



POLICIES **& PROCEDURES** **2026**

*Ofsted URNs for all clubs are available on our website
www.starfishkidsclub.co.uk*

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About these Policies and Procedures

These Policies and Procedures have been written to reflect the values, beliefs, and operating guidelines of Starfish Kids Club Limited (from here on known as "Starfish") and incorporate the Ofsted guidance and legislation relating to the voluntary and compulsory childcare registers as well as the EYFS as it relates to out of school provision. This document is updated annually and as required to reflect changes in legislation and guidance from OFSTED and the LSP. The document also incorporates guidance from the UN Convention on the Rights of the Child and refers to the Pan Sussex Child Protection and Safeguarding Procedures Manual

(<https://sussexchildprotection.procedures.org.uk/>) These Policies and Procedures provide statements and show outlines on each area of operation within the afterschool club and apply to all staff, volunteers, committee members, parents and carers.

If there is anything within these policies that you do not understand or would like clarifying then please raise the issue with the General Manager or a Committee member by calling 07941 525291, by emailing info@starfishkidsclub.co.uk or by writing to Werks, 15-17 Middle Street, Brighton BN1 1AL

PLAY POLICY

All children have the right to play (article 31 UN Convention on the Rights of the Child), and play is crucial for development, social skills, and general health. Playworkers at Starfish are trained to recognise the importance of play and seek to advocate play as an essential part of a child's life. Starfish seeks to provide a stimulating and challenging environment that maximises the choice and control that children have over their play. The club aims to offer play opportunities that promote all the different types of children's play and recognises the children's needs to test boundaries.

Starfish believe that in order to cater for each individual child's needs at each stage in their development it is important to provide the opportunity for reasonable risk-taking through play which can stimulate the children's imagination and facilitate learning and development. The Club aims to manage the balance between the need to offer risk and the need to keep children safe from harm.

Starfish acknowledges that through play a child may receive bumps and bruises and at times hurt themselves or others. This is a natural part of play and cannot and should not be eradicated from children's play. Accidents which happen during a session are always dealt with by trained first aiders. The accident and details of any injury are recorded on an accident report form along with recommendations for the future.

Accident report forms are reviewed and discussed regularly at staff meetings to identify any patterns or possible dangerous occurrences. Starfish aims to foster children's respect for others and promotes the development of independence and self-esteem through sensitive adult interactions and child centeredness.

Welcoming New Children and Parents/carers

Information about Starfish can be accessed via the Family Information Service (FIS) and Brighton and Hove City Council on telephone number 01273 293545. Starfish's own website can be found at www.starfishkidsclub.co.uk and booking information is at www.starfishkidsclub.magicbooking.co.uk. Parents/carers can contact the club by telephone, email, or letter. Following the initial inquiry, Parents/carers will be guided to the Magicbooking site to sign up and make a booking, as well as receiving a Parents and Carers Handbook. When a club is full on the day requested by a parent/carer, the General Manager will keep a waiting list which is usually operated on a first come first served basis (please see our Access Policy for exceptions to this arrangement). The coordinator will check through the completed information to ensure everything is in place to cater for any extra needs the child or family may have.

As soon as a place has been allocated to your child you will be welcome to accompany them to a session at the club, meet members of staff who will be caring for your child, and they can give you a clearer idea of how the sessions run, answering any questions you may have. It will give your child the chance to catch up with their friends who may already attend, join in or to just take a moment to observe and absorb what goes on. These taster sessions can reduce a child's anxiety, and indeed can increase their confidence and social skills, at the beginning of their time with us.

the child's first full session, a member of staff will be made responsible for showing them around the setting, where the toilets are and where the boundaries of play are. A child similar in age who is an established member of the group may be asked if they would like to make sure the new child is included in games and activities and made to feel a part of the group.

EQUALITIES POLICY

Starfish Kids Club is committed to providing equality of opportunity and creating a welcoming, inclusive environment where children, families, staff and volunteers are treated fairly, with dignity and respect. We will not discriminate unlawfully against anyone because of a protected characteristic and will work in accordance with the **Equality Act 2010**.

Starfish Kids Club will:

- value and respect differences between children, families, staff and the wider community;
- challenge discriminatory language, behaviour, harassment and stereotypes;
- encourage children to respect and celebrate differences;
- provide activities, resources, books and play opportunities that positively reflect different cultures, backgrounds, abilities and family circumstances;
- ensure that recruitment and employment practices are fair and non-discriminatory;
- make reasonable adjustments for disabled children and consider the individual needs of children requiring additional support;
- work with parents/carers, schools and other professionals where appropriate to support children's inclusion; and
- ensure staff understand their responsibilities for promoting equality and challenging discrimination.

Discriminatory incidents involving children will be addressed in accordance with the Club's **Behaviour and Anti-Bullying Policies**. Where an incident raises a safeguarding concern, the **Safeguarding Policy** will be followed. OOSA similarly requires discriminatory remarks, attitudes and behaviour involving children, staff or other adults on the premises to be challenged.

ENGLISH AS AN ADDITIONAL LANGUAGE

Starfish Kids Club welcomes children who speak English as an additional language (EAL). We will work with the child, their parents/carers and, where appropriate, their school to understand their individual communication and childcare needs and to support their participation in the Club.

Where additional advice or support is required, Starfish may seek support from Brighton & Hove's **Ethnic Minority Achievement Service (EMAS)** or other appropriate services.

Further information about how Starfish supports children with additional needs and disabilities is set out in our **Additional Needs & Inclusion Policy**.

ACCESS POLICY AND PROCEDURE

Starfish Kids Club has a responsibility to have systems in place to promote equality of access for those wishing to use the setting. Due to the Club's popularity, Starfish has an ever-growing waiting list. Access to Starfish is usually through the waiting list system. Parents and carers can contact the Club and provide their name and email address in order to receive instructions for setting up an account on Magic Booking, our online booking system.

Parents and carers will be provided with the Starfish Kids Club Parents, Carers and Members Handbook.

The waiting list is date ordered and usually operates on a first come, first served basis. However, due to our commitment to equal opportunities, inclusion and anti-discriminatory practice, where a child or their family is considered to have priority circumstances, this may warrant them being offered a place without prior placement on the waiting list.*

Starfish is committed to ensuring that children and families are not unfairly prevented from accessing the Club and will make reasonable efforts to remove barriers to inclusion, while taking account of available places, staffing, the needs of individual children and our ability to provide safe and appropriate care. Starfish operates from premises which are accessible. Staff and children have experience of working within an inclusive environment and meeting a range of individual needs.

Access to the premises – prohibited dogs

Starfish Kids Club does not permit any dog prohibited under **Section 1 of the Dangerous Dogs Act 1991**, including XL Bully-type dogs, to be present on the premises while registered childcare is being provided.

EMERGENCY & UNFORESEEN CLOSURES

In the event of an unforeseen closure of the school or premises which results in Starfish Kids Club sessions being cancelled at short notice, parents and carers will be notified as soon as possible so that they can arrange alternative childcare. If a parent or carer cannot be contacted, their emergency contacts will be contacted.

If an emergency or unforeseen closure occurs while children are attending the Club, parents/carers will be contacted and asked to collect their children as soon as reasonably possible. Children will remain appropriately supervised and cared for until they are safely collected. Where a parent/carers or emergency contact cannot be reached, the Club's Uncollected Child Procedure will be followed.

Where an external factor outside Starfish Kids Club's control is responsible for the closure, the fee for the affected session(s) will not be refunded.

ADDITIONAL NEEDS & INCLUSION POLICY

Starfish Kids Club is committed to providing an inclusive environment and promoting equality of opportunity and anti-discriminatory practice for both children and adults. We recognise that children may have a wide range of additional needs or experience barriers to participating fully in the Club. Our settings and facilities are adaptable and we will make reasonable adjustments wherever possible to enable children to participate safely and fully in Club activities.

A child who has a medical condition, disability, developmental delay, SEND or other additional needs can be allocated a Starfish place following discussion with their parent or carer and, where appropriate, consultation with professionals involved in the child's care.

Where a child requires additional support beyond that which can reasonably be provided within our usual staffing arrangements, we will work with their parent or carer to establish what support is required. This may include seeking additional funding and/or arranging additional staffing before the child begins attending independently.

Where one-to-one support is required, the member of staff providing this support will be given clear information about the child's individual needs and the support they require. This will be reviewed and amended where necessary.

Where specialist equipment or adaptations are required, Starfish will work with the child's family and relevant professionals to identify how these can reasonably be provided.

A child's needs and the support provided will be reviewed as appropriate to ensure that they continue to receive suitable care and are able to participate as fully as possible. Where a child who already attends Starfish is identified as potentially having additional needs, we will work with their parents or carers to identify appropriate support as soon as reasonably practicable.

Where required, staff will work alongside parents, schools and other relevant professionals to support consistent approaches and strategies for the child. Starfish recognises that a child's or family's circumstances and needs may change. We will work with children and their parents or carers to understand any barriers they are experiencing and identify reasonable steps that can be taken to support their continued inclusion.

Where a child is experiencing behavioural, emotional or social difficulties, we will seek to understand the reasons behind the behaviour and work with the child and their family to develop appropriate strategies and support.

Inclusion is the responsibility of all staff. Staff should understand children's individual needs and make reasonable adjustments to activities, routines and the environment to enable children to participate wherever possible.

Each Starfish setting has a named Special Educational Needs Coordinator (SENCO) who supports staff in identifying and responding to additional needs and liaising with parents, carers and other professionals where appropriate. Details of the named SENCO are included within the Named Persons information displayed at each Club.

REGISTRATION COLLECTION PROCEDURE (AFTERSCHOOL CLUBS)

- Prior to the end of the school day, the Starfish Coordinator will check the Club phone for any messages regarding absences or changes to collection arrangements.
- At the end of the school day, children will arrive at the Club in accordance with the arrangements agreed for that particular school. Depending on the Club, children may be **collected by Starfish staff, escorted to the Club by school staff, or make their own way to the Club independently**.
- Younger children and any children who require additional support will be collected or escorted in accordance with the arrangements agreed with the school and, where appropriate, the child's parent/carer.
- Staff will complete the register as children arrive and record any known absences.
- If a child who is booked to attend has not arrived and their absence has not been reported, staff will check with the school and, where appropriate, search the school grounds and usual collection areas.
- If the child's whereabouts cannot be established, their parent/carer will be contacted immediately.
- If the child still cannot be located and there is reason to believe they may be missing, staff will follow the Club's **Missing Child Procedure** and contact the police without unnecessary delay.

ABSENCES & MISSING CHILDREN

Absences:

- Parents/carers should notify the Club if their child will not be attending a booked session.
- If a child does not arrive as expected and their absence has not been explained, staff will contact the school and/or parent/carer to establish their whereabouts. If the child cannot be located and there is concern that they may be missing, the **Missing Child Procedure** below will be followed.
- Prolonged or unexplained absences will be followed up where appropriate. Any safeguarding concerns will be managed in accordance with the Club's **Safeguarding Policy**.

Missing Children:

Staff will regularly account for children throughout the session, particularly when moving between locations, collecting children from school, on outings and when using outdoor areas.

If a child is believed to be missing, staff will act immediately:

- The Club Coordinator will be informed and the register and collection information checked.
- Staff will immediately search the premises and surrounding areas, while ensuring the remaining children continue to be appropriately supervised.
- If the child cannot be located promptly, the police will be contacted on 999 and the child's parent/carer informed.
- Staff will provide the police with relevant information, including the child's description, clothing, where and when they were last seen, and any relevant information about their needs or vulnerability.
- Staff will follow instructions from the police and continue searching where directed and safe to do so.
- The General Manager will be informed as soon as possible.
- Once located, the child's wellbeing will be checked and appropriate reassurance and support provided.
- The incident will be recorded and reviewed, including whether any changes to procedures, supervision or risk assessments are required.
- Ofsted and any other relevant agencies will be notified where required.

BREAKFAST CLUB – REGISTRATION, ARRIVAL & MISSING CHILD

Arrival and Registration Procedure

- Breakfast Club will run daily from **7:40am to 8:40am**.
- The last entry to the club is **8:25am**, when the school gates open to the wider school community.
- The school gates will remain closed throughout the Breakfast Club session, and staff will manage entry as children arrive.
- Parents and carers must bring their child to the school gates and call the club phone number upon arrival. A member of Starfish staff will meet them at the gate to let the child in.
- For children walking to school on their own, a signed consent form must be completed by parents/carers in advance. In these cases, parents will receive a text message confirming their child has arrived safely.

Non-Attendance Procedure

- A register will be completed as children arrive at the club.
- If a child is booked in but has not arrived by **8:30am**, staff will attempt to contact the parents or carers to confirm the child's whereabouts.
- If parents cannot be reached and the child has not been accounted for, staff will follow the **Missing Child Procedure** below.
- Any absence from Breakfast Club will be shared with the school office to ensure all safeguarding protocols are followed.
-

Missing Child Procedure

If a child is suspected to be missing, or has not arrived by 8:30am and cannot be located after following the above steps:

Starfish staff will:

- Check phone messages and any communications from parents.
- Check with the school office to confirm the child's attendance and any known absences.
- Contact parents or carers immediately to establish the child's whereabouts.

If parents/carers cannot be reached, and the child is still unaccounted for:

- A thorough check of the school grounds will be conducted by staff.
- If the child remains missing, the Coordinator will contact emergency services by **8:40am**.

The following information will be provided to emergency services:

- The setting's name, address, and phone number
- The child's full name and description, including clothing and any distinguishing features
- The time and location the child was last seen
- The name and details of the staff member making the report

Children Missing After Arrival:

If a child is believed to have gone missing after arriving at Breakfast Club, the same procedure applies, with a thorough search of the setting and immediate notification to emergency services if the child is not found.

ACCIDENTS

Staff will approach an accident calmly but promptly and take appropriate action. A paediatric first aid trained member of staff will provide first aid where required. The child will be reassured and staff will assess the situation and decide what action is necessary. This may include administering first aid, seeking assistance or contacting the emergency services. Other children will be reassured and, where appropriate, moved safely away from the situation.

If emergency medical treatment is required, the emergency services will be contacted and the child's parent/carer or emergency contact notified as soon as possible. Relevant information about the child, including any known medical conditions or allergies, will be made available to the emergency services where required.

If a child needs to be taken to hospital and their parent/carer or emergency contact is not available, a member of staff will accompany them and remain with them until the parent/carer arrives.

All accidents will be recorded on an **Accident Form** and the Club Coordinator informed. Parents/carers will be informed of the accident and asked to read and sign the record. Accident records will be reviewed regularly to identify any patterns, recurring hazards or action that may be required.

Serious accidents or injuries will be reported to **Ofsted and/or the relevant authorities where required**. Where an accident, injury or dangerous occurrence meets the reporting requirements of **RIDDOR 2013**, the appropriate report will be made to the relevant enforcing authority.

ILLNESS

If a child has been absent from school due to illness, they will not be accepted at the Club until they are well enough to return to school and any recommended exclusion period has passed.

If a child becomes unwell while attending the Club, a member of staff will reassure and comfort them and provide a suitable place to rest away from the main group where appropriate. The child will be monitored and their parent/carer or emergency contact will be contacted and asked to arrange early collection where necessary.

If a child is suspected of having an infectious illness, they will be cared for away from other children where practicable and appropriately supervised until collected. Their parent/carer or emergency contact will be contacted and asked to collect them as soon as possible to reduce the risk of infection spreading.

Starfish Kids Club will follow current **UK Health Security Agency (UKHSA)** guidance regarding infectious diseases, exclusion periods and infection control. Where an outbreak or serious infectious disease is suspected or confirmed, advice will be sought from the appropriate health protection or local public health service where required.

