



Qacademy – www.qacademy.co.uk - qacademy@gsted.com - 07900325538



POLICIES & PROCEDURES



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These policies were written to make parents, guardians, carers, schools, the public and members of Qacademy staff aware of communication required, actions required and actions carried out to make Qacademy a successful, functional and safe environment for children to enjoy.



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Accident & Incident

Qacademy is dedicated to caring for children in a safe and caring environment, but does realise that however careful some children and adults are they may and can have accidents and become injured. As part of our commitment to this we will ensure that all the necessary equipment and training will be provided and available always.

Qacademy management will be responsible for ensuring all staff receive regular training and first aid updates and at least one first aider is on duty always.

The recording of all incidents and accidents will take place and be recorded within the accident book. This will be the same for all children and staff. This book will be reviewed regularly to identify any trends or recurring causes of injuries. The accident/incident book will be stored alongside the first aid kit.

Accident records should contain:

- Details of any existing injuries that a child arrives with the time, date and nature of any accident details of the children affected as well as the type and location of any injury
- The action taken at the time, any action taken later and by who
- The circumstances of the accident, names of any adults and children involved and any witnesses (you may need the contact details of the witnesses)
- The signature of the staff member who dealt with the incident, any witnesses and a countersignature by the parent when the child is collected.

In the event of an accident:

- Ensure that no further danger could happen to the casualty or another person
- Ensure other staff are aware of the incident and the first aider is contacted to administer first aid if required
- Whilst awaiting the arrival of the first aider give basic first aid as able and comfort the casualty as much as possible.
- Ask another adult to leave the area and get help
- Ask a responsible adult to collect the first aid kit and accident book
- Ensure that the person in charge is aware of the incident
- Ensure that the necessary paperwork is completed and any damaged or dangerous equipment is removed
- Ensure parents are informed on collection of the child or if hospital care is required they are informed of the hospital admission as soon as possible

If the injured person is a child, ensure that the accident book and an accident form is completed and then signed by the child's parent/guardian at time of collection.

All first aid treatment must be done by a qualified, nominated first aider and recorded appropriately and further medical advice sought if required. Staff should also be aware of parents/carers wishes, for example cultural and religious beliefs

- Always ensure yourself or other person are in no further danger
- DO NOT move the injured person until you have completed your assessment of the injury
- Always wear disposable gloves when dealing with any bodily fluids including blood and ensure of safe disposal.
- Lotions, potions or creams should never be used unless supplied by a medical practitioner or by the child's parent/guardian



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- Never use out of date or contaminated equipment
- Always seek further advice if necessary

Emergency treatment

An emergency should be dealt with as swiftly and safely as possible remembering the safety of the other children and staff.

In an emergency:

- The safety of all concerned must be ensured
- The nominated first aider must stay with the casualty and administer first aid where appropriate, comfort and protect the injured person
- A nominated person should move all other persons to a place of safety then proceed to call the emergency services by dialling 112 or 999 and ask for an ambulance or other required assistance then give the location and give the details and number of people injured
- The persons next of kin should be contacted and informed about the incident – give only factual information
- A nominated person should wait outside for the ambulance and escort them to the injured person/s
- The casualty should then be escorted by the person who has been looking after them and/or the casualty's next of kin, if available
- If the casualty is a child, then the child's file containing the medical consent form should be taken to hospital along with the child
- The police may be contacted by the hospital to trace the parents or next of kin
- The necessary paperwork now needs to be completed and Qacademy on call manager needs to be contacted.
- Any equipment used should be restocked as soon as possible
- In the event of death or serious injury Qacademy management, Jack Flaherty should be informed immediately

Transport

Any child requiring hospital treatment **should not** be transported in a staff member's personal vehicle, an ambulance or the child's parents/guardians own transport may be used only

Notification to Ofsted

Ofsted should be notified of any serious accident, illness, injury or death of any child whilst in our care, or adults on the premises

www.ofsted.gov.uk / 0300 123 1231

Also, contact local child protection agencies about any serious accident, injury to, or death of a child whilst in your care and act on any advice given.

See safeguarding procedures for current information.

Notification must be made as soon as is reasonably possible but in any event within 14 days of the incident occurring.



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Administration of Medication

Qacademy is committed to providing a safe and secure environment for children to be in. If a child attending Qacademy requires prescription medication of any kind, their parent or carer must complete a Medication Form and a Medication Record in advance.

Staff at the Qacademy will not administer any medication without such prior written consent. For regular medication, a Personal Care Plan should be emailed to Qacademy by the parent/carer.

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

Qacademy will only administer medication that has been prescribed by a doctor and issued from a pharmacist.

All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

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

Before any medication is given, the designated person will:

- Check that Qacademy has received written consent
- Ask another member of staff to witness that the correct dosage is given. When the medication has been administered, the designated person must:
 - Record all relevant details on the Medication Form
 - Ask the child's parent or carer to sign the form to acknowledge that the medication has been given. When the medication is returned to the child's parent or carer, the designated person will record this on the Medication Form.
 - If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the Medication Form.

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new Medication Form if there are any changes to a child's medication (including change of dosage or frequency). If a child suffers from a long term medical condition Qacademy will ask the child's parents to provide a Personal Care Plan from their doctor, to clarify exactly what the symptoms and treatment are so that Qacademy has a clear statement of the child's medical requirements.



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Anti Bullying Policy

Bullying is not easy to define, it can take many forms and is usually repeated over a period of time.

