directors of Smart Zone will take overall editorial responsibility and ensure that content is accurate and appropriate. 	
Communication	
	E-mail
	Children are not permitted to use email whilst at Smart Zone.
	On-line communications and social networking
	Children, staff and adults are not permitted to use on-line communications and social networking whilst at Smart Zone.
	Mobile technologies

	<p><u>Children are not allowed to bring mobile phones, cameras or any portable games consoles into Smart Zone, if a child needs to bring one in for any reason it will be held by staff in the office until the child is signed out. Adults entering the Smart Zone building will be requested to switch off mobile phones. Staff are permitted to use mobile phones appropriately and with discretion.</u></p> <p>Emerging technologies will be examined for educational benefit and a risk assessment will be carried out before its use within Smart Zone is allowed or prohibited.</p>
Parents and E-Safety	
<ul style="list-style-type: none"> • Parent's attention will be drawn to the E-Safety Policies via newsletters and the Smart Zone Parents Pack. 	
Staff	
<ul style="list-style-type: none"> • All staff will be consulted about the contents of these policies to ensure that the use of the Internet and mobile technologies supports their work with children in a safe environment. 	
<ul style="list-style-type: none"> • All staff will be required to read and sign this policy as part of their induction. 	
<ul style="list-style-type: none"> • The consequences for internet and mobile phone technology misuse by children will be clear so that all staff are confident to apply this should the situation arise (e.g. supervised access, withdrawal of access). 	
<ul style="list-style-type: none"> • Staff should be aware that internet traffic at Smart Zone is monitored and reported on by the SWGfL and can be traced to the individual user. Discretion and professional conduct is essential. 	
<ul style="list-style-type: none"> • Staff training in safe and responsible internet use will be provided as required. 	
Complaints	
<ul style="list-style-type: none"> • Any complaint about staff misuse must be referred to the Directors of Smart Zone. 	
<ul style="list-style-type: none"> • Parents and children will need to work in partnership with staff to resolve issues should they arise. 	
<ul style="list-style-type: none"> • There may be occasions when the police must be contacted. Early contact could be made to establish the legal position and discuss strategies. 	
<ul style="list-style-type: none"> • Sanctions available if a child is found to be misusing internet access include: 	
	<ul style="list-style-type: none"> ➢ Interview/counselling by a senior member of staff. ➢ Informing parents and school. ➢ Removal of Internet or computer access for an identified proportional amount of time ➢ Supervised access

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.

Refer to Appendix 7 – Internet Use Consent Form

S13 (ii) Laptop policy for Smart Zone Staff (this policy applies to the Admin Laptop)

1. The admin laptop is the responsibility of the Directors of Smart Zone. If another member of staff borrows it, the responsibility still stays with the Directors. Only Smart Zone staff may use the laptop and it must be signed out of the building by the member of staff concerned.
2. The laptop remains the property of Smart Zone.
3. The admin laptop will be password protected and have password protected screen savers that will appear after 2 minutes.
4. Any unnecessary data must be deleted from the admin laptop.
5. When not being used, the laptop should be switched off and kept secure.
6. Whenever possible, the laptop should not be left in an unattended car. If there is a need to do so it should be locked in the boot.
7. Staff may not load any software onto the admin laptop without authorisation from the Directors.
8. If any removable media is used then it should be checked to ensure it is free from any viruses.
9. It is the responsibility of the Directors to ensure virus protection software that has been installed on the laptop is kept up to date.
10. Staff should not attempt to alter the laptop settings without express authorisation from the Directors.
11. Children must never use the admin laptop.
12. When being transported, the carrying case supplied should be used at all times.
13. The laptop should be covered by normal household insurance. If not it should be kept at Smart Zone and locked up overnight.

S13 (iii) Social Networking Policy for Smart Zone Staff



Social networks are very popular and used by all ages in society. The most popular social networks are web-based, commercial, and not designed for educational use. They include sites like Facebook. For individuals, social networking sites provide tremendous potential opportunities for staying in touch with friends and family.

As childcare workers we have a professional image to uphold and how we conduct ourselves online helps determine this image. As reported by the media, there have been instances of childcare professionals demonstrating professional misconduct while engaging in inappropriate dialogue about their setting and/or children, staff and parents; or posting pictures and videos of themselves engaged in inappropriate activity. Increasingly, staffs' online identities are too often public and can cause serious repercussions, both privately and professionally.

One of the hallmarks of social networks is the ability to "friend" others - creating a group of others that share interests and personal news. When children gain access into a worker's network of friends and acquaintances and are able to view personal photos, the dynamic is altered. It is important to maintain a professional relationship and to avoid relationships that could be misconstrued; and/or are contrary to the 'Guidance for Safer Working Practices for Adults who Work with Children and Young People (2015)'. **Please be aware that 'Friending' or accepting invitations to 'Friend' children who attend Smart Zone, or have attended Smart Zone in the past, and are under the age of 18, is not permissible and will incur disciplinary action.**

For the protection of your professional reputation, it is expected that you comply with the following practices:

Friends and friending

- Do not accept or initiate friendships on any personal social networking sites with children who attend Smart Zone, or have attended Smart Zone in the past, and are under the age of 18.
- It is advisable not to accept or initiate friendships with **any** children, apart from members of your immediate family on personal social networking sites.
- Remember that people classified as "friends" have the ability to download and share your information with others.



Content

- Do not write or respond to anything that may be deemed to be defamatory, obscene, proprietary, or libellous. Exercise caution with regards to exaggeration, colourful language, guesswork, copyrighted materials, legal conclusions, and derogatory remarks or characterisations.
- Consider whether a particular posting puts your effectiveness as a childcare professional at risk.
- Post only what you want the world to see. Imagine that all work contacts are all able to

visit the site. It is not like posting something to your web site or blog and then realising that a story or photo should be taken down. On a social networking site, basically once you post something it may be available, even after it is removed from the site.

- Do not discuss children, parents or co-workers or publicly criticise the setting policies, activities or personnel.
- Do not post images that include children and/or parents taken at work.
- Please be aware that any statuses you post may be seen by parents of children who currently attend Smart Zone and the parents of children who may potentially attend Smart Zone in the future.
- If words or actions by any member of staff are deemed by the Directors to jeopardise the professional reputation of Smart Zone then disciplinary action will be taken.

Security Advice

- Check your profile's security and privacy settings. At a minimum, childcare professionals should have all privacy settings set to "friends only".
- "Friends of friends" and "Networks and Friends" open your content to a large group of unknown people. Your privacy and that of your family may be a risk. People you do not know may be looking at you, your work, your home, your kids, your grandchildren - your lives!

Breach of Social Networking Policy

Any reported instances of inappropriate friendships or unprofessional dialogue or postings will be investigated by the Directors following the Smart Zone Discipline Procedure. If the matter is not resolved, the member of staff concerned may no longer be able to work at Smart Zone.

I have read, understood and agree to abide by the Smart Zone Social Networking Policy:

Signed: _____

Date_____

Print Name: _____

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 12) 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 a 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 procedure 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 member of Smart Zone staff 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 member of staff 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 for 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.