Ofsted and other relevant authorities will be notified of illnesses, outbreaks or other incidents **where there is a statutory requirement to do so**. Where an illness or disease is reportable under **RIDDOR 2013**, the appropriate report will also be made

MINIMUM EXCLUSION PERIODS FOR INFECTIOUS CONDITIONS AND ILLNESSES

Disease/Condition	Exclusion Period
Chickenpox	Until 5 days after the rash first appears
Cold Sores	No exclusion required
Conjunctivitis	No exclusion required
Coronavirus (COVID-19)	Stay away from the Club if symptoms are more than mild, for example if the child has a high temperature. Return when well enough to attend
Diphtheria*	Until a healthcare professional confirms it is safe to return. Contact the Health Protection Team
Diarrhoea and Vomiting	Until 48 hours after diarrhoea and vomiting have stopped
E. Coli (STEC)	At least 48 hours; children under 6 should remain away until a healthcare professional confirms it is safe to return
Flu (Influenza)	Until the child is better and no longer has a high temperature
Food poisoning	Until 48 hours after diarrhoea and vomiting have stopped
Glandular Fever	No exclusion required
Hand, Foot and Mouth disease	No exclusion required
Hepatitis A*	Until 7 days after symptoms started
Hepatitis B* and C*	No exclusion required
HIV / AIDS	No exclusion required
Impetigo	Until all blisters have formed scabs, or 48 hours after starting antibiotics
Measles	Until 4 days after the rash started . Contact the Health Protection Team
Meningitis/ Meningococcal Meningitis	Until symptoms have resolved. Contact the Health Protection Team
Mumps	Until 5 days after swelling started
Pediculosis (Lice)	No exclusion required
Ringworm	Until treatment has started
Rubella (German Measles)	Until 5 days after the rash started
Scabies	Children aged 5 and under, or those unable to follow hygiene guidance, should remain away until 24 hours after their first treatment
Scarlet Fever	24 hours after starting antibiotic treatment
Slapped Check (Fifth Disease)	No exclusion required
Threadworms	No exclusion required
Tuberculosis (active TB)	Until 2 weeks after starting antibiotics . Contact the Health Protection Team
Typhoid/Paratyphoid Fever	Until 48 hours after diarrhoea and vomiting have stopped ; further advice may be required
Warts (including Verruca)	None. Verruca sufferers should keep feet covered
Whooping Cough - Pertussis	Until 2 days after starting antibiotics , or 21 days from onset of symptoms if antibiotics are not given

If in any doubt, contact the local health protection team (Surrey and Sussex) on 0344 225 3861 to make a report or to receive advice.

FIRST AID

- At least two members of staff with a current paediatric first aid qualification will be on site while children are attending the Club. Appropriate paediatric first aid cover will also be available during collections, outings and trips.
- The Club will have appropriately stocked first aid boxes, including portable first aid kits for collections, outings and trips. First aid equipment will be easily accessible to staff but kept out of children's reach.
- The Club Coordinator will ensure that first aid boxes and portable kits are checked regularly and that supplies are replenished and replaced when necessary.
- Staff will follow appropriate hygiene procedures when administering first aid, including washing their hands and wearing disposable gloves when dealing with blood, vomit or other bodily fluids.
- All staff will know where first aid equipment is located and how to obtain assistance from a paediatric first aider.
- Medication will be managed in accordance with the Club's **Administering Medication Policy**.
- Accidents, injuries and emergency medical treatment will be managed and recorded in accordance with the **Accidents** section of this policy.

FIRE SAFETY & EVACUATION

- Kitchen and electrical appliances will be used safely and appropriately. Appliances in staff-only areas will not be left unattended while in use and will be switched off or unplugged after use where appropriate.
- Water and other liquids will be kept away from electrical sockets and appliances.
- Fire safety equipment and alarm systems are maintained and checked by the school or premises provider as appropriate. Any concerns identified by Starfish staff will be reported promptly.
- Staff should prioritise the safe evacuation of children rather than attempting to fight a fire. Fire extinguishers or other firefighting equipment should only be used where it is safe and appropriate to do so and the member of staff is competent to use the equipment.
- Fire drills will be carried out at least once per term at each Club and recorded.
- If the fire alarm sounds, or an evacuation is otherwise required, staff will lead children calmly and promptly through the nearest safe exit to the designated assembly point. Children and staff must not stop to collect coats, bags or other belongings.
- Designated staff may check toilets and other areas as they leave where it is safe to do so and without delaying their own evacuation. Staff must not re-enter the building to search for a child or retrieve belongings.
- The Club Coordinator, or another designated member of staff, will take the attendance register and relevant emergency information where these are immediately available and it is safe to do so.
- At the assembly point, staff will account for all children, staff and visitors. If anyone is unaccounted for, the emergency services will be informed immediately.
- Children will remain appropriately supervised and reassured throughout the evacuation.
- No one will re-enter the premises until the emergency services, school or premises provider confirms that it is safe to do so.
- Each Club will follow its site-specific fire and evacuation procedures and risk assessment, which are available on site and identify the relevant exits and assembly points.

SECURITY INCIDENTS & LOCKDOWN

Starfish Kids Club will take appropriate action where there is a security incident or potential threat to the safety of children, staff or others at the setting. This may include an unauthorised person attempting to gain access, a threatening or violent individual, a dangerous situation outside the premises, or another incident where it is safer for children and staff to remain inside.

Where appropriate, staff will:

- Alert the Club Coordinator and other staff to the situation and contact the emergency services where necessary.
- Keep children together, calm and appropriately supervised.
- Move children away from the identified threat and, where necessary, into a safer area of the building.
- Secure external doors and access points where it is safe to do so.
- Prevent anyone from entering or leaving the premises while a lockdown is in place, unless directed otherwise by the emergency services.
- Take the attendance register and account for all children, staff and visitors.
- Keep children away from windows and doors where appropriate to the nature of the incident.
- Follow instructions given by the emergency services, school or premises provider.
- Not end the lockdown until the Club Coordinator, emergency services or other appropriate authority confirms that it is safe to do so.

Parents/carers will be informed of a significant security incident as soon as it is safe and appropriate to do so. During an active incident, staff will prioritise children's safety and will avoid communications that could compromise the response to the incident.

Each Club will follow its **site-specific lockdown procedure and risk assessment**, which will take account of the layout, access arrangements and facilities at that particular setting.

FOOD SAFETY, HEALTHY EATING & ALLERGY SAFETY

Starfish Kids Club 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 must meet high standards of personal hygiene. Any member of staff showing signs of infection or ill health will not be permitted to handle food.

Starfish Kids Club 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 food safety and hygiene standards are being met. All staff involved in food handling receive appropriate food handling and hygiene training. When preparing food, staff follow the requirements of current food hygiene legislation, including:

- always washing hands thoroughly with soap and hot water before and after handling food and after using the toilet;
- wearing aprons and tying long hair back;
- using clean, disposable cloths;
- using the correct colour-coded chopping boards;
- not being involved in food preparation if they are unwell;
- making sure all fruit and vegetables are washed before being served;
- removing jewellery, particularly rings, watches and bracelets, before preparing food;
- covering cuts or sores on the hands and arms with an appropriate waterproof dressing; and
- keeping fingernails short and clean.

FOOD STORAGE

All food is stored according to safe food handling practices and at the correct temperature to prevent the growth of food poisoning organisms and ensure that food quality is maintained. Fridge temperatures are checked and recorded daily as part of our daily environment checks. If there are temperature fluctuations that cannot be explained and rectified by simple user error, such as the fridge door not being closed properly, appropriate action will be taken and the fridge replaced where necessary.

CLEANING

- The fridge is cleaned thoroughly with warm, soapy water on a weekly basis.
- Food is regularly checked for freshness and anything past its use-by date will be disposed of.
- Freezers are defrosted and cleaned as required.
- All preparation surfaces are cleaned before and after use with appropriate food-safe cleaning products and disposable cloths.
- Chopping boards are cleaned thoroughly after use.
- Appropriate controls are implemented to reduce the risk of cross-contamination.
- Cutlery, plates, cups and other equipment are thoroughly cleaned after use.

FOOD PREPATION & SNACK

- A member of staff must always be present when cooking or heating food is in progress.
- Children will not be allowed into the kitchen without a member of staff present and this will always be in accordance with our food preparation risk assessment.
- Sharp knives and other potentially hazardous equipment will be stored safely away from children.
- Starfish Kids Club is a **nut-free setting**. Nuts and nut-based products must not be brought into the setting or used in snacks, meals or cooking activities.
- An up-to-date list of children's dietary requirements and allergies will be readily available to staff and checked before food preparation, cooking activities or serving food.
- Children will be consulted regularly about the choice of snacks.
- Food from a range of cultures will be included in the snacks and meals offered.

HEALTHY EATING

Starfish Kids Club aims to provide tasty, healthy and varied food for children attending our clubs, taking into account individual dietary requirements, allergies and food intolerances.

- Parents and carers must inform Starfish of any dietary requirements, food intolerances or allergies their child has when completing their registration information and inform us promptly of any changes.
- Dietary and allergy information will be kept somewhere readily accessible and known to staff and checked before food preparation, cooking activities and serving food.
- We aim to provide a varied and mainly healthy range of food and will offer fruit and/or vegetables daily. Drinking water will be available to children throughout the session.
- Children will be asked for feedback about the food and drinks offered and, wherever possible, their ideas and suggestions will be included when planning future menus.

SAFER EATING

Children will be appropriately supervised and seated while eating and drinking and will not be allowed to walk or run around with food in their mouths. Food will be prepared and served appropriately for the age and needs of the children, with potential choking hazards considered and reduced wherever possible.

Staff will be alert to the signs of choking and know how to summon immediate assistance. Paediatric first aid trained staff, who are trained to respond to choking incidents, will be available in accordance with our **First Aid Policy**. Mealtimes and snack times will be safe, relaxed and enjoyable, and children will not be rushed to finish their food.

ALLERGY SAFETY

Starfish Kids Club is committed to keeping children with food allergies and intolerances safe. Parents and carers are responsible for providing accurate and up-to-date information about their child's allergies, intolerances and dietary requirements. Where a child has a significant allergy, we will obtain further information from the parent or carer and an individual allergy plan will be put in place where required.

Relevant allergy information will be made clearly available to staff so that children can be easily identified and their individual requirements understood. Staff must check allergy and dietary information before preparing or serving food and before carrying out cooking activities with children. We will take appropriate steps to prevent accidental exposure to known allergens and reduce the risk of cross-contamination during the storage, preparation and serving of food.

Starfish Kids Club is a **nut-free setting** and nuts and nut-based products must not be brought into the setting.

Where a child requires emergency medication for an allergy, such as a prescribed adrenaline auto-injector (AAI), parents and carers must provide the required medication in accordance with our **Administering Medication Policy**. Relevant staff will know where emergency medication is kept and how to respond in the event of an allergic reaction. Staff will receive appropriate information and training to ensure that they understand children's allergies, the measures required to keep them safe and how to respond in an emergency.

Parents and carers must notify Starfish promptly of any changes to their child's allergies, dietary requirements, medication or allergy management plan. Allergy information and individual plans will be reviewed and updated when required. Any allergic reaction or suspected allergic reaction will be responded to promptly in accordance with the child's individual plan and our emergency and medication procedures. Parents or carers will be informed and emergency medical assistance sought where necessary.

ART ACTIVITIES

- Art and craft equipment and materials will be stored safely when not in use.
- Craft knives, sharp scissors and other potentially hazardous equipment will be used by staff only and returned to secure storage immediately after use.
- Only non-toxic, child-safe paints, glues and other materials suitable for the age of the children will be provided for children's use.
- Aprons or protective clothing will be available for messy activities where appropriate.
- Art and craft activities will be appropriately supervised according to the activity, materials being used and the age and needs of the children.
- Tables and surrounding floor areas will be kept clear where possible, and spillages will be dealt with promptly.
- Equipment, surfaces and activity areas will be cleaned and tidied appropriately after use.

STORE CUPBOARDS

- Children will not enter store cupboards unless accompanied or authorised by a member of staff.
- Cleaning products and other hazardous substances will be stored securely and out of children's reach.
- Sharp tools and other potentially dangerous equipment will be kept securely in the adult toolbox or locked staff storage, out of children's reach.
- Materials and equipment will be stored safely and tidily to prevent items falling or causing an obstruction.
- Electrical equipment will be stored safely when not in use and maintained and checked to ensure it remains safe to use.
- Confidential children's and staff records will be stored securely and only accessible to authorised staff.
- Accident, incident and other operational records will be kept securely but remain accessible to staff when required.

RISK ASSESSMENTS

Starfish Kids Club takes a proactive approach to identifying and managing risks to children, staff and others using our settings.

- Risk assessments will be carried out for individual activities, equipment, resources and areas of the setting where appropriate and stored on site for staff to refer to. Risk assessments will be reviewed at least annually and sooner where circumstances change, following a significant incident or where an assessment is no longer considered adequate.
- Risk assessments will also be completed where there are significant changes to equipment or premises, where a child's individual needs require one, and for outings or activities where additional risks need to be considered.
- Staff are expected to continually assess risk throughout each session. This includes visual and physical checks of the environment and equipment, as well as dynamic risk assessments where circumstances or activities change. For example, where children use equipment in a new or unexpected way, staff should assess the risks at the time and decide whether the activity can continue safely, whether additional controls are needed, or whether it should be stopped.
- Not every dynamic risk assessment needs to be formally recorded. However, where a new or significant risk is identified, an incident occurs, or the same issue is likely to arise again, this should be reported to the Club Coordinator and a written risk assessment or review of an existing assessment completed where appropriate.
- Staff will complete a daily environment check before children arrive, including checks of the premises, equipment and indoor and outdoor areas. Daily environment checks will be reviewed regularly to ensure repairs are implemented where necessary and recurring hazards are addressed.
- Where a hazard is identified during a session, staff will take immediate action to make the area, equipment or activity safe and notify the Club Coordinator where necessary. Further action will be taken to reduce the likelihood of the hazard recurring.

The Club Coordinator is responsible for ensuring that appropriate risk assessments and daily checks are completed and acted upon, with overall oversight from the General Manager.

All staff are required to read, understand and sign off the relevant risk assessments during their induction. These include assessments for the different areas of each Club, such as main halls, community rooms, outside areas, no-go areas and storage areas. Staff must follow the control measures identified and raise any concerns where they believe an assessment needs to be reviewed.

Where a risk assessment identifies that a change to a policy, procedure or working practice is required, this will be implemented and communicated to relevant staff.

Accident and incident records will be monitored to identify any patterns or recurring hazards that may require further action or review of a risk assessment.

TRAVELLING TO THE CLUB

Starfish at Cottesmore and St Pauls are held in the School Premises. The clubs and schools have a clear agreement concerning the transfer of responsibility for children's safety. Clubs situated on-site at the host schools, KS1 children are brought to the club by the teachers/support staff. KS2 children make their own way to the club.