The three main types of bullying are: physical (e.g. punching, pushing) verbal (e.g. racist or homophobic remarks, threats, name calling) and emotional (e.g. isolating an individual from activities).

They will all include:

- Deliberate hostility and aggression towards the victim
- A victim of bullying
- An outcome which is always painful and distressing for the victim

Bullying behaviour may also include:

- Other forms of violence
- Sarcasm, spreading rumours, persistent teasing or theft
- Tormenting, ridiculing, humiliation
- Racial taunts, graffiti gestures
- Unwanted physical contact or abusive or offensive comment of a sexual nature

We aim to have no instances of bullying at Qacademy. We aim to provide a positive environment for staff, children and parents. In addition to the positive relationships, Qacademy also promotes equality, good values, tolerance and safety.

Procedures for children who feel they are being bullied

- Always tell an adult - a Qacademy staff member, other Staff members or a parent.
- Tell the child who is making you unhappy to stop and explain that what they are doing is making you feel sad.
- If it continues you must always tell an adult again.
- If you don't tell someone at Qacademy, tell someone at home and they will help you.
- Action can and will be taken if someone is making you unhappy.

Procedures for Parents

If a parent suspects that their child is being bullied, then the following procedure should be followed:

- Listen to your child, consider whether this is several times, on purpose or whether it is a single incident.
- Encourage your child to tell the child who is upsetting them that what they are doing right and how it makes them feel.
- Encourage your child to inform a staff member or inform a staff member directly who will discuss the issue with you and record the key information.
- Allow time for the staff to investigate and initiate support activities for the children. The bully will be given a chance to stop.

If the situation continues a staff member will inform the Qacademy Manager who will:

- Keep a record for any future action.
- Consider all the relevant information and involve parents in developing strategies to improve the situation for the bully and your child.
- Exclude persistent bullies or those whose bullying is considered extreme in nature.

Procedures for Staff



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All staff follow the same procedure when an incident of suspected bullying is reported or witnessed.

- Reassure the child/parent that they have done the right thing by telling someone.
- Ensure the child knows that the best thing is not to retaliate.
- Listen to the child/parent and make a record of any key information with names, dates and times.
- Collect any evidence (written for example) or a witness. (In the case of cyber bullying help the person to keep evidence such as screen capture or not deleting emails or texts and help the child to understand how to prevent a repeat i.e. changing contact details, leaving a chatroom etc.)
- Sit the offending child down and explain the consequences of bullying or both themselves and their victim. Inform the child of appropriate action to be taken. This action must be followed through.
- Comfort and inform the victim of actions taken.
- The supervisor may talk to sets of parents either immediately or at the end of the day to inform them of the situation and how it is being dealt with.
- Share the information with the Manager and consider subsequent action and support.

For cyber bullying we will inform parents of the situation. It is difficult for Qacademy to prove cyber bullying and to deal with it as it occurs outside our premises. Parents may speak to the Qacademy Manager about how to deal with cyber bullying.

Cyber Bullying

The experience of being cyber bullied can be very painful for those who are the targets. Adults need to help children and young people prepare for the hazards of using technology while promoting learning and social opportunities. Some forms of cyber bullying are different from other forms:

- Through various media children can be cyber bullied 24 hours a day.
- People who cyber bully may attempt to remain anonymous.
- Anyone of any age can cyber bully.
- Some instances of cyber bullying may be unintentional – such as a text sent as a joke or an email to the wrong recipient.

Prevention

We recognise that the best way to deal with cyber bullying is to prevent it from happening in the first place. Qacademy can only limit cyber bullying through positive actions and education of appropriate use of technology. Qacademy has little/no opportunity to prevent technology entering Qacademy.

Understanding Cyber Bullying

The child care community is aware of the definition of cyber bullying and the impact cyber bullying has. Staff are informed how cyber bullying may occur. Impact Review The impact of this policy will be reviewed regularly. Parents are encouraged to leave feedback about our policies.



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Arrival & Departure Procedure

Qacademy is dedicated to caring for children in a safe and caring environment. It is therefore important for us to ensure that your child is collected from the Holiday Camp or After School Club at the end of the session by the rightful parent/carer or another person nominated by the child's parent.

Qacademy has a Daily Registration System in place for registering children and visitor's attendance on a daily basis, showing hours of attendance.

Daily Registration Children

All children will be signed in on the register at the beginning of the session by parents (holiday camp) or Qacademy staff (After School Club). Children attending the After School club will be collected by Qacademy staff from their classroom or arranged meeting place. Any absences will be checked against the school registers and the parents contacted to ensure that they are aware their child has not attended the After School club.

Parents or individuals authorised to collect the child must sign the child out in the daily register and must inform a member of staff before they leave the premises. If we do not recognise an individual collecting your child we will ask for the password given in your registration form so, please make them aware of this password.

Parents will be contacted and asked to identify an adult who has come to collect their child if Qacademy staff are in anyway concerned. The child will not be allowed to leave our supervision with adults the staff are unfamiliar with, or if staff are unaware of a change to the usual collection arrangements. Any child held back by staff until parents or any other known adult is available to collect them, will be charged the standard lateness rate.

Visitors

Visitors to Qacademy Camps or After School Clubs will be encouraged and made to feel welcome, to ensure we remain an open and transparent organisation.

- All visitors must sign in and out
- All visitors must have a defined reason to visit
- All visitors must attend announced and have an appointment (with the exception of Ofsted, Police or Social Services, who must however produce verifiable identification at the time)

Registration Information for all children that attend Qacademy will have an individual file containing personal information. It will include full name, address, and date of birth. It will also contain details of parents and any other possible adults that will be collecting their child, with contact details (both home address and telephone numbers) and emergency contacts. Only Qacademy staff have access to this information.

