



# HEARTZONE POLICY & PROCEDURES

Reviewed: January 2019

Next review Date: January 2020

Related Documents:

**SEND & Inclusion, Behaviour & Discipline, Bullying & Cyber-bullying, Administering Medicines, First Aid, Health & Safety, Complaints and Safeguarding & Child Protection Policies**

---

## 1. Aims

The aims of the club are to provide good quality out of/after school childcare for children from Sacred Heart Catholic Primary School.

The scheme will run during the term time:                      Monday - Friday                      3.10pm – 5.45pm

Children must be registered with the club and bookings arranged in advance. Children must be signed in and out by a responsible named person.

The principle of out of school care is to provide a relaxed and comfortable period of time offering activities relevant to the age range of children attending the club.

The range of activities will vary each night but will include a quiet area with books, games, craft activities, board games, computer games, role play (dressing up clothes), indoor games in the gym and outdoor games when the weather and light allow and the opportunity for children to complete homework with support and guidance.

A snack will be offered whether children come for the first hour or full night. The snacks offered will be things such as sandwiches, beans on toast, pasta and hotdogs etc. A weekly menu will be available for parents upon request.

## 2. Equal opportunities

In line with school policy Heartzone is an equal opportunities group, welcoming both boys and girls and their families and carers. We shall always treat children with equal concern irrespective of religious persuasion, racial origin, culture or linguistic background, gender or disability.

All children will be encouraged to play with all equipment and toys and activities will not be gender stereotyped. We will seek to obtain books and equipment which reflect various positive images of other cultures, lifestyles and of people differently abled. Assistance will be given to children with special needs.

We believe that a commitment to recognising and meeting the different needs of all children will create a more caring, child-centred environment for learning and that this is mutually beneficial to both individual children and Club workers.

At times positive action needs to be employed in order to counter the effects of established negative stereotypical influences. Staff will actively challenge racism and sexism, and parents/children are asked to refrain from such comments/activities within the scheme. An explanation of equal opportunities will be given should the need arise and support given to the person abused in this way and the 'abuser'.

We aim to:

**Challenge** discriminating attitudes and practises

**Prevent** (where possible) the acquisition of simplistic prejudiced views of the roles and importance of males and females and racial groups in our society

**Encourage** the children to explore a wide range of interests and activities to enable them to have the maximum experience, which gives them the ability and freedom to make informed choices later in life with regards to the subjects, careers, hobbies, relationships and outside interests, which they find challenging, interesting and satisfying.

All staff are employed by the school within the St Thomas More Partnership Multi-Academy Trust - the MAT adheres to all current employment legislation and as such is an equal opportunities employer; we are firmly committed to equality of opportunity for all our current and prospective employees regardless of gender, ethnicity or disability.

### **3. Parental/Carer Involvement**

The Parents Information pack will give new parents full details of the scheme, with contact numbers, charges etc. Parents will be given full details of times and costs prior to completing the Registration Form.

Parents will be kept fully informed of weekly activities and how the Club is progressing/evolving by regular news bulletins sent through school to all children.

We would emphasise the important role that the parents/carers have when working in partnership to support and help their child to develop and settle within the Club and ensure continuity of care.

The Manager/Assistant Manager will exchange information with parents and carers on a daily basis when they collect their children. Parents will be encouraged to approach the Manager or any member of the Managing Body in connection with any concerns that they may have about their child. Any information shared with the staff or Managing Body will be dealt with in confidence.

### **4. Staffing**

Our core staff are:

- Paul Naughton - Headteacher (DSL & SENCO)
- Jackie Shield - Heartzone Manager
- Rachel Hall - Assistant Manager
- Barbara Richardson – Heartzone Assistant
- Rebecca Dodd – Heartzone Assistant

Administration and Finance:

- Jenny Cook, MAT Primary School Business Manager
- Amy O’Keeffe, Administrative Assistant

Other members of Sacred Heart staff will be used as and when the numbers of the club users requires.

A ratio of 1:8 for children will be maintained.