When 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 surgery. 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 an Accident Book where any incidents/accidents are recorded and a Diary 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 (Appendix 13) 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 labelled 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 (Appendix 13) which is on the reverse of 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 Policy

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.
- 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.

Children will be encouraged to adopt the above routines.

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.

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 (S14) 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 via the Notification of Infectious & Communicable Diseases Form (Appendix 14).

The minimum exclusion period for various Communicable Diseases are shown in Appendix 15.

National and local pandemic emergencies

Smart Zone will follow NHS, Local Authority and central government advice and any relevant statutory requirements.

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 and inform the Directors

S19 - Procedure in the event of staff arriving for work, or a parent collecting a child, under the influence of alcohol or drugs.

Staff:

The Directors (Lisa Longstaff and Joanne Ferris) will be informed immediately.

Alternative staff will be put in place.
The Staff Discipline Procedure (A2) will be followed.

Parent:

The named Emergency Contact will be informed and requested to collect the child.
Lead will complete an incident form and directly communicate incident to the Directors
The situation will be monitored and outside agencies informed if necessary.

S20 - Food Safety Policy

All staff working in the kitchen will have the appropriate Food Hygiene Certification, and will practise 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

Dietary requirements will always be adhered to.

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.

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 children.
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 ALSO 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

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.

S24 - Safeguarding Concern and Disclosure Log Book

Records of all disclosures, and subsequent actions, are kept in a log book which is held in a secure location off-site. The contents are only made available to Smart Zone staff and relevant external professionals on a need to know basis.

S25 - Poisonous Plants

The following is a list of some of England's most readily available, commonly grown plants which are very poisonous. The list is *not* comprehensive.

THE FOLLOWING PLANTS ARE NOT ALLOWED IN THE SMART ZONE BUILDING OR GARDEN:

Latin Name(s)	Common Name(s)
Aconitum	Monkshood
Arum Arum Lily,	Lords and Ladies
Atropa beladonna Belladonna,	Deadly Nightshade

Brugmansia, Datura Datura,	Angels Trumpets
Colchium	Autumn Crocus
Convallaria	Lily of the Valley
Daphne	Daphne
Dieffenbachia (a houseplant)	Leopard Lily, Dumb Cane
Digitalis	Foxglove
Euphorbia	Spurge
Gloriosa superba (a conservatory/indoor plant)	Glory Lily
Hedera	Ivy
Helleborus Hellebore,	Lenten Roses
Laburnum Laburnum,	Golden Rain
Lantana	Lantana
Nerium	Oleander
Primula obconica	The Poisonous Primula
Prunus laurocerasus	Cherry Laurel
Ricinus Communis	Castor Oil Plant
Ruta	Rue
Taxus	Yew

This comes from Out of School Care: Guidance to the National Standards

S26 DISHES AND THEIR ALLERGEN CONTENT – SMART ZONE LTD



DISHES														
	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
Eggs				✓										
Bolognese Sauce		✓												
Pesto Sauce				✓			✓			✓				✓
Baked Beans		✓												
Cheese							✓							
Peanut Butter										✓	✓			
Cashew Butter										✓				
Pasta		✓												
Bread/Pitta/Wraps		✓				✓								
Milk							✓							
Breakfast Cereal		✓												
Margarine							✓							
Pancakes		✓					✓							
Yoghurt							✓							
Salad Cream				✓					✓					
Biscuits		✓		✓			✓						✓	

C1 WHISTLEBLOWING POLICY

A member of staff who suspects that malpractice or any un-lawful act is taking place within the club should raise the matter as soon as possible (this is known as Whistleblowing). The Public Interest Disclosure Act 1998 protects employees from victimisation or dismissal as a result of Whistleblowing. If the matter concerns the suspected abuse of a child then the matter must be raised via Procedure S1 - Safeguarding and Child Protection, other issues should be raised using the Grievance Procedure (A3).

C2 BULLYING POLICY

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 may 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 (G10). 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 G11 - Suspensions and Exclusions.
- All incidents of bullying will be reported to the directors and will be recorded on an Accident / Incident Record Form. 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.

C3 UNCOLLECTED CHILDREN/LATE PICKUPS

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 G13).

If parents know that they may be late they must:

- A) Please call an emergency contact and ask that they collect your child by 6 pm or as soon as possible.
- B) Inform Smart Zone staff who to expect.

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 contacts listed on the child's Registration Form, asking them to collect the child or children as soon as possible. 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).

Please remain assured that no child or children will NEVER be left alone and we will ALWAYS care for children for as long as is necessary.

C4. MISSING CHILD POLICY AND PROCEDURES

Smart Zone has the highest regard for the safety of the children within its care. Staff will always be particularly aware of the potential for children to go missing during sessions. Even when all precautions are properly observed, emergencies can still arise, to minimise the risk of this happening staff will carry out periodic head counts. If a child is found to be missing, one of the following procedures will be implemented immediately depending on the circumstances:

Circumstances	Procedure to be implements
A child who attends the Upper School fails to arrive for an After School session when expected.	PROCEDURE 1.
A child goes missing during a Smart Zone session.	PROCEDURE 2.
A child goes missing during an off-site trip	PROCEDURE 3.

Once the incident is resolved the Directors of Smart Zone in consultation with the Leadership of St Sampson's C.E. Primary School (if appropriate) will review all relevant policies, procedures and risk assessments and implement any necessary changes.

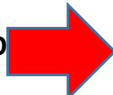





If the police were involved OFSTED will be informed.

USEFUL TELEPHONE NUMBERS:

Jo Ferris: 07883 155234	
Lisa Longstaff: 07941 389088	
OFSTED : 0300 123 1231	
St Sampson's C.E. Primary School: 01793 750452	
Lydiard Park Rangers Office 01793 464644 (ask for rangers office)	
Stanton Park Rangers Office 01793 490150	





PROCEDURE 1 -A child attending the Upper School fails to arrive for an After School session when expected

<p>A child who attends the Upper School has not arrived at Smart Zone by 3:20p.m.</p> <p>OR</p> <p>If due to attend an after school club has not arrived at Smart Zone within 10 minutes of the end of the club.</p>		
<p>CONTACT THE SCHOOL OFFICE (01793 750452)</p> <p>Establish whether or not the child attended school that day:</p>		<p><u>INCIDENT RESOLVED</u></p>

<p><i>Did the child attend school that day?</i> OR <i>Did the child attend the afterschool club when expected to do so?</i></p>	NO 	When convenient, speak to the child's parents and inform them of the correct procedure to be followed if their child will not be attending Smart Zone as expected.
YES 		
<i>Are the school aware of the child's whereabouts?</i>	YES 	If appropriate, the child is escorted to Smart Zone.
NO 		
<p>School and Smart Zone staff will search the school buildings and site for 10 minutes.</p> <p><i>Has the child been located?</i></p>	YES 	Inform all Smart Zone staff, the school office and any other parties concerned that the child has been located and the incident resolved.
NO 		
<p><u>IMPLEMENT THE EMERGENCY PROCEDURE</u> Call the police via 999. Contact the child's parents and ask them to come to Smart Zone. Call in all available Smart Zone staff. Whilst waiting for the police and parents to arrive all available Smart Zone and school staff will continue to search the site and local area, and will attempt to contact friends and other known contacts of the child. A normal routine will be maintained for the other children.</p>		
<p>Make a written report of the incident in the Diary and inform the Designated Safeguarding Lead (DSL), see S1 - Safeguarding and Child Protection Policy.</p>		