If a change of collection arrangements is to be made, Qacademy staff must be informed immediately, giving full details of the person collecting their child, a photograph and/or password may also be required. Parents/carers must provide details of any person who does not have legal access to their child.



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Behaviour Policy

Qacademy is dedicated to caring for children in a safe and caring environment. Qacademy does not tolerate any behaviour by its employees, visitors or children that may be deemed as unsafe or any behaviour that is considered 'discriminatory' or that fails to meet any other policy as set by Qacademy.

All children, staff, visitors and parents are expected to act appropriately towards others within the facility. All children and staff will work towards an environment that makes all people feel welcome irrespective of background, culture, religion, sexual orientation etc. The children's welfare and enjoyment is very important to us at Qacademy as we want any child to have the best quality service and do not wish their experience to be affected by other children's inappropriate behaviour.

A friendly caring environment will be encouraged at all times, where all children are treated as equals and have equal rights to activities and services.

Behaviour Management

All good behaviour, no matter how small or apparently insignificant, will be re-enforced positively with the use of rewards and behaviour.

- Each child will be given regular encouragement and praise throughout and reminded of their positive attributes to the group.
- Children using positive and appropriate behaviour will be used as role models for those children who need to be encouraged to act appropriately.
- Inappropriate behaviour or disruptive behaviour will be ignored only as long as personal safety is not compromised or if the group disruption is at a minimum. Thus, further good behaviour will be encouraged and rewarded.
- No child is to be made insufficient or different to the group, nor is their behaviour to be pointed out to other members of the group and used to ridicule them.
- If behaviour is inappropriate and causing, or could cause, personal damage, damage to property or others, or their behaviour is disrupting the group, a verbal warning may be given with the possibility of time out, removing that child from a specific task to another therefore changing environment and behaviour.
- Any behaviour reported by any child or employee as inappropriate will be acted upon, investigated and appropriate action will be taken. All staff and children will be aware of the Behaviour Management Policy and will be expected to adhere to it at all times.
- Children's behaviour deemed unsafe, aggressive or discriminatory, to others and/or themselves, will be asked to leave Qacademy, once their parents have been contacted. No notice period will be given.
- Qacademy should be made aware of any children who are known to have behaviour or emotional conditions and the relevant support systems and management techniques will be discussed with the parents and the child before the child attends the facility.
- Qacademy and its employees reserve the right to refuse to work with a child if they believe their own or other persons' safety is put at risk or if an individual is disrupting the safe play and enjoyment of others.
- Any child acting inappropriately will be verbally warned at the time of the offence (depending on the severity) and if offensive behaviour stops no further action will be



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required.

- Should a child continue to offend after a verbal warning (depending on severity) the person in charge of the session will inform the child's parents on collection for the parents to re-inforce Qacademy behaviour expectations during the sessions. Parents may be asked to collect the child early or not to return their child until the case has been discussed further.
 - Children who have been refused re-entry will not be refunded for unattended sessions and parents may be charged for any damages caused to any Qacademy property or staff by their son or daughter as set out in the terms and conditions of attendance.
- Parents and children have a right to apply to the Qacademy Management Team to appeal the decision.
- Qacademy management decision is final.

Staff Behaviour

Staff will follow their code of conduct at all times. Staff will be given regular appraisals by their Line Manager and are also expected to act appropriately with other staff, children and parents, if they fail to do so will be disciplined accordingly, as laid out in the disciplinary procedure.

Parent / Carer behaviour

Qacademy has zero tolerance of verbal and physical abuse towards staff. Qacademy considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and swearing, physical contact and/or aggressive gestures. If in the unlikely event of a parent/carer behaving in an aggressive manner, Qacademy reserves the right to withdraw childcare immediately.

If parents/carers are dissatisfied with the quality of service, then they should contact Head Office. Any questions or comments please do not hesitate to contact the Qacademy staff.



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Complaints, Compliments & Concerns

Qacademy strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

However, we understand that sometimes parents/carers expectations are different from the service they are receiving. We would encourage parents/carers and staff to discuss their concerns, suggestions, compliments and complaints with Qacademy management. We also encourage parents/ carers or staff to contact Ofsted if they feel their issue has not been resolved to their satisfaction, or if they wish it to be investigated by an external source.

Compliments

Compliments are always great to receive so please feel free to share with staff verbally or by written feedback via email or social media. It means the world to us that we know we are doing our job well.

Complaints & Concerns

Should a parent/carer have a concern / complaint –

- In the first instance, it should be brought to the attention of a Qacademy member of staff, or call Jack Flaherty, Director, and hopefully we will be able to resolve the situation quickly and amicably. Communication is vital to the success of Qacademy and all those associated with it
- Parents can put their concern/complaint in writing to Jack Flaherty with reference to their child and the setting via email
- Any complaint or concern received either in writing will be acknowledged by Qacademy within 7 days of receipt.
- The complaint will be investigated fully by Qacademy and/or details will be forwarded to Ofsted
- Parents/Carers will receive in writing an account of the findings of the investigation and any actions taken as a result of the initial concern and within 28 days of the original concern
- If the concern / complaint made has a child protection implication, then Surrey Safeguarding Children Board guide lines will be followed (please see the Qacademy Safeguarding and child protection policy)

Suggestions

Suggestions may be given to staff in the form of verbal or written (email) feedback. Suggestions or feelings can be given at any time by children or parents/carers and these can be made publically or anonymously.