All staff are employed at Sacred Heart by the Governors and will therefore be fully police checked, prior to commencement of direct work with children. Staff also have basic child protection training.

All staff will ensure that the children are in a safe, happy environment during their time at the club.

The Manager will specifically:

- Have overall control for day to day running of the club
- Be responsible for the daily administration of the club
- Ensure the register, accident book and incident book are up to date
- Supervise staff
- Attend to fire drills – see later
- Liaise with parents
- Liaise with the Managing Body, in the first instance with the staff liaison person, and at regular management meetings
- Keep the first aid box in good order
- Adhere to registration requirements

### **5. Registration and Forms**

Parents must have completed the Registration form prior to commencement of the child attending the club. When a parent/carers contacts the club enquiring about a place for their child, they will be given all of the relevant information they require and informed of whether there is currently a place for their child.

Parents will be invited to look around the club and meet the staff. If parents/carers decide they would like a place for their child and agree to the conditions of admission, fees and payment methods, then they will be asked to fill out a registration form (and medical form if required) to confirm their child’s place.

### **6. Booking**

It is vital that parents/carers notify the club about the places needed in advance. Places should be booked at least one week in advance. Places can be booked by telephoning the school or Heartzone mobile directly, or completing a booking form and handing it in at the school office. When the children have been before, parents may text in advance to book a place (minimum 24 hours notice). The Heartzone mobile is only switched on when the club is running (3.10pm - 5.45pm).

## 7. Fees

Fees are £4.00 for the first hour (3.10pm - 4.10pm) and £8.00 for the full night (3.10pm - 5.45pm). If a child is attending another club prior to Heartzone then parents will be charged for an hour as long as they are collected by 5.15pm. Sibling discount for parents who have more than one child attending Heartzone will be discounted £1.00 for the first hour or £1.50 for the full night.

Payments must be made **in advance** of the session via ParentPay. Parents can pay weekly, monthly or half termly.

100% fees are charged for non-attendance unless exceptional circumstances. If a payment bounces then the parent will incur the cost. The charge for late collection is at cost of staffing for that period.

## 8. Early Years Foundation Stage

Children in the Early Years Foundation Stage are allocated key workers.

The role of a key worker is:

- To help ensure that the child's learning and care is tailored to meet their individual needs.
- To help the child become familiar with the setting.
- To offer a settled relationship for the child and build a relationship with the parent/carer.
- To offer support and guidance in the child's development at home and help families engage with more specialist support if appropriate.

## 9. Health and Safety

Please see school's detailed Health and Safety Policy Document, which is held at the main office. Copies can be made available on request.

The Manager will have a mobile phone available to them, **No. 07593814658**. Parents/carers will be given the number so that they may contact her in an emergency and vice versa.

## 10. Hot Drinks

Sacred Heart operates a strict no hot drinks policy.

## 11. Fire Safety

Please see separate detailed Health and Safety Policy.

## 12. Safeguarding Children

### Designated person – Paul Naughton (DCPO & SENCO)

All staff will undertake Child Protection Training at regular intervals as recommended.

The responsibility and well being of the children in our care is of paramount importance.

*Throughout a child's life, accidents are to be expected, as are changes in behaviour due to a variety of reasons. Whilst staff are trained to expect such occurrences, any unusual, repetitive or sudden changes may give cause for concern.*

*Any person who has concerns about a child, which cannot adequately be explained by parents, has a responsibility to refer their concerns to Children's Social Care Services.*

Parents should inform a member of staff when dropping off their child if their child has sustained an injury or if there is a reason for a sudden change in their behaviour or emotional state for example a family bereavement.

Any information which is shared with the staff will be dealt with in confidence. Information will be passed to Children's Social Care Services only when this is considered to be in the best interest of the child.

During the Heartzone session staff and children are not allowed to use personal mobile phones or any device with a camera. Staff handbags and personal belongings are securely locked away prior to the start of the session. A camera is available for staff to use in the club with prior permission on children's individual school consent forms held in the school office.

### 13. Special Educational Needs

#### Designated person – Paul Naughton (DSL & SENCO)

As Heartzone is directly run by school please see the main school SEND and Inclusion Policy.