PROCEDURE 2. A child goes missing during a Smart Zone session

Staff will take periodic headcounts throughout the session, if for any reason, a member of staff cannot account for a child's whereabouts they must inform the supervisor who will implement the following procedure:

<p>Staff carry out a thorough search of all areas of the club including the toilets. Speak to the last person to see the child to establish their frame of mind or whether they were playing a game such as hide and seek etc.</p> <p><i>Has the child been located?</i></p>	<p>YES </p>	<p><u>INCIDENT RESOLVED</u></p>
<p>NO </p>		
<p>ALL CHILDREN ARE BROUGHT INSIDE THE SMART ZONE BUILDING AND SUPERVISED BY ONE MEMBER OF STAFF WHILST OTHER STAFF CONTINUE TO SEARCH FOR 10 MINUTES.</p> <p>IF THE SCHOOL IS OPEN - CONTACT THE SCHOOL OFFICE (01793 750452) to establish whether the child is in the school building and to request assistance.</p> <p><i>Has the child been located?</i></p>	<p>YES </p>	<p><u>INCIDENT RESOLVED</u></p> <p>The child is escorted back to Smart Zone.</p>
<p>NO </p>		
<p><u>IMPLEMENT THE EMERGENCY PROCEDURE</u></p> <p>Call the police via 999.</p> <p>Contact the child's parents and ask them to come to Smart Zone.</p> <p>Call in all available Smart Zone staff.</p> <p>Whilst waiting for the police and parents to arrive all available staff will continue to search the site and local area.</p> <p>A normal routine will be maintained for the other children.</p>		
<p>Make a written report of the incident in the Diary and inform the Designated Safeguarding Lead (DSL), see S1 - Safeguarding and Child Protection Policy.</p>		

PROCEDURE 3 -A child goes missing during an off-site trip

Staff will take periodic headcounts throughout the session, if for any reason, a member of staff cannot account for a child's whereabouts they must inform the supervisor who will implement the following procedure:

<p>The children are gathered together and supervised by one member of staff. Other staff carry out an immediate search of the immediate area for 2 minutes.</p> <p><i>Has the child been located?</i></p>	<p>YES </p>	<p><u>INCIDENT RESOLVED</u></p> <p>The child is escorted back to the Smart Zone group.</p>
<p>NO </p>		
<p>IMPLEMENT THE EMERGENCY PROCEDURE Call the police via 999. Contact the child's parents Call in all available Smart Zone staff. Whilst waiting for the police and parents to arrive all available staff will continue to search the area.</p> <p>If relevant inform the Park Rangers office who may be able to assist with the search.</p>		
<p>Make a written report of the incident in the Diary and inform the Designated Safeguarding Lead (DSL) – see Safeguarding and Child Protection Policy.</p>		

C5 PRE-EXISTING INJURIES AND MARKS

If a child has an accident which results in an injury, bruise or mark whilst not at Smart Zone it is important that the parents, school or person dropping off the child inform a member of staff.

The staff member will detail the circumstances, location of injury, bruise or mark on the Existing Injury Form (see Appendix 20) and will ask the parents, school staff or person dropping off the child to sign and date the information.

The completed form will be passed to the Designated Lead as soon as possible.

If for any reason a member of staff is concerned about the explanation, injury, mark or bruise the Safeguarding Procedure (S1) will be followed.

A1. STAFFING POLICY

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'.

At least one First Aider is present at all sessions.

- Staff should wear suitable clean comfortable clothes and shoes that enable ease of movement.
- No swearing or discriminatory language is to be used at any time in SZ.
- Any member of staff who is unable to attend SZ through accident or illness, should text all staff on the Smart Zone WhatsApp group. If the staffing issue has not been resolved no less than 2 hours before the After School or TDDay session, or 1 hour before the Breakfast Club, then the member of staff should call Lisa or Jo
- In the case of an emergency (staff or children) Jo or Lisa should be contacted in the first instance, if they are unavailable then another member of staff from the Staff Details List should be contacted.
- A termly planning meeting will be held, which all staff are encouraged to attend, and contributions will be appreciated. Any issues can be voiced at these meetings, or at any other time.
- Family holidays will be accommodated and cover provided. At least one month's notice would be appreciated.
- It is expected that all health (Doctor and Dentist) appointments will be made outside work time.

Upon appointment staff will be given a written Statement of Terms and Conditions of Employment (Appendix 16)

JOB DESCRIPTION

Job Title: **Director - Accountant**

Place of work: Smart Zone, Bath Road, Cricklade, SN6 6AT, 12 Common Hill; and off site as necessary

Responsible to: Smart Zone Partner – Lisa Longstaff.

Main purpose of job: Working with Lisa Longstaff towards the smooth and efficient running of Smart Zone.

Responsible for:

- ❖ Stewardship of the company
- ❖ Overseeing the interests of the shareholders
- ❖ Overseeing the well-being of all staff employed by Smart Zone

Duties:

- ❖ All accounting duties
- ❖ The upkeep of records of children attending Smart Zone
- ❖ Ongoing training of staff
- ❖ Organising and attending meetings as applicable
- ❖ Fulfilling the requirements as set out by Ofsted

Special Conditions: ❖ Must be available for work as required to fulfil duties

J. Ferris - 12, Common Hill, Cricklade, Wiltshire. SN6 6EZ.

Tel: 07883 155 234

L. Longstaff - 37, Reeds, Cricklade, Wiltshire. SN6 6JF.

Tel: 07941 389 088

Smart Zone Building, Bath Road, Cricklade. SN6 6AT

Tel: 01793 751113

E.mail smartzone2001@gmail.com

JOB DESCRIPTION

Job Title: **Director - Secretary**

Place of work: Smart Zone, Bath Road, Cricklade, SN6 6AT, 37 Reeds, Cricklade and off site as necessary.

Responsible to: Smart Zone Partner - Joanne Ferris.

Main purpose of job: Working with Joanne Ferris towards the smooth and efficient running of Smart Zone.

Responsible for:

- ❖ Stewardship of the company
- ❖ Overseeing the interests of the shareholders
- ❖ Overseeing the well-being of all staff employed by Smart Zone

Duties:

- ❖ The upkeep of records of the children attending Smart Zone
- ❖ All bookings, registers and overviews of the children attending Smart Zone.
- ❖ All staff matters including induction and staff rota's, etc.
- ❖ Planning sheets for food and activities
- ❖ Company Secretary duties including Documentation for Companies House
- ❖ Organisation of staff training
- ❖ Organising and attending meetings as applicable
- ❖ Fulfilling the requirements as set out by Ofsted

Special Conditions: ❖ Must be available for work as required to fulfil duties

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L. Longstaff - 37, Reeds, Cricklade, Wiltshire. SN6 6JF.