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Confidentiality

Qacademy is dedicated to caring for children in a safe and caring environment. To achieve this all the staff, need to handle information that they may learn or have the privilege to know about a family or child with sensitivity and confidentiality.

We will be working with numerous families from within the same community and we thus need to keep information regarding the children and their families in complete confidence to ensure safe working relationships and to safeguard the children.

Qacademy takes any form of breach of confidentiality very seriously. Any staff member who becomes involved in confidentiality breaches will be dealt with under the Disciplinary Policy & Procedure and will face serious disciplinary action.

All staff will sign a confidentiality agreement and this will also form part of the employee's contract of employment.

Information may only be shared if it is in the child's and or family's best interests, and this may only be in regards to law or social services in the case of child protection.

Staff will ensure that all written information is kept safe. It will be locked away in Qacademy folders which is kept on the office premises and can only be accessed by those responsible. Staff will ensure that documents are not left around for people to see accidentally.

Any confidential discussions will take place in private areas, away from others who may not be privileged to the information. Similarly, any telephone calls discussing privileged information need to be held in a private place.



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Data Protection

To ensure that where information is stored or processed steps are taken to ensure that this information is stored or processed in accordance with the Data Protection Act 1998.

Qacademy is committed to keeping personal information about children, parents and carers and staff as secure as possible.

It is the responsibility of all members of staff to ensure that personal information about children, parents and carers and colleagues is not shared with individuals outside the setting. The Qacademy manager has overall responsibility to ensure that all personal information is kept safe and secure and in compliance with the Data Protection Act 1998.

Personal information including:

- Children's details such as name, address, date of birth, class and school, and medical information
- Parents information such as name, address, telephone numbers, and bank details
- Staff information such as name, address, telephone numbers, bank details, national insurance number, and qualifications

Other information including:

- Accident Records
- Incident Records
- Restraint Records
- Administration of Medication Records

Can be stored in 3 forms:

1. Paper: Paper copies of personal information are stored in a locked cupboard or cabinet which has limited access to staff members and no access for parents. Parents should feel secure that their information and information about their children is not accessible to anyone apart from themselves and setting staff.
2. Computer: Any information that is stored on computer will be held in accordance with the Data Protection Act 1998. Parents will be asked for their permission to store their personal details on computer when registering their children. Access to information stored on computer is limited to some staff members. All setting computers are password encoded and only management are in possession of the password. If any parent would like access to their information stored on computer then they must be accompanied by a member of staff who will display only the requisite information and will remain in the room with the parent to ensure data protection for all other families.
3. Mobile Phone: Qacademy ask that parents give us permission to store a contact telephone number in the Qacademy mobile phone, this is to ensure that when the Qacademy are escorting the children on trips and outings a contact number is available for all parents and carers. Parents will be asked for their permission when registering their child. Parents should be aware that only setting staff has access to the mobile phone.

If you have any questions about this policy please do not hesitate to contact the manager who will be happy to advise you.

All parents should note that in the event of a child protection concern then information about children and their families may be shared with the relevant agencies without the consent of parents.

Disciplinary Procedure



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It is Qacademy policy that the following procedure should be followed when an employee is being disciplined or dismissed.

The procedure provides that in normal cases an employee will be given a series of warnings before discipline or dismissal is contemplated.

The stages of the procedure that apply when a disciplinary penalty, e.g. demotion or dismissal, is applied.

Matters which may be dealt with under this disciplinary and dismissal procedure include discipline and dismissal for the following reasons:

- Misconduct (Inc. misuse of smoking, drugs and alcohol)
- Sub-standard performance
- Harassment or victimisation
- Misuse of company facilities including computer facilities (eg email and the Internet)

- Poor timekeeping
- Use of personal mobile phone
- Unauthorised absences

Minor cases of misconduct and most cases of poor performance may be dealt with by informal advice, coaching and counselling. An informal oral warning may be given, which does not count as part of the formal disciplinary procedure. No formal record of this type of warning will be kept of this.

If there is no improvement or the matter is serious enough, you will be invited to a disciplinary meeting at which the matter can be properly discussed. You will be allowed to bring a work colleague or trade union representative to the meeting. The outcome of the meeting will be communicated to you.

There are the following possible outcomes:

- Oral warning
- Written warning
- Final written warning
- Dismissal
 - If you wish to appeal you must inform Jack Flaherty in writing within a reasonable time
 - If you do this, we will invite you to attend a further meeting. You must take all reasonable steps to attend the meeting. If practicable a more senior manager not previously involved in the disciplinary procedure will hear the appeal.

Gross Misconduct

If, after investigation, it is confirmed that you have committed one of the following offences (the list is not exhaustive), you will normally be dismissed immediately:

- Theft
- Disregard of the Safeguarding policy and procedures
- Use of personal mobile phone whilst in a session/having it on your person
- Physical violence
- Serious bullying or harassment
- Deliberate damage to property
- Serious insubordination



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- Misuse of an organisation's property or name
- Bringing the employer into serious disrepute
- Serious incapability whilst on duty brought on by alcohol or illegal drugs
- Serious negligence which causes or might cause unacceptable loss, damage or injury
- Serious infringement of health and safety rules
- Serious breach of confidence (subject to the Public Interest (Disclosure) Act 1998)

While the alleged gross misconduct is being investigated, you may be suspended, during which time you will be paid.



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Equality & Inclusion Policy

Qacademy takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child.

Qacademy is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within Qacademy.

