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**University of Cambridge Holiday Playscheme (UCHP)**

# Admissions and Fees Policy

The University of Cambridge Holiday Playscheme (UCHP) is registered with Ofsted; our registration number is RP904648. We provide care for 72 children between the ages of 4 (reception class) and 14years 11months.

Places are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established.

## Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant UCHP information, including:

* Information on how to register and book places through Magicbooking.
* Details of the **Admissions and Fees** policy
* **Behaviour Management** policy
* **Complaints** policy

UCHP offers an open day and evening for prospective parents and children to visit the playscheme.

## Booking procedure

Bookings will be open for a set period of time prior to each playscheme. Communications will be sent out from the UCHP management team with booking information.

Parents must register through Magicbooking completing the necessary information, e.g. registration, medical information, contact details; to form an account. Once the parent has an account they will then be able to book available places. Once booked, if a child does not attend for any reason, you will still be charged for this place.

## Cancellation or swapping places

Parents can swap their child’s place with alternatives places available on different days with 21days (including non working days) notice before the start date of each Playscheme.

Parents can cancel places altogether with 21 days (including non working days) notice before the start date of each Playscheme. Cancelled places with be credited to your account.

Cancellations or swapping places due to exceptional circumstances after the 21 day deadline will be considered at the discretion of the Playscheme Manager.

## Fee structure

Fees are reviewed annually. Sessions are charged at either full or half days.

Our rates are available on our website, please click here the link to find out more.

 [Fees | Childcare Office (cam.ac.uk)](https://www.childcare.admin.cam.ac.uk/fees)

## Payment of fees

Payments for chosen places are charged at time of booking through Magicbooking. Payments options are Childcare vouchers, Tax free childcare, or Card payments.

UCHP will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the UCHP management team at the earliest opportunity. Any queries regarding fees should be directed to the UCHP management team.

During the Summer holiday you may be able spread the cost of the booking with an instalment plan. Parents can cancel or add dates to an existing booking for the Summer holiday, the payments will automatically be adjusted to reflect the cost difference.

Bookings made after the booking closure date will be subject to a £2.50 administration fee per child, per session.

Parents will not be able to book for the next UCHP if there are any outstanding fees.

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| This policy was adopted by UCHP | Date: 05/02/2025 |
| To be reviewed: 05/02/2026 | Signed:  |

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information and Record Keeping [3.78], Information for parents and carers [3.83]*

**University of Cambridge Holiday Playscheme (UCHP)**

# Children’s Rights Policy

At University of Cambridge Holiday Playscheme we recognise and actively promote that every child does matter and all children have rights; with these rights comes responsibilities.

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| **Articles 1 – 40****The rights and responsibilities of the United Nations Convention on the Rights of a Child** |
| **Article 1**Everyone under the age of 18 years of age has all the rights stated in the UN Convention on the Rights of the Child. |
| **Rights** | **Responsibilities** | **Relevant Policies** |
| **Article 2**The convention applies to everyone, whatever their race, religion, abilities, whatever they think, say, whatever type of family they come from. | Everyone has the responsibility to treat others how they wish to be treated with respect, without criticism, or abuse. | Equal Opportunities, Anti Bullying Policies |
| **Article 3**All organisations concerned with children should work towards what is best for each child. | Everyone has the responsibility to work with the organisation. And to support one another. | Safeguarding, Early Years Foundation Stage, Play Policies |
| **Article 4**Governments should take all necessary steps to make these rights available to all children. | Everyone has the responsibility to learn and understand and respect these rights. | Admissions Policy |
| **Article 5**Governments should respect the rights and responsibilities of families to direct and guide their children so that, as they grow, they learn to use their rights properly. | Everyone has the responsibility to learn and understand and respect these rights. | Early Years Foundation Stage, Equal Opportunities Policies |
| **Article 6**All children have the right to life. Governments should ensure that children survive and develop healthily. | Everyone has the responsibility to be kept safe and to have their basic needs met. | Safeguarding, Sick Children and Accidents, Inclusion Policies |
| **Article 7**All children have the right to a legally registered name, and nationality. Also the right to know and as far as possible to be cared for by their parents. | Everyone has the responsibility to recognise people by their name and to respect their cultural differences. | Admissions Policy |
| **Article 8**Governments should respect children’s rights to a name, a nationality and family ties. | Everyone has the responsibility to recognise people by their name and to respect their cultural differences. | Equal Opportunities and Admission Policies |
| **Article 9**Children should not be separated from their parents unless it is for their own good. For example, if a parent is mistreating or neglecting a child. Children whose parents have separated have the right to stay in contact with both parents, unless they might hurt the child. | Everyone has the responsibility to love and care for others. | Admissions and Safeguarding Policies |
| **Article 10**Families who live in different countries should be allowed to move between these countries so that parents and children can stay in contact, or get back together as a family | Everyone has the responsibility to respect their cultural differences | Equal Opportunities Policy |
| **Article 11**Governments should take steps to stop children being taken out of the country illegally | Everyone has the responsibility to keep one another safe | Equal Opportunities Policy |
| **Article 12**Children have the right to say what they think should happen, when adults are making decisions that affect them and to have their opinions taken into account | Everyone has the responsibility to be listened to and heard loud and clear so that the needs, wishes and feelings of children are understood and acted upon | Involving and Consulting Children, Safeguarding, Equal Opportunities Policies |
| **Article 13**Children have the right to get and to share information, as long as the information is not damaging to them or to others | Everyone has the responsibility to only write the truth about others and for that information be made available | Early Years Foundation Stage and Confidentiality Policies |
| **Article 14**Children have the right to think and believe what they want, and to practise their religion, as long as they are not stopping other people from enjoying their rights. Parents should guide their children on these matters  | Everyone has the responsibility to respect individuals and their religious differences | Equal Opportunities and Involving and Consulting Children Policies |
| **Article 15**Children have the right to meet together and to join groups and organisations, as long as this does not stop other people from enjoying their rights | Everyone has the responsibility to respect each other’s choices | Equal Opportunities and Involving and Consulting Children Policies |
| **Article 16**Children have a right to privacy. The law should protect them from attacks against their way of life, their good name, their families and their homes | Everyone has the responsibility to keep one another safe and to respect cultural differences | Safeguarding, Anti Bullying, Equal Opportunities and Confidentiality Policies |
| **Article 17**Children have the right to reliable information from the mass media. Television, radio and newspapers should provide information that children can understand, and should not promote materials that could harm children | Everyone has the responsibility to make sure that TV, radio, films, music, newspapers and magazines that are available are not offensive to each other | Involving and Consulting Children and Safeguarding Policies  |
| **Article 18**Both parents share responsibility for bringing up their children, and should always consider what is best for each child. Governments should help parents by providing services to support them, especially if both parents work |  Everyone has the right to see both parents who help to decide what is best |  Admissions Policy |
| **Article 19**Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents, or anyone else who looks after them | Everyone has the responsibility to keep each other safe and to tell a responsible adult if they or they believe somebody is being hurt by an adult | Safeguarding Policy |
| **Article 20**Children who cannot be looked after by their own family must be looked after properly, by people who respect their religion, culture and language | Everyone has the responsibility to respect cultural differences | Equal Opportunities Policy |
| **Article 21**When children are adopted the first concern must be what is best for them. The same rules should apply whether the children are adopted in the country where they were born, or if they are taken to live in another country | Everyone has the responsibility to respect cultural differences | Equal Opportunities Policy |
| **Article 22**Children who come into a country as refugees should have the same rights as children born in that country | Everyone has the responsibility to respect their cultural differences | Equal Opportunities Policy |
| **Article 23**Children who have any kind of disability should have special care and support, so that they can lead full and independent lives | Everyone has the responsibility to respect others for their differences | Equal Opportunities and Admissions Policies |
| **Article 24**Children have the right to good quality health care, to clean water, nutritious food, and a clean environment so that they will stay healthy. Rich countries should help poor countries achieve this | Everyone has the responsibility to help others get clean water, basic health care and to prevent others from starving | Health and Safety, Administering Medication, Healthy Eating Policies |
| **Article 25**Children who are looked after by the local authority, rather than their parents should have their situation reviewed regularly | Everyone has the responsibility to be listened to and heard loud and clear so that the needs, wishes and feelings of children are understood and acted upon | Involving and Consulting Children Policy |
| **Article 26**The government should provide extra money for the children of families in need | Everyone has the responsibility to spend money wisely | Admissions and Fees Policy |
| **Article 27**Children have a right to a standard of living that is good enough to meet their physical and mental needs. The government should help families who cannot afford to provide this | Everyone has the responsibility to make sure all children have a standard of living that meets their basic needs | Safeguarding Policy |
| **Article 28**All children and young people have a right to primary education, which should be free. Wealthy countries should help poorer countries to achieve this. Discipline in schools should respect children’s human dignity. Young people should be encouraged to reach the highest level of education they are capable of   | Everyone has the responsibility to encourage and develop one another | Early Years Foundation Stage, Behaviour Management, Play Policies |
| **Article 29**Education should develop each child’s personality and talents to the full. It should encourage children to respect their parents, and their own and other cultures | Everyone has the responsibility to encourage and develop | Equal Opportunities, Early Years Foundation Stage Policies |
| **Article 30**Children have a right to learn and use language and customs of their families, whether these are shared by the majority of people in the country or not | Everyone has the responsibility to encourage and respect the development of other languages and customs | Equal Opportunities Policy |
| **Article 31**All children have the right to relax and play, and to join in a wide range of activities | Everyone has the responsibility to play how they want to, when they want to and with whom they want | Play Policy |
| **Article 32**The government should protect children from work that is dangerous, or might harm their health or education | Everyone has the responsibility to keep one another safe from harm | Health and Safety, Playworker Employment and Recruitment Policies |
| **Article 33**The government should provide ways of protecting children from dangerous drugs | Everyone has the responsibility to protect each other from using dangerous drugs | Smoking Drugs and Alcohol, Safeguarding Policies |
| **Article 34**The government should protect children from sexual abuse |  Everyone has the responsibility to keep all children safe from abuse |  Safeguarding, Playworker Employment and Recruitment Policies |
| **Article 35**The government should make sure children are not abducted or sold | Everyone has the responsibility to keep all children safe from harm | Safeguarding, Playworker Employment and Recruitment Policies |
| **Article 36**Children should be protected from activities that could harm their development   | Everyone has the responsibility to keep all children safe from harm | Health and Safety, Risk Assessment, Play Policies |
| **Article 37**Children who break the law should not be treated cruelly. They should not be put in prison with adults and should be able to keep contact with their parents | Everyone has the responsibility to be kept safe from harm and have their needs met | Safeguarding Policy |
| **Article 38**Governments should not allow children under 15 to join the army | Everyone has the responsibility to be kept safe from harm | Safeguarding Policy |
| **Article 39**Children who have been neglected or abused should receive special help to restore their self-respect | Everyone has the responsibility to be kept safe from harm, and to love and care for others | Safeguarding, Inclusion Policies |
| **Article 40**Children who are accused of breaking the law should receive legal help. Prison sentences for children should only be used for the most serious offences | Everyone has the responsibility to listen to one another and have their needs met |   |

At University of Cambridge Holiday Playscheme we recognise that every day matters for every child

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| This policy was adopted by UCHP | Date: 20/03/2025 |
| To be reviewed: 20/03/2025 | Signed: A close-up of a signature  Description automatically generated |

**University of Cambridge Holiday Playscheme**

# Manual Handling Policy

Manual handling is one of the major causes of absence through injury in the workplace. At UCHP we work with our staff, provide instructions, and undertake risk assessments to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the *Health and Safety at Work Act 1974*, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the *Manual Handling Operations Regulations 1992 (as amended)*.

## Procedure

To limit the risk of injury from manual handling operations, UCHP will:

* Eliminate hazardous manual handling activities, as far as is reasonably practicable
* Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

* The task
* The load
* The individual undertaking the task
* The working environment.

The main manual handling hazard at UCHP is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling instructions that we provide. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

## Employee’s duties

It is the responsibility of all staff at UCHP to:

* Comply with any instructions and training provided in safe manual handling techniques
* Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
* Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

**In summary**

**Avoid** Whenever possible, avoid manual handling situations.

**Assess** If avoidance is not possible, make a proper assessment of the hazard and risks.

**Reduce** Reduce the risk of injury by defining and implementing a safe system of work.

**Review** Review your systems regularly, to monitor the overall effectiveness of the policy

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| This policy was adopted by: UCHP | Date: 19/12/2024 |
| To be reviewed: December 2025 | Signed: A close-up of a signature  Description automatically generated |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Qualifications, training, support and skills [3.27]*

**University of Cambridge Holiday Playscheme**

# Mobile Phone, Wearable Technology and Other Devices Policy

The University of Cambridge Holiday Playscheme (UCHP) accepts that mobile technology is part of the ever-changing digital environment that we live and work in. UCHP continues to foster a ‘culture of safety’ in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones and other wearable technology that is understood and adhered to by everyone; staff, children and parents.

Abiding by the terms of the UCHP’s policy ensures that we all:

* Protect children from harm and abuse
* Ensure privacy is respected and online safety is preserved
* Prevent staff from being subject to false allegations
* Help staff remain focused on the care of children
* Work in an open and transparent environment.

With the evolution of mobile and wearable technology including camera facilities as standard, it is of the upmost importance that the way we deal with mobile phones and wearable technology is managed safely.

## Staff use of mobile phones and wearable technology

Personal mobile phones belonging to members of staff should be switched off and kept in the staff room, which will remain locked between break times, during working hours.

Wearable technology such as Smartwatches and Fitbits (this list is not exhaustive) are permitted to be worn by staff. They may only be used as a watch when working with children. This means that all other functions must be disabled by turning on flight mode during Playscheme hours.

If a member of staff needs to make an urgent personal call, they can use UCHP’s site phone or make a personal call from their mobile in the staff room.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Management Team who will discuss this with the Playscheme Coordinator.

Under no circumstances may staff use their personal mobile phones or wearable technology to take photographs at UCHP during working hours.

## Children’s use of mobile phones, wearable technology, cameras and other devices

Whilst we understand that some children have mobile phones at home, we do not allow children under the age of 11 years old to bring their mobile phone to UCHP.

Children over 11 years old are allowed to bring their mobile phone to UCHP. However, their phone will be locked away for the duration of the day. Children must not use their mobile phone to take photographs of any kind whilst at the UCHP. If they want a photograph of a particular activity, they can ask a member of staff to take one using UCHP’s cameras/tablets.

UCHP does not accept any responsibility for loss or damage to mobile phones brought to the setting by the children.

Children are not permitted to bring wearable technology e.g. smart watches, tablets, laptops, digital cameras, and portable consoles to UCHP.

## Staff use of tablets

Tablets will be used by the Management Team and Playworkers for UCHP administration purposes, first aid and holding activity instructions.

Internet access on the tablets is limited to that deemed necessary for the undertaking of activities.

All tablets will remain locked in the Management Team office when they are not in use. Photographs will only be taken using the tablets during activities and these will not be shared with anyone outside of UCHP or published anywhere without the specific permission of the parent.

## Visitors’ use of mobile phones

In the interest of safeguarding, we ask all parents and visitors not to use their phones or other mobile devices on UCHP premises. Taking of photographs by parents or visitors is **strictly prohibited**. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff to take one using UCHP’s cameras/tablets.

**Guidance**

To safeguard children and practitioners online, our staff will be encouraged to refer to “Safeguarding children and protecting professionals in early years settings: online safety considerations”*.* (<https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations> )

**Related policies**

See also: **Safeguarding Children policy, Social Media Policy**

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| This policy was adopted by: UCHP | Date: 14/02/2024 |
| To be reviewed: Feb 2025 | Signed: A close-up of a signature  Description automatically generated |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: Safeguarding policies and procedures [3.7]*

**University of Cambridge Holiday Playscheme (UCHP)**

# Babysitting Policy

In line with current Safeguarding recommendations, it is the policy of University of Cambridge Holiday Playscheme (UCHP) that Playworkers who are currently on the University Casual Worker System are not able to babysit for UCHP children or their families.