Tel: 07941 389 088

Smart Zone Ltd , Bath Road, Cricklade. SN6 6AT

Tel: 01793 751113

E.mail smartzone2001@gmail.com

JOB DESCRIPTION

Job Title : **Part Time Play Leader**
(For this position we employ a bank of staff)

Place of work : The Smart Zone Building, St. Sampsons Primary School, Bath Road, Cricklade, Wiltshire. SN6 6AT; and off site when visits occur.

Responsible to : Smart Zone Directors – Lisa Longstaff and Joanne Ferris.

Main purpose of job : Working alongside play-workers/volunteers as a team, to achieve a happy, caring and safe environment for the children at Smart Zone.

Responsible for : Overseeing the smooth running of the session. Checking that all children and staff are happy in their activities. Ensuring that all procedures are undertaken as specified in the Smart Zone Policies Manual. Responsible for ensuring all H & S and cleaning duties are strictly adhered to.

Duties :

- ❖ Contributing to the planning, organisation and management of the club activities
- ❖ Overseeing that equipment is checked before and after use
- ❖ Collecting and delivering children to and from school
- ❖ Attending meetings where applicable
- ❖ Overseeing the setting up and clearing up of activities
- ❖ Ensuring that equipment is stored securely
- ❖ Ensuring that the play-setting is secure overnight
- ❖ Overseeing various admin duties
- ❖ Overseeing the food preparation and clearing up
- ❖ Completing the Daily Health & Safety Checklist

Special Conditions :

- ❖ Must have relevant experience
- ❖ Must complete a level 1 qualification in Child Protection
- ❖ Must complete a level 2 qualification in Food Hygiene
- ❖ Paediatric First Aid is desirable
- ❖ Must hold an enhanced DBS check for Smart Zone
- ❖ Must be punctual and available for work between the hours of 7:30–8.45am &/or 2:45–6:15pm during term time, and between the hours of 7:30 am and 6:15 pm during St. Sampsons Primary TDDays – sessions negotiable
- ❖ Must be willing to take an active part in the activities of the club

J. Ferris - 12, Common Hill, Cricklade, Wiltshire. SN6 6EZ. Tel: 07883 155 234

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Smart Zone, Bath Road, Cricklade. SN6 6AT. Tel: 01793 751113

E.mail smartzone2001@gmail.com

JOB DESCRIPTION

Job Title : **Part time Play-Worker**
(For this position we employ a bank of staff)

Place of work : The Smart Zone Building, St. Sampsons Primary School, Bath Road, Cricklade, Wiltshire. SN6 6AT; and off site when visits occur.

Responsible to : Play-leader for the session and ultimately to
Lisa Longstaff and Joanne Ferris - Smart Zone Directors.

Main purpose of job : Working alongside play-leader and other play-workers/volunteers as a team, to achieve a happy, caring and safe environment for the children at Smart Zone.

Responsible for : Ensuring all Policies and Procedures are adhered to and to assist in the welfare of each child. Working with Lead to ensure H & S and cleaning duties are strictly adhered to.

<i>Duties :</i>	<ul style="list-style-type: none"> ❖ Contributing to the planning and organisation of the club activities ❖ Checking equipment before and after use ❖ Collecting and delivering children to and from school ❖ Organising and managing specific activities ❖ Attending meetings where applicable ❖ Setting up and clearing up activities ❖ Various admin duties including taking bookings ❖ Assisting in the preparation and clearing of food
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<i>Special Conditions :</i>	<ul style="list-style-type: none"> ❖ Must be willing to undertake statutory training and professional development ❖ Must have a DBS certificate specifically for Smart Zone ❖ Must be available for work between the hours of 7:30–8:45 am &/or 3pm–6:15 pm to work during term time - sessions negotiable ❖ Must be available for work between the hours of 7:30 am and 6:15 pm to work during St Sampsons Primary TDDays - sessions negotiable ❖ Must be punctual ❖ Must be willing to take an active part in the activities of the club
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J. Ferris - 12, Common Hill, Cricklade, Wiltshire. SN6 6EZ.

Tel: 07883 155 234

L. Longstaff - 37, Reeds, Cricklade, Wiltshire. SN6 6JF.

Tel: 07941 389 088

Smart Zone, Bath Road, Cricklade. SN6 6AT.

Tel: 01793 751113

E.mail smartzone2001@gmail.com

JOB DESCRIPTION

Job Title: **Part time Volunteer**

Place of work: The Smart Zone Building, Bath Road, Cricklade, Wiltshire. SN6 6AT and off site when visits occur.

Responsible to: Play-leader for the session and ultimately to Lisa Hamer and Joanne Ferris - Smart Zone Directors.

Main purpose of job: Working alongside play-leader and other play-workers/volunteers as a team, to achieve a happy, caring and safe environment for the children at Smart Zone.

Responsible for: Ensuring all Policies and Procedures are adhered to and assist in the welfare of each child. Working with staff to ensure H & S and cleaning duties are strictly adhered to.

Duties:

- ❖ Contributing to the planning and organisation of the club activities
- ❖ Checking equipment before and after use
- ❖ Collecting and delivering children to and from school
- ❖ Organising and managing specific activities
- ❖ Attending meetings where applicable
- ❖ Setting up and clearing up activities
- ❖ Assisting in the preparation and clearing of food

Special Conditions:

- ❖ Must be available for work between the hours of 7:30-8:45 am &/or 3pm-6:15pm to work during term time - sessions negotiable
- ❖ Must be available for work between the hours of 7:30 am and 6:15 pm to work during St Sampsons Primary TDDays - sessions negotiable
- ❖ Must be punctual
- ❖ Must be willing to take an active part in the activities of the club
- ❖ Must have a current Volunteer DBS for Smart Zone

J. Ferris - 12, Common Hill, Cricklade, Wiltshire. SN6 6EZ.

Tel: 07883 155 234

L. Longstaff - 37, Reeds, Cricklade, Wiltshire. SN6 6JF.

Tel: 07941 389 088

Smart Zone, Bath Road, Cricklade. SN6 6AT.

Tel: 01793 751113

E.mail smartzone2001@gmail.com

Job Title :	Administrator
Place of work	The Smart Zone Building, Bath Road, Cricklade, Wiltshire. SN6 6AT; and from home.
Responsible to	The Directors of Smart Zone.
Main purpose of job :	To perform administrative duties to assist the Directors of Smart Zone.
Responsible for :	<ul style="list-style-type: none"> ❖ Producing agendas and minutes of meetings ❖ Maintaining a database of Smart Zone customers ❖ Maintaining the Smart Zone Policies and Procedures manual ❖ Producing termly booking forms and other information for parents. ❖ GDPR ❖ COSHH
Duties :	<ul style="list-style-type: none"> ❖ Arranging and attending meetings and maintaining records of the resulting discussion and actions. ❖ The upkeep of records of children attending Smart Zone and the production of Termly Reports - Birthday List, Dietary Requirements, Specific Needs etc. ❖ Amending Policies and Procedures to ensure they comply with current legislation and good practice. ❖ Producing the parents' annual calendar and termly booking forms. ❖ To be responsible for all aspects of Data Protection as defined under GDPR ❖ To ensure the appropriate records of all dangerous products used at Smart Zone are held in the COSHH Folder. ❖ To liaise with the school on matters relating to E-safety and ensure that Smart Zone E-safety policies and procedures are in line with the school's. ❖ Handling correspondence as required. ❖ Other administrative duties as required by the Directors of Smart Zone.
Special Conditions :	<ul style="list-style-type: none"> ❖ Must be available to work at least 4 hours per week from home. ❖ Must be available to attend meetings as required. ❖ Computer literate (preferably ECDL qualified)

<i>Training</i>	Staff are expected to continue with their own Continuing Professional Development (C.P.D.) and ensure that their C.P.D. File is kept up to date.