A commitment to implementing our equality and inclusion policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the setting manager at the earliest opportunity.

The legal framework for this policy is based on:

- Equality Act 2010
- Children Act 2004
- Care Standards Act 2002
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001

Qacademy and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, Qacademy will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation and pregnancy or maternity which cannot be justified as being necessary for the safe and effective performance of their work or training
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and Qacademy's ability to provide the necessary standard of care
- Striving to promote equal access to services and projects by taking practical steps, (wherever possible and reasonable) such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of Qacademy, for example, by encouraging positive role models through the use of toys, imaginary



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play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour

Admissions

Qacademy is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy. Qacademy will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

Recruitment

All members of the selection group will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Application forms will be sent out along with a copy of the equal opportunities monitoring form. Application forms will not include questions that potentially discriminate against the grounds specified in the statement of intent.

At interview, no questions will be posed which potentially discriminate against the grounds specified in the statement of intent. All candidates will be asked the same questions, and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

Staff

It is the policy of Qacademy not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds as specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.

Training

Qacademy recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. Qacademy will strive towards the provision of inclusion, equality and diversity training for all staff on a regular basis.

Early Learning Framework

Early learning opportunities offered at Qacademy encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- Making children feel valued and good about themselves
- Ensuring that all children have equal access to early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals
- Creating an environment of mutual respect and empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Ensuring that all early learning opportunities offered are inclusive of children with learning difficulties and/or disabilities and children from disadvantaged backgrounds



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- Ensuring that children whose first language is not English have full access to the early learning opportunities and are supported in their learning.

Food

We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.

We will help children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.

Meetings

Parent Forums will be arranged to ensure that all families who wish to, may be consulted in the running of Qacademy settings.



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Equal Opportunities

Qacademy is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination. We actively promote equality of opportunity for all children, their families and our staff.

We aim to provide learning opportunities for children to explore their own identity and build his/her self-esteem free from attitudes which would limit their development. To protect children from stereotyping, sexism, racism, sectarianism, ageism and disability discrimination. To include all members of the group without prejudice. To ensure all staff have an understanding to differential needs in a diverse and multicultural society.

Employment

Qacademy ensure that there is no discrimination regarding access to employment or in employment practise. We endeavour to utilise employee's talents to the full. No job applicant or employee will receive less favourable treatment on the grounds of gender, marital status, social class, race, ethnic origin, disability, sexual orientation or age.



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First Aid Policy

Qacademy makes every effort to ensure that all children are safeguarded and well cared for. The children are the centre of our focus in all decision-making and arrangements.

Qacademy sees adequate First Aid provision as vital in the daily process of caring for the children.

Qacademy keeps records of illnesses, accidents, and injuries, together with an account of any first aid treatment, non-prescription medication or treatment given to a child.

New staff are given information on all of the Qacademy policies as part of their induction.

Implementation: Practical Arrangements

The first aid boxes are located in the kitchen and by the front door. The contents of the first aid boxes are checked regularly by management. First aid boxes will be restocked immediately when required.

Practical Arrangements

Any member of Qacademy staff can administer first aid to a child in line with the following procedures:

- Administer first aid as appropriate
- Call for help if appropriate
- Call emergency services if required
- Ensure everyone is safe and the injured party cared for and accompanied
- Call the parents if appropriate immediately after the incident
- Record the incident / accident
- Ensure that everyone relevant knows
- Take any further action as required

If an ambulance is required for emergency treatment, a senior member of staff will accompany the child to hospital. The parents will be notified immediately. Staff members should call emergency services as soon as it becomes clear the injury is beyond Qacademy staff capability and the health of the child is compromised; if in any doubt, refer immediately to a senior member of staff.

Recording accidents and informing parents

Members of Staff who deal with an accident or injury must record the incident in the Accident / Incident book and inform management.

Parents are always contacted if a child suffers anything more than a trivial injury, or suffers a head injury or if s/he becomes unwell, or if we have any worries or concerns about his/her health. Parents are encouraged to contact Qacademy if they have any concern relating to their child's health.

Non Serious Injuries

Parents will be informed of the accident when the child is collected from Qacademy at the end of the session. The records are reviewed regularly by Management and action taken to minimise the likelihood of recurrence.

Records include:

- The date, time and place of incident
- The name of the injured or ill child
- Details of the injury/illness and what first was given



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- What happened to the person immediately afterwards (e.g. went home, resumed normal duties, went back to playroom, went to hospital)
- Name and signature of the person dealing with the incident along with a witness

Qualified Staff

All staff receive First Aid training that is reviewed and renewed at least every 3 years.

Qacademy staff who are currently trained are:

- Jack Flaherty
- Tamar Rhodes
- Hayley Rhodes
- Bethany Watters

Protocol for Administration of Medicine

Refer to Administration of Medicine Policy

Arrangements for Children with specific (medical) needs

Prior to attending a Qacademy setting, all medical details are required so that we can provide the level of care expected. Where appropriate, parents and management, along with any relevant members of staff, will meet prior to a child joining to ensure such provision is in place. Special arrangements, such as, training are made when necessary to ensure medical needs are met.



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Food Safety Policy

Qacademy is committed to ensuring that safe and healthy practices around the storage, preparation and service of food are maintained throughout the setting.

The setting has set high standards of personal hygiene for all members of staff involved in the handling and preparation of food. Any person showing signs of ill health will not be permitted to handle food.

We make use of the “Safer Foods, Better Business” pack and guidance published by the Food Standards Agency (FSA).