Exceptions can be made for prior arrangements. In these instances, the UCHP management team must be informed and then confirmed in writing.

UCHP adopt this policy:

* To safeguard the confidentiality of our children, colleagues and other parents/carers using the Playscheme.
* To ensure that there is no compromise in the care of the child and to ensure parent/carer relationships are kept professional and supportive.
* To safeguard all parties working within the Playscheme

UCHP cannot take any responsibility for the health and safety of your child in their own home whilst being cared for by a member of the Playworker team and are unable to offer recommendations for babysitters.

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| This policy was adopted by UCHP   | Date: 20/03/2025  |
| To be reviewed: 20/03/2025  | Signed:  A close-up of a signature  Description automatically generated  |

**University of Cambridge Holiday Playscheme (UCHP)**

# Food Safety Policy

University Of Cambridge Holiday Playscheme is committed to ensuring that safe and healthy practices around the storage, preparation and service of food are followed at all times. Staff involved in food handling and preparation have to meet high standards of personal hygiene. Any member of staff showing signs of infection or ill health will not be permitted to handle food.

University Of Cambridge Holiday Playscheme follows the guidelines set out in ‘Safer Food, Better Business’ (FSA) and is registered as a food business with our local authority. We are regularly inspected by Environmental Health to ensure that health and hygiene standards are being met.

All staff involved in food handling have received food handling and hygiene training. When preparing food, staff follow the requirements of current food hygiene legislation, including:

* Always washing hands with anti-bacterial soap and hot water before and after handling food and using the toilet
* Using clean, disposable cloths
* Using the correct colour coded chopping boards (e.g. red for raw meat)
* Not being involved in food preparation if they are unwell
* Making sure all fruit and vegetables are washed before being served
* Removing jewellery, especially rings, watches and bracelets, before preparing food
* Covering spots or sores on the hands and arms with a waterproof dressing
* Keeping fingernails short, clean, and wear gloves.

## Food storage

All foods are stored according to safe food handling practices and at a correct temperature, to prevent the growth of food poisoning organisms and to ensure that food quality is maintained.

Fridge temperatures are checked and recorded on a daily basis as part of our daily environment checks. If there are temperature fluctuations that are not explained by simple user error (e.g. failure to close the fridge properly), a new fridge will be purchased.

## Cleaning

* The fridge is cleaned thoroughly, with warm, soapy water, on a weekly basis.
* Food is checked for freshness – anything past the use by date will be disposed of.
* All food preparation surfaces are wiped clean after use with anti-bacterial cleaner and disposable cloths.
* All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.
* Appropriate controls are implemented to reduce the risk of cross contamination.

Please refer to Healthy Eating Policy for reference regarding food allergies.

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| This policy was adopted by: UCHP | Date:20/03/2024 |
| To be reviewed: 20/03/2025  | Signed: A close-up of a signature  Description automatically generated |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Food and drink [3.56] and Food and drink facilities [3.57]*

**University of Cambridge Holiday Playscheme (UCHP)**

# Healthy Eating Policy

UCHP provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

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

* We provide suitable healthy snacks for all the children.
* Children are encouraged to develop good eating skills and table manners.
* All children are given plenty of time to eat.
* Where appropriate, children are involved in planning and preparing food and snacks.
* Fresh drinking water is available and accessible to children at all times.
* Fresh fruit and/or vegetables is available at all sessions.
* Withholding food is never used as a form of punishment.
* Staff discuss with children the importance of a balanced diet where appropriate.
* UCHP does not regularly provide sweets for children.
* We limit access to fatty or sugary foods.
* Children are never forced to eat or drink anything against their will.
* Children are always supervised (within sight and hearing) of an adult whilst eating

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| To be reviewed: 20/03/2025 | Signed: A close-up of a signature  Description automatically generated |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Food and drink [3.56-3.57]*

**University of Cambridge Holiday Playscheme (UCHP)**

# Health and Safety Policy

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

UCHP has appropriate insurance cover, including employer’s liability insurance and public liability insurance.

Each member of staff follows this UCHP **Health and Safety** policy and is responsible for:

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

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

## Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of UCHP. The registered person will ensure that:

* They nominate a Health and Safety Officer. The designated health and safety officer is *Harriet Cousins.*
* A copy of the current Health and Safety At work poster is displayed (poster is available here: <http://www.hse.gov.uk/pubns/books/lawposter.htm> )
* All staff receive information on health and safety matters, and receive training where necessary
* The **Health and Safety** policy and procedures are reviewed regularly
* Staff understand and follow health and safety procedures
* Resources are provided to meet UCHP health and safety responsibilities
* All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
* All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

## Responsibilities of the UCHP management team

The UCHP management team is responsible for ensuring that at each session:

* Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
* Some areas of premises are shared i.e. entrance way. UCHP has sole use of allocated rooms available to during opening hours
* All of UCHP equipment is safely and securely stored
* Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
* A working telephone is available on the premises at all times
* Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
* External pathways are cleared in severe weather
* Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

## Security

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

During UCHP sessions all internal doors are secure. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to UCHP must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children. Visitors will be issued with a visitors badge.

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

## Toys and equipment

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

We ensure that any flammable equipment is stored safely.

## Food and personal hygiene

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

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

## Dealing with body fluids

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

**Staffing levels**

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken.

**Related policies**

See also our related policies: **Illness and Accidents**, **Emergency Evacuation**, **Healthy Eating**, **Safeguarding**, **Administering Medication**, **Risk Assessment**, **Manual Handling,** **Fire Safety**, and **Intimate Care, Visitor**.

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| This policy was adopted by: UCHP   | Date: 20/03/2024  |
| To be reviewed: 20/03/2025   | Signed: A close-up of a signature  Description automatically generated  |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.63-3.69].*

**University of Cambridge Holiday Playscheme (UCHP)**

# Visitors Policy

UCHP is committed to providing a safe and secure environment for the children in our care. When we have visitors to UCHP we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting.

When a visitor arrives at UCHP we will follow the procedure set out below:

* All visitors to UCHP must sign the **Visitor Log.**
* The identity of the visitor will be checked and this will be recorded on the **Visitor Log.**
* If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Playscheme Manager.
* The reason for visit will be recorded.
* Visitors will be issued with a visitor badge
* **Visitors will never be left alone or have unsupervised contact with the children.**
* If a visitor has no reason to be on UCHP’s premises, they will be asked to leave
* If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the Playscheme Manager will be immediately notified.
* When a visitor leaves the premises, we will record the time of departure on the **Visitor Log.**

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| This policy was adopted by: UCHP | Date: 20/03/2024 |
| To be reviewed: 20/03/2025 | Signed A close-up of a signature  Description automatically generated |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.73].*

**University of Cambridge Holiday Playscheme (UCHP)**

# Intimate Care

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

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

For children who have an identified key worker, it is usual for the key worker to support intimate care of the child that they have a key working relationship with.

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

Staff will work in partnership with parents or carers and the child, where appropriate, to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

* What care is required
* Which staff will carry out intimate care tasks
* Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
* Additional equipment required
* Child’s preferred means of communication (e.g. verbal, visual)
* Child’s level of ability – what tasks they are able to carry out by themselves

## Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it may be necessary for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents’ views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

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

## Protecting children

Staff are familiar with guidance from the local Safeguarding Partnership (formerly the LSCB). UCHPs procedures reflect the guidance in *Working Together to Safeguard Children (2023)* and staff are familiar with the *What To Do If You’re Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the UCHP management team immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

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

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

## Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children’s clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

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

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| This policy was adopted by: UCHP | Date:20/03/2024 |
| To be reviewed: 20/03/2025 | Signed:  |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safeguarding policies and procedures [3.6] and concerns about children's safety and welfare [3.8] Suitable people [3.10], Health [3.53] and Toilets and intimates hygiene [3.72].*

**University of Cambridge Holiday Playscheme (UCHP)**

# Smoking, Alcohol and Drugs

## Smoking, Vaping and E-cigarettes

Smoking is not permitted anywhere on the premises of UCHP, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors. This includes Vaping and E-cigarettes

If we discover that a child has cigarettes, tobacco products or e-cigarettes in their possession while at the UCHP, we will confiscate the items and notify their parent or carer.

## Alcohol

Anyone who arrives at UCHP clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at UCHP, we will confiscate it and notify their parent or carer.

Staff are asked not to bring alcohol onto UCHP premises.

## Drugs and Medication

Anyone who arrives at UCHP clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.

If we discover that a child has illegal drugs in their possession while at UCHP, we will inform their parent or carer.

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the UCHP management team as soon as possible and seek medical advice. The UCHP management team will then complete a risk assessment.

Staff must only work directly with children if the medical advice received confirms that the medication is unlikely to impair their ability to look after children properly. Staff medication on the premises will be stored securely and out of reach of children at all times.

## Safeguarding children

All members of staff have a duty to inform UCHP management team and the Designated Safeguarding Lead (DSL) if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and DSL will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary the police will be called.

**Related policies**

**Staff Disciplinary policy**, **Safeguarding policy**.

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| This policy was adopted by: UHCP  | Date: 20/03/2024 |
| To be reviewed: 20/03/2025 | Signed:  |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: smoking and vaping [3.23], Disqualification [3.22]*

**University of Cambridge Holiday Playscheme (UCHP)**

# Safe Recruitment Policy

UCHP uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

## Advertising the vacancy

We will advertise all vacancies, and any job advertisements will include a statement about our commitment to safeguarding children.

## Initial enquiry

Upon enquiring about a vacancy, we will send potential candidates:

* a job description
* a person specification
* an application form
* a copy of the UCHP’s **Safeguarding Children** policy.

The application form includes:

* a declaration that all information is correct
* a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or final warning for any offence that may affect their suitability for working with children
* a request for the contact details of two referees one of which should be the last employer; (if this is the candidate’s first job, their course tutor is a suitable alternative.

All applicants must submit a application form by the closing date.

## Interview procedure

We will notify all candidates selected for interview by email. All candidates will be asked to bring to the following items to the inteview:

* proof of identity including right to work documentation.
* proof of address, eg recent utility bill (not mobile phone) or bank statement
* proof of qualifications, ie the relevant certificates

Virtual interview can be conducted by request, if successful candidate will by asked to bring in the above documentation post interview.

The interview will be conducted by at least two interviewers. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate’s employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

## Appointing a new member of staff

When we have selected the successful candidate, we will:

* send the candidate a written offer, which will clearly state that it is subject to the receipt of suitable references, full sight of a satisfactory enhanced DBS certificate and their written confirmation that they are not disqualified from working with children.
* contact referees for a reference, including asking them if they have any child protection concerns about the candidate.
* initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
* ask the candidate to complete a health questionnaire
* notify any unsuccessful interviewees.

We will also take copies of the new member of staff’s qualification certificates and take details of the proof of identity documentation that has been reviewed and keep these on file.

When a new member of staff starts work at UCHP we will give them:

* a link to the Cambridge Causual Worker System (CCSW) to set up an account.
* Shifts will be allocated on CCWS. Each shift that is allocated provides UCHP employment Terms and conditions.
* A link to UCHP policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.

We will conduct a full induction and orientation programme with all new members of staff as set out in our **Staff Induction policy**.

## Disqualification

UCHP cannot employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under section 75 of the Childcare Act 2006. All new staff must sign a declaration that they are not disqualified when they commence employment and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified during their employment with us, we will terminate their employment and notify Ofsted.

## DBS checks

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children’s information. If candidates have subscribed to the DBS Update Service we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued we will obtain a new DBS disclosure for them. Additional criminal records checks will be made for anyone who has lived abroad.

New staff will only be allowed to have ***unsupervised contact with children*** when we have had full sight of a satisfactory DBS certificate for them.

If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the children until we have seen and reviewed their DBS certificate.

When we appoint a member of staff we will keep a record of the date and number of their DBS disclosure on our **Central DBS Record**. We will update the DBS checks for all staff every 3 years and/or review Update Service checks every three years.

## DBS checks with any recorded information

If the DBS check returns showing criminal records information relating to harm to children or young people, violence, sexual assault, child sexual abuse images, terrorism offences, or anything else that might indicate they are unsuitable to work with children, the Playscheme Manager will firstly check the list of offences that automatically disqualify a person from working with children under the terms of the Childcare Act 2006. The list is available here:

https://www.gov.uk/government/publications/disqualification-under-the-childcare-act-2006

The Playscheme Manager may seek further advice from social care or the LADO (Local Authority Designated Officer) if they are unsure whether the disclosed offence is on the list of disqualifiable offences.

If the candidate’s offences disqualify them from working with children then the offer of employment will be withdrawn.

If the offence shown on the disclosure is not on the list of disqualifying offences but still gives cause for concern, for example offences relating to theft or fraud or anything else that might pose a risk to the integrity of UCHP, the Playscheme Manager may choose to seek further advice (e.g. from UNLOCK or NACRO) to help inform their decision.

Where the offences are more minor and where children are unlikely to be at risk of harm, UCHP will decide on a case by case basis whether to confirm the appointment. This decision will be subject to undertaking a risk assessment of the applicant's criminal record. This will include giving the applicant the opportunity to provide an explanation for the offences, as well as the circumstances at the time. We will assess the applicant's attitude to their offences, and whether they would act differently now.

In all cases we will discuss any matter revealed on a DBS certificate with the applicant before withdrawing the conditional offer of employment.

## Immigration status

The management is aware of Asylum and Immigration Act requirements and will check the eligibility of all new starters to work in the UK. Candidates are expected to provide documents confirming their status; e.g. Right to Work Share Code, a driving licence, passport, and NI number.

## Equality Act 2010

At all points during the recruitment process, UCHP will comply with the Equality Act 2010 to ensure the fair and equal treatment of practitioners of different gender, race, and sexual orientation etc.

**Related policies**

**Safeguarding policy**.

**Contact information**

Social Care: 03450455203

Social Care out of hours contact: 01733 234724

LADO (Local Authority Designated Officer): 01223 727967

NACRO: https://www.nacro.org.uk/

UNLOCK: http://recruit.unlock.org.uk/

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| This policy was adopted by: UCHP | Date: 20/03/2024 |
| **To be reviewed:** 20/03/2025 | Signed: A close-up of a signature  Description automatically generated |

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Suitable people [3.10 - 3.21]

**University of Cambridge Holiday Playscheme (UCHP)**

# Privacy Policy

This privacy policy sets out how UCHP use and protect any information collected when you use its website.

UCHP are committed to ensuring that your privacy is protected. Any information by which you can be identified when using this website will only be used in accordance with this privacy statement.

UCHP may change this policy by updating this page. You should check this page from time to time to ensure that you are happy with any changes and each time before you submit your personal information.

At UCHP we respect the privacy of the children attending our clubs and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required is erased after you have informed us that your child has ceased attending our club.

We will use the contact details you give us to contact you via phone, text, email, social media, through our online booking system and post so that we can send you information about your child, our club and other relevant news, and so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

* have a safeguarding concern about your child
* are required to by government bodies or law enforcement agencies
* engage a supplier to process data on our behalf
* have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

* we will not be able to continue to care for your child if we do not have sufficient information about them
* even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so cannot delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner’s Office (ICO).

By agreeing to our Terms and Conditions you are giving permission for us to contact you regarding relevant matters.

## What Information do we collect:

You may browse the web site without telling us who you are or revealing any personal information. The only information we gather during general browsing is from standard server logs. These include your IP address, domain name, browser type, operating system, and information such as the website that referred you to us, the files you downloaded, the pages you visit, and the dates/times of those visits. This information is not used to develop a personal profile of you. The log files are regularly purged.