Employee Specifications

	Essential	Desirable
Impact on others	Friendly manner Firm but fair approach to conflict Tidy appearance Ability to relate to a variety of children of different ages and stages of development.	
Attributes	Able to manage groups Flexible approach	Artistic Sporty Musical
Qualities	Flexibility Able to respond at short notice Reliable Timely	

A2. STAFF DISCIPLINE PROCEDURE

All staff are required to read, and sign to indicate their agreement to, the rules laid out in the Staff Code of Conduct and the Social Media Policy. This is done initially during Induction and thereafter annually at the Term 1 Staff Meeting.

Disciplinary action may be taken if any of the rules listed in the Staff Code of Conduct or the Social Media Policy are breached.

The Disciplinary Procedure will be staged by:

1. Personal, private discussion
2. Verbal warning
3. Written warning
4. Dismissal

Instant dismissal may be given in the case of any violent actions or theft.

A3. GRIEVANCE PROCEDURE

Smart Zone is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Stage One

If a parent/carer has a complaint about some aspect of the Smart Zone's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Lead person . It is hoped in most circumstances the problem can be resolved at Stage One. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Directors. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Smart Zone will acknowledge receipt of the complaint as soon as possible - within three to seven working days. The matter will be fully investigated within 15 -28 working days. If there is any delay, Smart Zone will inform parent/carers and offer an explanation. The investigating Director will be responsible for sending the formal full response to parent/carer and a copy sent to all relevant members of staff

The response will include recommendations for dealing with the complaint and where necessary for any amendments to the Smart Zone's policies or

procedures emerging from the investigation.

If requested by parent/carer the investigating Director will arrange a time to meet the parent/carer concerned with any other relevant individuals, such as members of staff, to discuss the complaint and the response to it. The Director will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

At any stage the parent / carer is unsatisfied with the response or concerned about children's welfare they can make a complaint to OFSTED

OFSTED Contact

Helpline: 0300 123 1231

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. check.

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 Induction Checklist (Appendix 9).

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

A5. ENQUIRY AND REGISTRATION PROCEDURES

Enquiries for a place at Smart Zone can be received via any of the following:

- Telephone
- Personal visit to Smart Zone
- General verbal enquiry e.g. to a member of Smart Zone staff in the school playground
- Email
- Website contact form
- Letter

The procedure for handling each of these is as follows:

Telephone Enquiry	<p>The member of staff taking the call will note the following details in the diary:</p> <ul style="list-style-type: none">• Parent's name• Child(ren)'s name(s)• Address• Telephone Number <p>The session leader on duty will write the name and address on an Enquiry Pack.</p>
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	<p>If the enquiry concerns places for more than one child then the session leader will add additional Registration Forms to the Enquiry Pack, ensuring there is one form per child.</p> <p>The session leader will stamp and post the pack as soon as possible. (Stamps are kept in the petty cash tin.)</p>
Personal visit to Smart Zone	<p>The member of staff dealing with the enquiry will note the following details in the diary:</p> <ul style="list-style-type: none"> • Parent's name • Child(ren)'s name(s) • Email • Telephone number <p>If the enquiry concerns places for more than one child then the member of staff will add additional Registration Forms to the Enquiry Pack, ensuring there is one form per child.</p> <p>The Enquiry Pack will be given to the parent.</p>
General verbal enquiry	<p>The member of staff approached will ask the parent to visit Smart Zone and pick up an Enquiry Pack, the above procedure will then be followed.</p>
Email / Website Contact Form	<p>The Administrator will reply to the email and attach electronic copies of the documents contained in the Enquiry Pack.</p>
Letter	<p>The letter will be placed in the Administrator's Tray for processing. The Administrator will check the tray at least once a week.</p> <p>The Administrator will write the name and address on an Enquiry Pack.</p> <p>If the enquiry concerns places for more than one child then the Administrator will add additional Registration Forms to the Enquiry Pack, ensuring there is one form per child.</p> <p>The Administrator will stamp and post the pack as soon as possible. (Stamps are kept in the petty cash tin.)</p>

Six made up Enquiry Packs in A5 envelopes are kept in the office at Smart Zone, it is the responsibility of the Administrator to check and replenish these on a

weekly basis.

Each Enquiry Pack contains:

- Standard covering letter
- Copy of latest Newsletter
- Smart Zone Calendar for the current year
- EXAMPLE Booking Form
- One Registration Form

A list of these contents will be printed on a label on the back of the envelope.

The standard covering letter includes a link to the website, asking parents to download and read the Parents Pack from the website. If they are unable to access the internet they may request a paper copy, this will be in the form of an A5 booklet.

Procedure for handling completed Registration Forms

Registration Forms **must** be signed by the parent and therefore may only be returned by post or a personal visit to Smart Zone.

When a completed Registration Form is returned to Smart Zone, the member of staff receiving it will:

1.	Ensure that all parts of the form are correctly completed and that an email address has been given. If no email address is available this is noted on the form.
2.	If the form lists any specific needs or dietary requirements these must be handwritten immediately onto the Dietary Requirements List displayed in the kitchen and the Specific Needs List in the Registration Folder immediately
3.	Initial and date the front sheet of the form and place in the New Starters and Changes section of the filing cabinet.

When Jo updates the Accounts records she will remove the Agreement to Administer Emergency Care sheet (back sheet of the form) and file alphabetically in the ring binder kept in the office at Smart Zone.

Data from each Registration Form is held in:

- Accounts System (Jo)
- Superfox (Lisa)
- Administration Database (Gail).
- Mailchimp Mailing List.

Lisa and Jo will check the New Starters and Changes section of the filing cabinet on a regular basis in order to update the Accounts System and Superfox and date and initial the front of the form.

The Administrator will check the 'New Starters and Changes' section of the filing cabinet on a termly basis, shortly before the booking forms are sent out and process each new starter as follows:

1.	Add the new starters details to the Administration Database, create a new contact (if the family is not already registered) and add to the SZ CUSTOMERS Mailing List held under smartzone2001@gmail.com and the Mailchimp Mailing List.
2.	Ensure the Emergency Care Form has been added to the ring binder. If there are any medical requirements, a copy of Page 2 of the Registration Form is attached to the Emergency Care Form.

3.	Update the Emergency Care Index in the front of the ring binder, highlighting those children with medical requirements.
4.	Note the birthday, any dietary or specific needs and whether any permissions have been declined.
5.	Initial and date the form.

The last person to initial the form will place it in a plastic wallet and file alphabetically in the filing cabinet.