When preparing food, staff (kitchen or general) will observe current legislation regarding food hygiene and training by:

Always washing hands with anti-bacterial soap and hot water before and after handling food, using the toilet or changing nappies.

Using clean, disposable cloths

Ensuring the use of the correct colour coded chopping boards (e.g. red for raw met etc.)

Not being involved in food preparation if they are unwell

Wearing correct sterile clothing- hair net, apron, closed toe shoes etc.

Holding a current Food Hygiene certificate.

Making sure all fruit and vegetables are washed before being served.

Any cuts, spots or sores on the hands and arms must be covered completely with a waterproof dressing

Fingernails should be kept short and clean, food handlers, including children should not wear nail varnish as this may contaminate food.

Temperature control

It is the policy of Qacademy to ensure that any and all foods are stored according to safe food handling practices and at the correct temperature in order to prevent the growth and multiplication of food poisoning organisms, to reduce the rate of food spoilage and to ensure that food quality is maintained.

Fridge temperatures are checked on a daily basis to ensure the correct temperature is being upheld.

Cleaning of Food Preparation Areas

Every week the fridge is thoroughly cleaned and all items in the fridge are checked for freshness, and all food past their use by or best before date are correctly disposed of.

Shelves and drawers are removed and cleaned with warm soapy water

The inside walls are cleaned from top to bottom with anti-bacterial cleaner

The deals around the fridge are cleaned to ensure no spillages or stains

Freezers are defrosted (on non-frost-free) and cleaned once a month following the same procedure.

All food preparation surfaces are wiped clean after use with anti-bacterial cleaner and disposable cloths.

All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.

The manager will ensure that appropriate controls are in place to prevent cross contamination and that these controls are documented accordingly.



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At Qacademy, we believe that nutritious food and drink are essential for children's wellbeing. During meal and snack times, we will always encourage children to gain an understanding of how food and water is an essential part of growing big and strong. Our aim is to meet the dietary and religious requirements to promote children's healthy growth and development. We will ensure that all meals and snacks are nutritious, healthy and balanced. Children's medical and personal dietary requirements are always known and respected (Parents/carers are required to provide details when their child is enrolled into the setting). Multicultural diet is always offered, to make sure those children from all backgrounds encounter familiar tastes and that all children have the opportunity also to try new food. Dietary rules of religious groups, vegetarians/vegans are known and met in an appropriate way, making sure that they are always respected and valued within the setting.



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Health & Safety

Qacademy is dedicated to providing a safe and healthy environment for children, staff, and parents/carers. As much as a risk assessment will be completed and drawn up, situations change daily.

It is the responsibility of all staff on duty to maintain and be aware of the safety of the children. Situations can and will change daily within a set environment and all staff need to be able to risk assess at the beginning and throughout the session in line with what is taking place at that time.

Senior Qacademy staff will attend Health & Safety and Manual Handling training and pass information onto all staff, updating them as necessary.

Daily Risk Assessments are carried out by all staff (both inside and outdoors), highlighting any issues. Daily safety checks maintain a safe environment for the children and staff. Any broken, worn out or damaged equipment will be removed immediately.

All Risk Assessments and safety checks are recorded in the Qacademy Safety Manual (which is available for parents to view upon request). Staff also details actions taken to maintain a safe environment.

We aim to increase children's awareness of safety issues, through discussion and planned activities. For example, we have regular Fire Drill (detailed each time in the Safety Manual) and discussions about sun-safety.

All gas and electricity installations are maintained by the school, setting or venue.

During the summer months, parents are requested to send in sunhats and sun cream for children to apply. In the colder/wetter periods children are expected to have suitable clothing to play outside (waterproof, warm coat, suitable footwear, hats/gloves etc.).

Hygiene

All Qacademy equipment is cleaned using anti-bacterial cleaner on a regular basis.

Food preparation areas are cleaned thoroughly prior to meals being prepared. Staff attend appropriate Food Hygiene training and any new/updated information will be passed onto staff.

The children in our care are encouraged to understand the importance of good personal hygiene and healthy living, by discussing the following:

- Hand washing
- Teeth cleaning
- Nose wiping and disposal of tissue (tissues provided)
- Spread of germs through coughing and sneezing

Staff must wear protective clothing (disposable gloves and aprons) when cleaning body fluid/blood spillages

Smoking, Drugs & Alcohol

Smoking, drugs and alcohol are harmful to all people in varying capacities but they all also create an unhealthy environment for children.

Qacademy **does not** permit any form of smoking (including any type of electronic-cigarettes / vapour cigarettes), alcohol or drugs on site. If you are caught doing any of the above, you will be asked to leave immediately and staff caught will be instantly dismissed.

Illness & Infectious Disease

Guidelines of Public Health Agency



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Non Collection

Qacademy is committed to providing a safe and secure environment for children to play in. In the event of a child in our care not being collected by an authorised person by the scheduled end of day time, the following procedure will be followed:

- Obtain child's information file, attempt to contact parent (try all listed numbers, home/work/mobile). If a parent is contacted find out who is responsible for collecting child. Failure to collect a child by the scheduled end of day time will result in a penalty charge being incurred (as set out in the Qacademy fee structure).
- Two members of staff must remain on the premises with the child until they are collected by their parent/other authorised adult.
- If parent is sending an adult unknown to Qacademy staff to collect the child, the parent must notify Qacademy and a password must be provided.
- If Qacademy staff are unable to reach a child's parent, they will try another contact in their file (grandparents, family, friends, neighbours)
- If the parents or any other contacts are un-contactable for 30 minutes after the scheduled end of day then Qacademy staff will have no alternative but to contact the Local Authority Social Services Dept. (office no. 03456 009 009 / Emergency out of hrs team 01483 517898) or the Police, and follow their advice.
- A full written report of the incident will need to be recorded and filed, and Ofsted will need to be made aware if Social Services or Police have been contacted.