Our St Andrews Club is based at the Church Hall which is a 5 minute walk away from the School, with no road crossings. We have the following in place for collection from St Andrews:

- We have risk assessed the route used to escort children to the Club and review it regularly.
- Playworkers will carry a travel First Aid Kit, register and the children's details in case of an emergency.
- At least two playworkers (according to ratios) to collect children from St Andrews at 15:15pm,
- The Register is taken by a playworker as the children meet at the collection point. Check with staff in school office for any unaccounted-for children. A thorough search of the school grounds will be performed before contacting parents at 4:00pm if child's whereabouts is not attained coordinator to report child to emergency services as missing.
- Children should walk back to the setting in an orderly fashion, preferably in pairs.
- Staff will ensure a good standard of behaviour while walking and discourage children from playing with their belongings. Running, cycling, or scootering is not acceptable.
- Whilst walking back to the setting, there should be playworkers at either end of the line, a playworker should be in the middle of the line.
- At any time, the whole group is not paying attention, the journey should be suspended, until the playworkers are happy that all children are once again paying attention.
- Children who run across the road, or ignore instructions, should be taken aside once on arrival at the setting and discuss roadside safety with the coordinator or deputy.
- The staff/child ratio whilst off site is 1:6 for children under 8 years of age.
- All playworkers should take equal responsibility for everyone's safety during the journey to the setting.
- If it is necessary to cross a road, the lead playworker will ask the children to stop at the kerbside and wait there until it is safe to cross. At the kerbside the two playworkers at either end should check then stand in the middle of the road and ensure that the road is clear and safe of traffic and encourage the children to walk across the road in between the two play workers.

Road safety to be discussed at regular Ground Rules activities/Kids' Council Meetings.

LATE PICK-UP FROM SCHOOL CLUBS

Starfish also offers a pick-up service, where possible according to adult:child ratios, for children attending afterschool clubs on-site at the schools we work with. This allows an opportunity for children to attend extracurricular activities which are great for social development and further learning.

This pick-up involves a member of staff (with first aid training and enhanced DBS) leaving the main setting with travel first aid kit, ID, phone for emergencies and appropriate individual medication. For these pickups we work to a 1:6 adult:child ratio for extra safety. These pick-ups must be arranged in advance by parents so that staffing can be arranged appropriately. The route is the same one used for the after school pick up and has been risk assessed.

COLLECTING CHILDREN FROM THE CLUB

- Children may be collected at any time during their booked session.
- Parents/carers and authorised collectors must follow the collection arrangements in place at the individual Club. Staff will ensure that external doors and gates remain appropriately secured during collection.
- Children will only be released to a parent/carer or an authorised collector recorded on the child's Magic Booking account. If someone not listed is collecting, the parent/carer must inform the Club in advance, preferably by text or email. Staff may request identification or contact the parent/carer to confirm the arrangement before releasing the child.
- All children must be signed out on the digital register and their departure time recorded. If an authorised collector leaves without signing the child out, a member of staff may complete this only where they have personally confirmed that the child has left with the appropriate adult.
- Children under the age of eight will not be permitted to leave the Club unaccompanied.
- Children aged eight or over may only leave the Club independently where this has been agreed in advance with their parent/carer and the Club has received written permission.
- Afterschool Club sessions finish at **18:00** and Holiday Club sessions finish at **17:30**. Children must be collected by the end of their booked session.

LATE & UNCOLLECTED CHILDREN

Parents and carers are expected to collect their child by the Club's closing time. If they are going to be late, they should contact the Club as soon as possible. If a child has not been collected by **18:00** and the Club has not been informed of a delay, staff will begin contacting the child's parent/carer and authorised emergency contacts.

If the child remains uncollected, the following procedure will apply:

1. Staff will continue attempting to contact the child's parents/carers and emergency contacts. The child will be reassured and appropriately supervised while waiting.
2. If no contact has been made by **18:30**, the Brighton & Hove **Emergency Duty Service** will be contacted on **01273 335 905** for advice.
3. If the child remains uncollected and no satisfactory arrangements have been made by **19:00**, staff will contact the police on **101**, unless circumstances indicate that an emergency response through **999** is required. Staff will follow the advice of Children's Social Care and/or the police regarding the child's care.
4. A child will **never be left alone or allowed to leave the Club unsupervised**. Wherever possible, at least two members of staff will remain with the child until they have been safely collected or responsibility has been transferred in accordance with advice from the relevant authorities.
5. A member of staff will retain access to the Club mobile phone so that parents/carers, emergency contacts and relevant agencies can continue to make contact.
6. The circumstances and actions taken will be recorded. Repeated late collection may be discussed with the parent/carer and further action taken where appropriate.

Late collection charges may be applied in accordance with Starfish Kids Club's current **Terms and Conditions/Fees Policy**.

BABYSITTING POLICY

Starfish staff may make private babysitting arrangements with families outside of their employment with the Club. Any such arrangement is made directly between the staff member and parent/carer and Starfish Kids Club accepts no responsibility for private childcare arrangements.

Staff must continue to maintain appropriate professional boundaries and confidentiality, and private arrangements must not interfere with their role at Starfish.

EARLY YEARS FOUNDATION STAGE (EYFS)

Starfish Kids Club is committed to meeting the requirements of the Statutory Framework for the Early Years Foundation Stage (EYFS) 2026. The EYFS applies to children from birth until the end of their Reception year.

Starfish Kids Club only provides care for school-aged children. For children attending Reception, Starfish is not required to provide the learning, development and assessment requirements that apply to their primary EYFS provider. We will instead work with parents/carers and, where appropriate, the child's school to support their individual needs.

KEY PERSON

Each EYFS child will have a member of the Starfish team identified as their **key person**. The key person will help the child settle into the Club, build a positive relationship with the child and family and help ensure that their individual needs are understood.

All staff remain responsible for the care, wellbeing and supervision of EYFS children; children are not solely supported by their key person.

WORKING WITH PARENTS AND OTHER PROVIDERS

Starfish will work in partnership with parents/carers and, where appropriate, the child's school, early years provider or other professionals. Relevant information will be shared where appropriate **and in accordance with the Club's** Safeguarding **and** Data Protection & Privacy Policies.

Parents/carers are encouraged to share information that will help us support their child, including any changes to their health, development, additional needs or circumstances.

PLAY AND DEVELOPMENT

EYFS children will have access to a varied range of age-appropriate, play-based opportunities that reflect their interests, needs and abilities. Children will be encouraged to make choices about how they spend their time and will not be required to participate in particular activities.

Staff will get to know children through everyday interaction and observation during play. **Formal written observations, weekly diary entries and separate termly EYFS assessments are not routinely required for Reception children**, as their learning, development and assessment requirements are met by their primary EYFS provider.

Where staff notice something significant about a child's development, wellbeing or behaviour, this will be discussed with the Club Coordinator and, where appropriate, their parent/carer and other relevant professionals.

STAFF RESPONSIBILITIES

The **Club Coordinator** will oversee EYFS practice within the setting, ensure EYFS children and their key persons are identified and ensure relevant information about children's individual needs is appropriately communicated to staff.

All staff will be aware of the EYFS children attending the Club, support them to settle and participate, provide appropriate care, supervision and play opportunities, and report relevant information or concerns to the Club Coordinator. Staff will follow Starfish Kids Club's policies and procedures and the EYFS safeguarding and welfare requirements applicable to our provision.

DATA PROTECTION & PRIVACY POLICY

Starfish Kids Club respects the privacy of children, parents/carers, staff and volunteers and is committed to keeping personal information secure and confidential.

We process personal information in accordance with the **UK GDPR, Data Protection Act 2018 and Data (Use and Access) Act 2025**.

Personal information will only be collected and used where it is necessary for the operation of Starfish Kids Club, including providing appropriate childcare, safeguarding children, managing bookings and payments, communicating with families, meeting regulatory and legal requirements and fulfilling our responsibilities as an employer.

CONFIDENTIALITY

Personal information will be treated confidentially and only accessed or shared by those who need it for legitimate purposes. Staff, volunteers and students are expected to maintain confidentiality and are made aware of their responsibilities when working at the Club.

Information relating to individual children will only be discussed where necessary for their care, safety, safeguarding or the effective operation of the Club.

Safeguarding information will be managed in accordance with the Club's **Safeguarding Policy** and may be shared without consent where this is necessary to protect a child or meet a legal requirement. Personal information will be stored securely, including through password-protected electronic systems and secure storage for paper records where applicable.

INFORMATION WE HOLD

Starfish Kids Club may hold information including children's registration and contact details, medical and allergy information, SEND information, attendance records, booking and payment information, accident and incident records, safeguarding information and other information necessary to provide appropriate care.

We also hold appropriate information about staff and volunteers in order to meet our employment, safeguarding, payroll and regulatory responsibilities. Personal information will not be kept for longer than necessary. Records will be retained in accordance with Starfish Kids Club's **Retention Schedule** and any applicable legal, regulatory, safeguarding or insurance requirements. Information that is no longer required will be securely deleted or destroyed.

SHARING INFORMATION

Personal information may be shared where necessary:

- with the individual's consent where appropriate;
- with organisations providing services on our behalf, such as our childcare booking and payment systems;
- with schools or other professionals where appropriate for a child's care or welfare;
- where there is a safeguarding concern;
- where required or permitted by law; or
- with the police, local authority, Ofsted or other authorised bodies where appropriate.

Only relevant information will be shared and information will be shared securely.

YOUR DATA PROTECTION RIGHTS

Individuals have rights in relation to their personal information, including the right to request access to information held about them and, in certain circumstances, to request that information is corrected, restricted or erased.

These rights are not absolute and Starfish Kids Club may need to retain or continue processing information where there is a legal, safeguarding, regulatory or other lawful reason to do so.

SUBJECT ACCESS REQUESTS

Requests to access personal information held by Starfish Kids Club should be made to:

Data Protection Lead

Starfish Kids Club

Werks

15–17 Middle Street

Brighton

BN1 1AL

Email: info@starfishkidsclub.co.uk

We will respond to Subject Access Requests within the applicable legal timescale, normally **within one month**.

DATA PROTECTION CONCERNS AND COMPLAINTS

Anyone who has concerns about how Starfish Kids Club has collected, used, stored or shared their personal information should contact the **Data Protection Lead** in the first instance.

If they remain dissatisfied, they have the right to complain to the **Information Commissioner's Office (ICO)**.

ICO telephone: 0303 123 1113

Further information is available from the Information Commissioner's Office.

CHILD-CENTERED PRACTICE

Starfish Kids Club aims to provide a welcoming, inclusive and child-centred environment where children feel safe, valued and able to make choices about how they spend their time at Club.

- The setting will be prepared before children arrive, with a range of appropriate activities, resources and spaces available.
- Children will be warmly welcomed and supported to settle into the Club.
- Children will be encouraged to take part in activities but will not be required to participate. Staff recognise the importance of child-led play and will allow children space to play independently or with others without unnecessary adult intervention.
- A quiet and comfortable area will be available wherever practicable for children who want to read, relax, talk quietly or spend some time away from busier activities.
- Staff will respect children's individual personalities, interests, needs and choices while remaining alert to changes in behaviour or wellbeing that may indicate that a child needs additional support.
- Children will be encouraged to contribute ideas about activities, resources and how the Club operates. Staff will listen to children's views and incorporate their ideas wherever reasonably possible.
- Staff will plan and provide a varied range of stimulating activities and play opportunities, while allowing children flexibility and choice in how they use them.
- Children's creativity and achievements will be valued and encouraged. Children may choose to display their work at the Club or take it home.
- Children will be involved, where appropriate, in developing and reviewing the Club's ground rules. Expectations around behaviour, respect and kindness will apply consistently to children and adults.
- Any concerns about a child's welfare will be reported to the Designated Safeguarding Lead (DSL) and recorded on a Welfare Concern Form in accordance with the Club's Safeguarding Policy. Parents/carers will be involved where appropriate, taking account of safeguarding considerations.

INAPPROPRIATE OR CONCERNING PLAY POLICY

Starfish Kids Club recognises that children's play can reflect things they have seen, heard, experienced or are trying to understand. Staff should be aware of play, language or behaviour that may be inappropriate for a child's age or stage of development, upsetting to other children, unsafe, or potentially indicative of a safeguarding concern.

This may include play involving:

- sexual behaviour or explicit sexual content;
- violence, abuse or domestic abuse;
- drugs or alcohol;
- discriminatory, racist or homophobic language or behaviour;
- graphic or extreme violence; or
- content from films, games, social media or other material that is inappropriate for the child's age.

Staff should respond calmly and sensitively. Depending on the circumstances, they may redirect the play, remind children of appropriate boundaries or talk with the children about why particular behaviour or language is not appropriate at the Club.

Staff should **not shame, punish or embarrass a child** because of the themes appearing in their play and should recognise that concerning play may be a form of communication.

Where sexualised behaviour or other play causes concern because of its nature, frequency, level of detail, the ages or developmental stages of the children involved, coercion, distress or other circumstances, staff must consider whether this may indicate a safeguarding concern.

Staff should not question a child extensively or attempt to investigate the concern themselves. They should listen if the child chooses to talk, record as accurately as possible what they have observed or what the child has said, and report the concern to the **Designated Safeguarding Lead (DSL)** in accordance with the Club's Safeguarding Policy.

Any significant or concerning incident will be recorded on the appropriate **Incident Form or Welfare Concern Form**, depending on the nature of the concern.

PHYSICAL INTERVENTIONS POLICY

Physical intervention refers to the use of appropriate physical contact to prevent a child from harming themselves or others, or causing significant damage to property. This may include positioning yourself between a child and a source of danger, guiding a child away from danger or, where absolutely necessary, physically restricting their movement.

Appropriate everyday physical contact, such as holding a child's hand for safety or providing comfort where welcomed by the child, is not normally considered restrictive physical intervention.

Physical intervention or restraint will only be used as a **last resort**, where it is necessary to prevent injury or significant damage and where less restrictive approaches have not been effective or would not be appropriate.

Staff must:

- Put the child's welfare and safety first.
- Use the least restrictive intervention and minimum force necessary, for the shortest possible time.
- Only use techniques they are competent and confident to use.
- Never use physical intervention as a punishment or simply to secure compliance with instructions.
- Consider the child's age, individual needs, SEND, communication needs and any known cultural or personal considerations.
- Explain to the child what is happening and why, where possible.
- Remain alert to signs of distress and stop the intervention as soon as it is safe to do so.
- Complete an **Incident Form** following any restrictive physical intervention and inform the Club Coordinator and parent/carer as soon as possible.

The use of physical intervention will be reviewed to consider what led to the incident and whether changes to support, supervision, the environment or risk assessments are required.

Where a child is known to require physical intervention or restrictive measures on a recurring basis, an individual plan and risk assessment will be agreed with their parent/carer and, where appropriate, other professionals involved with the child.

INTIMATE CARE POLICY

Starfish Kids Club is committed to ensuring that children's **safety, dignity, privacy and independence** are respected whenever intimate or personal care is required. Intimate care includes care associated with bodily functions and personal hygiene where a child may require assistance with intimate areas of their body. This may include **toileting, changing, washing, dressing or menstrual care**. Staff providing intimate care will do so sensitively, professionally and with respect for the child's individual needs, wishes and level of understanding. Wherever possible, children will be encouraged to manage their own personal care independently, with staff providing only the level of assistance they require.

INDIVIDUAL CARE ARRANGEMENTS

Where a child is expected to require intimate care regularly, Starfish will work with their parent/carer and the child, where appropriate, to agree an individual care plan.

The plan should include, where relevant:

- the care and assistance required;
- what the child can manage independently;
- the child's preferred method of communication;
- the child's wishes and preferences about how care is provided;
- which staff will normally provide the care;
- any equipment or adjustments required;
- how many members of staff are required and, where more than one is necessary, the reason for this; and
- any relevant medical, SEND, mobility or safeguarding considerations.

Care arrangements will be reviewed where the child's needs change.

TOILETING AND CHANGING

Children's privacy and dignity will be respected when they require assistance with toileting or changing, while taking account of their individual safeguarding, supervision and support needs. Toileting and changing arrangements will be safe and hygienic. Where a child requires regular assistance with toileting or changing, this will be included within their individual care arrangements.