A child is defined as having special educational needs if he or she has a learning difficulty, which requires special educational provision to be made for him/her.

We aim for early identification of needs through initial parental consultation and continuous assessment to ensure appropriate provision for the child.

Heartzone aims to:

- ensure that all children engage in activities that are appropriate to their needs
- develop a support system and strategies to enable the team to deal effectively with children and their parents
- involve parents in a mutually supportive working relationship, communicating at all times.

### 14. Behaviour Management

Heartzone encourages and praises good behaviour and promotes a caring and sharing environment. It is our policy to play down negative behaviour and endeavour to prevent confrontation by redirecting the child onto a different activity. In the event of discipline being required, the child will be taken away from the situation, staff will have a quiet word and explain why their actions are inappropriate and engage the child in another activity. Staff will not at any time smack or physically punish a child even if permission is given or request made to do so by the parents. Methods, which humiliate a child, will not be used.

Discipline may be necessary if:

- A child physically or verbally hurts another child
- A child deliberately destroys or damages property
- A child is in danger of hurting himself/herself
- A child continually disrupts the activities of others
- A child uses inappropriate language
- A child doesn't follow instructions given by staff

Parents/carers will be informed of consistently negative behaviour at the earliest opportunity and the situation will be discussed to see if they can help or if there is a pattern of unwanted behaviour.

Staff will follow the policy of:

- treating the behaviour separately from the child
- ensuring every child attending Heartzone will have no carryover from a previous session
- allowing each child to explain his/her actions and listening to them
- encouraging each child to take responsibility for their own actions
- all children will be given the opportunity to apologise, if necessary, and join in with activities again
- for those children who require extra support in order to behave in an appropriate manner, staff will work with parents and carers to establish a consistent approach to developing successful strategies

#### 14.1. Steps of Discipline

**Step 1** - The child will be told their behaviour is inappropriate and staff will try to direct the child's attention to something more positive

**Step 2** - Staff will discuss further with the child why their behaviour is inappropriate and asked why they are continuing to behave in this way.

**Step 3** - The child will be asked to sit down for a period of calming down time/'time out'.

**Step 4** - The child will be taken to the Manager for further discussions

**Step 5** - The Manager will inform the child that they will need to speak with the child's parents.

**Step 6** - If the disruptive behaviour continues the Headteacher will be informed and the child's parents will be asked to attend an informal meeting to discuss the way forward.

**Step 7** - Parents will be asked to attend a second meeting to discuss their child's behaviour further.

**Step 8** - As a last resort, the parents of the child will be contacted and asked to come and collect the child from Heartzone immediately.

If necessary, ultimately the child will be excluded from the club. This is in line with the School's Behaviour Policy.

## **15. Confidentiality**

Staff have a right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances. Staff will respect confidentiality by; not discussing individual incidents, behaviour or information of children in front of parents/carers and other children; not discussing confidential matters about children with other parents/carers; and only passing on sensitive information to the relevant people.

All forms and records will be archived and kept securely in the main school office. All computer information will be kept securely stored and confidential.

## **16. Personal belongings**

Personal belongings including instruments and toys from home are the children's responsibility at all times. Please note any devices with a camera feature or the facility to connect to the internet are not permitted in Heartzone, this includes games systems, mobile phones, ipods etc.

## **17. Mobile phone policy**

No mobile phones are allowed in Heartzone apart from the main contact phone, this phone does not have a camera or video facility. The phone will be kept by the Manager/Assistant Manager at all times.

## **18. Food Policy**

In line with new Government legislation Heartzone is supporting the school's Healthy Eating Policy. We request that any child bringing food to be consumed at the club adheres to this initiative. Therefore no fizzy drinks, crisps, sweets or biscuits can be consumed at the club. Any exception to this must be agreed with the Manager.

## **19. Sickness Policy**

Any child with any communicable illness, including diarrhoea and sickness, must not attend Heartzone. (Any child in these situations should not be attending school anyway.) Should your child become ill whilst at Heartzone the Manager will decide whether to keep them at the Club or contact parents to come and collect them.