Under no circumstances will Qacademy staff use their own means of transport to take any children home.

Missing Child

We anticipate no such incidents, but as a precaution we have instituted the following procedures:

As soon as we realise that a child in our care is missing from the group, we will secure the other children with a responsible adult and begin a search of the immediate area, checking the secure exits, doors and gates that were locked.

- After two minutes: we will expand the search area.
- Get as many people involved as we can in the search.
- After ten minutes: we will call the police and inform them of the child's name, age, weight, height, clothing and footwear and record the case number that the police will give.
- Then we will call the parents to inform of what has happened, what is being done, and that we will call them back in a few minutes to update them.
- When the child is found: we will contact the parent/guardian, alert everyone else involved, hold a debriefing as soon as possible.
- As a follow-up: we would assess the problem and make changes, if necessary, to avoid the risk of a similar incident. As well, we would further educate the children in our care about the importance of staying with the group.



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Physical Intervention

At Qacademy we follow the agreed Behaviour Policy to manage behaviour at our clubs and camps. On occasions behaviour, can be challenging and as part of a graduate response we may use positive touch as a strategy to manage behaviour. This should be in accordance with the guidance stated in the policy below which is based on the Surrey guidance policy on Touch and the use of Physical Intervention.

Introduction

At Qacademy we believe that the children need to be safe, know how to behave, and know that the adults around them are able to manage them safely and confidently. For a very small minority of children and on rare occasion the use of restrictive physical intervention may be needed.

The majority of children behave well and conform to the expectations of our clubs. We have a responsibility to operate an effective behaviour policy that encompasses preventative strategies for tackling inappropriate behaviour in relation to the whole club, each group and individual pupils.

During a session staff need to feel able to manage inappropriate risk and behaviour, and to understand what and how challenging behaviours might be communicated.

Staff need to know what the options open to them are, and they need to be free of undue worries about the risks of legal action against them if they use appropriate physical intervention. Parents need to know that their children are safe with us, and they need to be properly informed if their child is the subject of a Restrictive Physical Intervention, including the nature of the intervention, and the rationale for its use.

Definition of ‘Restrictive Physical Intervention’

The Law allows persons authorised by Jack Flaherty to use Restrictive Physical intervention to prevent a pupil from injuring themselves or others, engaging in any behaviour that is prejudicial to maintain the good order and discipline in the setting.

‘Restrictive Physical Intervention’ this is when a member of staff uses physical force intentionally to restrict a child’s movement against his or her will. In most cases this will be through the use of adult’s body rather than mechanical or environmental methods.

When the use of Physical Intervention may be required

Restrictive Physical Interventions will be used when all other strategies have failed, and therefore only as a last resort. However, there are other situations when physical management may be necessary, for example in a situation of clear danger or extreme urgency.

Certain children may become distressed, agitated, and out of control and need calming with a brief Restrictive Physical Intervention that is un-resisted after a few seconds.

The safety and well-being of all staff and children are important considerations. Under certain conditions this duty must be an over-riding factor.

Staff should never put themselves in danger and should, where possible, remove themselves and other children from potentially dangerous situations.

Staff will use the minimum force needed to restore safety and appropriate behaviour.

The principles relating to the intervention are as follows

- Restrictive Physical Intervention is an act of care and control, not punishment. It is

never used to force compliance with staff instructions.

- Staff will only use it when there are good grounds for believing that immediate action is necessary and in the child or other children's interests
- Staff will take steps in advance to avoid the need for Restrictive Physical Intervention through dialogue and diversion and at the level of understanding of the child or young person
- Only the minimum force necessary will be used to prevent severe distress, injury or damage
- Staff will be able to show that the intervention used was in keeping with the incident
- Every effort will be made to secure the presence of other staff, and these staff may act as assistants and/or witnesses
- As soon as it is safe, the Restrictive Physical Intervention will be relaxed to allow the pupil to regain self-control
- A distinction will be maintained between the use of a one-off intervention which is appropriate to a particular circumstance, and the using of it repeatedly as a regular feature of school policy
- Escalation will be avoided at all costs, especially if it would make the overall situation more destructive and unmanageable
- The age, understanding and competence of the individual child will always be considered

Acceptable forms of interventions at Qacademy

- To comfort a child in distress (as long as this is appropriate to their age)
- To gently direct a pupil
- In an emergency to avert danger to the child/children
- In rare circumstances, when restrictive physical intervention is warranted
- Aim for side-by-side contact with the child.
- Aim for no gap between the adult's body and the child's body where they are side-by-side. This minimises the risk of impact and damage
- Aim to keep the adults back as straight as possible
- Be aware in particular, of head positioning, to avoid head bumps
- Hold children by 'long' bones, i.e. avoid grasping at joints where pain and damage are most likely
- Ensure that there is no restriction to the child's ability to breathe. In particular, this means avoiding holding a child around the chest cavity or stomach
- Avoid lifting children

Recording & Reporting

It is important that any use of restrictive physical intervention is recorded.

This should be done as soon as possible and within 24 hours of the incident. According to the nature of the incident the incident should be noted in other records such as the incident/accident book.