PROVIDING INTIMATE CARE

When providing intimate care, staff will:

- explain what they are going to do before and during the care, taking account of the child's age and communication needs;
- seek the child's cooperation and respect their wishes wherever possible;
- provide privacy while maintaining appropriate safeguarding arrangements;
- encourage the child to do as much as they can independently;
- use appropriate hygiene and infection-control procedures;
- only provide the level of physical assistance necessary;
- remain sensitive to the child's dignity, preferences and individual circumstances; and
- stop and seek advice if the child becomes significantly distressed or if staff have concerns about providing the care safely.

Where possible, the child's preferences about who provides their care will be respected. Where a child requires regular intimate care, consistency of staff will be considered alongside the child's individual needs, preferences and safeguarding arrangements.

A second member of staff does not routinely need to be present simply because intimate care is being provided. Where two members of staff are required because of the child's needs, moving and handling requirements, risk assessment or other circumstances, this will be reflected in their care plan.

Staff must remain alert to any safeguarding concerns arising during intimate care. Any concerns about a child's welfare, or about the conduct of a member of staff, must be reported and managed in accordance with Starfish Kids Club's Safeguarding Policy.

SAFE TOUCH POLICY

Workers have a responsibility to maintain and model appropriate boundaries. It should be recognised that children who have experienced or witnessed physical or sexual abuse may be confused about appropriate physical touch and boundaries.

- Workers should not initiate physical contact but if it is given ensure that it ceases at the earliest possible moment without causing the child to feel rejection.
- Workers should avoid physical expressions of affection such as kissing or hugging, or intrusive forms of play such as tickling or 'roughhousing'.
- If a child persists in wanting a kiss or hug, or questions the workers reaction, it should be explained that workers should not kiss/hug people they work for or with.
- None of this should stop the occasional close physical contact e.g., when children are sitting close up to have a story read or are playing games that involve some physical contact.
- When there are clear and specific reasons for doing so workers may initiate physical contact e.g., if a child is distressed or injured.
- If lifting or restraining a child is unavoidable, workers should avoid intimate contact in terms of where on the body contact is made.

REST & SLEEPING CHILDREN POLICY

Starfish Kids Club does not provide scheduled sleep or nap times. However, we recognise that children may occasionally become tired or fall asleep while attending the club.

If a child falls asleep, they will be allowed to rest in a safe and suitable area where they can be appropriately supervised. Staff will regularly monitor the child, ensuring that their face and breathing remain clearly visible and that they are not too hot or cold.

Children will not be left to sleep unsupervised. Any concerns about a sleeping child's breathing, responsiveness or wellbeing will be responded to immediately and appropriate first aid or medical assistance sought where necessary.

Where a child has slept during a session, this will be recorded and the parent or carer informed on collection.

BEHAVIOUR POLICY

Starfish Kids Club recognises that children's behaviour can be influenced by their age, development, individual needs, experiences and circumstances. Behaviour can also be a form of communication, and staff will consider what may be causing or triggering behaviour when deciding how best to respond.

We aim to promote positive behaviour through good relationships, clear and consistent boundaries, positive reinforcement and staff acting as positive role models. Ground rules will be developed with children where appropriate to help them understand how their behaviour affects themselves, other people and the Club environment.

Staff will:

- recognise and praise positive behaviour;
- use clear, consistent and age-appropriate expectations;
- redirect or distract children where appropriate;
- talk calmly with children about what has happened and give them an opportunity to explain;
- help children resolve disagreements through discussion where appropriate;
- consider possible triggers and whether changes to activities, the environment or support may help;
- work with parents/carers where behaviour is persistent or additional support may be required; and
- make reasonable adjustments and use individual strategies where appropriate to a child's needs.

Children will always be treated with dignity and respect. Food, drink or other basic needs will never be withheld as a consequence of behaviour.

PROCEDURE FOR BEHAVIOUR THAT CHALLENGES:

LEVEL ONE – MINOR INCIDENT

For example, name calling, going out of agreed boundaries, inappropriate behaviour towards others or not respecting equipment or property.

A Playworker will calmly address the behaviour, establish what has happened and remind the child of the Club's expectations. The child will be supported to resolve the situation and make amends where appropriate.

If necessary, the child may be supported to spend a short period away from the situation to calm and regulate before returning to activities.

LEVEL TWO: MINOR INCIDENTS – REPORTED

Where behaviour continues despite Level One strategies, the Club Coordinator will become involved and the incident will be discussed with the child and their parent/carer.

An Incident Form will be completed where appropriate. Staff may monitor the child's behaviour to identify patterns or triggers and agree strategies with the child and their parent/carer.

Where appropriate, an individual behaviour support plan may be introduced and reviewed with the family.

LEVEL THREE – SERIOUS INCIDENT

This may include physical aggression towards another child or adult, discriminatory or abusive behaviour, deliberately leaving a supervised area, behaviour that presents a significant safety risk, or repeated incidents that have not responded to previous strategies.

The Club Coordinator will be informed immediately and the incident will be recorded. Parents/carers will be informed and, depending on the seriousness of the incident, may be asked to collect their child. Where a child has three recorded incidents within one week, the Coordinator and General Manager will review the circumstances and decide what further action is appropriate. This may include additional support, changes to strategies or a temporary exclusion from a future session.

The child's individual circumstances, including any SEND or additional needs, will be considered when deciding what action is appropriate.

LEVEL FOUR – EXCLUSION

Where a child's behaviour presents a significant or continuing risk to themselves or others, or is seriously affecting the safe operation of the Club despite appropriate support and intervention, temporary or permanent exclusion may be considered.

Any decision to exclude will be proportionate to the circumstances and will take account of the child's individual needs, reasonable adjustments and the strategies already attempted. Parents/carers will be informed of the reasons for the decision and any arrangements for the child's return where applicable.

Any physical intervention will be carried out in accordance with Starfish Kids Club's Physical Intervention Policy.

ANTI BULLYING POLICY

Starfish Kids Club is committed to providing a welcoming, safe and supportive environment where bullying in any form is not tolerated, whether involving a child or an adult. The Starfish management committee, staff, children, and parents/carers must work together to create a club where bullying is not tolerated. Children should feel welcome, secure, and safe at Starfish and will be listened to by staff and adults about their concerns. The aim of the anti-bullying policy is to ensure that children play in a supportive, caring, and safe environment without fear of being bullied. Bullying is repeated anti-social behaviour directed towards a person. It is unacceptable and will not be tolerated.

What is bullying?

Bullying is deliberately hurtful behaviour that is repeated over time. This can be:

- Physical Violence
- Verbal (Being ridiculed, teased, or called names, being threatened with violence)
- Having money or other items taken
- Having belongings damaged
- Being ignored or left out in any activity for the reason of being hurtful
- Being picked on because of religion, background, or other protected/personal characteristics
- Spreading unpleasant stories about someone

The Management Committee and Staff

- We will discuss, monitor, and review our anti-bullying policy on a regular basis
- We will support staff to identify and tackle bullying appropriately
- We will ensure that children are aware that all bullying concerns will be dealt with sensitively and effectively
- We will report back quickly to parents/carers regarding their concerns on bullying
- We will seek to learn from anti bullying good practice elsewhere and seek support from the relevant statutory/voluntary organisations where appropriate and display positive anti-bullying information.
- Starfish staff will be vigilant for signs of bullying and will take reports of incidents seriously
- Staff will reinforce wherever possible through activities and play the Starfish anti-bullying policy and help children develop strategies to combat bullying behaviour
- Starfish staff will aim to raise the self-esteem of children, to achieve a situation where bullying is less likely to happen, create a climate where a disclosure of bullying is more likely and to take a consistent approach in dealing with bullying.
- Staff will be trained in recognising the signs of bullying
- Staff will encourage and praise positive behaviour and relationships between children

ANTI-BULLYING PROCEDURE

- Upon discovery of an incident of bullying, a member of staff will discuss with the children the issues appropriate to the incident and to their age and level understanding.
- Calmly talk to the children about it.
- Reassure the child that they have done the right thing in telling you about the bullying. All incidents of bullying should be formally recorded using an incident form and a copy passed to the child's school and parents if applicable.
- Make a note of what the child says – particularly who was said to be involved; how often the bullying has occurred; where it happened and what has happened (Use the Incident form).
- Explain that any further incidents that occur should be reported immediately,
- Monitor the situation and check with the child whether the bullying has stopped.
- Bullies will often not act alone and it's important to remember that you may be dealing with several pupils who are friends and who may give similar versions of events that differ to that of the victim.
- Once all the facts and have been established that bullying has taken place the coordinator will decide how to proceed and what sanctions are suitable. Much depends on the nature of the bullying.
- Parents will be confidentially informed and other children's names will not be used.
- If confirmed bullying at the club continues. The coordinator may suspend bullies and ask them to only attend the club under supervision

SAFEGUARDING (CHILD PROTECTION) POLICY

Starfish Kids Club is committed to building a **culture of safety** in which the children in our care are protected from abuse, neglect, exploitation, harm and radicalisation. Starfish Kids Club recognises its duty and responsibility to safeguard children, promote their welfare and provide an environment in which children feel safe, secure and able to speak to trusted adults.

The Club will respond promptly and appropriately to all incidents, disclosures or concerns regarding the safety or welfare of a child. Our safeguarding procedures are informed by relevant legislation and statutory guidance, including the **Children Act 1989 and 2004, the Statutory Framework for the Early Years Foundation Stage (2026), Working Together to Safeguard Children (2026)** and local procedures issued by **Brighton & Hove City Council and the Brighton & Hove Safeguarding Children Partnership**.

There will always be a Designated Safeguarding Lead (DSL) or appropriately trained Deputy/On-call DSL available while the Club is in session. The DSL coordinates safeguarding and child protection matters, supports staff with safeguarding concerns and liaises with external agencies including Children's Social Care, the LADO, Police and Ofsted where appropriate.

The Club's designated safeguarding leads are:

St Andrew's: Ollie Malley

St Paul's: Jay Woods

Cottesmore: Kelly Armstrong

On-call DSL/General Manager: Charlie Wilson

The Club has detailed procedures for checking the suitability of new staff and volunteers. These are contained within our **Safe Recruitment Policy**. All staff responsible for recruitment must ensure that safe and robust recruitment procedures are followed.

Safeguarding and Promoting the Welfare of Children

Safeguarding and promoting the welfare of children includes:

- providing help and support to meet children's needs as soon as problems emerge;
- protecting children from maltreatment, whether within or outside the home, including online;
- preventing impairment of children's mental and physical health or development;
- ensuring children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

Safeguarding is everyone's responsibility. All staff must remain alert to concerns about a child and act without unreasonable delay.

Brighton & Hove Front Door for Families

Front Door for Families (FDFF) is Brighton & Hove's single point of contact for concerns about children and families and for referrals for children's social care and family help.

The service brings together professionals from different areas of expertise to assess concerns, share relevant information and determine how best to support and safeguard children, young people and their families.

Where Starfish has concerns about the safety or welfare of a child, the DSL will contact Front Door for Families for advice or make a referral where appropriate.

Front Door for Families: 01273 290400

Email: FrontDoorForFamilies@brighton-hove.gov.uk

Out-of-hours Emergency Duty Service: 01273 335905

Emergency: 999 where a child is in immediate danger.

A referral to Front Door for Families does not automatically require a notification to Ofsted. Ofsted will be notified where an incident or allegation meets its statutory notification requirements.

SAFEGUARDING (CHILD PROTECTION) CONTINUED

Child abuse, neglect and exploitation may involve a person inflicting harm upon a child or failing to act to prevent harm. Children may experience harm within or outside their family, from adults or other children, and online as well as face-to-face.

Safeguarding issues are rarely standalone events and children may experience several forms of harm at the same time.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child which causes severe or persistent adverse effects on their emotional development. It may include making a child feel worthless, unloved or inadequate.

Emotional abuse may occur alone but is also involved to some extent in other forms of maltreatment.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent or carer fabricates or deliberately induces illness in a child.

Sexual abuse

Sexual abuse involves forcing or enticing a child to take part in sexual activities. It may involve physical contact or non-contact activities, including involving children in sexual images or activities, encouraging sexually inappropriate behaviour or abuse occurring through technology or online.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or emotional needs and is likely to result in serious impairment of their health or development.

This may include failing to provide adequate food, clothing or shelter, failing to protect a child from harm or danger, inadequate supervision or failing to ensure appropriate medical care or treatment.

Domestic abuse

Domestic abuse may include physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse and psychological, emotional or other abuse between people who are personally connected.

Children may experience domestic abuse directly or through seeing, hearing or experiencing its effects within their family.

Signs of abuse, neglect and exploitation

Possible indicators may include:

- significant changes in a child's behaviour;
- deterioration in a child's general wellbeing;
- unexplained bruising, injuries or marks;
- changes or concerning patterns in attendance;
- comments or disclosures made by a child which give cause for concern;
- reasons to suspect abuse or neglect outside the setting;

SAFEGUARDING (CHILD PROTECTION) CONTINUED

- concerns that a child may have been subjected to, or is at risk of, FGM;
- concerns that a child may be witnessing or experiencing domestic abuse;
- concerning online behaviour or exposure to online harm;
- signs of sexual or criminal exploitation;
- inappropriate behaviour by a member of staff, volunteer or another person, including inappropriate sexual comments, inappropriate one-to-one attention or inappropriate taking or sharing of images.

This list is not exhaustive. Staff are expected to exercise **professional curiosity** and raise concerns even where they are unsure whether abuse has occurred.

If abuse is suspected or disclosed

When a child makes a disclosure, the member of staff will:

- listen carefully and allow the child to speak;
- reassure the child that they have done the right thing by telling someone;
- reassure them that they are not to blame;
- avoid asking leading or unnecessary questions;
- not promise confidentiality and explain, in an age-appropriate way, that the information may need to be shared with people who can help;
- avoid investigating the allegation themselves;
- report the concern to the DSL without unreasonable delay; and
- make an accurate written record as soon as possible using the **Welfare Concern Form**.

Where possible, the child's own words should be recorded.

If a member of staff witnesses or suspects abuse, neglect or exploitation, they must report the concern to the DSL and complete a Welfare Concern Form as soon as possible.

If a third party raises a safeguarding concern, the Club will ensure appropriate action is taken. We may encourage the person to contact Children's Social Care directly but this will **not** prevent Starfish from making its own referral where we believe one is required.

Staff recognise that children may not feel ready or know how to tell somebody they are being abused, exploited or neglected. A child may also not recognise their experiences as harmful.

Communication difficulties, SEND, disability, age, language barriers, fear, embarrassment, threats or dependence upon the person causing harm may make disclosure particularly difficult.

The absence of a disclosure does not mean that harm is not occurring.

CHILD ON CHILD ABUSE

Children can abuse other children. Starfish takes child-on-child abuse seriously and will not dismiss harmful behaviour as "banter", "part of growing up" or normal behaviour between children.

Child-on-child abuse may include bullying, physical abuse, sexual harassment, sexual violence, harmful sexual behaviour, coercion and abuse through technology.

Staff should be particularly alert where:

- sexual behaviour is inappropriate for the children's age or stage of development;
- one child is significantly more dominant than another;
- one child is significantly more vulnerable than another, including because of age, SEND, disability, confidence or physical strength;
- threats, coercion, manipulation or bribes have been used;
- technology has been used to bully, harass, threaten or sexually abuse another child.

Children can abuse other children online as well as face-to-face.

Where child-on-child abuse is suspected or disclosed, Starfish will follow the same safeguarding procedures as for other forms of abuse and consider the safety and support needs of **all children involved**.