The Administrator then updates and prints the following lists on a termly basis. These are filed in the Registration Folder held in the office:

- Birthday List (copy displayed in the kitchen)
- Telephone List
- Dietary Requirements, if applicable (copy displayed in the kitchen)
- Specific Needs List
- No Permissions List

A6 PROCEDURE FOR HANDLING COMPLETED BOOKING FORMS

Booking made via a booking form filled in by parents, before start of term	Booking made without a booking form and before start of term	Booking made after start of term <u>either</u> via a booking form or verbally/via e-mail.
1. If booking form is returned via e-mail, the form is marked "received by e-mail" and dated and initialled. The form is taken into SZ before the end of the next working day.	1. If an e-mail is received requesting a booking, the e-mail is dated and initialled and taken into SZ before the end of the next working day. The e-mail is processed with a written, dated and initialled comment to indicate the action taken. This is the stapled to any resulting booking form.	1. If an e-mail is received requesting a booking, the e-mail is dated and initialled and taken into SZ before the end of the next working day. The e-mail is processed with a written, dated and initialled comment to indicate the action taken.
2. Booking added to overview in black. Initial and date booking form.	2. Staff member to complete a booking form.	2. Booking added to overview in <u>red</u>
3. Booking form passed to Jo via her tray.	3. Booking added to overview in black. Initial and date booking form.	3. Overview to Jo at end of term to raise invoice.
4. Booking form processed by Jo and stored at SZ	4. Booking form passed to Jo via her tray.	
	5. Booking form processed by Jo and stored at SZ	

A7. Confidentiality Policy

Smart Zone is committed to respecting the privacy of all children attending the club, their parents/carers and staff.

The Directors, staff, volunteers and any other individuals associated with the running or management of Smart Zone will respect confidentiality by:

- Not discussing any matter concerning a child with any parents, other than their own.
- Not discussing any matters concerning a parent with children or other parents.
- Not discussing any matters concerning a member of staff with other staff members apart from the Directors.
- Not passing any information concerning children or families to external agencies except when acting in accordance with the Safeguarding Policy (S1).
- Giving parents access to only the files and records concerning them and their children following a Subject Data Access Request.

Confidential information includes:

- Completed Registration Forms
- Signed Consent Forms
- Any correspondence concerning a child or family.
- Minutes of Staff Meetings.
- Safeguarding Concern Forms.
- Reports or minutes of meetings, with both internal or with external agencies, concerning individual children or families.
- Any discussions concerning children or families.
- Completed Staff Application Forms and contact details, references, and DBS documentation.

Confidential records are stored securely, and retained in accordance with the Data Protection and Data Retention Policies.

In circumstances where staff have reason to believe that a child is at risk, or is likely to be at risk, of abuse or neglect, then the Safeguarding Policy (S1) will override this Confidentiality Policy on a "need to know" basis.

Staff will act at all times in accordance with the Social Networking Policy (S13iii), which is reviewed and signed annually at the Term 1 Staff Meeting.

Under no circumstances should staff provide any information about children or the club to any branch of the media. All media enquiries must be passed to the Directors.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Discipline Procedure (A2).

I have read, understood, and agree to abide by the Smart Zone Confidentiality Policy.
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G1 SETTLING IN

A new child and their parent/carer are 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 by all staff until such time that the child appears relaxed and settled, whereupon more independent play will be encouraged.

G2 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, or is not available for collection from the Lower School 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 member of staff 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.

G3 ALLOCATION OF SESSIONS POLICY

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

G4 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 games, etc., plus there is a quiet area accommodating books, a home corner and a TV with suitable videos and dvds.

ACTIVITY INFORMATION

The activities on offer will vary from day to day and we will ensure all children's interests

and requests are accommodated if possible. There will be both indoor and outdoor activities dependent on the weather.

Example activities are:

Art	Computer Activities	Garage and Cars	Play Station
Badminton	Cookery	Hockey	Tennis
Board Games	Drama	Music	Videos and dvds
Book Corner	Dressing up	Netball	
Cricket	Football	Pool and snooker	

In addition to these activities and many more, the children may do their homework during after school sessions only.

We are unable to take children to any after school activities.

G5 INVOLVING AND CONSULTING CHILDREN

We believe that actively promoting the participation of children in the decision-making process is beneficial to children, staff and Smart Zone 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 child is consulted, they feel more valued and staff/child relationships improve - for instance: when we are able to purchase new toys/activities, the children are asked what they would like.

G6 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.

Parents are asked to give details, via the Registration Form, of any help required with nappy changing, toilet training and managing toileting and to indicate their consent for Smart Zone staff to provide this.

G7 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 is sensitive to the dietary, religious and cultural requirements of all children. Children may bring their own food to replace or compliment the afternoon snack provided.

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.

Smart Zone currently holds a Level 5 Food Hygiene rating - the highest rating possible.

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

68 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:
 - i. Activities.
 - ii. Staff Ratios.
 - iii. Publicity.
 - iv. Recruiting staff / volunteers / outside agencies / parental involvement.
 - v. Enrolling members.
 - vi. Negotiating club disciplinary policy.
 - vii. 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 S22 - Special Educational Needs and Disability.

69 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.
- Be aware of the possibility of radicalisation of children and Female Genital Mutilation.

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.

All incidents will be investigated, recorded on an Incident Form and discussed with the parents of the children involved.

G10 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.

This policy and procedures is 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 in their dealings with adults and other children; these are agreed with and decided by the 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 and child.

G11 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 (G10). 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.

Please refer to C2 Bullying Policy

G12 PARTNERSHIP WITH PARENTS

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 intend 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.

G13 LATE COLLECTION POLICY

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

*(Please refer to Policy **C3 Uncollected Children/Late Pickups** for procedure in such an event)*

Please be assured that the staff will ALWAYS take care of a 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, plus a late booking fee.
- Children booked until 4 pm and collected after this time but before 6pm will be charged the 6pm session fee, plus a late booking fee
- Children booked until 5 pm and collected after this time but before 6 pm, will be charged the 6 pm session fee, plus a late booking fee
- Parents unable to collect their children by 6 pm. (this includes all

scenarios detailed above) There will be a £5 charge per family for all children who are collected from Smart Zone between 6 pm and 6:15 pm. If the child is picked up later than 6.15p.m., there will be a charge of £20 per family per hour to cover additional costs from 6:00 pm up until the child is collected.

G14 PROCEDURE FOR CHILDREN ATTENDING SCHOOL CLUBS

Children attending an organised after school activity at 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 Policy and Procedure (C4) 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 Policy and Procedure (C4) will be implemented immediately.

G15 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 session leader on duty who will make every effort to resolve the situation. If the concern is not resolved then the session leader will make a note in the Diary 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 (Appendix 17) 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 Records 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.

G16 THE DIARY

The Diary is the method by which the session leader of a session will communicate with the session leader of the next session.

It is the responsibility of the session leader to ensure that all relevant information is entered into the Diary and that all entries are correctly dated and initialled.

Examples of information that would be recorded in the Dairy are:

- Details of a conversation with a parent.
- Something said by a child which gives cause for concern.
- Relevant alterations to sessions, collection etc.