## **20. Administering Medicines**

In line with the school's policy, Heartzone staff can administer **prescribed medication only**. Consent must be given prior to this by completing a Medication Form. When staff have administered the medicine they will complete the medication form and medication book to confirm the correct dosage was given at the required time. Both staff will sign to say it was given correctly.

If a child has an on-going condition that requires daily medication or medication as and when needed, for example an inhaler, then a separate medication form will need to be completed and signed to give staff permission to supervise the child taking this medication. Children with particular medical conditions should be made aware to staff prior to the child starting the club so the correct procedures can be put in place. All staff are aware of children's medical and dietary conditions so they can be monitored and cared for correctly.

## **21. Accidents**

All accidents that happen during the time your child is at Heartzone will be dealt with and recorded by professional, first aid trained staff. We ensure the safety of all children in our care and make sure children's accidents are dealt with appropriately.

If a child hurts themselves, a member of staff will ensure the child is cleaned and first aid treatment is given. All accidents will be recorded in the accident book; ensuring details as to how the accident happened, time, date and treatment given are all recorded accurately. This will then be signed by the staff member dealing with this incident. A small note will be given to the child to take home and all parents/carers or designated adults will be informed of any accidents when they collect the child.

If a child has a more serious accident, which may require the child to be collected early from Heartzone, then parents/carers and emergency contacts will be telephoned as soon as possible. In emergency situations an ambulance will be called for immediately.

The accident record book will be available for parents to read at any time. Accidents will only be discussed with parents/carers/designated adults associated with that child to ensure confidentiality.

Jackie Shield, Heartzone Manager, is trained in Paediatric First Aid and First Aid in the Workplace.

## **22. Outdoor Activities**

The children will be taken outside into the playground when time and weather permit. The following procedures are used on advice from the school:

- The children will line up at the door and be counted out
- A notice will be displayed on the club door indicating where they are for parents/carers collecting
- A list of all children and the mobile phone will be carried at all times
- A member of staff will wear a whistle, which if blown while an arm is raised means the children must raise their hand and immediately go to the member of staff
- Regular number counts will be done to check all children are still present
- The children must remain within specified boundaries while outside.

## **23. Arrivals and Departures**

*Our club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.*

### Arrivals

EYFS and KS1 children will be collected from their classrooms at the end of the school day and will be taken straight to Heartzone. KS2 children will be sent to Heartzone by their class teacher. A member of staff will immediately record the child's attendance in the daily register including the time of their arrival.

### Departures

Parents and carers are expected to sign children out indicating the time of collection. Staff will ensure this is done correctly.

If a child is to be collected by someone other than those named on the registration form, this must be indicated to a member of staff prior to the start of the session and recorded by the club. A member of staff will act as the parents/carers to issue a password, the nominated person will then be asked the password at the door to identify they are the correct person to collect the child. Ideally the adult nominated to collect a child must be one of those named on the registration form. Only adults ages 16 years and over with suitable identification will be authorised to collect children.

If the parent/carer or designated adult is going to be late in collecting their child they must call to inform the club at the earliest opportunity. If the club is not informed then the uncollected child procedure will be activated.

## **24. Uncollected Child Policy**

Our club has the highest regard for safety of the children in our care from the moment they arrive to the moment that they leave. At the end of every session, the club will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures procedures. If for some reason a child is not collected at the end of the session, the following procedures will be followed:

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the headteacher will be informed
- The staff will call the parent, carer or designated adult and use any other emergency contact details available to ascertain the cause for delay and how long it is likely to last. Messages will be left on answer phones requesting a prompt reply
- While waiting to be collected the child will be supervised by at least two members of staff who will offer them activities and as much support and reassurance as necessary
- If, after repeated attempts, no contact is made after 30 minutes of the club closing, the headteacher will be contacted again
- The staff will act upon the advice of the headteacher
- Unless absolutely necessary, the child will not be taken away from the club's premises in the course of waiting for them to be collected at the end of the session
- The child will remain with the club's two staff members until they are collected by the parent, carer or designated person, or alternatively placed in the care of social care

- Incidents of late collection will be recorded by the staff and discussed with parents/carers at the earliest opportunity. Parents/carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the club.