FEMALE GENITAL MUTILATION (FGM)

Female Genital Mutilation is illegal and constitutes child abuse. Staff receive safeguarding training to help them recognise circumstances in which a girl may be at risk of FGM or may have undergone FGM.

Concerns that a child is at risk of FGM will be reported immediately to the DSL and Children's Social Care in accordance with safeguarding procedures.

Where the statutory mandatory reporting duty applies, a report will also be made directly to the Police in accordance with current FGM mandatory reporting requirements.

Where a child is in immediate danger, staff will contact the Police on **999**.

EXTREMISM AND RADICALISATION

Starfish Kids Club recognises its responsibilities under the Prevent Duty to protect children from the risk of being drawn into terrorism or extremist activity. Possible indicators of vulnerability to radicalisation may include significant behavioural changes, increasing isolation, expression of extremist views, justification of terrorist violence, accessing extremist material online or possessing or sharing extremist material.

These indicators must be considered within the individual child's circumstances and should not be treated as proof that a child is being radicalised.

If a member of staff has concerns that a child may be vulnerable to radicalisation, they will record the relevant information on a **Welfare Concern Form** and report it to the DSL.

The DSL will seek advice or make a referral through the appropriate local safeguarding/Prevent arrangements. Serious or immediate risks will be referred to the Police.

EXTRA-FAMILIAL AND ONLINE HARM

Starfish recognises that children may be at risk of harm inside and outside their home, within the community and online.

Staff should consider whether children may be vulnerable to extra-familial harm including:

- sexual harassment or exploitation;

- criminal exploitation;
- serious youth violence;
- county lines;
- domestic abuse or abusive intimate relationships;
- grooming;
- group-based exploitation;
- radicalisation; and
- online abuse and exploitation.

Technology can be a significant component of safeguarding and wellbeing concerns. Harm may occur online, face-to-face or simultaneously in both environments.

Staff should remain professionally curious and report concerns to the DSL even where they do not have complete information.

LOGGING AND RESPONDING TO A SAFEGUARDING CONCERN

All safeguarding concerns, disclosures and relevant observations must be recorded on a **Welfare Concern Form** as soon as possible.

Records should include:

- the date of the disclosure, incident or observation;
- the date and time the record was made;
- the child's name and date of birth;
- an accurate and factual account of what occurred;
- the child's own words where a disclosure has been made;
- the name, signature and role of the person completing the record.

The DSL will also ensure that safeguarding records document, where appropriate:

- actions taken;
- decisions made;
- the reasons for those decisions;
- referrals or information shared with other agencies; and
- relevant outcomes and follow-up action.

Safeguarding records will be kept securely and confidentially and information will only be shared with those who need it for safeguarding purposes.

For concerns about abuse, neglect or exploitation, the DSL will contact **Front Door for Families** without unreasonable delay where the threshold for referral is met or seek advice where the appropriate response is unclear.

If a member of staff believes that their safeguarding concern has not been dealt with appropriately, they may contact Children's Social Care directly and/or use the Club's whistleblowing procedure.

ALLEGATIONS AND SAFEGUARDING CONCERNS ABOUT STAFF AND VOLUNTEERS

Starfish takes all allegations and safeguarding concerns regarding adults working with children seriously.

This procedure applies to employees, volunteers, managers, directors and any other person working with or having responsibility for children at Starfish.

Concerns may include where a person has:

- behaved in a way that has harmed 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 way that indicates they may pose a risk of harm to children; or
- behaved, or may have behaved, in a way that indicates they may not be suitable to work with children.

Any allegation or safeguarding concern must be reported immediately to the DSL/General Manager.

If the concern relates to the General Manager, it must be reported to another appropriate senior person/director and the **Local Authority Designated Officer (LADO)** contacted directly.

The child's immediate safety and welfare will always be the first consideration.

The concern will be recorded accurately. Staff must **not investigate the allegation themselves or question the person concerned about the substance of the allegation before appropriate advice has been obtained**, except where immediately necessary to protect a child.

The LADO will be contacted without delay and Starfish will follow the advice provided regarding the management of the allegation, including whether other agencies such as the Police or Children's Social Care should be contacted.

Starfish will consider, in consultation with the LADO where appropriate, whether the staff member or volunteer should be suspended, redeployed, have their duties modified or whether other safeguards should be introduced while enquiries take place.

Suspension will not be an automatic response to an allegation.

Starfish will notify **Ofsted as soon as reasonably practicable and in any event within 14 days** where there is an allegation of harm or abuse by a person who lives, works or looks after children on the premises and the notification requirements apply.

Where the relevant legal criteria are met, Starfish will also make a referral to the **Disclosure and Barring Service (DBS)**.

All allegations will be managed confidentially and fairly, recognising both the need to protect children and the need not to assume guilt before an allegation has been investigated.

Brighton & Hove LADO: ladoenquiries@brighton-hove.gov.uk

SUITABILITY, STAFF AND VOLUNTEERS

Starfish Kids Club will ensure that people looking after children are suitable to fulfil the requirements of their roles.

Recruitment and vetting requirements are detailed within our **Safe Recruitment Policy**.

Appropriate DBS and other suitability checks will be completed in accordance with current statutory requirements. This includes the enhanced criminal records checking requirements applying to volunteers, including supervised volunteers where required by the EYFS and regulated activity legislation.

New employees will not commence employment before the required criminal records check has been received.

Staff and volunteers must inform Starfish of any relevant changes or information that may affect their suitability to work with children in accordance with the EYFS and the Club's Safe Recruitment Policy.

SAFEGUARDING TRAINING AND AWARENESS

Starfish promotes safeguarding awareness through induction, training, staff meetings, supervision and ongoing professional development.

The Club ensures that:

- DSLs have appropriate safeguarding knowledge, experience and training;
- DSLs receive appropriate DSL safeguarding training and regular updates;
- all staff receive safeguarding training that meets the requirements of the current EYFS, including the areas specified within **Annex C**;
- safeguarding training is refreshed at appropriate intervals and at least in accordance with statutory requirements;
- staff receive regular safeguarding updates and opportunities to refresh their knowledge;
- staff understand how safeguarding training applies to their day-to-day practice;
- all staff understand how to recognise, record and respond to concerns about abuse, neglect and exploitation;
- all staff understand the Prevent Duty appropriate to their role;
- staff know how to raise concerns about the behaviour or practice of another adult;
- staff understand the Club's whistleblowing procedures;
- safeguarding remains a standing agenda item at staff meetings;
- staff responsible for recruitment understand and follow the Club's safer recruitment procedures; and
- DSLs and DDSs provide safeguarding advice and support to staff whenever required.

All staff will have access to this policy and must confirm that they understand their safeguarding responsibilities.

WHISTLEBLOWING (PUBLIC INTEREST DISCLOSURE) POLICY

Starfish Kids Club is committed to maintaining high standards of openness, accountability and safeguarding. Staff and volunteers should be able to raise genuine concerns about wrongdoing or unsafe practice without fear of victimisation, retaliation or detriment.

Whistleblowing concerns may include:

- financial malpractice or fraud;
- failure to comply with a legal obligation;
- dangers to health or safety;
- criminal activity;
- safeguarding failures;
- improper or unethical conduct;
- attempts to conceal wrongdoing; and
- sexual harassment where the matter constitutes a qualifying disclosure in the public interest.

Concerns about an individual's own employment circumstances will normally be dealt with under the **Staff Grievance Policy**, rather than this policy. Safeguarding allegations concerning children or adults working with children will also be dealt with under the safeguarding procedures above.

Sexual Harassment

Starfish recognises that sexual harassment is a serious matter. Sexual harassment may include unwanted conduct of a sexual nature which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Staff and volunteers are encouraged to report concerns about sexual harassment through the reporting routes within this policy.

Starfish will take reasonable steps to prevent sexual harassment, including considering risks within the workplace, providing appropriate information or training and taking concerns seriously.

Concerns raised in good faith will be handled sensitively and the person raising the concern will be protected from victimisation, retaliation or detriment in accordance with the law.

Raising a Concern

Where possible, a concern should be raised with the employee's Club Coordinator or the General Manager. Where the concern relates to that person, or the member of staff reasonably feels unable to raise it with them, they may raise the concern with another appropriate senior member of Starfish/director. A whistleblowing concern does not have to be made in writing.

However, where possible, the person raising the concern should provide sufficient information to explain:

- what has happened;
- relevant names, dates and locations;
- why they believe there is cause for concern; and
- any supporting information available.

If the concern cannot appropriately be raised internally, or the member of staff believes a genuine concern is not being addressed, external reporting routes may include:

- **Ofsted**, where the concern relates to the safe and effective running of registered childcare;
- **Brighton & Hove LADO**, for relevant concerns about adults working or volunteering with children;
- **Front Door for Families**, where there is a safeguarding concern about a child;
- **Police**, where a crime may have been committed;
- the **NSPCC Whistleblowing Advice Line**; and
- **Protect**, the independent whistleblowing charity.

Nothing within this policy prevents a member of staff from making an appropriate safeguarding referral or contacting an external body directly.

Responding to a Whistleblowing Concern

Starfish will consider concerns promptly and determine what investigation or other action is appropriate. Where the concern falls within another procedure, such as safeguarding, grievance or disciplinary procedures, it may be dealt with under that procedure.

The person raising the concern will be given appropriate information about how the matter is being handled, subject to confidentiality and data protection requirements. Starfish will aim to provide a response within **10 working days** where feasible. Where this is not possible, the individual will be informed of when a response can reasonably be expected.

Rights of the Whistleblower

Concerns will be handled as confidentially as reasonably possible. However, there may be circumstances in which the identity of the person raising the concern needs to be disclosed, including where they are required to participate as a witness.

No action will be taken against a person simply because they raised a genuine concern in good faith which was subsequently not substantiated. Knowingly or maliciously making a false allegation may, however, result in disciplinary action.

CONTACT INFORMATION

Brighton & Hove Front Door for Families

01273 290400

FrontDoorForFamilies@brighton-hove.gov.uk

Children's Services Emergency Duty Service

01273 335905

Brighton & Hove Local Authority Designated Officer (LADO)

ladoenquiries@brighton-hove.gov.uk

Police

101 – non-emergency

999 – emergency

Anti-Terrorist Hotline

0800 789 321

NSPCC

0808 800 5000

NSPCC Whistleblowing Advice Line

0800 028 0285

Ofsted

0300 123 1231

Protect

020 3117 2520

RELATED POLICIES

This policy should be read alongside relevant Starfish Kids Club policies, including:

- Safe Recruitment Policy
- Staff Grievance Policy
- Disciplinary Policy
- Mobile Phone, Tablet Computers and Wearable Technology Policy
- Attendance/Uncollected Child procedures
- Behaviour Policy
- SEND Policy
- Equality Policy
- Health and Safety Policy

Written with regard to the Statutory Framework for the Early Years Foundation Stage (2026), Working Together to Safeguard Children (2026), the Prevent Duty and Brighton & Hove local safeguarding procedures.

MOBILE PHONES, TABLETS AND WEARABLE TECHNOLOGY POLICY

Starfish Kids Club recognises that mobile phones, tablets, smart watches and other connected technology are now a normal part of everyday life. However, many of these devices have cameras, recording functions, internet access and the ability to instantly share images and information.

We are committed to maintaining a **culture of safety** in which children are protected from abuse, harm and inappropriate online activity, while also protecting children's privacy and maintaining appropriate professional boundaries.

This policy applies to mobile phones, tablets and wearable or connected technology, including smart watches and other devices capable of taking photographs, making recordings, accessing the internet or sharing information.

The purpose of this policy is to:

- safeguard children from harm and abuse;
- protect children's privacy and personal information;
- reduce the risk of inappropriate photographs or recordings being taken or shared;
- promote online safety;
- protect staff from inappropriate or false allegations;
- ensure staff remain focused on the supervision and care of children; and
- maintain an open and transparent environment within the Club.

Staff Mobile Phones

Staff must not routinely have their personal mobile phones on their person while working directly with children. Personal phones should be kept securely with the staff member's belongings while working within the setting. Personal mobile phones must not be used during sessions for personal calls, messages, social media, photography, video recording or other personal purposes.

If a member of staff needs to make or receive an urgent personal call, this should be discussed with the Club Coordinator and the phone should be used away from the children where possible. Where a member of staff has an exceptional reason for needing to keep their phone accessible, for example because of a family emergency, they must discuss this with the Coordinator beforehand.

Off-site Collections and Activities

Staff may carry a mobile phone when undertaking school collections, walking between sites or taking children off-site where access to a phone is necessary for communication or emergency purposes and a Club phone is not available. During these times, phones must only be used appropriately and must **never** be used to photograph or record children. Where possible, Starfish's designated Club phone should be used for Club-related communication.

Photographs and Recordings

Under **no circumstances** may staff use their personal mobile phone, tablet, smart watch, wearable device, camera or any other personal device to photograph, video or make audio recordings of children attending Starfish. Photographs or recordings of children may only be taken using equipment authorised by Starfish and for legitimate Club purposes. Photographs will only be taken where the appropriate parental/carers permissions are in place. Staff must not download, transfer or retain photographs or recordings of Starfish children on their personal devices.

Images must not be transferred to personal accounts, personal cloud storage, personal messaging

applications or personal social media accounts.

Images and recordings must only be stored, used and deleted in accordance with Starfish procedures and relevant data protection requirements.

Club-owned Devices

Where Starfish provides a mobile phone, tablet, camera or other device for Club use, it must only be used for authorised purposes. Appropriate safeguards must be in place on devices capable of accessing the internet, taking photographs or sharing information. Staff must not use Club-owned devices to access inappropriate material or for unnecessary personal use. Any loss, theft, damage or suspected unauthorised access to a Club device must be reported to the General Manager as soon as possible.

Wearable Technology

Wearable technology includes devices such as smart watches and other connected devices which may have photography, video, audio recording, messaging or internet functions.

Staff may wear a smart watch or similar device while working, but it must **only be used as a watch while staff are working directly with children.**

Staff must not use wearable technology to:

- take photographs or videos;
- make audio recordings;
- access social media;
- send or read personal messages while supervising children; or
- access or share information about children.

Where necessary, functions which allow photographs, recordings or sharing should be disabled while working with children. The same safeguarding expectations that apply to personal mobile phones apply to wearable technology.

Children's mobile phones and devices

Starfish recognises that some children, particularly older children, may bring mobile phones or smart watches to the Club for communication with their parents or carers. Children may bring these devices to Starfish, but **they should not normally be used during the session.** Mobile phones should remain switched off or stored away unless their use has been specifically agreed with the Club Coordinator and parent/carer, for example where a child needs to communicate with their parent about collection arrangements.

If a child repeatedly uses their phone without permission, they may be asked to leave it at the front desk or another agreed secure location for the remainder of the session. Other personal devices may only be used with the permission and supervision of the Club Coordinator.

Children must **never use a mobile phone, tablet, smart watch or other personal device to photograph, video or record another child, member of staff or visitor while attending Starfish.**

Children must not use personal devices to share photographs, recordings or personal information relating to other children. Starfish cannot accept responsibility for loss of or damage to personal devices brought into the Club.

Internet and Online Safety

Where children are permitted to access the internet at Starfish, their use will be appropriately supervised. Staff will remain alert to the risks children may encounter online, including:

- inappropriate or harmful content;
- bullying and harassment;
- sexual content or exploitation;
- violent or extremist material;
- contact with unknown individuals;
- inappropriate sharing of images or personal information; and
- other content which may present a safeguarding risk.