At the start of each session, the session leader will read the entries made by the session leader of the previous session and initial the book to record that this has been done.

G17 DOCUMENTATION AND INFORMATION

Smart Zone recognises the importance of maintaining up to date and accurate records, and the need for personal data to be held and processed in line with GDPR as defined in our Data Protection Policy.

Record Keeping

Ordinarily, information kept on a child will include all information shown on the Registration form together with any other information 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.
- All data held by Smart Zone is listed in the Data Audit document held in the GDPR Folder in the office.

G18 ADMISSIONS AND FEES

Admissions

When a parent contacts Smart Zone enquiring about a place for their child, they will be given an Enquiry Pack containing all the relevant information they require. If a suitable place is available the parent and child will be invited to 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 a 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 waiting list procedure will be explained and may then be 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 the parent still wishes to take up the place for their child, they will be asked to complete a Registration Form and arrange a date for the child's first visit to 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 adhere to our 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. For all pre-booked places payment is due termly, in advance, a week before the start of the term booked and this is non-refundable should parents take their children out of Smart Zone.

An early booking discount will be applied for all bookings received by the 'Early Booking Date' shown on the Booking Form. Bookings received after this date will be accepted

providing a vacancy is available at short notice; these bookings will not be eligible for the early booking discount. Payment for late bookings is due immediately when invoiced. Payments can be made directly into the **Santander Smart Zone Bank Account no; 38621099, sort code; 09-01-29, quoting the child's name as a reference.** 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 and 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 and a mutually satisfactory solution will be organised.

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.

Child Care Vouchers

We accept Child Care Vouchers via Salary Sacrifice. Any additional child care funding should be discussed with Jo or Lisa.

Please refer to the government guidelines regarding eligibility for Tax-Free Childcare. <https://www.gov.uk/get-tax-free-childcare>

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.	£8.50 (£8.00)	Available during term time and on TDDAYS.
After School Club	End of school to 4:00p.m.	£7.50 (£6.50)	Available during Term time only.
	End of school to 5:00p.m.*	£13.50 (£12.50)	Includes activities and drinks.
	End of school to 6:00p.m.*	£16.50 (£15.50)	*A healthy snack is also included in the sessions ending at 5:00p.m. and 6:00p.m.
TDDAY: Full Day	8:45a.m. to 6:00p.m.	£32.50 (£31.00)	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 £8.50 (£8.00) The Full Day sessions include activities, drinks and a healthy snack, served just after 4:00p.m. Children booked for Full Day Sessions should bring a packed lunch in a labelled lunch box, anything that

			requires refrigeration must be in a separate labelled plastic bag.
School Day	8:45a.m. to 3:00p.m.	£25.00 (£23.50)	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 £8.50 (£8.00). School Day and Half Day sessions will not be available on days when we are going out for the whole day.
Half Day	Any 4 $\frac{3}{4}$ hours	£23.00 (£21.50)	

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

G19 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.

G 20 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. Lead reads and initials diary entries from previous session and completes H&S daily checklist. A member of staff checks the fridge / freezer temperature. Children arrive for breakfast club. Breakfast and activities are organised and overseen.
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	Answer phone is checked and any bookings actioned. Collection list for children in FS2 (Reception) to Year 2 is completed for the p.m. session.
8:35 a.m.	Staff and children have tidied up. Children in Years 3 to 6 go to school – doors open at 8:35.
8:45 a.m.	Lead ensures diary has been completed as necessary. Children in FS2 to Year 2 are taken to school by a member of staff. Lead ensures all cupboards and office are locked and leaves.
2.45 p.m.	Staff arrive for After School Club. Lead reads and initials diary entries from the previous session and completes H&S daily checklist. Activities are set up. Drinks and a small snack are prepared.
3:05 p.m.	Children in FS2 (Reception) to Year 2 are collected, walked up to Smart Zone and given a small snack.
3:10 p.m.	Children in Years 3 to 6 walk to Smart Zone and are given a small snack.
3:20 p.m.	Any children in Years 3 to 6 who are expected at Smart Zone but not arrived will be looked for. Children are allowed to go outside to play as soon as all children are accounted for.
4:00 p.m.	AS/4 Children - parent/guardian/nominated person will go to Smart Zone to collect their child. Member of staff will note collection time and sign out
4:05 p.m.	A healthy snack is served at approximately this time.
5:00 p.m.	AS/5 Children - parent/guardian/nominated person will go to Smart Zone to collect their child. Member of staff will note collection time and sign out Children staying until 6:00 p.m. are given the opportunity to do their homework. Activities continue. Some tidying begins without interrupting activities.
6:00 p.m.	AS/6 Children - parent/guardian/nominated person will go to Smart Zone to collect their child. Member of staff will note collection time and sign out Lead ensures diary has been completed as necessary. Staff complete tidying and cleaning.
6:00 p.m.	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 space, 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, whilst maintaining a safe environment, for all of the children at Smart Zone.

Throughout all sessions:

- Children will be supervised both inside and outside.
- The development of children's emotional, physical, social and intellectual capabilities is promoted whenever possible.
- Involvement in activities is encouraged, never compulsory.
- Tidying up is encouraged as each child starts a new activity.

P1 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 that 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 Gail McCabe. 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 DSL / DDSL 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.

Parents and Staff will be given a Privacy Notice explaining how we will use their personal data – see Appendix 18 and Appendix 19.

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: TBC
To be reviewed on: TBC

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]*.



P2 Data Retention Policy

Smart Zone is aware of their responsibilities under the General Data Protection Regulations (GDPR) (EU) 2016/679

This policy sets out the requirements for retaining different types of records and information regarding the children, parents and staff of Smart Zone.

Children's records	Retention period	Status	Authority
Children's records including Registration forms, registers, medication record and accident records.	Records should be retained for a reasonable period of time after children have left Smart Zone (e.g. three years)	Requirement	EYFS
Child Protection records, SEND Records and EHCP Plans	Until child reaches the age of 25.	Recommendation	Limitation Act 1980
Records in relation to safeguarding concerns	In accordance with Local Safeguarding Children Board's requirement.	Recommendation	Limitation Act 1980
Safeguarding records which resulted in a Child Protection Referral or a Child in Need referral being made to the Local Authority.	Until the child reaches 25 years, or for Looked After Children 75 years.	Requirement	Limitation Act 1980

Safeguarding records which resulted in a referral being made to CAF or other early help support service referrals	Six years from time referral made, or for Looked After Children 75 years	Requirement	Limitation Act 1980
Records of any reportable death, injury, disease or dangerous occurrence	If involving a child records should be retained until they reach the age of 21. Otherwise for three years.	Requirement	The Reporting of Injuries, Disease and Dangerous Occurrence Regulations 2013 (RIDDOR)
Personnel records	Retention Period	Status	Authority
Personnel files and training records including disciplinary records and working time records	Six years after employment cease	Recommendation	Chartered Institute of Personnel and Development
Application forms and interview notes for unsuccessful candidates	Six months to one year	Recommendation	Chartered Institute of Personnel and Development
DBS Information	The following information will be kept on employee files: the reference number; the date the check was obtained and who obtained it.	Requirement	EYFS