You may however provide us with personal information, for example, if you register for any of our services. You may be asked for:

* Name and personal details
* Contact information including email address
* Demographic information such as postcode, preferences and interests
* Other information relevant to customer surveys and/or offers
* Payment details (such as debit or credit card details) if paying for a service. UCHP do not store our customers’ financial details.

## What do we use personal information for?

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

* Internal record keeping.
* We may use the information to improve our products and services.
* We may periodically send promotional emails about special offers or other information which we think you may find interesting using the email address which you have provided.
* From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.
* We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

## Who do we pass your personal information to?

We will only disclose personal information to government bodies and law enforcement agencies, successors in title to our business and suppliers we engage to process data on our behalf.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## Security

We are committed to ensuring that your personal information is secure. Whilst we make all reasonable efforts to maintain security of your personal information, we assume no responsibility for the security of such information.

## How we use cookies

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use cookies to recognise members who have previously logged in and to ensure that restricted member content is delivered correctly.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

*\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

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| This policy was adopted by: UCHP   | Date: 20/03/2024  |
| To be reviewed: 20/03/2025  | Signed:A close-up of a signature  Description automatically generated  |

**University of Cambridge Holiday Playscheme (UCHP)**

# Safeguarding and Child Protection Policy

## Introduction

The University of Cambridge HolidayPlayschemefully recognises the responsibility to have arrangements in place to safeguard and promote the welfare of all children. Our policy applies to all staff, paid and unpaid, working in the setting, including volunteers and students, all of whom have a vital role in safeguarding children. Concerned parents may also contact the setting’s Designated Person/s for Child Protection.

This policy sets out how the setting complies with their statutory responsibilities relating to safeguarding and promoting the welfare of children who attend the setting. The policy will be reviewed regularly, annually as a minimum.

**This policy** provides staff, including agency staff, volunteers, students and parents/carers with details about specific safeguarding concerns that may impact on the welfare of children in their care or living locally. As a society we all have a duty to safeguarding children but it is particularly important that those working or volunteering with children remain vigilant to the signs and indicators of abuse and neglect. Staff, agency staff, volunteers and students should be familiar with the safeguarding procedures within the setting and know how to respond to concerns about children or adults.

We recognise that high self-esteem, confidence, supportive friends and good lines of communication with a trusted adult help to protect children. The setting will therefore:

* Establish and maintain an ethos where children feel secure, are encouraged to talk, and are actively listened to.
* Ensure children know that there are adults in the setting whom they can approach if they feel worried or in difficulty

## Safeguarding Practice in our Setting

### Designated Persons for Child Protection (DP)

* A trained DP is available and on site (wherever possible) at all times the setting is open to be able to access relevant records and take the necessary action.Contingency arrangements will be put in place should the DP not be available (another DP will be on site).
* Named DPs are Emmie Vickery, Harriet Cousins, Georgina Lawrence and Millie Brasher.
* All DPs will refresh their training every two years. In addition, DPs knowledge and skills will be refreshed regularly (at least annually) via information sources such as the DP Knowledge Hub, Child Protection Information Networks, further relevant training and Cambridgeshire and Peterborough Safeguarding Children Partnership Board.
* The importance of the role of the DP is acknowledged by ensuring they have the time and training to undertake their duties.
* The Cambridgeshire and Peterborough Safeguarding Children Partnership Board procedures, Working Together to Safeguard Children 2023, and What to Do if You are Worried a Child is Being Abused 2015, are adhered to. The DP has contact details for Cambridgeshire Children’s Social Care and the Early Help Hub readily accessible for use when required. Bordering county Social Care and Early Help contact details are available, as required, for children who live outside of Cambridgeshire.

### Staff Members, Agency Staff, Volunteers and Students

* Have a robust induction which includes all relevant aspects of safeguarding practice.
* Know the names of the DPs and what their role include.
* Know how to record and pass on concerns about a child or adult.
* Understand their individual responsibility to refer child protection concerns to relevant agencies as a matter of urgency if there is no DP present and/or they feel the child remains at risk of significant harm.
* Staff Members: Attend basic child protection training every three years as a minimum and within 6 weeks of commencing employment. Training will contain details of the local safeguarding procedures within Cambridgeshire and support staff to identify signs of possible abuse and neglect at the earliest opportunity and to respond to these in a timely and appropriate way.
* Receive regular and relevant updates on safeguarding practice, usually from their DP, at least annually.
* Understand the setting policy on babysitting for families who attend the setting.
* Ensure they are fully aware of the Use of Mobile phone, Camera’s and Technological Devices Policy and support the setting in safeguarding children online.

### Management

The committee/owner fully recognises their responsibilities regarding safeguarding and promoting the welfare of children. They will:

* Designate a committee member (where applicable) for safeguarding (a ‘Safeguarding Officer’) who will monitor the setting’s child protection policy and overall practice and champion good practice in relation to child protection and safeguarding.
* Ensure that this policy is annually reviewed in conjunction with the setting’s DPs.
* Undertake a safeguarding briefing from the DP upon election/ownership
* Individual committee members/owners will comply on election with Ofsted suitability check requirements including undertaking a DBS check.
* Complete Safer Recruitment training (at least one person who has recruitment responsibility).

### Liaison with other agencies

The setting will:

* Work to develop effective links with relevant services to promote the safety and welfare of all children.
* Co-operate as required, in line with Working Together to Safeguard Children 2023, with key agencies in their enquiries regarding child protection matters including attendance and providing written reports at child protection conferences and core groups.
* Notify the relevant Social Care team immediately if there is an unexplained absence or there is any change in circumstances to a child who is subject to a Child Protection Plan.
* Notify the relevant Social Care team immediately if there are any further abuse or neglect concerns (such as fresh marks, bruises or injuries) where a child is already subject to a Child Protection Plan or Child in Need Plan. It will not be assumed that Social Care are already aware of these additional concerns.
* Respond to requests for information about children in the setting’s care from the Education Navigator at the Multi-Agency safeguarding Hub (MASH) or a Social Worker in a timely manner.
* Link with Designated Persons / Designated Safeguarding Leads in other settings and schools where we work with the same children and families.

### Record keeping

The setting will:

Keep clear, detailed written records of concerns about children’s welfare using the Log of Concern Form. Records should include:

* a clear and comprehensive summary of the concern;
* details of how the concern was followed up and resolved;
* a note of any action taken, decisions reached and the outcome.
* Records will be kept in individual child welfare files.
* Records will be stored securely and confidentially.
* During registration of each new child, ask for information about other settings the child currently or previously attended. The DP will make contact to request relevant safeguarding and welfare information is shared. This will be ongoing where children attend more than 1 setting concurrently.
* Unless it would place the child at risk of significant harm, parents will be informed that a Log of Concern Form has been completed, where it will be stored and what will happen to it when the child leaves the setting.
* Parents do not have an automatic right to access child welfare records and consideration will be given as to what the consequences of information sharing might be (in line with Information Sharing Guidance, 2018).

### When a child leaves or moves to another setting

Their individual child welfare file will be transferred to the receiving school or setting using the following protocol:

* The file will be sent as soon as possible after the child has moved setting and marked 'Confidential, Addressee Only' and sent to the DP, if known, of the receiving setting/school. The file will be delivered by hand if possible; otherwise sent by delivery that can be tracked and signed for.
* The setting will contact the receiving setting/school by telephone to make them aware that there is a child welfare file and, once sent, ask them to confirm they have received the file. The setting will keep a record that the file has been received to be able to identify its location.
* Parents will be made aware that child welfare records will be transferred unless this would place the child at risk of acute harm.
* The setting will not keep a copy of transferred records, unless there are younger siblings for whom there are similar concerns about but will keep a record of the current file location and date the file was transferred.
* If individual child welfare files cannot be transferred for any reason, the setting will archive them for 25 years from the child’s date of birth.
* All actions and decisions will be led by what is considered to be in the best interests of the child.

### Confidentiality and information sharing

Information sharing is essential for effective safeguarding and promoting the welfare of children and young people. The DP will be guided by the the Department for Education (DfE) Guidance **‘**Information sharing - Advice for practitioners providing safeguarding services to children, young people, parents and carers’ July 2018.

Fears about sharing information will not stand in the way of the need to safeguard and promote the welfare of children at risk of abuse or neglect. The UK General Data Protection Regulations (UK GDPR) and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe:

* ‘Information will be shared legally without consent, if the DP or a member of staff is unable to or cannot be reasonably expected to gain consent from the individual, or if to gain consent could place a child at risk.’
* relevant personal information will be shared lawfully if it is to keep a child or individual at risk safe from neglect or physical, emotional or mental harm, or if it is protecting their physical, mental, or emotional well-being.’

(Information Sharing, July 2018, Page 5)

### What information will be shared?

When taking decisions about what information to share, the DP will consider how much information they need to release and the impact of disclosing information on the information subject and any third parties. Information should be proportionate to the need and level of risk. Only information that is relevant to the purposes will be shared with those who need it. This allows others to do their job effectively and make informed decisions.

Information sharing decisions must be recorded, whether or not the decision is taken to share. If the decision is to share, reasons should be cited including what information has been shared and with whom. If the decision is not to share, the DP will record the reasons for this decision and discuss them with the person requesting the information.

If a child discloses information that may indicate that they are at risk of abuse or neglect, the staff member will be clear that they cannot promise to keep the information a secret. The staff member will be honest with the child and explain that it will be necessary to tell someone else in order to help them and to keep them safe.

### Communication with Parents

The setting will:

* Undertake appropriate discussion with parents prior to involvement of another agency unless the circumstances may put the child at further risk of harm.
* Contact Children’s Social Care first if the setting believes that notifying parents about a safeguarding concern may place the child or another person at immediate risk of harm or prejudice the prevention or detection of crime. Further guidance on this can be found in the ‘Effective Support for Children and Families in Cambridgeshire and Peterborough document’.
* Ensure that all parents/carers have an understanding of the responsibility placed on the setting and staff for safeguarding and child protection by ensuring that they receive a copy of this policy when registering their child at the setting.
* Record on the log of concern form what discussions have taken place with parents and if a decision was made not to discuss the matter with parents, the reason why not (circumstances may include if the DP is unable to or cannot be reasonably expected to gain consent from the individual, or if gaining consent could place a child at risk of harm such as potential physical or sexual abuse).

### Supporting Children

We recognise that any child may be subject to abuse or witness abuse and that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. Children may also find it difficult to develop a sense of self-worth and trust those around them. Some children may adopt inappropriate or abusive behaviours and that these children may be referred on for appropriate support and intervention.

The setting will support children through:

* Activities to encourage self-esteem, self-motivation and resilience.
* An ethos that actively promotes a positive, supportive and secure environment that values people.
* A behaviour policy aimed at supporting all children. All staff will agree on a consistent approach, which focuses on the behaviour of the child but does not damage the child’s sense of self-worth. The setting will ensure that the child knows that some behaviour is unacceptable, but she/he is valued and not to be blamed for any abuse which has occurred.
* Liaison with other agencies which support the child and family such as Children’s Social Care and District Teams.
* Promote supportive engagement with parents/carers in safeguarding and promoting the welfare of children, including where families may be facing challenging circumstances.
* Recognition that children living in a home environment where there is domestic abuse/violence, mental ill-health or substance misuse may be vulnerable and in need of support and protection.
* Monitoring children’s welfare, keeping records and seeking advice or making a referral to other agencies, e.g., Children’s Social Care, when necessary.

### Privately Fostered Children

Private fostering is when a child under the age of 16, (under 18 if disabled) is provided with care and accommodation by a person who is not a parent, person with parental responsibility for them or relative in their own home for 28 days or more. The setting will follow the mandatory duty to inform the Local Authority of any ‘Private Fostering’ arrangements and refer to the Specialist Fostering Team.

### Promoting a protective ethos

The setting will create an ethos in which children feel secure, their viewpoints are valued, they are encouraged to talk, and they are listened to.

This will be achieved in the following ways:

* All staff, including the DPs, are trained regularly to ensure skills and knowledge are up to date.
* Staff know how to respond to child protection concerns.
* Contribution to an inter-agency approach to child protection by working effectively and supportively with other agencies.
* Raising children's awareness and actively promoting self-esteem building, so that children have a range of strategies and contacts to ensure their safety.
* Using personal safety programmes, such as Protective Behaviours and the NSPCC PANTS campaign.
* Working with parents to build an understanding of the setting’s responsibility to the welfare of the children.
* Ensuring the relevant policies are in place, i.e., the use of mobile phones and cameras, behaviour management, intimate care, whistleblowing, social networking.
* Being vigilant to the inappropriate behaviour of staff or adults working with children and ensuring that all staff and volunteers know the allegations procedure, and this is actively supported within the setting.
* Staff acting as positive role models to children and young people.
* Ensuring staff are aware of the need to maintain appropriate and professional boundaries in their relationships with children and parents/carers in line with our setting’s staff code of conduct/behaviour policy.
* Ensuring the Designated Person keeps themselves up to date with risks, community disruptions and influences that may be of a safeguarding nature in the local area and disseminates this information to the staff as relevant.

### Preventing unsuitable people from working with children and young people

The setting has a duty to ensure that people looking after children are suitable to fulfil the requirements for their role. The setting will follow safer recruitment practices including verifying qualifications and ensuring appropriate DBS and reference checks are undertaken. The setting will not allow people, whose suitability has not been checked, to have unsupervised contact with children.

Staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment at the setting). This is checked and recorded during supervisions to ensure ongoing suitability.

**These members of staff/committee have undertaken Safer Recruitment training:**

*Emmie Vickery*

*Harriet Chillingworth*

*Georgina Lawrence*

*Molly Smith*

### Whistleblowing

The setting has a separate Whistleblowing Policy which aims to help and protect both staff and children by:

* Preventing a problem getting worse;
* Safeguarding children and young people;
* Reducing the potential risks to others.

The earlier a concern is raised, the easier and sooner the setting can take action. The responsibility for expressing concerns about unacceptable practice or behaviour rests with all staff, students and volunteers.

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| **Allegation against a person who works or volunteers with children****An allegation may relate to a person who works or volunteers with children who has:*** 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 or children in a what that indicates they may pose a risk of harm to children
* behaved or may have behaved in a way that indicates they may not be suitable to work with children.

If an allegation is made against a person who works or volunteers with children, the following action will be taken (refer to: ‘Allegation against a person who works or volunteers with children’ flowchart and guidance):* The setting will ensure the immediate safety of the children.
* The setting will **not** start to investigate but will immediately contact the Local Authority Designated Officer (LADO): 01223 727967.
* If the LADO decides the matter is a child protection case, external/internal agencies (e.g., police) will be informed by the LADO and the setting will act upon the advice given to ensure that any investigation is not jeopardised.
* The setting will notify Ofsted of a significant event
* It may be necessary for the employer to suspend the alleged perpetrator. Suspension is a neutral act to allow a thorough and fair investigation.
* If it is agreed that the matter is not a child protection case, the setting will investigate the matter themselves, gaining HR advice as required.
 |

The setting will ensure that any disciplinary proceedings against staff relating to child protection matters are concluded in full even when the member of staff is no longer employed at the setting and that notification of any concerns is made to the relevant

agencies, the Disclosure and Barring Service (DBS) and included in references where applicable.For further information, refer to the setting’s safer recruitment policy.