Any online activity which gives staff cause for safeguarding concern must be reported to the DSL in accordance with the **Safeguarding (Child Protection) Policy**.

Parents, Carers and Visitors

Parents, carers and visitors should not use mobile phones, cameras or other devices to photograph or record children while on Club premises. We also ask parents, carers and visitors to avoid unnecessary use of their mobile phones while within areas being used by the children. Where a phone needs to be used, this should wherever possible take place at the front desk/collection area or away from the children.

If a parent or carer would like a photograph of their child taking part in a Club activity, they should speak to a member of staff rather than taking photographs themselves. Staff may remind parents, carers or visitors of these requirements where necessary.

Concerns about Inappropriate Use

Any member of staff who becomes aware that a mobile phone, camera, tablet, smart watch or other device has been used inappropriately must report this to the Club Coordinator or DSL immediately. Where the concern involves the possible taking, possession or sharing of an inappropriate image of a child, staff must **not forward, copy, share or unnecessarily view the image**.

The matter must be referred immediately to the DSL and dealt with in accordance with the **Safeguarding (Child Protection) Policy**.

SOCIAL MEDIA POLICY

Starfish Kids Club recognises that social media is a normal part of everyday life. However, staff have a responsibility to maintain the confidentiality of children and families attending Starfish, maintain appropriate professional boundaries and ensure that their online activity does not compromise their role or bring the Club into disrepute.

Staff should remember that even with strict privacy settings, information shared online can be copied, saved and redistributed.

Social Media Use

When using personal social media accounts, staff must not:

- discuss or share confidential information about children, families, colleagues or Starfish;
- name or otherwise identify children attending Starfish in relation to the Club;
- make inappropriate, offensive or discriminatory comments about children, families, colleagues or other professionals;
- post content which could reasonably bring Starfish into disrepute;
- present their personal views as those of Starfish Kids Club; or
- communicate privately with children attending Starfish through personal social media accounts.

Staff should maintain appropriate professional boundaries with parents and carers. Personal social media should not be used to discuss a child or Club-related matters with parents. Where a staff member already knows a parent or carer personally outside Starfish, that relationship may continue, but confidentiality and professional boundaries must still be maintained.

Starfish Social Media and Photographs

Only the General Manager has access to and may post content on Starfish Kids Club's social media accounts. Starfish does not routinely photograph children. Where photographs are taken for promotional purposes, they will only be used where the parent/carers has given permission for their child.

Permission must always be checked before a photograph of a child is used on Starfish social media or other promotional material.

Staff are prohibited from taking photographs of children using their own devices. Further requirements regarding photography and personal devices are contained within the **Mobile Phones, Tablets and Wearable Technology Policy**.

Safeguarding and Breaches of this Policy

If information seen or received through social media raises a safeguarding concern about a child, staff must report it to the DSL in accordance with the **Safeguarding (Child Protection) Policy**.

Any inappropriate disclosure or use of social media which affects the welfare of a child, breaches confidentiality or compromises appropriate professional boundaries may be dealt with under Starfish's disciplinary procedures.

ADMINISTERING MEDICATION POLICY

If a child attending Starfish requires medication of any kind, their parent or carer must complete a **Medical Consent Form** in advance. Staff will not administer medication without prior written consent. Medication must be clearly labelled with the child's name.

Prescription Medication

Starfish staff will only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. Medication containing aspirin will only be administered where it has been prescribed by a doctor. Prescription medication must be provided in its original packaging with the prescription label attached, showing the child's name, date, type of medicine and dosage.

Non-Prescription Medication

If a child requires non-prescription medication, this will be considered on a case-by-case basis following discussion with their parent or carer. Non-prescription medication does not need to be prescribed by a GP before Starfish can administer it; however, we reserve the right to refuse to administer non-prescription medication where we consider this appropriate. Written parental/carers consent must still be provided.

Administering Medication

A designated member of staff will be responsible for administering medication or witnessing the child's self-administration. Medication received by the Club will be recorded and checked to ensure that it is appropriately labelled and stored safely and securely while the child is attending.

Before medication is administered, the designated member of staff will:

- check that written parental/carers consent has been received;
- check the medication, child's name and required dosage;
- take reasonable steps to establish when the last dose was given; and
- ask another member of staff to witness that the correct medication and dosage are given.

After medication has been administered, the designated member of staff will record the relevant details on the **Medical Consent Form** and ask the child's parent or carer to acknowledge that the medication has been administered. If a child refuses to take their medication, staff will not force them to do so. The parent/carers will be informed and the refusal recorded.

Emergency and Specialist Medication

Emergency medication, including asthma inhalers and adrenaline auto-injectors (AAIs/EpiPens), must be readily accessible to staff when required but stored safely and out of reach of other children. Where specialist knowledge or training is required to administer a child's medication, the General Manager will arrange appropriate training. Only staff who are appropriately trained and confident to do so will administer medication requiring specialist training. It may be necessary for a child not to attend until appropriate arrangements and staff training are in place to safely meet their medical needs. Any such decision will be discussed with the parent/carers and consideration given to how the child can be safely included as soon as possible.

Changes to Medication

Parents/carers must inform Starfish of any changes to their child's medication, including changes to the dosage or frequency. A new **Medical Consent Form** must be completed and the child's medication records updated accordingly.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2026): Safeguarding and Welfare Requirements – Health [3.59–3.62].

SMOKING, ALCOHOL AND DRUGS POLICY

Starfish Kids Club is committed to providing a safe environment for children, staff and visitors.

Smoking and Vaping

Smoking and vaping are not permitted anywhere on the premises used by Starfish, including outdoor play areas. This applies to staff, volunteers, children, parents/carers and visitors. This includes cigarettes, tobacco products, e-cigarettes and vapes. If a child is found with cigarettes, tobacco products, e-cigarettes or vapes while attending Starfish, the items will be confiscated and their parent/carer informed.

Alcohol

Staff and volunteers must not work while under the influence of alcohol. Anyone who arrives at Starfish clearly under the influence of alcohol and whose presence may affect the safety of children will not be permitted to remain responsible for children. Where this involves a member of staff or volunteer, appropriate disciplinary procedures may follow. Staff must not bring alcohol onto Starfish premises unless specifically authorised for an event taking place when children are not present.

If a child is found with alcohol while attending Starfish, it will be confiscated and their parent/carer informed.

Illegal Drugs and Medication

Staff and volunteers must not work while under the influence of illegal drugs. Serious disciplinary action may follow where a member of staff attends work under the influence of, or is found in possession of, illegal drugs.

If a child is found in possession of suspected illegal drugs, their parent/carer will be informed and appropriate action taken, which may include contacting the Police.

If a member of staff is taking prescribed or other medication which may affect their ability to safely care for children, they must inform the General Manager as soon as possible and seek appropriate medical advice.

A risk assessment will be completed where necessary. Staff should only work directly with children where they are able to do so safely and any relevant medical advice or restrictions have been considered.

Any staff medication brought onto the premises must be stored securely and out of reach of children.

Parents and Carers Under the Influence

If a member of staff has reason to believe that a parent or carer collecting a child is under the influence of alcohol or drugs to the extent that the child's safety may be at risk, they must immediately inform the Club Coordinator and/or DSL. The child's safety will remain the priority and the appropriate course of action will be considered in accordance with the Safeguarding (Child Protection) Policy.

Staff will make all reasonable efforts to prevent a child from travelling in a vehicle being driven by someone they reasonably believe is unfit to drive because of alcohol or drugs. Where there is an immediate risk to the child, or a suspected offence requiring Police intervention, the Police will be contacted.

SAFER RECRUITMENT

Starfish Kids Club is committed to safeguarding and promoting the welfare of all children in our care. We use robust safer recruitment practices to help ensure that all staff and volunteers working within Starfish are suitable, safe and appropriately qualified or experienced for their role.

Safer recruitment is an ongoing safeguarding process and does not rely on any single check. We consider a candidate's suitability through their application, employment history, interview, references, identity and right to work checks, qualifications where relevant, self-declaration, criminal records checks and their conduct throughout the recruitment process.

Our safer recruitment procedures apply to paid staff and volunteers. Volunteers will not have sole responsibility for children and will not be permitted to work alone with children.

Advertising the Vacancy

We will advertise vacancies appropriately and job advertisements will include a statement about Starfish Kids Club's commitment to safeguarding and promoting the welfare of children. Information provided to applicants will make clear that appointments are subject to appropriate safer recruitment and suitability checks.

Initial Enquiry

Potential candidates will be provided with:

- a job description;
- a person specification;
- an application form;
- information about our safer recruitment process; and
- information about Starfish Kids Club's commitment to safeguarding children.

Our application process requires candidates to provide sufficient information for us to assess their suitability for the role, including:

- their relevant employment, education and/or volunteering history;
- an explanation for relevant gaps in their history;
- relevant qualifications and experience;
- the contact details of two appropriate referees;
- a declaration that the information provided is accurate; and
- confirmation that they will complete the required suitability/self-declaration information.

One referee should normally be the candidate's current or most recent employer. Where the candidate has not previously been employed, an appropriate alternative such as a course tutor may be accepted. Personal or family references will not normally be accepted. We may accept a CV as additional information, but candidates will be required to complete Starfish's application process so that the same core information is obtained from all applicants.

Starfish Staff Suitability Declaration

Using a self-disclosure form gives candidates the opportunity to tell us confidentially about any relevant criminal convictions, child protection investigations or disciplinary sanctions they have on their record. Starfish Kids Club is only able to request information that we are legally entitled to know about as a potential employer. By using a self-disclosure form, we ensure that we only receive information that we need to make a decision about the candidate's suitability to work with children. We recognise that self-disclosure forms contain sensitive and confidential information and will treat them accordingly.

The self-disclosure form does not replace the need for an appropriate enhanced criminal records check, which will always be carried out where required for the role.

Staff and volunteers must also inform Starfish Kids Club of any relevant changes or information that may affect their suitability to work with children during their employment or time volunteering with us.

Interview procedure

Candidates selected for interview will be contacted and invited to interview. Candidates will be asked to bring appropriate documentation to their interview so that Starfish Kids Club can verify their identity, address, relevant qualifications and right to work in the UK.

Interviews will normally be conducted by at least two people. All candidates will be asked a consistent core set of questions, although additional questions may be asked depending on the candidate's responses and the information provided within their application.

The interview will include questions designed to explore the candidate's suitability to work with children, including their understanding of safeguarding, professional boundaries and appropriate behaviour when working with children.

During the interview, we will explore any gaps in employment or education and any discrepancies or concerns arising from the application. Additional checks will be carried out where necessary and we must be satisfied with the explanation provided before an appointment is confirmed.

Trial Shifts

Candidates may be invited to attend a trial shift as part of the recruitment process so that we can observe their interaction with children, staff and the club environment. Candidates will not undertake a trial shift involving children until Starfish Kids Club has received and checked the appropriate satisfactory DBS certificate for the role.

During a trial shift, candidates will not be left alone with children or have sole responsibility for children. They will work alongside existing members of the Starfish team and will not be counted within the required staffing ratios. The candidate's interaction with children, communication, professional boundaries and general suitability for the role will be considered alongside their application, interview, references and other safer recruitment checks before a final appointment is confirmed.

Appointment

Once we have selected the successful candidate, we will:

- send them a written offer of employment, which will make clear that the appointment is subject to satisfactory completion of all required safer recruitment checks;
- obtain two satisfactory references, including a reference from their current or most recent employer;
- contact referees directly and ask them to confirm the candidate's suitability to work with children and whether they are aware of any safeguarding concerns;
- initiate the appropriate Enhanced DBS check, including Children's Barred List information where required for the role, or undertake an appropriate DBS Update Service check;
- verify the candidate's identity and right to work in the UK;
- check relevant qualifications where required for the role;
- obtain the appropriate Staff Suitability Declaration and establish that the individual is not disqualified from carrying out the relevant childcare; and
- resolve any outstanding discrepancies or concerns before confirming the appointment.

New employees will not commence employment with Starfish Kids Club until the required criminal records check has been received and checked. We will also notify unsuccessful candidates promptly.

References

We will obtain two satisfactory references before a new member of staff starts employment with Starfish Kids Club. One of these should be from the candidate's current or most recent employer. Where the candidate has not previously been employed, an appropriate reference from a course tutor, education provider or other suitable professional may be accepted. References should confirm the candidate's suitability to work with children.

We will not accept references from family members or open references addressed "to whom it may concern". Candidates will not be asked to obtain references on our behalf.

Where references are received electronically, we will take reasonable steps to verify that they have originated from a legitimate source. This may include contacting the referee directly.

Once references have been received, we will:

- compare the information provided with the candidate's application form;
- follow up any discrepancies or inconsistencies;
- establish the reason for leaving their current or most recent employment where appropriate;
- seek further information where a reference is vague or insufficient; and
- ensure that any concerns are satisfactorily resolved before confirming the appointment.

If a reference raises concerns about the candidate's suitability to work with children, we will consider the information carefully and seek appropriate advice where necessary.

Identity, Qualifications and Right to Work

We will check the identity of all new staff and volunteers and keep an appropriate record that this has been completed.

Where a qualification is required or relevant to the role, we will check the original certificate or other appropriate evidence and record the details.

Before employing a member of staff, Starfish Kids Club will carry out the appropriate right to work check in accordance with current Home Office requirements. This may be completed using the Home Office online checking service or the appropriate original documents, depending on the individual's circumstances.

Evidence that the right to work check has been completed will be retained as required.

Disqualification

Starfish Kids Club will comply with the requirements relating to disqualification under the Childcare Act 2006 and associated regulations for roles to which those requirements apply.

Relevant staff will be required to complete a Staff Suitability Declaration when they start employment and will be reminded of their ongoing responsibility to tell Starfish Kids Club if their circumstances change in a way that may affect their suitability or disqualification status.

Starfish Kids Club will also continue to use regular suitability declarations as part of our ongoing safeguarding procedures.

If we become aware that a member of staff may be disqualified, they will not be permitted to carry out work from which they are legally disqualified while the matter is considered. We will establish the circumstances, seek appropriate advice where necessary and follow the relevant Ofsted requirements, including any applicable waiver process.

Where information raises wider safeguarding concerns about a member of staff or volunteer, we will follow our Safeguarding (Child Protection) Policy and make referrals to the appropriate agencies, including the Disclosure and Barring Service where the legal referral criteria are met.

DBS Checks

We will obtain the appropriate Enhanced DBS checks for all staff and volunteers in accordance with current EYFS and DBS requirements, including Children's Barred List information where required for the role. If candidates have subscribed to the DBS Update Service, we will carefully review their current DBS certificate and check their status online. If there has been a change in their status, or their existing certificate is not appropriate for the role, we will obtain a new DBS check.

We encourage all staff to sign up to the DBS Update Service when they receive their DBS certificate. Staff have 30 days from the date their certificate is issued to register. Where a member of staff is not registered with the Update Service, we will routinely renew their DBS check every three years.

Where a candidate has lived or worked abroad, we will carry out the appropriate additional overseas criminal records checks alongside their DBS check.

New staff will not commence employment, including undertaking a paid trial shift with children, until we have received and checked the required DBS certificate. When we appoint a member of staff, we will keep a record of the date and number of their DBS certificate on our Staff File Checklist.

DBS Certificates Containing Information

If a DBS certificate contains information, this will not automatically prevent the candidate from being appointed unless the information means that it would be unlawful for them to undertake the role or demonstrates that they are unsuitable to work with children.

Where information is disclosed, we will consider:

- the nature and seriousness of the offence or information;
- how relevant it is to the role;
- how long ago it occurred;
- the circumstances surrounding it;
- whether there is evidence of a pattern of behaviour;
- the candidate's explanation and attitude towards the matter;
- their subsequent conduct; and
- any potential risk to children, staff or the organisation.