Pay	Retention Period	Status	Authority
Wages / salary records	Six years	Requirement	Taxes Management Act 1970
Statutory Maternity Pay records	Three years after the end of the tax year in which the maternity period ends	Requirement	The Statutory Maternity Pay (General) Regulations 1986
Statutory Sick Pay records	Six year after employment ceases	Recommendation	Chartered Institute of Personnel and Development
Income Tax and National Insurance returns / records	At least three years after the end of the tax year to which they relate	Requirement	The Income Tax (Employments) Regulations 1993
Redundancy details, calculations of payments, refunds, notification to secretary of state	Six years from the date of redundancy	Recommendation	Chartered Institute of Personnel and Development
Parental leave records	18 years from birth of the child	Recommendation	Chartered Institute of Personnel and Development
National Minimum Wage records	Three years after the end of the pay reference period following the one that the records cover	Requirement	National Minimum Wage Act 1998
Pension scheme and member records	Six years (except for records of opt-outs which must be kept for four years) 12 years from the ending of any benefit payable under the policy	Requirement	The Pensions Regulator

Health and safety	Retention Period	Status	Authority
Staff accident records (if more than 10 employees)	Three years after the date of the last entry	Requirement	Social Security (Claims and Payments) Regulations 1987
Records of any reportable death, injury, disease or dangerous occurrence	Three years from the date of the last entry	Requirement	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013(RIDDOR)
Accidents / medical records as specified by the Control of Substances Hazardous to Health Regulations (COSHH) 1999	40 years from the date of the last entry	Requirement	The Control of Substances Hazardous to Health regulations 2002 (COSHH)
Assessments under Health and Safety Regulations	Permanently	Recommendations	Chartered Institute of personnel and development
Financial Records	Retention Period	Status	Authority
Accounting Records	Six years (for public limited companies)	Requirement	Companies Act (Section 386 and 388)
Complaints records	Three years from the date of the last record	Requirement	EYFS
Insurance Policies	Permanently	Recommendation	Information and Records Management Society
Minutes of meetings	Permanently	Recommendation	Chartered Institute of Personnel and Development

NOTES: It is acceptable to scan documents and keep them electronically in order to save space and as long as the scanned versions are as legible as the original. The files should be labelled with the destroy dates and those that contain confidential information should be password protected. Paper records must be disposed of securely at the end of their retention period via cross cut shredders.

This policy is based on information contained in Retention periods for records - Pre-school Learning Alliance



Smart Zone

CHILDREN'S CLUB

P3 Subject Data Access Request Policy

Subject access requests

Individuals have a right to make a 'subject access request' to gain access to personal information that Smart Zone holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purpose of the data processing
- The categories of personal data concerned
- Who the data has been or will be shared with
- How long that data will be stored for
- The source of the data, if not the individual

Subject access requests must be submitted in writing, either by letter or email to the Data Protection Officer (DPO), Gail McCabe

They must include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

If a member of staff receives a subject access request they should forward it immediately to the DPO.

Children and subject access requests

Personal data about a child belongs to that child, not the child's parents. For a parent to make a subject access request with respect to their child, the child must either be unable to understand their rights and the implications of a subject access request or have given their consent.

Children below the age of 12 are generally not regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore most subject access requests from parents or carers of children attending Smart Zone may be granted without the express permission of the child.

Responding to subject access requests

When responding to requests, Smart Zone:

- May ask the individual to provide 2 forms of identification
- May contact the individual to confirm the request was made
- Will respond without delay and within 1 month of receipt of the request
- Will provide the information free of charge
- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex. We will inform the individual of this within 1 month and explain why the extension is necessary.

Smart Zone will not disclose information if it:

- Might cause serious harm to the physical or mental health of the child
- Would reveal that the child is at risk of abuse, where the disclosure of that information would not be in the child's best interests.

If the request is unfounded or excessive, we may refuse to act upon it, or charge a reasonable fee which takes into account administrative costs. A request will be deemed to be unfounded or excessive if it is repetitive, or asks for further copies of the same information. When we refuse a request, we will tell the individual why, and tell them they have the right to complain to the Information Commissioner's Office.



Smart Zone

CHILDREN'S CLUB

P4 Personal Data Breach Procedure

This procedure is based on [guidance on personal data breaches](#) produced by the Information Commissioner's Office (ICO).

On finding, or causing a breach, or potential breach a staff member must immediately notify the Data Protection Officer (DPO) -. Gail McCabe

The DPO will investigate and determine whether a breach has occurred. In order decide whether a breach has occurred, the DPO will consider whether personal data has been accidentally or unlawfully:

- Lost
- Stolen
- Destroyed
- Altered
- Disclosed or made available where it should not have been
- Made available to unauthorised people

If the DPO decides a breach has occurred, they will then:

Alert the Directors of Smart Zone and make all reasonable efforts to contain and minimise the impact of the breach.

Assess the potential consequences, based on how serious they are, and how likely they are to happen.

Work out whether the breach must be reported to the ICO. This must be judged on a case-by-case basis. The DPO will consider whether the breach is likely to negatively affect individuals rights and freedoms and/or cause them any physical, material or non-material damage (e.g. emotional distress), including through:

- Loss of control over their data

- Discrimination
- Identify theft or fraud
- Financial loss
- Unauthorised reversal of pseudo-anonymisation
- Damage to reputation
- Loss of confidentiality
- Any other significant economic or social disadvantages to the individual(s) concerned.

If it is likely that there will be a risk to people's rights and freedoms, the DPO must notify the ICO.

The DPO will document the decision (either way), in case it is challenged at a later date by the ICO or an individual affected by the breach.

Where the ICO must be notified, the DPO will do this via the ['report a breach' page of the ICO website](#) within 72 hours. As required, the DPO will set out:

- A description of the nature of the personal data breach
- The categories and approximate number of individuals concerned
- The categories and approximate number of personal data records concerned
- The name and contact details of the DPO
- A description of the likely consequences of the personal data breach
- A description of the measures that have been, or will be taken, to deal with the breach and mitigate any possible adverse effects on the individual(s) concerned

If all the above details are not yet known, the DPO will report as much as they can within 72 hours. The report will explain that there is a delay, the reasons why, and when the DPO expects to have further information. The DPO will submit the remaining information as soon as possible

The DPO will promptly inform, in writing, all individuals whose personal data has been breached. This notification will set out:

- The name and contact details of the DPO
- A description of the likely consequences of the personal data breach
- A description of the measures that have been, or will be, taken to deal with the data breach and mitigate any possible adverse effects on the individual(s) concerned

The DPO will notify any relevant third parties who can help mitigate the loss to individuals – for example, the police, insurers, banks or credit card companies

The DPO will document each breach, irrespective of whether it is reported to the ICO. For each breach, this record will include the:

- Facts and cause
- Effects
- Action taken to contain it and ensure it does not happen again (such as establishing more robust processes or providing further training for individuals)

Records of all breaches will be stored in the office at Smart Zone.

The DPO and Directors will meet to review what happened and how it can be stopped