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| Safeguarding Flowchart**February 2024** |

Safeguarding concern or concern about a child’s welfare

No safeguarding concern, but emerging needs of the child indicate that additional services or support may be required

Allegation made against member of staff

Concern logged and passed immediately to the Designated Person (DP) for Child Protection

Follow the Allegation against a person who works or volunteers with children Flow Chart and Guidance (Jan 2021)

Discuss with the setting manager or DP

DP will decide what action to take, which may include a referral to Children’s Social Care

**0345 045 5203**



Manager/SENCO/DP will consider completing an Early Help Assessment (EHA) after gaining parental consent and contacting the Early Help Hub for further advice:

**01480 376666**

If the DP is unavailable or not contactable, for any reason, and you have immediate concerns about a child’s welfare, contact Children’s Social Care: **0345 045 5203 (8am - 5.30pm Monday - Thursday. 8am - 4.30pm Friday)**

**01733 234724 Emergency duty team (out of hours)**

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### Recognising Child Abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institution or community setting; by those known to them or, more rarely, by a stranger. Signs and indicators of abuse may include: significant changes in children’s behaviour, deterioration in children’s well-being, unexplained marks, injuries or other signs of abuse or neglect, children’s comments during their play or otherwise which give cause for concern, patterns of absences or frequent absences and inappropriate behaviour displayed by Playworkers or another person working with children or parents/carers.

### **Physical Abuse**

This involves hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child’s ill health also constitutes physical abuse.

**Possible Physical Indicators of Physical Abuse:** Bruises/marks on soft parts of the body e.g. cheeks, forearm (in defence), hips, stomach, upper arms, shoulders and neck; bruises/marks that carry the imprint of an implement or hand; bite marks, burns or scalds; unexplained recurrent injuries, burns or bruises, untreated injuries.

**Possible Behavioural Indicators of Physical of Abuse:** Refusal to discuss injuries or improbable explanations; flinching from physical contact; acceptance of excessive punishment; pattern of absences which may serve to hide bruises or other physical injuries; wearing clothes that may cover bruises, particularly in hot weather; fear of undressing; aggression towards others; over compliant behaviour or a ‘watchful attitude’.

Sexual Abuse**:**

This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

**Possible Physical Indicators of Sexual Abuse:** anal, oral or vaginal soreness, unusual discharge, persistent urinary tract infection, tiredness, pregnancy or STD’s.

**Possible Behavioural Indicators of Sexual Abuse:** lethargy and listlessness, provocative sexual behaviour, overly affectionate behaviour which transgresses the usual boundaries of physical contact; sexual awareness inappropriate to a child’s age – shown, for example in drawings, language, games etc; attempts to teach other children about sexual activity; sexualises non sexualised objects or activities; regression to younger behaviour e.g bed wetting; refusing to stay with or avoid being left alone with certain people or go to certain places; frequent public masturbation; over-compliant behaviour; attempting to tell about the abuse through hints or clues sometimes followed by retraction; self-harm.

### **Emotional abuse**

Varying degrees of emotional abuse are present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

**Possible Physical Indicators of Emotional Abuse:** Developmental delay – physical or cognitive; self-harm; sudden speech disorders; physical complaints with no medical basis.

**Possible Behavioural Indicators of Emotional Abuse:** Delays in intellectual development; continual self-deprecation; over reaction to mistakes; fearfulness; neurotic behaviour – obsessive rocking, thumb sucking etc; air of detachment with a ‘don’t care’ attitude; social isolation – does not join in and has few friends; desperate attention-seeking behaviour.

**Family or Parental Behaviour:** Mental ill health – suicide attempts, depression, threats; domestic abuse; alcohol and drug abuse; blames or puts child down; cold and rejecting; indifferent to child’s problems or welfare; withholds affection; shows preferential treatment when there is more than one child in the family.

Neglect: Neglect is the persistent failure to meet a child’s basic physical, emotional or psychological needs and may have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm/ill health. Neglect can also manifest itself in a failure to meet a child’s basic emotional needs.

**Possible Physical Indicators of Neglect:** Constant hunger and tiredness; underweight or obesity; poor personal hygiene; inappropriate or poor state of clothing; poor skin or hair tone; untreated medical problems.

**Possible Behavioural Indicators of Neglect:** Social isolation; frequent lateness or non-attendance at Playscheme; destructive tendencies; poor relationships with peers; scavenging and scrounging.

**Parental Behaviour:** Neglect is often characterised by parents ‘omitting’ to care appropriately for their children and may include: leaving them at home when they are too young to care for themselves; exposing children to dangerous situations; putting their own needs before those of their children; leaving them with inappropriate carers; failure to provide adequate shelter, food or clothing.

### **Sexual Exploitation**

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

(Child Sexual Exploitation, Definition and Guide: DFE, 2017)

Sexual exploitation can take many different forms from the seemingly ‘consensual’ relationship to serious organised crime involving gangs and groups. Potential indicators of sexual exploitation will be addressed within Playworker training, including raising awareness with Playworkers that some young people who are being sexually exploited do not show any external signs of abuse and may not recognise it as abuse. Playworkers will follow the procedures outlined in this policy if concerns of child sexual exploitation arise.

### Children at Risk of Criminal Exploitation

Criminal exploitation of children is a form of harm that is a typical feature of county lines activity (County lines means groups or gangs using young people or vulnerable adults to carry and sell drugs from borough to borough, and across county boundaries. It is a tactic used by groups or gangs to facilitate the selling of drugs in an area outside of the area they live, reducing their risk of detection). Drug networks or gangs exploit children and young people to carry drugs and money from urban areas to suburban and rural areas. Exploitation can occur even if activity appears to be consensual. UCHP will address indicators of child criminal exploitation with Playworkers through training. The DP will complete the Safeguarding Partnership Board Exploitation Risk Assessment and Management Tool and refer to Children’s Social Care if there is a concern that a young person may be at risk of criminal exploitation. Playworkers will follow the procedures outlined in this policy if concerns of criminal exploitation arise.

### Female Genital Mutilation (FGM)

FGM is a cultural practice that is a form of child abuse in the UK and is illegal under the FGM Act 2003. FGM can happen to girls of any age and is also known as female genital cutting or female circumcision. It is the ritual removal of some or all of the external female genitalia. Health effects depend on the procedure, but can include recurrent infections, chronic pain, cysts, an inability to get pregnant, complications during childbirth and fatal bleeding. This practice typically occurs in children from more than 29 countries across Africa, parts of the Middle East, South East Asia and countries where migrants from FGM affected communities live, however, the above is not an exhaustive list. **Signs that may indicate a child is being prepared for or has had female genital mutilation include:** anxiety leading up to a family holiday – children may be taken abroad for the procedure this is also illegal; talk of a ‘special procedure’ or ‘party’ – a child may talk about a special ceremony that is going to take place, they may be unaware of what the special procedure is; extended absence – this could indicate that the procedure has already taken place. On the child’s return there may be a significant change in their behaviour; psychological effects – such as depression, anxiety and low self-esteem; and physical signs – problems going to the toilet, bladder discomfort or pain when sitting still. Playworkers must share any concerns about FGM, however small immediately as they will need to be reported with great urgency.

### Honour Based Violence (HBV)

HBV can be described as a collection of practices, which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour. It occurs around the world and cuts across many cultures and is most likely when a culture is heavily male dominated. HBV may include violence such as breast ironing, imprisonment, FGM, forced marriage or murder and can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code. It is a violation of human rights and may take the form of domestic and/or sexual violence. **Potential warning signs may include** those signs similar to physical, sexual and emotional abuse.

### Forced Marriage

A forced marriage is a marriage conducted without the valid consent of one or both parties, where some element of duress is a factor. Duress can include physical, psychological, sexual, financial and emotional pressure. A forced marriage is different from an arranged marriage, which is a respected tradition in many cultures, and where both parties give their consent. The following signs could be apparent in any person involved in the Playscheme including parents, children and Playworkers. **Potential warning signs include:** change in emotional or behavioural presentation, e.g. becoming anxious, depressed, frightened and emotionally withdrawn or exhibiting joy or excitement; evidence of self-harm, treatment for depression, attempted suicide, social isolation, eating disorders or substance abuse; evidence of family disputes/conflict, domestic violence/abuse or running away from home; extended absence from school/college, truancy, drop in academic performance, low motivation, excessive parental restriction and control of movements, and history of siblings leaving education early to marry; poor attendance and/or poor performance, parental control of income and limited career choices; family member raising concerns that a relative may be, or has been forced into marriage, or informing a professional that their relative is to be married; a family member suddenly disappearing; a family member asking a member of the Playworker team to sign a passport application form or visa immigration form; and a child being taken away from the Playscheme, or out of the country, without explanation.

### Domestic Abuse

Domestic Abuse is defined as: ‘’any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse: Psychological, physical, sexual, financial and emotional’’. (Home Office, 2013). UCHP recognises that where there is Domestic Abuse in a family, the children/young person will always be affected; the longer the violence continues, the greater the risk of significant and enduring harm, which they may carry with them into their adult life and relationships.

UCHP will work in partnership with the Police and Cambridgeshire County Council (CCC) to identify and provide appropriate support to children who have experienced domestic abuse; this scheme is called Operation Encompass.

In order to achieve this, CCC’s Education Safeguarding Team will share police information of all domestic abuse incidents if they know that one of the children attending our setting was present, with one of our Designated Person’s for Child Protection (DP). On receipt of any information, the DP will consider the appropriate support for the child.

The Operation Encompass information is stored in line with all other confidential safeguarding and child protection information. All information sharing and resulting actions will be undertaken in accordance with the ‘Cambridgeshire and Peterborough *Joint Agency Protocol for Domestic Abuse – Notifications to Schools, Colleges and Early Years settings*’.

### Peer on Peer Abuse and Sexual Violence and Harassment between Peers

Children and young people may be harmful to one another in a number of ways which would be classified as peer on peer abuse. Peer on peer abuse can include:

* Bullying (including cyberbullying)
* Physical abuse such as hitting, kicking, shaking, biting, hair pulling
* Sexual bullying
* Being coerced to send sexual images (sexting)
* Sexual assault
* Teenage relationship abuse.
* Upskirting

UCHP recognise that sexual violence and sexual harassment can occur between two children of any age and gender. Sexual violence may include rape, assault by penetration or sexual assault. Sexual harassment refers to ‘unwanted conduct of a sexual nature’, such as sexual comments, sexual taunting or physical behaviour such as deliberately brushing against someone. Online sexual harassment may include non-consensual sharing of sexual images and videos, sexualised online bullying, unwanted sexual comments and messages, and sexual exploitation, coercion and threats.

**UCHP will:**

* Be clear that peer on peer abuse, sexual violence and sexual harassment will not be tolerated.
* Provide training for staff on how to manage a report of peer on peer abuse, sexual violence or sexual harassment.
* Make decisions on a case-by-case basis.
* Reassure victims that they are being taken seriously, offer appropriate support and take the wishes of the victim into account when decision making.
* Implement measures to keep the victim, alleged perpetrator and if necessary other children and staff members, safe. Record any risk assessments and keep them under review.
* Give consideration to the welfare of both the victim(s) and perpetrator(s) in these situations
* Liaise closely with external agencies, including police and social care, when required.

### Radicalisation (Prevent Duty)

UCHP recognise that young people may be vulnerable to new influences and potentially risky behaviours, influence from peers, influence from older people or the internet as they may begin to explore ideas and issues around their identity. We understand that children may actively search for content that is considered radical, or they could be persuaded to do so by others.

The Counter Terrorism and Security Act 2015, the Prevent Duty, places a duty on UCHP to keep children safe and prevent people being drawn into terrorism. UCHP is committed to help children and parents attending our setting to feel safe, welcome and that they belong. UCHP promotes the values of individual liberty and mutual respect, tolerance of those with different faiths and beliefs, the rule of law and democracy. To achieve this UCHP and its staff focus on personal, social and emotional development. We support children in developing a sense of right and wrong, valuing other views and challenging negative attitudes and stereotypes. Playworkers will be vigilant to harmful behaviours by influential adults in a child’s life and any extremist views or observations of behaviour that cause concern will be logged on a ‘Logging Concern’ form and shared with the Playscheme Co-ordinator immediately.

Potential warning signs include:

* A conviction that their religion, culture or beliefs are under threat and treated unjustly
* A tendency to look for conspiracy theories and distrust of mainstream media
* The need for identity and belonging
* Being secretive about who they’ve been talking to online and what sites they visit
* Becoming emotionally volatile.
* The child abruptly abandons friends and family members
* They stop participating in activities that used to occupy a lot of their time
* A growing hatred for those that don’t adhere to their beliefs.

On receiving information about a concern the Playscheme Co-ordinator will follow UCHP’s safeguarding procedures and advice will be sought from the local Police (101) by asking to speak to a prevent officer and Social Care. UCHP will then act upon advice given. UCHP may call the Department of Education’s dedicated telephone helpline (020 7340 7264). If a child is thought to be at immediate risk of harm the Playscheme Co-ordinator will contact the Police and Social Care highlighting the urgency of the situation.

### Children who have Family Members in Prison

UCHP is committed to supporting children and young people who have a parent or close relative in prison and will work with the family to find the best ways of supporting the child. UCHP recognises that children with family members in prison are at risk of poor outcomes including: poverty, stigma, isolation, poor mental health and poor attendance. UCHP will treat information shared by the family in confidence and it will be shared on a ‘need to know’ basis. UCHP will work with the family and the child to minimise the risk of the child not achieving their full potential.

Privately Fostered ChildrenPrivate fostering is when a child under the age of 16, (under 18 if disabled) is provided with care and accommodation by a person who is not a parent, person with parental responsibility for them or relative in their own home for 28 days or more. UCHP will follow the mandatory duty to inform the local authority of any ‘Private Fostering’ arrangements.

### Young Carers

UCHP recognises that children who are living in a home environment which requires them to act as a young carer for a family member or a friend who is ill, disabled, or misuses drugs or alcohol can increase their vulnerability and that they may need additional support and protection. UCHP will seek to identify young carers, offer additional support internally, signpost to external agencies, be particularly vigilant to the welfare of young carers and follow the procedures outlined in this policy, referring to Early Help or Social Care as required if concerns arise.

### Supporting the Child at Risk

UCHP recognises that any child may be subject to abuse or witness abuse and that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. UCHP recognises that children who are abused or witness violence may find it difficult to develop a sense of self-worth or to trust those around them. They may feel unhappiness, humiliation and some sense of self blame. We recognise that some children actually adopt abusive behaviours and that these children must be referred on for appropriate support and intervention. UCHP will endeavour to support the child through:

* Activities that encourage self-esteem self-motivation and resilience.
* UCHP ethos that actively promotes a positive, supportive and secure environment and values people.
* UCHP’s Behaviour Policy is aimed at supporting children. All Playworkers will follow a consistent approach, which focuses on the behaviour of the child but does not damage the child’s sense of self-worth. UCHP will ensure that the child knows that some behaviour is unacceptable but she/he is valued and not to be blamed for any abuse which has occurred.
* Liaison with other agencies which support the child such as Social Care, the child’s School and the Locality Teams.
* Promote supportive engagement with parents/carers in safeguarding and promoting the welfare of children, including where families may be facing challenging circumstances.
* Recognition that children living in a home environment where there is domestic violence, drug or alcohol abuse are vulnerable and in need of support and protection.
* Vigilantly monitoring children’s welfare, keeping records and notifying Social Care when appropriate to do so.

##

### Drug use and child protection

The discovery that a young person is misusing legal or illegal substances or reported evidence of their substance use is not necessarily sufficient in itself to initiate child protection proceedings, but UCHP will consider such action in the following situations where there is evidence or reasonable cause:

* To believe the young person’s drug misuse may cause him or her to be vulnerable to other abuse such as sexual abuse.
* To believe the young person’s drug related behaviour is a result of abusing or endangering pressure or incentives from others, particularly adults.
* To suspect that the misuse is being prompted by serious parent/carer drug misuse.

### Drug/alcohol misusing parents

Misuse of drugs and/or alcohol is strongly associated with the risk of significant harm to children, particularly when combined with other features such as domestic violence.