## **25. Power Failure**

If there was a power cut during a Heartzone session the Manager would contact the school caretaker for more information. If it was an after-school session on darker nights and likely to be long term, the headteacher would be contacted with regards to procedure. A sign would be displayed to inform parents/carers. If relocation was not possible parents/carers would be contacted to collect their children as soon as possible.

## **26. Complaints Procedure**

In line with the schools Complaints Policy, any complaints against the staff/club:

Stage 1. The complaint should be in writing to the Heartzone Manager who will assure the complainant that the matter will be fully investigated – oral reply within 2 days. Complaints forms are available at the premises – see appendix C.

Stage 2. If the complainant is not satisfied he/she may contact the Headteacher

Stage 3. If stages 1 and 2 are not satisfactory and the complainant is not satisfied they may take the complaint to the Chair of Governors.

The persons involved will keep written documentation at all stages of the complaint.

Appendix A

## **OFSTED GUIDELINES**

### Record keeping

Aim: To ensure that the day care facility operates effectively in a way that is responsive to the needs of parents, children and staff. A key element of good management includes the development of clear communication between all the people involved and central to this concept are the written records and the agreed policies and procedures.

Providers must record the following information for each child in their care:

- full name;
- date of birth;
- the name and address of every parent and carer who is known to the provider;
- which of these parents or carers the child normally lives with;
- emergency contact details of the parents and carers and an additional emergency contact name and number
- health problems, conditions and any medication the child takes

Providers must keep the following information and documentation:

- name, home address and telephone number of all staff employed at Heartzone
- name, home address and telephone number of all Managing Body Members
- a daily record of the names of the children attending Heartzone and their hours of attendance
- A record of accidents and injuries and any treatment administered
- A record of any complaints/suggestions, which have been made by users of the service and how these have been handled



## REGISTRATION FORM

**Child's Name:** ..... **Date of Birth:** ..... / ..... / .....  
**Address:** ..... **Postcode:** .....  
**Tel (Home):** ..... **Mobile:** .....

**Emergency Contact Details**

**Person One:**

**Name:** ..... **Relation to Child:** .....  
**Address:** ..... **Postcode:** .....  
**Tel (Home):** ..... **Mobile:** .....

**Person Two:**

**Name:** ..... **Relation to Child:** .....  
**Address:** ..... **Postcode:** .....  
**Tel (Home):** ..... **Mobile:** .....

**Names of Persons Authorised to Collect your Child:**

.....  
 .....

**Password:** .....

**Medical/Dietary Needs**

**Does your child have any medical needs/special requirements? (Please give details)**

.....  
 .....

**Does your child have any food allergies/dietary requirements? (Please give details)**

.....  
 .....

**I hereby consent for my child to take up a place at this club. I confirm that the information given above is correct and I agree to contact the school/club as soon as any of the details change.**

**Signed:** ..... **Parent/Guardian**

**Print Name:** ..... **Date:** .....

**CHILD'S NAME:** ..... **CLASS:** .....

**RATES: 1 HOUR (3.10PM - 4.10PM) £4.00 / FULL NIGHT (3.10PM - 5.45PM) £7.50**

(You can collect your child any time, but you will be charged for the full night if they are collected later than 4.10pm. Unless your child is absent from school any cancellations require 24 hours notice, otherwise you will be charged for that night)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 HOUR (3.10pm - 4.10pm)					
FULL NIGHT (3.10pm - 5.45pm)					

- This is a permanent arrangement (until further notice)**
- This is only for week commencing: .....**



## COMPLAINT FORM

If you wish to make a complaint about Heartzone and have not received a satisfactory response from a verbal complaint, please complete the form below and give it to the Headteacher or Chair of Governors

Please refer to the Complaints Procedure in the Heartzone Policy and Procedures for full details.

Your name .....

Name of child/children .....

Details of complaint (*Please give time and dates if necessary*). ...

Signature .....

Date .....

---