We will check whether the information means that the individual is barred from regulated activity or disqualified from providing relevant childcare. Where appropriate, we will seek professional advice before making a decision. The candidate will normally be given the opportunity to discuss and explain relevant information disclosed on their DBS certificate before a conditional offer is withdrawn.

Starting Work and Induction

Once all required pre-employment checks have been satisfactorily completed, a new employee will receive their terms and conditions of employment and employment contract. They will be given access to the policies and procedures relevant to their role and will be required to confirm that they have read and understood them.

All new staff will complete an induction programme in accordance with our Staff Induction Policy. This will include safeguarding and child protection procedures, the Staff Code of Conduct, professional boundaries, whistleblowing procedures and how to report concerns.

Ongoing Suitability

Safer recruitment does not end when an individual is appointed. Staff and volunteers have an ongoing responsibility to inform Starfish Kids Club of any relevant information or changes in circumstances that may affect their suitability to work with children. Starfish Kids Club will continue to monitor suitability through our normal management and safeguarding procedures, including suitability declarations and DBS Update Service checks where applicable. If information comes to our attention that raises concerns about a member of staff or volunteer's suitability, we will take appropriate action to safeguard children while the matter is considered and will follow our Safeguarding (Child Protection) Policy. Where required, we will seek advice or make a referral to the Local Authority Designated Officer (LADO), Ofsted, Children's Social Care, the Disclosure and Barring Service or another appropriate agency.

Equality

Starfish Kids Club will comply with the Equality Act 2010 throughout our recruitment and selection procedures. All candidates will be treated fairly and consistently. Recruitment decisions will be based on the requirements of the role, the individual's suitability to work with children and their relevant skills, experience and qualifications.

We will not unlawfully discriminate against a candidate because of a protected characteristic.

STAFF DISCIPLINARY PROCEDURE

Starfish Kids Club will strive to maintain a well-motivated, highly skilled, and professional playwork team. However, occasionally action will need to be taken to encourage improvement in individual behaviour and performance.

If a worker is subject to disciplinary action, fair and consistent procedures will be employed. Investigations will be non-discriminatory and apply equally to all workers irrespective of sex, marital status, sexual preference, race, Disability or other protected characteristics. Workers will be given the opportunity to state their case, and be accompanied by a colleague of their choice, during any part of the disciplinary process. Workers will not be dismissed for a first breach of discipline except in the case of gross misconduct (see below).

Either the coordinator or General Manager will conduct investigations after taking advice from the management committee where appropriate. Workers have a right to appeal against any action taken against them. The Disciplinary Procedure operates as follows:

Informal Discussion

Before taking formal action, the coordinator/General Manager will make every effort to resolve the matter by informal discussions between parties concerned. A plan of action will be drawn up detailing how the coordinator / General Manager expects improvements in practice to be made. If a satisfactory outcome or improvements are not reached, a formal discussion will take place.

Formal Procedure

First stage of formal procedure

This will normally be either:

- an improvement note for unsatisfactory performance if performance does not meet acceptable standards. This will set out the performance problem, the improvement that is required, the timescale, any help that may be given and the right of appeal. The individual will be advised that it constitutes the first stage of the formal procedure. A record of the improvement note will be kept for 6 months, but will then be considered spent – subject to achieving and sustaining satisfactory performance

or

- a first warning for misconduct if conduct does not meet acceptable standards. This will be in writing and set out the nature of the misconduct and the change in behaviour required and the right of appeal. The warning will also inform the employee that a final written warning may be considered if there is no sustained satisfactory improvement or change. A record of the warning will be kept, but it will be disregarded for disciplinary purposes after a period of 12 months.

Final Written Warning

If the offence is sufficiently serious, or if there is further misconduct or a failure to improve performance during the currency of a prior warning, a final written warning may be given to the employee. This will give details of the complaint, the improvement required and the timescale. It will also warn that failure to improve may lead to dismissal (or some other action short of dismissal) and will refer to the right of appeal. A copy of this written warning will be kept by the supervisor but will be disregarded for disciplinary purposes after 12 months subject to achieving and sustaining satisfactory conduct or performance.

Dismissal or Other Sanction

If there is still further misconduct or failure to improve performance the final step in the procedure may be dismissal or some other action short of dismissal such as demotion or disciplinary suspension or transfer (as allowed in the contract of employment). Dismissal decisions can only be taken by the appropriate senior manager, and the employee will be provided in writing with reasons for dismissal, the date on which the employment will terminate, and the right of appeal. If some sanction short of dismissal is imposed, the employee will receive details of the complaint, will be warned that dismissal could result if there is no satisfactory improvement, and will be advised of the right of appeal. A copy of the written warning will be kept by the supervisor but will be disregarded for disciplinary purposes after 12 months subject to achievement and sustainment of satisfactory conduct or performance.

Gross Misconduct

If it is brought to the attention of the coordinator / General Manager that a worker has committed an act of the following nature, dismissal will be the normal outcome following the matter being investigated:

- Child abuse (for further details refer to the Safeguarding policy)
- Serious infringement of health and safety rules
- Assaulting another person
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Bringing drugs or alcohol onto the premises
- Gross negligence that either causes or might cause injury, loss or damage to persons or property
- Theft, fraud, or deliberate falsification of Starfish Kids Club documents
- Deliberate damage to Starfish Kids Club property
- Serious misuse of Starfish Kids Club's name
- Deliberately accessing internet sites containing pornographic, offensive, or obscene material
- Serious insubordination
- Unlawful discrimination or harassment
- Bringing the organisation into serious disrepute
- A serious breach of health and safety or safeguarding rules
- A serious breach of confidence
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 1989.

If you are accused of an act of gross misconduct, you may be suspended from work on full pay, normally for no more than five working days, while the alleged offence is investigated. If, on completion of the investigation and the full disciplinary procedure, the organisation is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice. Depending on the offence, the police and local authority may be notified.

Appeals

An employee who wishes to appeal against a disciplinary decision must do so within five working days. The senior manager will hear all appeals and their decision is final. At the appeal any disciplinary penalty imposed will be reviewed.

GRIEVANCE PROCEDURE

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you. Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive. Where your grievance is against your manager, and you feel unable to approach him or her you should talk to another manager or a member of the committee.

Grievance hearing

Your manager will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request. After the meeting the manager will give you a decision in writing, normally within 24 hours.

Appeal

If you are unhappy with your manager's decision and you wish to appeal you should let your manager know. You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a more senior manager or committee member. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request. After the meeting the manager or committee member will give you a decision, normally within 24 hours. The manager or committee member's decision is final.

CAPABILITY POLICY

Starfish will employ staff (and volunteers) with suitable qualifications and experience for their role. Their suitability to work with children will be assessed and assured in an ongoing process of appropriate training supervision and appraisal so they continue to carry out their work to the high standards expected of them. (see recruitment policy). Where concerns about their performance is found to be due to negligence, misconduct, or consistent lack of application by the member of staff, the Disciplinary Procedure will be followed.

However, Starfish recognises that substandard performance may relate to lack of knowledge, training, or personal issues. In this instance, the member of staff will be given reasonable time, with appropriate assistance to achieve the required standard.

This policy is intended to:

- Secure the required improvement in areas where the member of staff is falling short of performance expected of them.
- Identify areas in need of improvement and help the member of staff to improve their performance.
- Provide a fair and effective means of improving performance in areas needed, secure redeployment to a more suitable position or where this is not possible or practicable, dismissal.

Starfish recognises that a capability issue does not necessarily lead to disciplinary action. However, as any meeting concerning a member of staff's performance could result in a formal warning, that member of staff has the right to be accompanied by a work colleague. At each stage of the process the employee will be advised of the nature of the issue, the necessary improvement required, and the consequences of failure to maintain a satisfactory level of performance.

Informal Procedure:

If a member of staff's performance becomes a matter of concern the coordinator will keep informal notes detailing the nature of the concerns and the occasions on which they occur.

The coordinator will discuss the issue with the General Manager and consideration will be given to cultural, disability or other equal opportunity issues which may be a factor. Changes in the individual's personal situation or health will also be taken into consideration. A decision will be made whether to monitor the situation for up to six months, or to take further action as follows:

- coordinator will meet informally with the member of staff and explain in what way their performance is falling short.
- coordinator will consider staff development or training opportunities if applicable and discuss.
- coordinator will discuss options with General Manager.
- Clear written performance targets with a realistic timescale for improvement will be agreed in writing and given to the member of staff.
- Performance will be regularly reviewed until targets are met.

Where the informal process has been followed and there continues to be significant issues formal action will be taken.

Formal Procedure:

- The coordinator will discuss the issue with the General Manager. A meeting will take place with the coordinator, and General Manager and the member of staff, who may have a work colleague present. The cause of the problem, job requirements, and any shortfall in their ability knowledge or skills addressed.
- A plan for improvement will be agreed at this meeting or a further meeting arranged. The General Manager will document the agreed areas of improvement required the timescales, and a review date.
- Two copies of the document will be made and signed by General Manager, coordinator, and employee to demonstrate agreement on the targets for improvement. The employee will be given a copy and the other kept on the member of staff's file.
- The employee must be advised that should the necessary improvements not be achieved; their continuing employment may be at risk.

Review Meeting:

- The general manager, coordinator, and employee (with work colleague if they wish) should attend agreed review meeting.
- coordinator will discuss what has taken place in the review period and listen to the employee's view.
- The General Manager will consider the employee's response and any ongoing concerns of the coordinator.
- Consideration will be given to redeploying the member of staff.
- Either the matter will be considered resolved, and the employee's performance kept under review, or a new document produced to show areas that are still in need of improvement, timescales, and a new review date set. It will be made clear at this stage that their job is seriously at risk if the required level of improvement is not achieved and sustained.

Final Review with General Manager:

- Conducted as above, but with additional possible outcome of dismissal on the grounds of capability. The employee will be advised of their contractual period of notice of termination of employment and of their right to appeal against the decision.

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Appeals:

An employee who wishes to appeal against a capability decision other than dismissal, should inform the coordinator within 10 working days. The General Manager and the committee will hear all appeals and their decision will be final.

The capability target(s) can be reviewed but not decreased.

Appeal against dismissal:

Any employee who is dismissed will receive a formal letter stating the reasons for dismissal. The employee should write to the General Manager within 14 days of the date of the dismissal letter indicating reasons for appeal.

Starfish reserves the right to amend this policy. Staff will be notified of any amendments through the coordinator or in writing.

STAFF ABSENCE POLICY

Principles

The purpose of this policy is to set out what treatment staff members can expect from Starfish Kids Club if they suffer sickness or injury or if they are absent from work for other reasons. Staff attendance is important to the business and is monitored. This policy identifies points at which Starfish will act if sickness absence reaches unacceptable levels. The overriding aim is to ensure a healthy, productive workforce, not to punish staff members for being unwell. However, Starfish cannot ignore the effects on the services and on other employees of lateness or absence from duty, whatever the cause.

Statutory Sick Pay

Staff members are entitled to Statutory Sick Pay (SSP) when they are absent from work due to sickness, as long as they reach the eligibility criteria set out on the government website:

<https://www.gov.uk/statutory-sick-pay/eligibility>

The main features of the scheme are:

- The first three days of incapacity are unpaid (called 'waiting days')
- Further sickness is paid via SSP for up to 28 weeks.
- If two periods of sickness are separated by less than eight weeks (56 days) then they are linked, and the employee need not serve the waiting days again.

Company sick pay scheme

Starfish currently does not operate a company sick pay scheme.

Short-term absence

The line manager in question will formally review a staff absence record if in a single half term period (6 weeks) period there are two separate periods of absence (whether these are certificated or not), or if there is an unacceptable pattern of absence, for example, regular time off on Mondays or Fridays.

Long-term absence

'Long-term absence' is a period of sickness which lasts longer than two calendar weeks. Starfish takes a sympathetic view about genuine ill-health problems and will provide a supportive approach to all employees in such circumstances. Their line manager will monitor absence and will counsel staff members through a period of sickness absence. If, after discussion, it appears that the member of staff is likely to be away from work for more than four weeks Starfish will maintain regular contact using agreed channels. The Company will make contact to find out the reason for the absence (including requesting medical information where appropriate), the likely duration of the absence and if there are any steps that Starfish or the staff member can take to speed up the return to work.

Ultimately, if absence does reach problematic levels, then the Company may have no choice but to dismiss the staff member. The point at which this action may be taken will depend on the nature of the job and the difficulty caused to the company by a member of staff's continued absence. Dismissal will be regarded as a last resort and the company will try to ensure that the following criteria are fulfilled:

- Relevant medical information is sought and considered.
- Options for alternative duties or working arrangements are examined.
- The staff member's views will be considered.

Before any dismissal the company will comply with any applicable statutory dismissal procedure.

Return to work interviews

When a staff member returns to work from any absence (excluding holidays) their line manager will check with them that they are fit to return, update them on any important matters they may have missed and may discuss their absence record if appropriate.

Medical information

If absences reach excessive levels, Starfish Kids Club may require medical information about a member of staff's condition from their GP and/or a specialist practitioner of the Company's choosing. This will normally be part of the Fit for Work scheme if their sickness absence reaches 4 weeks or more. If Starfish needs a report from a GP, the Company will comply with the Access to Medical Reports Act 1988, which requires that:

- The Company obtains the staff member's written consent before we contact their GP.
- The staff member is given prior access to the report and can refuse the Company access to it if they wish.
- The staff member can ask their GP to alter the contents of the report if they feel it is inaccurate.

If their GP does not wish changes to be made, they can ask their GP to attach a statement of their views to the report. However, if the staff member refuses to supply relevant medical information the Company may have no choice but to make decisions about their likely return to work based on the information that is available.

Therefore, it is in the staff member's best interests to disclose medical information.

Staff Absence Guide

Absence from work for whatever reason must be notified to the General Manager or coordinator before 11:00am on the first day of absence and before the time the staff member is due to start work in any event.

Where the staff member returns to work within five working days of the commencement of an absence due to sickness or injury, they must self-certify their absence verbally or by letter without delay.

Where they are away from work for more than five working days due to sickness or injury, they must obtain a certificate from their doctor and forward it to Starfish without delay. If their absence due to sickness or injury is prolonged, they must obtain further certificates from their doctor to cover such absence and forward them to the group coordinator.

Statutory Sick Pay ("SSP") will be paid by Starfish Kids Club according to any rates in force from time to time for all periods of sickness.

Any payments which the Company may make in addition to any entitlement to SSP shall be in the absolute discretion of the Company and no contractual entitlement to any additional pay over and above SSP during any period of absence due to sickness arises in this contract.

Staff members agree to undergo, at any time during their employment and at the Company's expense, a medical examination by a doctor of the Company's choice and to the disclosure of a medical report following such examination to the General Manager. In either case no clinical or medically confidential information will be disclosed other than to the board of directors of the Company without the staff member's express written authority. During any period of long-term sick leave (long-term being defined as 4 weeks or more) staff members agree to attend any reasonable meetings with the Company and/or any other person legitimately nominated by the Company to discuss non-medical matters relating to sickness absence and any return to work. Any unreasonable refusal to co-operate in this regard, without good cause, refusal to or failure to correspond or communicate with management could lead to summary dismissal. Only where an expert medical practitioner certifies that any such communication would seriously harm or worsen a member of staff's mental condition, would management deem it reasonable for them not to communicate or meet (most commonly such cases involve patients with suicidal ideation).