If the setting has concerns about drug and/or alcohol abuse by a child’s parents/carers they will follow appropriate procedures. This is particularly important if the following factors are present:

* Use of the family resources to finance the parent’s dependency, characterised by inadequate food, heat and clothing for the children
* Children exposed to unsuitable caregivers or visitors, e.g. customers or dealers
* The effects of drugs and/or alcohol leading to an inappropriate display of sexual and/or aggressive behaviour
* Chaotic drug and/or alcohol use leading to emotional unavailability, irrational behaviour and reduced parental vigilance
* Disturbed moods as a result of withdrawal symptoms or dependency
* Unsafe storage of drugs and/or alcohol or injecting equipment
* Drugs and/or alcohol having an adverse impact on the growth and development of the unborn child.

### Children with Special Educational Needs and/or Additional Needs

We recognise that, statistically, children with additional needs, special educational needs, emotional and behavioural difficulties and disabilities are most vulnerable to abuse. UCHP Playworkers who support with children with complex and multiple disabilities and/or emotional and behavioural problems should be particularly sensitive to signs of abuse.

If a child/children with emotional or behavioural difficulties or challenging behaviour attends UCHP, the Playworkers assigned to them will be supported to decide appropriate strategies that will reduce anxiety for the individual child and raise self-esteem as part of an overall behaviour support plan agreed with parents.

We are aware that children who may have communication difficulties, including those with English as an Additional Language are particularly vulnerable to abuse because they may be unable to express themselves to others. Such children will often exhibit changes in behaviour or signs and symptoms of abuse recognised by Playworkers with a good knowledge of the child.

Where necessary, UCHP will provide additional training to staff to use other communication systems, such as Makaton.

We promote high standards of practice, including ensuring that children know how to raise concerns, and have access to a range of adults with whom they can communicate.

Playworkers will only carry out intimate care for a child if assistance is required. Unless a child has a particular need, staff should not accompany children into the toilet cubicle, as stated in UCHP Intimate Care Policy.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: Safeguarding policies and procedures [3.5-3.7] and Suitable People [3.8] Safeguarding training [3.25- 3.26].

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| This policy was adopted by: UCHP   | Date:20/03/2024  |
| To be reviewed: 20/03/2025   | Signed: A close-up of a signature  Description automatically generated  |

**The University of Cambridge Holiday Playscheme (UCHP)**

# Social Media Policy

UCHP recognises that many staff enjoy networking with friends and family via social media. However we have to balance this against our duty to maintain the confidentiality of children and parents attending our playscheme, as well as ensuring that our good reputation is upheld. Staff must remember that they are ambassadors for our playscheme both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

* Twitter
* Facebook
* YouTube
* Tumblr
* Instagram
* Clubhouse
* TikTok
* Personal blogs and websites
* Comments posted on third party blogs or websites
* Online forums

## Social media rules

When using social media sites, staff must not:

* Post or discuss anything that could damage our playscheme reputation.
* Post anything that could offend other members of staff, parents or children using our playscheme.
* Publish any photographs or materials that could identify the children or our playscheme.
* Accept invitations from parents to connect via social media (e.g. friend requests on Facebook) unless they already know the parent in a private capacity.
* Discuss with parents any issues relating to their child or our playscheme. Instead invite the parent to raise the issue when they are next at playscheme, or to contact the Manager if the matter is more urgent.

Any member of staff who posts content or comments that breach confidentiality or which could harm the reputation of our Playcheme or other staff members, or who publishes photographs of the setting or children, will face disciplinary action in line with our **Staff Disciplinary policy**.

## General cautions for using social media

When using social media in any context it is wise to bear in mind the following points:

* No information published via the internet is ever totally secure; if you don’t want information to become public, do not post it online.
* Once an image or information is in the public domain, it is potentially there forever – Google never forgets!

**Related policies**

See also: **Mobile Phone policy**, **Data Protection policy**, **Staff Disciplinary policy, Safeguarding policy.**

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**University of Cambridge Holiday Playscheme (UCHP)**

# Dangerous Plants Policy

UCHP recognises that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants shown below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

The outside play area at the playscheme has also been checked for the dangerous plants listed below. Where a potentially dangerous plant exists and we are unable to remove it, we have conducted a risk assessment which takes into account:

* the ages and maturity of the children
* the degree of supervision required
* whether we need to restrict access to affected areas
* how children with allergies might be affected.

The following is a list of the most commonly found plants that staff should be aware of as posing a possible hazard. Note that this list is *not* fullycomprehensive.

|  |  |  |
| --- | --- | --- |
| **Common name** | **Latin name** | **Harmful** |
| ***Indoor Plants***  |
| Angels' Trumpets  | (Brugmansia or Datura)  | E |
| German Primula  | (Primula Obconica)  | T |
| Lantana  | (Lantana)  | E / T |
| Leopard Lily  | (Dieffenbachia)  | E / T |
| Oleander  | (Nerium Oleander)  | E |
| Rosy Periwinkle  | (Catharanthus Roseus)  | E |
| Umbrella Tree  | (Schefflera)  | T |
| Bulbs eg Daffodils & Hyacinths  | (Narcissus) (Hyacinthus)  | E / T |
| Cut flowers eg Daffodils, Monkshood, Mistletoe  | (Narcissus) (Aconitum) (Viscum Album) | E / T |
| ***Garden Plants***  |
| Autumn Crocus  | (Colchicum Autumnale)  | E |
| Castor Oil Plant | (Ricinus Communis) | E / T |
| Foxglove  | (Digitalis Purpurea)  | E |
| Freemontodendron  | (Fremontodendron)  | T |
| Ivy | (Hedera Helix)  | E / T |
| Laburnum | (Laburnum Anagyroides)  | E |
| Leyland Cypress  | (X Cupressocyparis)  | T |
| Lily-of-the-Valley | (Convallaria Majalis)  | E |
| Lupins  | (Lupinus)  | E |
| Mezereon  | (Daphne Mezereum)  | E / T |
| Monkshood  | (Aconitum Napellus)  | E / T |
| Pokeweed  | (Phytolacca)  | E / T |
| Rue  | (Ruta Graveolens)  | T |
| Spurge | (Euphorbia) | E / T |
| Yew  | (Taxus Baccata)  | E |
| ***Wild and native plants*** |
| Black Bryony  | (Tamus Communis)  | E |
| Black Nightshade  | (Solamum Nigrum)  | E |
| Cherry Laurel  | (Prunus Laurocerasus)  | E |
| Deadly Nightshade  | (Atropa Belladonna)  | E |
| Giant Hogweed  | (Heracleum Mantegazzianum)  | T |
| Hemlock  | (Conium Maculatum)  | E |
| Hemlock Water Dropwort  | (Oenanthe Crocata)  | E |
| Horse Chestnut  | (Aesculus Hippocastanum)  | E |
| Lords-and-Ladies  | (Arum Maculatum)  | E |
| Mistletoe | (Viscum Album) | E |
| Snowberry | (Symphoricarpos Albus)  | E |
| Wild Privet  | (Ligustrum Vulgare)  | E |
| Woody Nightshade  | (Solanum Dulcamara)  | E |

**Key: E = Harmful if eaten, T = Harmful if touched**

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safety and suitability of premises environment and equipment (3.65, 3.69)

**University of Cambridge Holiday Playscheme (UCHP)**

# Arrivals and Departures

UCHP recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children playscheme, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

## Arrivals

Our staff will greet each child warmly on their arrival at playscheme and will record the child’s attendance in the daily register straightaway, including the time of arrival and who will be picking up the child/ren.

## Departures

* Staff will sign out the children when parents or carers arrive, including the time of collection.
* Children are collected by an adult who has been authorised to do so on their registration form.
* Only adults and young people aged 16 and over will be authorised to collect children.
* In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child’s parents or carers must inform the playscheme in writing in advance and ensure that the nominated person picking up brings photo ID with them to be checked. If the manager has any concerns regarding the person collecting they will contact the main parent or carer for confirmation.
* The parent or carer must notify the playscheme if they will be late collecting their child including late collection fee. If the playscheme is not informed, the **Uncollected Children** policy will be followed.
* Children over the age of 11 will only be allowed to leave playscheme alone at the end of the session if playscheme has discussed this with the child’s parents and has received their written consent.
* Children below the age of 11 will not be allowed to leave the playscheme unaccompanied.

## Absences

* If a child is going to be absent from a session, parents must notify playscheme in advance. Charges will apply.
* If a child is absent without explanation, staff will contact the parents or carers. If staff still have concerns about the child’s whereabouts after attempts to contact the parents, the manager will contact the police.
* Playscheme will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Organising premises for confidentiality and safeguarding [3.73] Information and Record Keeping [3.78}, Information for Parents and Carers [3.83]

**University of Cambridge Holiday Playscheme (UCHP)**

# Uncollected Children Policy

UCHP endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

## Up to 15 minutes late

* When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.
* The parent or carer will be informed that late fees will have to be charged.

## Over 15 minutes late

* If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
* If there is no response from the parent or carer, messages will be left requesting that they contact UCHP immediately. The manager will then try to contact the emergency contacts listed on the child’s registration form.
* While waiting to be collected, the child will be supervised by staff.
* When the parent or carer arrives they will be reminded that they must call UCHP to notify us if they are delayed, and that late fees will have to be charged.

## Over 30 minutes late

* If the manager has been unable to contact the child’s parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
* The child will remain in the care of the UCHP staff, on the UCHP premises, until collected by the parent, carer or designated person, or until placed in the care of the Social Care team.
* If it is not possible for the child to remain at UCHP premises, the child’s parent, carer and emergency contacts will receive either email, text and voice messages to where the child has been taken and leaving a contact number.

## Managing persistent lateness

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

**Useful contacts**

**Cambridge Child’s Social Care Numbers**

**Telephone:** 0345 045 5203 (office hours), 01733 234 724 (out of hours)

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**University of Cambridge Holiday playscheme (UCHP)**

# Missing Child Procedure

At UCHP we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts and take 3 registers throughout the day.

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

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

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

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

**Useful numbers**

Police: 999

Cambridge Social Care: 03450 455203

Ofsted: 0300 123 1231

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**University of Cambridge Holiday Playscheme (UCHP)**

# Data Protection Policy

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

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

## Confidentiality

Within UCHP 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 UCHP 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 UCHP, except with the designated Child Protection Officer and the manager.
* Staff only discuss individual children for purposes of planning and group management.
* Staff are made aware of the importance of confidentiality during their induction process.
* Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
* All personal data is stored securely in a lockable file / on a password protected computer / passcode-locked phone.
* Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

## Information that we keep

The items of personal data that we keep about individuals are documented on our personal data matrix, digital files, and secure online booking system. The personal data matrix, digital files, online booking system is reviewed annually to ensure that any new data types are included.

*Children and parents:* We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child’s parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child leaves our care we retain only the data required by statutory legislation, insurance requirements and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

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

## Sharing information with third parties

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

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

Where we share relevant information where there are safeguarding concerns, we will do so in line with Government guidance ‘Information Sharing Advice for Safeguarding Practitioners’ (www.gov.uk)

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

## Subject access requests

* Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
* Staff and volunteers can ask to see any information that we keep about them.
* We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
* If our information is found to be incorrect or out of date, we will update it promptly.
* Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care we have to keep some data for specific periods so won’t be able to delete all data immediately.
* Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment we have to keep some data for specific periods so won’t be able to delete all data immediately.
* If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner’s Office (ICO).

## GDPR

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

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information and records [3.78, 3.79, 3.80, 3.81].*

**University of Cambridge Holiday Playscheme (UCHP)**

# No Platform Policy

UCHPs committed to providing a safe and caring environment, where children are free from discrimination and protected from abuse, harm and radicalisation. As part of this commitment we aim to ensure that neither our UCHP sessions nor our premises are used to promote extremist beliefs or discriminatory views.

## Key principles

UCHP will not allow its sessions nor its premises to be used:

* To promote or express extremist ideological, religious or political views
* To promote or express discriminatory views in relation to the protected characteristics cited in the Equality Act 2010
* For any reason by an organisation that is proscribed by the Home Secretary under The Terrorism Act 2000.

## Definition of terms

*Premises:* The room, space or building used by playscheme while it is running a session.

*Extremist views*: Extremism is defined in the Prevent Strategy as “vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism, calls for the death of members of the armed forces, whether in this country or overseas.”

*Protected characteristics*: The characteristics protected under The Equality Act 2010 are:

* Age
* Disability
* Gender reassignment
* Marriage and civil partnership
* Pregnancy and maternity
* Race
* Religion and belief
* Sex
* Sexual orientation

*Proscribed organisations*: A list of proscribed organisations can be downloaded here: https://www.gov.uk/government/publications/proscribed-terror-groups-or-organisations--2

**Related policies**

See also: **Equalities policy**, **Safeguarding policy**

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**University of Cambridge Holiday Playscheme (UCHP)**

# Fire Safety and Risk Assessment

UCHP understands the importance of fire safety.

* Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
* Children are introduced to the fire safety procedures during their settling in period, reminded daily in morning meeting and through regular fire drills.
* Fire drills are conducted at least once a week when Playscheme is running.
* All children are shown the location of fire exits and the fire assembly point.
* Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
* Fire doors are kept closed at all times but never locked.
* Fire extinguishers, fire alarms and smoke alarms are regularly tested by the Site Manager.
* All fire drills are recorded in the **Fire Drill Log**.
* Playscheme has notices explaining the fire procedures.

## Fire prevention

Playscheme will take all steps possible to prevent fires occurring by:

* Ensuring that power points are not overloaded with adaptors.
* Ensuring that No Smoking policy is always observed.
* Checking for frayed or trailing wires.
* Checking that fuses are replaced safely.
* All electrical items are PAT tested annually.
* Unplugging all equipment before leaving the premises.
* Storing any potentially flammable materials safely.

## In the event of a fire

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

## Responsibilities of the Fire Safety Officer

UCHP’s Designated Fire Safety Officer is Harriet Cousins. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Fire Safety Officer reviews the School Fire Safety Risk Assessment before each Playscheme. The Fire Safety Officer will also liaise with the School Site Manager for any updates regarding Fire Safety and any other issues.

Emergency Contact details are kept on a poster in the site office and a copy stored off premises.

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| This policy was adopted by: UCHP | Date: 24/04/2024 |
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.65,3.66]*

**University of Cambridge Holiday Playscheme (UCHP)**

# Anti-Bullying Policy

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

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

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

Staff at UCHP are trained and supported to understand and support children’s behaviour in an appropriate way and recognise when children’s behaviour may be a sign that something isnt right.

## What is bullying?

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

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

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

## Preventing bullying behaviour

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

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

## Responding to bullying behaviour

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

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

**Related policies**

Equalities policy, Suspensions and Exclusions policy

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| This policy was adopted by: UCHP | Date: 16/05/2024 |
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**University of Cambridge Holiday Playscheme (UCHP)**

# Suspensions and Exclusions Policy

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

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

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

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

Staff will inform the manager if a child’s behaviour warrants suspension or exclusion.

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

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

## Temporary suspensions

Temporary suspensions will be applied in the following situations:

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

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

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

## Permanent exclusion

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

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

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Supporting and understanding children’s behaviour [3.59]

**University of Cambridge Holiday Playscheme**

# Children’s Behaviour Policy

UCHP recongises our responsibility to support, understand and manage children’s behaviour in an appropriate way. UCHP uses effective behaviour management strategies to promote the welfare, enjoyment and safety of children attending UCHP. Working in partnership with parents, we aim to support children’s behaviour using clear, consistent and positive strategies, and with adults modelling positive behaviour. We recognise that supporting behaviour isn't a universal approach and that we must develop strategies of support appropriate to each child, whilst balancing and maintaining the safety and enjoyment of all children.

Whilst at UCHP we expect children to:

* Use socially acceptable behaviour
* Understand and comply with the UCHP rules, which are created and agreed by the children themselves
* Respect one another, accepting differences of race, gender, ability, age and religion
* Develop their independence by maintaining self-discipline
* Choose and participate in a variety of activities
* Ask for help if needed
* Enjoy their time at the Club.

## Encouraging positive behaviour

At UCHP positive behaviour is encouraged by:

* Staff acting as positive role models
* Praising appropriate behaviour
* Informing parents about individual achievements
* Offering a variety of play opportunities to meet the needs of children attending UCHP.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at UHCP will try to determine the cause or triggers of the inappropriate behaviour and work to support the child and make any necessary changes where possible to prevent the situation from recurring.

## Dealing with inappropriate behaviour

* Unacceptable behaviour will be addressed in a calm, clear and positive manner.
* In the first instance, staff will remind the child of the ground rule at UCHP and that their behaviour is not reflecting them.
* If the behaviour continues staff will discuss why the behaviour displayed is deemed inappropriate.
* Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
* Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
* If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them and reflect on the environment, set up and suitability of play opportunities.
* Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
* Staff will seek support wherever necessary
* No staff member will ever threaten any punishment that could adversely affect a child’s well-being (eg withdrawal of food or drink).
* Staff will always promote the dignity of, and respect for, the child in handling behaviour incidences.

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, UCHP may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child wherever appropriate and in line with the parent views.

## Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified, and an **Incident record** will be completed. The incident will be discussed with the parent or carer on the same day or as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child’s file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

## Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at UCHP.

We will take all reasonable steps to ensure that no child who attends UCHP receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

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*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Supporting and understanding children’s behaviour [3.59] and Safeguarding Training [3.25].*

**University of Cambridge Holiday Playscheme**

# Aggressive Behaviour Policy

UCHP does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. UCHP is a place of safety and security for the children who attend and for the staff who work here.

## Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

* Shouting at members of staff, whether in person or over the telephone
* Threating, abusive or intimidating online communication, including email and social media
* Physically intimidating a member of staff, eg standing too close or blocking their exit
* Using aggressive or abusive hand gestures, eg shaking a fist towards another person
* Any other threatening behaviour, both physical and verbal
* Swearing
* Physical violence: pushing, hitting, slapping, punching or kicking
* Spitting
* Racist or sexist or otherwise abusive comments.

At UCHP we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

## Procedure

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending UCHP, we will take the following steps:

1. In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
2. The manager or senior member of staff will seek to resolve the situation through calm discussion.
3. If the individual wishes to make a complaint we will encourage them to follow the UCHP Complaints procedure, or to complain directly to Ofsted if they so choose.
4. If the individual continues to behave in an aggressive and intimidating manner, we will ask them leave the premises immediately.
5. If the individual doesn’t calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

When the incident has not been conducted face to face, such as in email correspondence, the manager or staff member will seek to resolve the matter through correspondence and invite the individual to discuss in person, if appropriate and safe to do so. The manager will then continue with steps 3 and 4 onwards of the process outlined above.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

**Related policies**

See also: **Equalities policy, Complaints policy, Safeguarding policy**.

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*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: Introduction [3.3], Safeguarding policies and procedures [3.6], Organising premises for confidentiality and safeguarding [3.73]*

**University of Cambridge Holiday Playscheme (UCHP)**

# Risk Assessment Policy

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

In line with current health and safety legislation and the *Statutory Framework for the Early Years Foundation Stage (2024)*, UCHP will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

* whenever there is any change to equipment or resources
* when there is any change to the UCHP premises
* when the particular needs of a child necessitates this
* when we take the children on an outing or visit.

Not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded. However risk assessments related to employment and the working environment will be always be recorded in writing so that staff can refer to them.

If changes are required to UCHP policies or procedures as a result of the risk assessment, the manager will update the relevant documents and inform all staff.

## Daily checks

Before the children arrive at the club each day, we will complete a daily risk assessment form and carry out a visual inspection of the equipment and the premises (indoors and out). The daily risk assessment forms will be reviewed regularly, to ensure that hazards are removed, and repairs are implemented in a timely manner. During the course of the session, staff will remain alert to any potential risks to health and safety.

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

## Recording dangerous events

The manager will record all accidents and dangerous events on the **Incident** or **Accident Record** sheets as soon as possible after the incident. If the incident affected a child the record will be kept on the child’s file. UCHP will monitor **Incident** and **Accident Records** to see whether any pattern to the occurrences can be identified.

## Related policies

See our related policies: **Fire Safety and Risk Assessment**, **Health and Safety**, and **Manual Handling**.

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| This policy was adopted by: UCHP | Date: 16/05/2024 |
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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding & Welfare Requirements: Risk Assessment [3.77]*]*

**University of Cambridge Holiday Playscheme**

# Complaints Policy

At UCHP we aim to work in partnership with parents and the University to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to review our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

## Stage one

Complaints about aspects of UHCP activity:

* The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

* If appropriate the parent will be encouraged to discuss the matter with staff concerned.
* If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

## Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

* Acknowledge receipt of the letter within 7 days.
* Investigate the matter and including to our fulfilment of our statutory duties under EYFS and notify the complainant of the outcome within 28days of receipt of the written complaint.
* Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to UCHP practices or policies as a result of the complaint, if applicable
* Meet relevant parties to discuss UCHP response to the complaint, either together or on an individual basis.

If child protection or wider safeguarding issues are raised, the manager will refer the situation to UCHP Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

## Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about UCHP at any time. Ofsted will consider and investigate all complaints. Ofsted’s email address is enquires@ofsted.gov.uk

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

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| To be reviewed: May 2025 | Signed: A signature on a white background  Description automatically generated |

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Complaints [3.84 – 3.85].

**University of Cambridge Holiday Playscheme (UCHP)**

# Child Induction Policy

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

We encourage parents or carers to come along to our open day/evening to visit the premises with their children. This gives the parents and children the opportunity to look around UCHP and ask any questions.

## Induction for new children

* On the child’s first day, they will be given another tour of the site. Parents can join if they would like. They members of staff and informed.
* The fire evacuation procedure and the locations of all fire exits will be explained.
* EYFS children and their parents would have received contact from UCHP management team prior to starting.
* UCHP’s activities, rules and routines, such as snacks, signing in and signing out, will be explained.
* Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the environment.

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

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information and Record Keeping [3.78}, Information for Parents and Carers [3.83], Organising premises for confidentiality and safeguarding [3.73]

**University of Cambridge Holiday Playscheme (UCHP)**

# Early Years Foundation Stage Policy

UCHP is committed meeting the requirements of the *Statutory Framework for the Early Years Foundation Stage 2024* (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education’s website.

As an playscheme provider for school aged children, we are exempt within the EYFS from specific Provision for children’s learning and development and assessment requirements as other providers are required to do. This is in recognition that children in this age group attend a primary education provider (usually school reception class) and we will work with the child’s parents and other providers as set out below in order to ensure that children’s needs are met (EYFS, 2024, page).

The designated EYFS duties at the UCHP lie with UCHP management team and are responsible for:

* Identifying EYFS children when sign up to UCHP, and informing the other staff
* Determining the primary EYFS provider (typically, the school) for each child
* An All about me profile is completed by the parents and child/ren prior to starting at UCHP
* Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
* Liaising with the primary EYFS provider to discuss what support UCHP offers to EYFS children
* EYFS children will be the responsibility of the EYFS team

UCHP provides a mix of adult-led and child-initiated activities. UCHP always follows the playwork principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We recognise the four overarching principles of EYFS:

* **A Unique Child**: Every child is constantly learning and can be resilient, capable, confident and self assured. We use positive encouragement and praise to motivate the children in our care.
* **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
* **Enabling Environments**: Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
* **Children develop and learn in different ways and at different rates.** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Before/after school care and holiday provision [3.51] and Safeguarding and Welfare Requirements: Information for Parents and Carers [3.83] and The Learning and development requirements, Page 6

**University of Cambridge Holiday Playscheme**

# Play Policy

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2024)*, “Play is essential for children’s development, building their confidence as they learn to explore, to think about problems, and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults.”

At UCHP we recognise the importance of play to a child’s development and follow the Playwork Principles. As playworkers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

## Facilitating play

We support and facilitate play by:

* Providing an environment which is safe and suitable for playing in.
* Setting up UCHP so that activities are ready before the children arrive.
* Providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered
* Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why.
* Not expecting children to be occupied at all times.
* Making outdoor play available every day, unless the weather is particularly bad.
* Involving children in planning activities, to reflect their own interests and ideas.
* Planning activities that enable children to develop their natural curiosity and imagination.
* Allowing children freedom of creative expression, particularly in artistic or creative play.
* Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
* Warning children in advance when an activity or game is due to end.

## Play areas and equipment

* All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.
* UCHP keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
* Children are involved in selecting additional equipment and resources for use at UCHP
* The resources used at UCHP promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equalities** policy.
* UCHP has a selection of fiction and non-fiction books, suitable for all age ranges.

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| To be reviewed: May 25 | Signed: A signature on a white background  Description automatically generated  |

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Learning and Development requirements {1.16], Safeguarding and Welfare Requirements: Safety and Suitability of Premises, Environment and Equipment [3.67 – 3.69]

**University of Cambridge Holiday Playscheme (UCHP)**

# Administering Medication Policy

If a child attending University of Cambridge Holiday Playscheme (UCHP) requires medication of any kind, their parent or carer must complete a **medication form** in advance. Staff at UCHP will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at UCHP. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), UCHP staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child’s name.

## Prescription medication

UCHP staff will normally only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All prescription medication provided must have the prescription sticker attached which includes the child’s name, the date, the type of medicine and the dosage.

## Non-prescription medication

If a child requires a non-prescription medication to be administered, we will consider this on a case by case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non prescription medication. Non-prescription medicine does not require a GP prescription before UCHP can administer.

## Procedure for administering medication

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

* Check that UCHP has received written consent
* Take steps to check when the last dosage was given
* Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

* Record all relevant details on the **Medication** form
* Ask the child’s parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child’s parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not force them to do so. The UCHP management team and the child’s parent or carer will be notified, and the incident recorded on the **Medication form**.

## Specialist training

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the UCHP management team will arrange appropriate training as soon as possible. It may be necessary until such training has been undertaken that the child cannot attend UCHP. Where specialist training is required, only appropriately trained staff may administer the medication.

## Changes to medication

A child’s parent or carer must complete a new **Medication** form if there are any changes to a child’s medication (including change of dosage or frequency) and the **Medication Log** must be updated

## Long term conditions

If a child suffers from a long term medical condition UCHP will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that UHCP has a clear statement of the child's medical requirements.

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| To be reviewed: Sept 25 | Signed: A close-up of a signature  Description automatically generated |

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Health [3.52 – 3.55]

**University of Cambridge Holiday Playscheme (UCHP)**

# Environmental Policy

The University of Cambridge Holiday Playscheme (UCHP) is committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through staff meetings and training, our staff will be informed about reducing the use of raw materials, supplies and energy.

We raise the children’s awareness of environmental issues through discussions, projects and day-to-day activities within the club.

Children and staff follow UCHP’s ‘eco code’:

* We re-use and recycle our waste material, and the recycling bins are easily accessible to staff and children.
* We switch off lights when not in use and fit the lights with energy saving bulbs where possible.
* We turn off electrical equipment at the power source when not in use.
* We turn off taps after use and do not waste water.
* We do not drop litter.
* We plan our outings to minimise vehicle use and use public transport whenever possible.

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| This policy was adopted by UCHP | Date: 17/04/2025 |
| To be reviewed: 17/04/2025 | Signed: A close-up of a signature  Description automatically generated |

**The University of Cambridge Holiday Playscheme**

# Participation Policy

At the University of Cambridge Holiday Playscheme (UCHP) we believe that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at UCHP: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

We follow the principles set out in Articles 12 and 13 of the *United Nations Convention on the Rights of the Child* which state that:

* A child’s opinion should be taken into account in anything that affects them.
* Children should have information disseminated in a way that enables them to make choices and decisions.

Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made, and shows them that their opinions are important. At UCHP we actively consult the children and encourage them to participate in making decisions about the running of UCHP through:

* Asking questions and paying full attention to the child’s response, listening to what they are saying verbally (or through use of visual aids) and also observing their body language
* Group discussions
* Regular questionnaires and gathering other feedback on activities
* Noticeboards
* Playscheme childrens meetings (once per playscheme)

The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.

We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.

At UCHP the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

* Choosing freely what type of play to engage in
* Choosing what snacks to eat
* Preparing snacks themselves
* Requesting new equipment for UCHP
* Drawing up UCHP rules
* Using our resource library to select toys or activities that are not already set out
* Using our suggestion box to request new resources, activities or other changes
* Activity planning [eg ‘What do you want to do today?’ whiteboard]
* Conducting risk assessments

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Introduction [3.1 – 3.3].

**University of Cambridge Holiday Playscheme (UCHP)**

# Whistleblowing Policy

University of Cambridge Holiday Playscheme (UCHP) is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the Playscheme they can disclose this information internally without fear of reprisal. Our **Whistleblowing** policy is intended to cover concerns such as:

* Financial malpractice or fraud
* Failure to comply with a legal obligation
* Dangers to health and safety or the environment
* Criminal activity
* Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by the Playscheme, or to raise any matters that are covered under other policies (e.g discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the **Staff Grievance policy**.

## Raising a concern

Ideally the staff member should put their allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the UHCP management team.

If UHCP management team is unwilling or unable to act on the concern, the staff member should then raise it with:

* Ofsted (if it concerns the safe and effective running of the club)
* The Local Authority Designated Officer or the Local SafeguardingPartnership (if it concerns a child protection issue and is not already covered by the procedure set out in the Club’s **Safeguarding Children policy**)
* Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, they can contact the whistle-blowing charity [Protect](https://protect-advice.org.uk/) for advice.

## Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

## Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the Playscheme will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

**Contact information**

**LADO (Local Authority Designated Officer):**

Telephone: 01223 727 967 (Monday to Friday during office opening hours)

Telephone: 01733 234 724 (Emergency Duty Team - out of hours queries)

Email: LADO@cambridgeshire.gov.uk

**LSP (Local Safeguarding Partnership):**

[Safeguarding children and child protection | Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/residents/children-and-families/children-s-social-care/safeguarding-children-and-child-protection)

**Ofsted**: 0300 123 1231

**Protect** (*formerly Public Concern at Work*):

Telephone: 020 3117 2520

Website: <https://protect-advice.org.uk>

**Related policies**

**Staff Grievance policy, Safeguarding Children policy**.

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| This policy was adopted by: UCHP  | Date: 26/09/2024 |
| To be reviewed: September 2025  | Signed: A close-up of a signature  Description automatically generated   |

**University of Cambridge Holiday Playscheme (UCHP)**

# Staff Grievance Policy

At the University of Cambridge Holiday Playscheme (UCHP) we aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at UCHP. When such issues arise we encourage staff to discuss them with the UCHP management team as soon as possible so that they can be quickly resolved. Grievances left unaired lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within UCHP and affect them as an individual, and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of UCHP, the staff member should follow the procedure set out in our **Whistleblowing policy**.

## Stage 1: Informal grievance procedure

In the first instance the member of staff should raise the issue with UCHP management team. If the grievance is a relatively minor one, UCHP management team will try to resolve the matter through informal discussions.

## Stage 2: Formal grievance procedure

### Grievance statement

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the Playscheme manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

* A statement that the staff member is invoking the formal grievance procedure
* The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
* Any steps that have been taken on an informal basis to address the concerns
* The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

### Grievance meeting

Within five working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague or a union representative. UCHP will be represented by the Playscheme manager, Playscheme assistant manager.

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged in order to gather more evidence.

### Outcome

The Playscheme manager and Playscheme assistant manager will determine the outcome of the grievance. They may reject the grievance, or may uphold the complaint and identify what steps will be taken to resolve it.

Within ten working days of the grievance meeting, the Playscheme manager will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns, as well as their right to appeal.

### Appeals

If the member of staff feels that their grievance has not been satisfactorily resolved they may appeal in writing within five working days, stating their grounds for appeal. The appeal will normally take place within ten working days of receiving the written request for an appeal. Where possible, the Head of Childcare Services who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

The member of staff has the right to be accompanied to the appeal hearing by a colleague or a union representative.