Leave of Absence

Absence for urgent private reasons other than personal sickness or incapacity is at the discretion of the directors. Staff will not normally be entitled to salary in respect of periods of absence due to personal reasons, but the Committee will grant up to two days paid leave of absence to employees who require compassionate leave following the death of an immediate relative. For this purpose, immediate relatives are defined as parents, spouse, partner, children, siblings, or grandparents.

ABSENT COORDINATOR PROCEDURE:

In the event of a coordinator being absent, the deputy will assume coordinator role. If there is no deputy with a level 3 qualification available, the General Manager will assume the role. If neither the General Manager nor agency staff can fill the role, the coordinator will seek instruction from General Manager or chair person.

SUPERVISION POLICY

Introduction

The Early Years Foundation Stage (EYFS) requires providers to put appropriate arrangements in place for the supervision of staff who have contact with children and families. The aim of this policy is to provide a framework for the one-to-one supervision of staff working for Starfish Kids Club who have contact with children and families. The policy has been written to ensure it meets the needs of the setting, staff and their supervisors, regardless of their job role.

The aim of supervision is to support the supervisee, encourage reflective practice and development, and promote the interests, safety and wellbeing of the children in our care. It also provides staff with an opportunity to raise concerns and discuss sensitive issues confidentially, including concerns relating to children, families or colleagues. Formal supervision is compulsory and will take place at least every term. Appraisals are annual and additional one-to-ones can take place more frequently as required.

Supervision Sessions

Formal supervision provides an opportunity to look at:

- all aspects of the supervisee's roles and responsibilities within the setting;
- how the supervisee's work reflects the philosophy and meets the standards expected by Starfish Kids Club;
- the supervisee's personal and professional development needs; and
- the supervisee's learning and career development needs.

The supervision session also provides an opportunity for the supervisee to:

- reflect on their experience and feelings about working within the setting;
- discuss any issues, particularly concerns about children's development, wellbeing or safeguarding;
- raise concerns relating to children, families, colleagues or working practices;
- obtain support with any problems or difficulties;
- identify solutions to issues as they arise;
- receive regular feedback and coaching to improve their effectiveness; and
- agree and review action plans linked to their job role and development needs.

Supervision will always keep a focus on the best interests of the children in the setting and promote their safety and wellbeing.

Arrangements for Supervision

Supervision sessions must:

- be planned and the supervisee must be aware of the objectives;
- have sufficient time set aside at a time and place agreeable to the supervisor and supervisee; and
- not be interrupted unless absolutely necessary.

During the session, the content and agreed action points will be recorded by the supervisor. The supervisee will receive a copy of the supervision notes. Supervision records will be treated confidentially and stored securely. If a supervisee wishes to have a different supervisor, they should discuss this with their existing supervisor wherever possible and then make this known to a member of the Management Team or Committee.

Promoting a safeguarding culture in the setting

Supervision will support and strengthen the safeguarding culture we are committed to at Starfish Kids Club.

Supervision will promote and model the following indicators of a safe setting:

- staff are respectful towards colleagues and children;

- staff are open about discussing good and poor practice;
- leaders model appropriate behaviour;
- staff are knowledgeable about the vulnerability of the children they look after;
- staff recognise that safeguarding concerns can relate to the behaviour of colleagues or other adults working with children;
- children are listened to;
- staff are empowered to challenge poor practice;
- parents are encouraged to be involved in planning their child's care and are welcomed into the setting; and
- whistleblowing procedures are in place and staff know how to use them.

Supervision Policy Statement

Starfish Kids Club aims to provide appropriate, responsive and flexible services for all the children in our care. We can only do this if our staff:

- understand what is expected of them;
- have the skills, knowledge, behaviours, values and attitudes necessary to carry out their role; and
- are fully supported in their work and managed effectively.

Supervision is one of the ways that this can be achieved. This policy sets out how staff can expect to be supervised and provides managers with the key elements needed to supervise staff effectively.

FINANCE POLICY

Starfish is governed by a voluntary Management Committee that is registered as a company limited by guarantee. This means that the Management Committee are assumed in law to be acting as agents of the organisation and are legally and financially responsible and so can be held liable if legal or financial trouble arises.

It is therefore essential that the organisation has financial policies and procedures in place to ensure financial propriety and that its members and staff are working within legal requirements for administration of the Club.

Starfish receives most of its income in the form of fees from Parents/carers for childcare. Income is also supplemented by fundraising and occasionally by government grants.

Fees for childcare are calculated using the Brighton and Hove Local Education Authority school year calendar which shows school holidays and bank holidays. The calculations are made upon receipt of confirmation of sessions booked and Parents/carers have the choice of paying equal monthly payments by card payment or standing order or by being invoiced monthly for sessions booked. Calculation of fees is made by the General Manager and/or generated by the Magicbooking system. Starfish recognises that mistakes can be made for example, duplication of payments, overpayments, non-payment of services etc. These are all things that can be remedied as careful records are kept. If a query or concern is raised, then it will be dealt with immediately by the coordinator and/or Treasurer and if necessary financial/legal advice will be sought.

Starfish has regular expenditures such as: wages; insurances; hall hire; equipment; volunteer expenses; payment to suppliers; food; etc. It is essential that receipts are obtained and systems in place for staff members to follow. The coordinator is responsible for petty cash for day-to-day expenditure and a petty cash form is completed monthly to show the cost of each item supported by a receipt. The amount of cash still available should also be recorded and stored in a secure place. Information on all financial matters is passed onto the Treasurer to ensure accurate and up to date record of income and expenditure

PAYMENT AND NOTICE POLICY

Parents/carers are required to give **one month's written notice** if they wish to permanently cancel their child's regular place at Starfish Kids Club. Notice should be given directly to the General Manager by email.

For **ad hoc bookings**, Starfish requires a minimum of **two weeks' notice to amend, swap or cancel a booked session**. Where less than two weeks' notice is given, the original session will remain chargeable. Any amendments or cancellations must be requested directly from the General Manager and are subject to availability.

By making a booking with Starfish Kids Club, parents/carers agree to abide by our terms and conditions through the Magicbooking system, together with the policies and procedures set out in the Parents & Carers Handbook.

Payment of Fees

Parents/carers are responsible for ensuring that all childcare fees are paid by the stated due date. For regular bookings paid through a monthly payment plan, payment is due on the **3rd of each month**. Ad hoc bookings should be paid for at the time the booking is made. Parents/carers paying through Tax-Free Childcare or childcare voucher schemes are responsible for arranging payments in sufficient time for them to reach Starfish by the relevant due date. If a parent/carer anticipates difficulty making a payment, they should contact the General Manager as soon as possible and, wherever possible, **before the payment becomes overdue**. Starfish will always try to work reasonably with families experiencing genuine financial difficulties.

Late or Outstanding Payments

Outstanding payments are monitored by the **General Manager and/or Administrator**. Where payment has not been received by the due date, the following procedure will normally apply:

Step One – Payment Reminder

The parent/carer will be contacted by email to advise that payment is outstanding and asked to make payment as soon as possible, or to contact the General Manager if there is a problem with payment.

Step Two – Further Reminder and Possible Suspension

If payment remains outstanding and the parent/carer has not contacted Starfish to agree an arrangement, a further reminder will be issued. Starfish reserves the right to suspend future bookings or attendance until the outstanding balance has been paid or an agreed payment arrangement is in place.

Step Three – Cancellation of Place

Where fees continue to remain unpaid and there has been no satisfactory communication or payment arrangement, Starfish reserves the right to cancel the child's regular place and offer it to another family. Any outstanding fees will remain payable following cancellation of the place. Where the required notice period has not been given, fees may also remain payable for the applicable notice period.

Payment Difficulties

Starfish recognises that families may occasionally experience unexpected financial difficulties. Parents/carers are encouraged to contact the General Manager at the earliest opportunity. Where appropriate, an alternative payment arrangement may be agreed at the General Manager's discretion. Any agreed arrangement must be adhered to in order for the child's bookings to continue. Repeated late payment, failure to communicate regarding outstanding fees, or failure to adhere to an agreed payment arrangement may result in future bookings being suspended or cancelled.

PCI DSS

Starfish Kids Club handles sensitive customer information, including card payment information, regularly. Sensitive Information must have adequate safeguards in place to protect them, to protect customer privacy, to ensure compliance with various regulations and to guard the future of the organisation.

Starfish Kids Club commits to respecting the privacy of all its customers and to protecting any data about customers from outside parties. To this end management are committed to maintaining a secure environment in which to process customer information so that we can meet these promises. Starfish Kids Club is PCI DSS compliant and as such we have a written Information Security Policy for staff which is available as from our website or to view on-site at the club.

PAYMENT RECORDS

All money, cheques, records, and receipts should be stored securely. The majority of these items are stored in a locked desk at the Starfish office, however if money is received at the afterschool club it should be locked in the file cabinet for security (prior to paying into the bank).

When payments are received, record the following details on the 'money received' form straight away:

- Parents/carers name
- whether money received is cash or cheque
- invoice number which corresponds to the payment
- what the payment is for e.g., monthly fees, travel fees, late collection, etc.

When a payment is made by cheque, ensure it has been completed satisfactorily with the correct date, amount, and signature.

If a payment is made in cash, ensure that the right change is given. A receipt may be issued upon request by the parent/carer, but receipts are not automatically issued as the systems in place provide enough record of financial transactions.

In addition to the above, sign off and date the payment received on the duplicate copy of the invoice.

PETTY CASH

Money kept by the coordinator for small day-to-day expenses is called petty cash and can be used for:

- Office/administration – printer cartridges, paper, stamps, envelopes, etc.
- Equipment and materials – pens, pencils, balls, purchases for daily activities, etc.
- Food for snack – juice, bread, fruit, biscuits, etc.
- Travel – bus tickets for staff and children to get to the Club from school.

Receipts must be obtained by members of staff for purchases and will usually be recompensed at the weekly staff meeting.

The coordinator is given cash at the beginning of each month and will complete a monthly expenses form, attaching all the receipts.

Money for larger purchases will need to be approved by the Committee if approved the General Manager will order for the club. A receipt must be obtained for the financial records and attached to the back of the cheque requisition form. Completed expenses and will be added into Pandle and then the Excel spreadsheet on a monthly basis.

STAFF WAGES

Staff hours and rates of pay are set out in their individual contracts of employment. Any changes to contracted hours or rates of pay will be confirmed to staff as appropriate.

Staff may occasionally be required or authorised to work **additional hours** outside their usual contracted or scheduled hours. This may include attending staff meetings, supervision meetings, training, organising or setting up Club spaces, or providing additional operational cover. Additional hours must be **agreed or authorised by the General Manager** and will normally be paid at the staff member's usual hourly rate unless otherwise agreed.

Staff are paid for attending mandatory training required by Starfish Kids Club. Any external training or courses that staff wish to undertake at Starfish's expense, or during paid working time, must be approved by the General Manager in advance. Where applicable, staff should provide evidence of completion, such as a training certificate, which will be retained on their staff record.

Timesheets and Payroll

Staff are responsible for ensuring that their hours worked are accurately recorded on their timesheet. Coordinators are responsible for checking the hours worked by their team, including any additional hours, and raising any discrepancies with the General Manager.

The **General Manager is responsible for processing payroll** and ensuring staff are paid correctly and on time. This includes processing wages and making the appropriate deductions and payments for **PAYE Income Tax, National Insurance and workplace pension contributions**, where applicable. Staff wages are paid directly into their nominated bank account and are normally available on the **last working day of each month**.

Staff should check their payslip and raise any queries or discrepancies with the General Manager as soon as possible.

VOLUNTEER EXPENSES

Regular volunteers who give their time freely should not be out of pocket to do so. Volunteers can be reimbursed for travel costs of £5 per day for afterschool, or £20 per day for holiday club. Receipts for travel should be kept and volunteers should sign a receipt to say they have received the money. This may be done daily or as and when required.

PAYMENT TO SUPPLIERS

Suppliers provide a service to Starfish and so are paid by cheque, card, or BACS, with a suitable invoice. Services paid for include hall rent; insurances; art materials; equipment and books; etc.

AUDIT REQUIREMENTS

The administrator/assistant manager is responsible for inputting all the financial records. Figures will be made available to the Chair and Treasurer two days before a Committee Meeting.

The accounts are audited by our accountant on an annual basis before being submitted to Companies House.

COMPLAINTS AND FEEDBACK POLICY

Starfish Kids Club aims to provide a high-quality childcare service and to work positively with parents and carers. We welcome feedback and take complaints seriously as an opportunity to review and improve our practice.

Where possible, concerns should initially be raised with the **Club Coordinator**, who will aim to resolve the matter informally. If the matter cannot be resolved informally, or the parent/carer does not feel that this is appropriate, a formal complaint can be made in writing to:

Starfish Kids Club

Werks
15–17 Middle Street
Brighton
BN1 1AL

Email: info@starfishkidsclub.co.uk

Formal complaints will normally be acknowledged within **seven days**. The complaint will be investigated by the General Manager or another appropriate senior person. Where the complaint concerns the person who would normally investigate it, another appropriate senior person or Director will deal with the complaint.

The complainant will be informed in writing of the outcome of the investigation and any action taken as a result **within 28 days of receiving the written complaint**.

Complaints will be handled sensitively and information will only be shared with those who need to know in order to investigate the complaint, take appropriate action or meet legal or safeguarding responsibilities.

Records of complaints, investigations, outcomes and any action taken will be kept securely for **at least three years** and made available to Ofsted where required.

Where a complaint raises a safeguarding concern, it will be dealt with in accordance with the Club's **Safeguarding Policy** and referred to the appropriate agencies where required.

Parents/carers may also make a complaint directly to **Ofsted** if they believe Starfish Kids Club is not meeting the requirements of its registration.

Ofsted: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Starfish Kids Club's Ofsted registration details are available at each Club and on our website.

Less formal feedback, suggestions or comments about our services are also welcome and can be sent to info@starfishkidsclub.co.uk or discussed directly with the Club Coordinator or General Manager.

Key External Agencies, Services and Professionals' Contact Details:

OFSTED

Contact Ofsted by phone, email or by completing online referral form

Email: enquiries@ofsted.gov.uk

Phone: 0300 123 1231.

Brighton & Hove Children's Services

Website: [Brighton & Hove Children's Services](#)

Tel: 01273 290 400 (9am to 5pm, Monday to Thursday, and 9am to 4.30pm on Friday)

Out of hours, phone number 01273 335 905 or 01273 335 906

Front Door For Families

Website: [Front Door for Families](#)

To contact:

- send an email to FrontDoorforFamilies@brighton-hove.gov.uk.
- phone 01273 290 400 during working hours:
 - 9am to 5pm, Monday to Thursday
 - 9am to 4:30pm on Friday

Outside working hours phone the Emergency Duty Service on 01273 335 905 or 01273 335 906.

LADO

Designated Officer LADO: Name: **Kay Whitcroft**

Website: [Local Authority Designated Officer \(LADO\)](#)

Email: LADOenquiries@brighton-hove.gov.uk

Tel: 07584 217271

For urgent LADO matters outside of office hours, at weekends and on public holidays contact 01273 335905

Police Station: John Street Brighton East Sussex BN2 0LA
101 (non-emergency) or 999 (emergency)

National Police Prevent Line: 0800 011 3764, in confidence, to share your concerns with our specially trained officers.

Prevent Lead Officer in Brighton & Hove City Council or Counter Terrorism Police South East (CTPSE):

- send an email to Channel.Prevent@brighton-hove.gov.uk
- phone 01273 291 115

To contact the Prevent team at the CTPSE send an email to SussexPrevent@thamesvalley.police.uk

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500