Within ten working days of the appeal hearing, the Head of Childcare Services will inform the member of staff in writing of the outcome of the appeal hearing.

The member of staff will also be advised of their right to seek advice from [ACAS](https://employeradvice.org/?utm_source=bing&utm_medium=cpc&utm_term=acas&utm_campaign=ACAS_Exact_Manual&msclkid=05f5dd27def5164e95b0bbd2e60073b9&utm_content=ACAS%20Exact), other professionals and their trade union if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

## Overlapping grievance and disciplinary cases

If a member of staff raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However if the grievance and disciplinary cases are related the Playscheme Manager may choose to deal with both issues in parallel.

## False or repeated grievances

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

**Related policies**

See also our **Safeguarding Policy**, **Whistleblowing Policy**, **Staff Disciplinary Policy**.

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Staff qualifications, training, support and skills [3.24 and 3.27], Supervision of Staff [3.28 and 3.29]

**University of Cambridge Holiday Playscheme (UCHP)**

# Staff Disciplinary Procedure

University of Cambridge Holiday Playscheme (UCHP) aims to have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect we will follow the procedure set out below.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

Staff have the right to appeal at all stages of the procedure and this will be confirmed within the warning or dismissal letter. The member of staff will have the opportunity to ask questions and answer allegations, and has the right to be accompanied by a colleague or union representative to disciplinary meetings.

## Minor offences

The Playscheme manager will try to resolve the matter by informal discussions with the member of staff. If this does not resolve the problem, the formal disciplinary procedure will be followed.

## Formal disciplinary procedure

The stages of the formal disciplinary procedure are:

1. Formal verbal warning
2. First written warning
3. Second written warning
4. Dismissal

### *Disciplinary meetings*

For each stage of the procedure the Playscheme manager will hold a disciplinary meeting with the member of staff to explore the misconduct or performance issue, and, if still applicable following the discussion at the meeting, will then issue the appropriate type of warning (or dismissal notice).

### *Before the meeting*

Before each disciplinary meeting the manager will write to inform the member of staff of the date and purpose of the meeting, of the specific disciplinary issue to be discussed, and of their right to be accompanied by a colleague or union representative.

### *After the meeting*

Following each disciplinary meeting the manager will write to the member of staff to confirm:

* that a verbal, first written or final written warning has been issued (depending on the stage of the disciplinary process)
* what the warning was for
* what improvement in conduct or performance is expected and within what timescale
* the consequences of further misconduct or lack of performance
* how long the warning will be kept on file
* how they can appeal against the decision.

### *Keeping notes of warnings*

Notes of warnings will be kept in the staff member’s personnel file as follows:

* **Formal verbal warning**: A note of the warning will be kept on file, but will be disregarded after six months if their performance or conduct is satisfactory.
* **First written warning**: A copy of the warning will be kept on file, but will be disregarded after 12 months if their performance or conduct is satisfactory.
* **Final written warning**: A copy of the final written warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory.

## Dismissal

If, during the period of the final written warning, there is a further breach of Playscheme rules, or if the member of staff’s performance has still not improved, dismissal will normally result. The organisation of the final disciplinary meeting at which this decision is made is the same as described above for the earlier disciplinary meetings.

Immediately after the final disciplinary meeting the Playscheme manager will write to the member of staff to confirm:

* that at the disciplinary meeting it was decided that their conduct/performance was still unsatisfactory and that they will be dismissed
* why they are being dismissed
* when their last day of service will be
* how they can appeal against the decision.

If the decision was taken not to dismiss the member of staff, this must also be confirmed in writing.

## Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include:

* Child abuse
* Failing to comply with health and safety requirements
* Physical violence
* Ignoring a direct instruction given by the UCHP management team
* Persistent bullying, sexual or racial harassment
* Being unfit for work through alcohol or illegal drug use
* Theft, fraud or falsification of documents
* Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children’s Act 1989.

The Playscheme manager will investigate the alleged incident thoroughly before any decision to dismiss is made.

## Referral to Disclosure and Barring Service

If a member of staff is dismissed (or would have been dismissed if they had not left the setting first) because they have harmed a child or put a child at risk of harm, we will make a referral to the Disclosure and Barring Service.

## Notification to Ofsted

UCHP will notify Ofsted if a member of staff becomes disqualified, or if any significant event occurs which is likely to affect their suitability.

## Appeals

A member of staff wishing to appeal against a disciplinary decision must do so in writing, stating the grounds for the appeal, and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. The member of staff has the right to be accompanied to the appeal hearing.

Where possible, the Head of Childcare Services who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision. Within ten working days of the appeal hearing, the Head of Childcare Services will inform the member of staff in writing of the outcome of the appeal hearing.

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Suitable people [3.10 - 3.16] and Disqualification [3.17-3.21] and Staff qualifications, training, support and skills [3.24 and 3.27], Supervision of staff [3.28 and 3.29]

**University of Cambridge Holiday Playscheme**

# Staff Induction and Development

Each new member of staff at the University of Cambridge Holiday Playscheme (UCHP) is directed to UCHP policies and procedures via weblink. Within the first month of their employment, the UCHP Management team will discuss the practical implications of UCHP policies and procedures with them. When a member of staff accepts a shift with UCHP, they confirm that they have read and understood the UCHP policies.

All new staff will receive induction training which will include:

* Introduction to their colleagues, children and parents or carers
* Tour of the premises including: identification of all fire exits, location of first aid kit and fire safety equipment, and information about the emergency evacuation procedures; outside play areas, fire assembly points, collection points at the Playscheme, and health and safety procedures.
* Thorough briefing on our Safeguarding, Equalities and Data Protection policies and procedures.
* Location of Playscheme records and documentation, storage, toilets etc
* Overview of all aspects of the day-to-day management and running of UCHP
* Explanation of UCHP obligation to comply with the Early Years Foundation Stage (EYFS)
* Explanation of the processes for appraisals, training and development, booking holidays, sickness absence, staffing rota, etc.

## Development and training

To ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of UCHP and the EYFS, we provide all our staff with:

* a thorough induction process
* a system of regular appraisals and reviews
* opportunities for training and professional development.

We also keep an up to date record of staff qualifications and maintain a training development plan.

## Appraisals and reviews

The Playscheme manager will hold an annual appraisal meeting with individual staff. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.

The UCHP management team will hold ‘check ins’ at each playscheme with staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

## Training

The Playscheme Manager will identify and promote suitable training courses for staff so that they can expand their professional development and keep their knowledge of childcare and playwork issues up to date. Staff are expected to attend training courses as and when requested by their manager.

## Staff meetings

Staff meetings provide a forum in which staff can share information, solve problems and raise work issues. Staff meetings are held every morning and evening of playscheme. A whole staff supervision is held before each holiday.

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Staff qualifications, training, support and skills [3.24 and 3.27], Supervision of Staff [3.28 and 3.29]

**University of Cambridge Holiday Playscheme**

# Staff Behaviour Policy

University of Cambridge Holiday Playscheme (UCHP) expects all members of staff to follow our **Staff Behaviour Policy,** which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct. UCHP staff are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting.

UCHP staff also have a responsibility to maintain their reputation and the reputation of UCHP, both during and outside of working hours.

## Behaviour

Our staff team are ambassadors for UCHP and we expect them to conduct themselves professionally at all times. Staff should treat anyone attending UCHP (children, parents/carers and visitors) courteously and with respect.

We expect staff to value all the children as individuals and to comply with UCHP **Equalities policy** at all times.

Swearing and abusive behaviour are not tolerated from anyone at UCHP. If any member of staff exhibits such behaviour they will be subject to UCHP’s disciplinary procedures.

For more details see our **Aggressive Behaviour policy** and **Staff Disciplinary policy**.

## Dress code

Whilst working at UCHP staff will need to help to set up and pack away the setting, prepare food, facilitate craft activities and engage in physical activities with the children. The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Whilst on duty all staff should wear the approved UCHP T-shirt and sweatshirt at all times.

## Confidentiality and social media

Staff must not pass on any information about children attending UCHP, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. (‘Third parties’ includes other parents, friends, other children at UCHP, the press, etc.)

Posting any material relating to UCHP or its users on social media sites (unless *expressly* permitted by the Playscheme Manager) is forbidden. Any staff who breach this rule will face disciplinary action.

See our **Data Protection policy, Social Media policy**, **Safeguarding policy** and **Staff Disciplinary policy** for more details.

## Use of mobile phones, wearable technology and cameras

Staff personal mobile phones must be kept in designated staff areas during working hours.

If a member of staff needs to make an urgent personal call they can use the playscheme phone or make a personal call from their mobile in the permitted areas e.g. staff room.

If a member of staff has a family emergency or similar and needs the playscheme number must be given instead of use of personal phone.

Staff may only use the UCHP equipment to take photographs of children at UCHP.

Staff must **never** use their personal mobile phones, wearable technology or cameras to take photographs at UCHP during working hours. Doing so will be considered gross misconduct and may result in dismissal.

Wearable technology such as Smartwatches and Fitbits (this list is not exhaustive) are permitted to be worn by staff. They may only used as a watch when working with children. This means that all other functions must be disabled (using flight mode)

See our **Mobile Phone and Wearable Technology policy**, **Safeguarding policy** and **Staff Disciplinary policy** for more details.

## Smoking, alcohol and drugs

Staff are not permitted to smoke anywhere on UCHP premises, including the outside play areas. This includes Vaping and E-cigarettes

Staff are not permitted to bring alcohol or illegal drugs onto UCHP premises. If a member of staff arrives at work under the influence of alcohol or drugs they will be asked to leave immediately and disciplinary action will be taken.

If a member of staff is taking prescription drugs which might affect their ability to function effectively, they must inform the UCHP management team immediately.

Any prescribed medication needed by a staff member whilst at UCHP, must be stored safely in the staff room out of reach and sight of the children attending the UCHP.

See our **Smoking, Alcohol and Drugs policy** for more details.

## Staff Conduct and Suitability

Staff are expected to maintain high standards of behaviour and are expected to disclose any convictions, cautions, reprimands, warnings or other incidences that may affect their suitability to work with children. This is an ongoing commitment and expectation upon staff who are required to complete an declaration of continued suitability.

Low level concerns will be dealt with through the supervision procedures with UCHP management team. Allegations about staff conduct will be handled in line with the staff disciplinary policy.

Any member of staff should feel confident to raises concerns about safe practice or other concerns about adults working with children in confidence and in line with the whistleblowing policy.

## Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

* Child abuse
* Failing to comply with health and safety requirements
* Physical violence
* Ignoring a direct instruction given by the UCHP management team
* Persistent bullying, sexual or racial harassment
* Being unfit for work through alcohol or illegal drug use
* Theft, fraud or falsification of documents
* Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children’s Act 1989.

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. For full details see our **Staff Disciplinary policy**.

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Introduction [3.3], Suitable people [3.10, 3.14, 3.16] Staff taking medication or other substances [3.22]

**University of Cambridge Holiday Playscheme**

# Equalities Policy

At the University of Cambridge Holiday Playscheme (UCHP) we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve UCHP’s objectives of creating an environment free from discrimination and welcoming to all, UCHP will:

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

## Challenging inappropriate attitudes and practices

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

## Racial harassment

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

## Promoting equal opportunities

UCHP’s Equal Opportunities Named Coordinators (ENCO) are Emmie Vickery and Georgina Lawrence. The ENCO is responsible for ensuring that:

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

## Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending UCHP, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.

## Special Educational Needs Coordinator

UCHP’s Special Educational Needs Coordinator (SENCO) is Harriet Cousins. The SENCO will:

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

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

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: SEND [3.62], Information for parents and carers [3.83].

**University of Cambridge Holiday Playscheme (UCHP)**

# Children’s Health

## First Aid, Illness, Infection Control & Accidents

At UCHP we will promote the good health, including oral health of the children we look after. We will deal promptly and effectively any illness, accidents or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe by taking appropriate action if children are ill or infectious. This keeps children and staff safe from communicable diseases.

When parents or carers register their child at UCHP they are asked to complete a medical form and to give consent for their child to receive emergency medical treatment in the event of a serious accident or illness.

We will record any accidents or illness, together with any treatment given, on an Incident Report or Injury Report form on Magic Booking. A member of staff will talk to the parent or carer in addition to an email being sent.

UCHP cannot accept children who are ill or infectious. If any children are ill when they first arrive at Playscheme we will immediately notify their parents or carers to come and collect them. Any children who have been ill or infectious should not return to UCHP until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

## First aid

UCHP’s Paediatric First Aid trained staff’s as certificates are displayed within UCHP at all times. These members of staff have a current Paediatric first aid certificate and have attended a 12 hour paediatric first aid course, which complies with the requirements of Annex A of the EYFS. This training will be renewed every three years.

To ensure that there is a qualified paediatric first aider present and available at all times we will take into account the number of children and layout of the premises to ensure the first aiders are able to respond quickly to any incident. Other staff who do not hold paediatric first aid 12 hour training will be available to ensure timely and effective first aid response to any incident requiring attention.

The location of the first aid box and a list of qualified first aiders are clearly displayed at UCHP. The designated first aider and UCHP Management Team regularly check the contents of the first aid box to ensure that they are up-to-date, appropriate for children and comply with the health and safety (First Aid) regulations 1981.

The UCHP Management Team will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing for the current paediatric first aid certificate.

## Procedure for a minor injury or illness

The first aider and member of UCHP Management Team at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

* If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
* If a child complains of illness which does not impair their overall well-being, the child will be monitored for the rest of the session and their parent or carer will be notified when the child is collected.
* If a child suffers minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child’s parent will be asked to collect the child as soon as possible.

## Procedure major injury serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider and member of UCHP Management Team at the session will decide whether the child needs to go straight to hospital and whether it is safe to wait for their parent or carer to arrive.

* If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with a child. The staff member will take the child’s medical information with them and will consent to any necessary treatment (as approved by the parents on the Magic Booking system).
* We will contact the child’s parents or carers with all the urgency, and if they are unavailable, we will call the other emergency contacts that we have on file for the child.
* After a major incident the Playscheme Manager and staff will review the events and consider whether any changes need to be made to the UCHP’s policies or procedures.
* We will notify OFSTED and child protection agencies in the event of any serious accident, injury, illness or death of a child in our care as soon as reasonably possible and within 14 days at the latest.
* We will notify HSE under RIDDOR in the case of the death or major injury on the premises (e.g. broken limb, amputation, dislocation, etc - see the HSE website for a full list of reportable injuries).

## Infection control

Hand hygiene is one of the most important ways of controlling the spread of infections, especially those that children are especially susceptible to. We will ensure access to soap, warm water and paper towels/hand dryers are available at all times. In the case where this is not possible, alcohol hand gel can be used on hands that are not visibly dirty.

All children will be reminded to clean their hands after using the toilet, before eating and handling food and at other times necessary (such as messy activities or if animals are present).

Our setting is cleaned regularly and to a set schedule. We will take advice of the UKHSA health protection team should any outbreak of infection at our setting be noted.

UCHP follows the advice set out in the UK Government guidance ‘Preventing and controlling infections - GOV.UK (www.gov.uk)’ on the prevention of infection, including Covid–19

## Communicable diseases and conditions

If the case of headlice is found at UCHP, the child’s parents or carers would be discreetly informed on the collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on the Playscheme’s premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at UCHP the Playscheme Manager will inform OFSTED as soon as possible within 14 days at the latest.

If there is an outbreak of a notifiable disease at UCHP we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and OFSTED.

## Minimum exclusion periods for infectious conditions and diseases

|  |  |
| --- | --- |
| **Disease/condition** | **Exclusion period** |
| Chickenpox | At least 5 days from onset of rash and until blisters have crusted over |
| Cold sores | None. Avoid contact with sores |
| Conjunctivitis | None |
| Covid-19 and other respiratory infections | Should not attend if displaying a high temperature and are unwell. Those who test positive for Covid-19 should not attend the setting for three days after the date of the test |
| Diphtheria\* | Exclusion always essential; consult local Health Protection Team |
| Diarrhoea and Vomiting | 48 hours after the last episode of diarrhoea or vomiting |
| Flu (influenza) or similar | Until recovered |
| Glandular fever | None |
| Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery | 48 hours after last episode of diarrhoea – further exclusion may be required for some children |
| Hand, Foot and Mouth Disease | None |
| Headlice | None |
| Hepatitis A\* | Until seven days after onset of jaundice |
| Hepatitis B\* and C\* | None |
| High temperature | 24-hour’s |
| HIV/AIDS | None |
| Impetigo | Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment |
| Influenza | Until recovered |
| Measles\* | 4 days from onset of rash and well enough |
| Meningitis\* | Until recovered |
| Mumps\* | 5 days from onset of swollen glands |
| Pertussis\* (Whooping cough) | 5 days from commencing antibiotic treatment or 21 days from the onset if antibiotics is not given |
| Ringworm | Exclusion not usually required |
| Rubella\* (and measles) | 4 days from onset of rash |
| Scabies | Until first treatment has been given |
| Scarlet fever\* | 24 hours after starting antibiotic treatment |
| Slapped Cheek, Fifth Disease/Parvovirus | None (once rash has developed) |
| Threadworms | None |
| Tonsillitis | None |
| Tuberculosis\* | Consult local Health Protection Team |
| Typhoid\*, Paratyphoid | 48 hours after last episode of diarrhoea – further exclusion may be required for some children |
| Warts (including Verruca) | None. Verruca sufferers should keep feet covered |

\*Denotes a notifiable disease.

**Useful contacts**

[**Health Protection Team**](https://www.england.nhs.uk/east-of-england/information-for-professionals/east-of-england-immunisation-team-2/useful-contacts/)**at UKSHA.**

Email:  EastofEnglandhpt@ukhsa.gov.uk

Tel: 0300 303 8537

**OFSTED:** 0300 123 1231

**RIDDOR Incident Contact Unit:** 0845 300 9923

If in any doubt contact local health services for further information.

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| This policy was adopted by: UCHP   | Date: 09/10/2024  |
| To be reviewed: Oct 2025     | Signed: A close-up of a signature  Description automatically generated  |

*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Suitable people [3.9 – 3.15], Paediatric First Aid, [3.29 – 3.32] Health [3.5 – 3.54], Safety and suitability of premises environment and equipment [3.62, 3.63].*

**The University of Cambridge Holiday Playscheme (UCHP)**

# Lone Working Policy

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

## Preparation and planning

The UCHP management team must approve all instances of lone working in advance and such instances will be recorded on the staff rota.

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

There will always be a member of UCHP management team on site who can be summoned in case of emergencies

In addition, an ‘on call’ person whom the member of staff can summon in an emergency will be nominated for each session. The ‘on call’ person must be able to be on site within 30 minutes.

## Suitable staff

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

* current 12 hour paediatric first aid certificate
* child protection training
* competent use of English
* the necessary skills and experience to supervise the children alone
* does not have any medical condition that might affect their suitability to work alone.
* is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.

## Working practices

When a member of staff is working alone, they must still keep all children “within sight or hearing at all times” or “within sight and hearing at all times when eating”as required by EYFS 2021. Therefore all essential resources must be readily to hand.

Times when children are eating must be planned and managed in such a way as to maintain appropriate ‘sight and hearing’ supervision when only one member of staff is present. This may mean that additional measures are put in place for arrival and dropping off, toileting or other incidences which may mean an adult would leave the room.

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

**Related policies**

See also**: Safeguarding policy, Emergency evacuation policy, Intimate care policy, Childrens Health policy, Risk assessment policy**

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safeguarding policies and procedures[3.4 – 3.6], Suitable people [3.10], Qualifications, training, support and skills [3.24 – 3.27], First Aid [3.30], Staff:child ratios [3.36-3.37, 3.51], Risk assessment [3.77]

**University of Cambridge Holiday Playscheme (UCHP)**

# Safe Internet Use

UCHP recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

## Parental permission

Children will only be allowed to access the internet at the UCHP if their parent or carer has given written permission.

## Guidelines for children

A printed copy of the **SMART** guidelines are kept next to devices. The guidelines are explained to any children wishing to access the internet:

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| * **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don’t trust online.
* **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
* **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don’t know. They can contain viruses or nasty messages.
* **Reliable:** Not all the information found on the Internet is reliable and people you meet online won’t always be telling the truth.
* **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.
 |

## Protecting children

We have put in place the following safeguards to keep children safe whilst accessing the internet on UCHP devices:

* A risk assessment has been undertaken.
* Parental controls have been activated on all devices accessible to children:
	+ Google SafeSearch Filtering is turned on
	+ YouTube Restricted Mode is set to on
* The devices are located so that the screens can easily be seen from the rest of the room.
* The devices have an up to date virus checker and firewall installed.
* The devices’ browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact.

If, despite the safeguards the UCHP has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the UCHP’s devices, UCHP management team will be informed and the incident will be noted on an **Incident Record** in the child’s file. The child’s parent will be asked to read the **Incident Record**. UCHP management team will investigate how to prevent a reoccurrence of the incident.

If staff at the UCHP become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a **Logging a concern** form and refer the matter to the UCHP’s designated Child Protection Officer in accordance with our **Safeguarding Children Policy**.

**Related policies**

See also: **Safeguarding Children Policy, Social Media Policy**.

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| This policy was adopted by: UCHP | Date:20/03/2024 |
| To be reviewed: 20/03/2025  | Signed: A close-up of a signature  Description automatically generated |

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safeguarding [3.4 – 3.9].

**University of Cambridge Holiday Playscheme (UCHP)**

# Involving Parents and Carers Policy

At University of Cambridge Holiday Playscheme (UCHP) we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

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

We do our best to keep parents informed about UCHP by:

* Inviting parents to visit UCHP before their children start.
* UCHP signposts all parents to UCHP website which outlines how the club operates, UCHP policies and includes contact details.

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

* We collect information from parents which will help their child to settle at UCHP (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me**).
* We involve parents in settling their children in at UCHP (in accordance with our **Child Induction** policy).
* We consult fully with parents to establish the care requirements for children with additional needs.
* We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today’s activities, etc).
* We can be contacted at all times, including when playscheme isn’t in session via email or telephone.
* We conduct an annual questionnaire survey of parents and children at UCHP to gain regular feedback.
* All of our staff wear name badges and uniforms so that children and parents can easily identify them.
* We obtain parental permission for outings, photographs, applying sun cream, etc.
* We can arrange for parental discussions with staff outside of UCHP sessions if necessary.
* We respect parents’ input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

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| This policy was adopted by: UCHP | Date:20/03/2024 |
| To be reviewed: 20/03/2025  | Signed: A close-up of a signature  Description automatically generated |

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Key Person 3.35], Information and recordkeeping [3.78 – 3.83]

**University of Cambridge Holiday Playscheme (UCHP)**

# Emergency Evacuation/Closure Procedure

University of Cambridge Holiday Playscheme (UCHP) will make every effort to keep UCHP open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

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

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

* If appropriate the UCHP management team will contact the emergency services.
* All children will be escorted from the building to the assembly point using the nearest safe exit.
* No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
* A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
* Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
* The register will be taken and all children and staff accounted for.
* If any person is missing from the register, the emergency services will be informed immediately.
* The UCHP management team will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
* All children will be supervised until they are safely collected.
* If after every attempt, a child’s parent or carers cannot be contacted, UCHP will follow its **Uncollected Child** procedure.

If UCHP has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Ofsted’s address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231

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| This policy was adopted by: UCHP | Date: 09/10/2024 |
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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safeguarding and Welfare Requirements: Safety and suitability of premises environment and equipment (3.66)

**University of Cambridge Holiday Playscheme (UCHP)**

# Covid-19 Policy

The University of Cambridge Holiday Playscheme (UCHP) recognises that careful planning is essential in order to keep the children and our staff safe, and to limit the spread of Covid-19 and other infectious diseases, within our setting.

Accordingly, we have conducted a thorough Covid-19 **risk assessment** and will review it at the start of each Playscheme and whenever Government guidance changes.

## Covid-19 symptoms

Covid-19 is a viral, respiratory disease, which is spread from person to person by close contact. Typical symptoms include new, persistent cough, high temperature and loss of (or change to) your normal sense of taste or smell (anosmia). Many people report cold or flu like symptoms, fatigue, loss of appetite and shortness of breath in addition to, or instead of the main three symptoms. However, it is important to be aware that in some cases the symptoms may be very mild or even non-existent (asymptomatic infection), especially in children and these symptoms may also have another cause.

## Procedure where an individual child develops Covid-19 symptoms or has a positive test

We now understand that children who have symptoms of Covid-19 are more likely to pass the virus onto others than those who do not have any symptoms.

If a child or member of staff has suspected symptoms of Covid-19, we will follow the advice and guidance set out in the UK Health Security Agency guidance on [Health Protection for education and childcare settings](https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities#full-publication-update-history) which directs the below procedure to be followed:

* Children with mild symptoms such as a runny nose, sore throat, or mild cough, who are otherwise well, can continue to attend the setting but may be asked to take a COVID-19 test.
* Children and young people who are unwell and have a [high temperature](https://www.nhs.uk/conditions/fever-in-children/) should stay at home and where possible avoid contact with other people. They can return to setting when they no longer have a high temperature and they are well enough.
* If a child or young person has a positive COVID-19 test result they should try to stay at home and where possible avoid contact with other people for 3 days after the day, they took the test. The risk of passing the infection on to others is much lower after 3 days, if they feel well and do not have a high temperature.
* Children and young people who usually attend an education or childcare setting and who live with someone who has a positive COVID-19 test result may continue to attend as normal.
* If any child becomes seriously ill whilst at our setting, we will call 999.

Whilst it is no longer a legal requirement for people with Covid-19 to self-isolate, any staff who have a positive COVID-19 test result should try to stay at home for 5 days after the day they took the test.

All adults who test positive for Covid-19 will be expected to follow the ‘[People with symptoms of a respiratory infection or Covid-19](https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19)’ guidance

UCHP will not accept children who have tested positive Covid-19, even if they do not have symptoms.

## Infection control

It is the responsibility of UCHP to try to ensure the environment is safe for people who visit or attend. We will take reasonable steps to ensure this, including regularly reviewing and updating our risk assessments.

Like the common cold and flu viruses, Covid-19 is spread by:

* Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance.
* Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands.
* Touching objects (eg door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. Viruses can survive longer on hard surfaces than on soft or absorbent surfaces.

We will take the following steps to reduce the risk of catching or spreading Covid-19 at UCHP:

***Hygiene:***

* Staff and children will be reminded to wash their hands regularly throughout the session, especially after using the toilet, before eating food and after coughing or sneezing.
* We will have tissues readily available for use when sneezing and coughing, and these will be disposed of, in a bin, immediately after use.

***Cleaning:***

* We will ensure effective cleaning schedule for UCHP. Regular cleaning of areas and equipment.
* Frequently touched surfaces, such as handles, door plates, light switches, tabletops and toys are regularly cleaned with anti-bacterial spray or wipes, will have particular focus.

***Premises***

* Ventilation is important in minimising transmission of airborne viruses. Ventilation will be included as part of our risk assessment and poorly ventilated areas identified. Steps will be taken to maximise the fresh air flow in these areas, wherever practical.
* Doors and windows may be kept open where safe to do so, to keep the premises well ventilated, whilst balancing the provision of a comfortable childcare environment.

## Promoting good practice

We will promote infection control through the methods above, and in addition we will:

* Ensure that all staff have received training in, and understand, our new procedures
* Display posters and information to promote infection control
* Ensure that adequate supplies of cleaning materials are available within UCHP
* Dispose of waste promptly and hygienically
* Provide tissues and suitable facilities for their disposal.

## Closure

We may need to temporarily close UCHP if we have insufficient staff due to illness to run sessions safely. If this occurs UCHP management team will contact Early Years Childcare and School readiness service for further support and guidance.

In the event that we have a high number of confirmed cases of Covid-19 associated with UCHP, we may need to step up our measures in line with our Contingency Plan and advice received from UKHSA Local Health Protection Teams. This will be as a last resort given the detrimental impact on children, their families and our staff team.

If the UCHP needs to close, the UCHP management team will notify parents or carers as soon as possible. UCHP management team will also inform the Early Years Childcare and School readiness service as well as other relevant parties, eg feeder schools, other users of shared premises, etc.

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| This policy was adopted by: UCHP     | Date: 09/10/2024   |
| To be reviewed: Oct 2025         | Signed: A close-up of a signature  Description automatically generated   |

Written in accordance with:

Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Health [3.42].

UK Health Security Agency ‘[People with symptoms of a respiratory infection or Covid-19](https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19)’ 1st April 2022

University of Cambridge Holiday Playscheme

Gifts, rewards, favouritism and professionalism

The University of Cambridge Holiday Playscheme (UCHP) recognises the importance of ensuring the giving and receiving of gifts and rewards to and from families/children is conducted in an open, fair way and is conducted with a transparent culture in place. Staff are made aware and understand what is expected of them.

Staff are permitted to receive gifts on behalf of the whole team at UCHP.

This means staff must:

* be aware of and understand UCHP’s relevant policies, for example, rewarding positive behaviour
* take care that they do not accept any gift that might be construed as a bribe by others or lead the giver to expect preferential treatment
* not give or receive personal details and do not give or receive (other than token) gifts (Christmas, end of term etc)
* disclose the gift to the Playscheme Manager who will make a record for transparency

There are occasions when children or parents wish to pass small tokens of appreciation to staff, for example, at Christmas or as a thank you. This is acceptable when disclosed to the Playscheme Manager and noted.

If gifts, cards or presents are given from UCHP to the children, all children will be treated with equal consideration, receive the same monetary value gift and the message in the card will be from UCHP, not individual staff.

The giving of gifts will be done in a transparent way with all staff being aware and included to avoid any questions around preferential treatment.

Any reward or gift given to a child should be in accordance with agreed practice, consistent with UCHP’s behaviour policy, not based on favouritism and where appropriate, parents notified verbally at the end of the session. This helps build transparency of rewards and gifts but also shares the achievement of the child with their family, particularly where the gift is a reward.

Staff (must at all times) ensure that they do not behave in a manner which is either favourable or unfavourable to individual children, treating all children with respect.

**It is not ever acceptable for a member of staff to accept:**

Gifts and vouchers of more than £50.00,

Lavish hospitality such as sporting events, concerts or theatre tickets,

Offers of payment from overseas or third parties.

If in any doubt, please discuss with the Playscheme Manager.

**Bribery:**

Bribery is the act of taking or receiving something with the intention or influencing the recipient in a way that is favourable to the person providing the bribe. Bribery is illegal.

UCHP is aware of how receiving and giving gifts could be interpreted as a gesture to either groom or bribe. It might also be perceived that a ‘favour’ of some kind is expected in return.

**Favouritism:**

Adults should exercise care when selecting children for specific activities, jobs or privileges in order to avoid perceptions of favouritism or injustice.

Methods of selection and exclusion should always be subject to a clear, fair, agreed criteria:

* only give gifts to a child as part of an agreed reward scheme or at the end of a playscheme
* where giving gifts other than as above, ensure that these are of insignificant value and given to all children equally
* ensure that all selection processes of children are fair, and these are undertaken and agreed by more than one member of staff. This

**Related policies**

This policy should be read in line with Staff Behaviour policy, Safeguarding and Equality’s policy.

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| This policy was adopted by: UCHP     | Date: 19/12/2024   |
| To be reviewed: 19/12/2025         | Signed: A close-up of a signature  Description automatically generated   |

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