After using restrictive physical intervention, a setting should inform the parents in person, by phone (or by letter or note home with the child if this is not possible). Parents should also be given a copy of the record form.

Monitoring



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After the use of Restrictive Physical Intervention, information recorded should be used to review the individual behaviour plan so that the risk of needing to use restrictive physical intervention again is reduced.

Monitoring this information will also help identify trends and therefore help develop the setting's ability to meet the needs of children without using restrictive physical intervention.



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Playwork

Qacademy will be following the Surrey County Council guidelines of play work as well as the Early Years Curriculum.

Play Education (1982) define play as "Freely chosen, personally directed and intrinsically motivated (behaviour), that is, performed for no external goal or reward". Through play children can explore and learn about themselves, other people and their environment. Play develops a number of skills including:

- Fine and gross motor skills
- Sensory knowledge
- Exploration of different roles
- Language skills
- Social skills
- Cognitive skills
- Problem solving

Playwork facilitates children's play and development. As playworkers it is important to understand your role and the impact you can have on play. We have put together information on play below to help you understand you role as a playworker.

For more information use the following links:

- The Playwork Curriculum - https://www.surreycc.gov.uk/_data/assets/pdf_file/0008/86804/Playwork-The-playwork-curriculum.pdf
- The Playwork Principles - https://www.surreycc.gov.uk/_data/assets/pdf_file/0011/86798/Playwork-The-playwork-principles.pdf
- The Play Cycle - https://www.surreycc.gov.uk/_data/assets/pdf_file/0005/75596/Playwork-The-play-cycle.pdf
- Loose Parts Theory - https://www.surreycc.gov.uk/_data/assets/pdf_file/0006/75597/Playwork-Loose-parts-theory.pdf
- The Play Types - https://www.surreycc.gov.uk/_data/assets/pdf_file/0005/49172/Playwork-The-play-types.pdf



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Risk Assessment

Risk Assessments will take place at every venue prior to Qacademy using the facility and carried out by a senior member of staff. Each venue will then be reassessed every 6 months to ensure the setting is still safe.

Risk Assessments will also take place by each leading member of staff before each session at each Qacademy setting.

When performing a risk assessment the member of staff looks at the following elements:

- The Activity
- The Hazard (the hazards identified from the activities and the frequency of injury if no control measures are put in place)
- Outcome and potential severity (what is the worst that can happen and to how many people)
- Risk reduction and control (what measures will you put into place to reduce the hazard)
- Evaluation (what is the frequency of injury occurring now that control measures have been put into place and what is the worst that can happen and to how many people now that control measures have been put into place)



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Safer Recruitment

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

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

Upon enquiring about a vacancy, we will ask the candidate if they have the required qualifications and a general discussion about the vacancy to assess suitability. We will send potential candidates:

- A job description
- A person specification
- An application form
 - A declaration that all information is correct
 - A section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or warning for any offence that may affect their suitability for working with children
 - A request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)
 - A statement that says a DBS check will be carried out prior to employment commencing In order to be considered for interview, all applicants must submit a hand-written application form or full CV by the stated closing date.

Interview

All candidates will be asked to bring to the following items to the interview:

- Proof of identity, eg passport, driving licence or birth certificate
- Proof of address, eg recent utility bill (not mobile phone) or bank statement
- Proof of qualifications, i.e. the relevant certificates
- For non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by Jack Flaherty or an alternative member of the Qacademy management team.

All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form.

A second interview may then take place in a session with the children so that they can be observed interacting with the staff and children.

Appointing New Staff

When we have selected the successful candidate, we will

- Send him or her a written offer (via email), which will clearly state that it is subject to the receipt of suitable references and a satisfactory enhanced DBS (formerly CRB) check
- Contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- Initiate an enhanced DBS check for the candidate



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- Ask the candidate to complete a health questionnaire
- Notify any unsuccessful interviewees

We will also take photocopies of the new member of staff's qualification certificates and proof of identity and keep these on file, together with their returned DBS check.

When a new member of staff starts work at we will give him or her:

- Our terms and conditions and get them to sign their contract; a copy of their contract will be kept on file
- Ask them to read all of our policies and procedures and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file

Enhanced DBS Checks

- Enhanced DBS disclosures will be obtained for all staff, students and volunteers who will work directly and indirectly with children, or have access to children's information, including members of the management committee.
 - If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will not be allowed unsupervised access to the children until their satisfactory DBS check has been received.
- DBS checks for all staff will be updated every three years.

Disqualification

- Qacademy will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under section 75 of the Childcare Act 2006.
- If a member of staff becomes disqualified, we will terminate their employment.

Immigration Status

The management is aware of Asylum and Immigration Act requirements and will check the ability of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.



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Safeguarding Children

Qacademy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004; the Education Act 2002, and in line with government publications: “Working Together to Safeguard Children” 2015, “What to do if You are Worried a Child is Being Abused” March 2015 and Surrey Safeguarding Children Board SSCB (formerly the Surrey Area Child Protection Committee), Child Protection Procedure, Surrey County Council Prevent Strategy, Counter Terrorism & Security Act 2015, HM Government Revised Prevent Duty Guidance.

Qacademy takes seriously its responsibility, in accordance with the above, to safeguard and promote the welfare of children; and to work together with other agencies to ensure adequate arrangements within Qacademy and to identify, assess, and support those children who are suffering harm.

We recognise that all staff have a full and active part to play in protecting children from harm, and that the child’s welfare is our paramount concern.

All staff believe that Qacademy should provide a caring, positive safe and stimulating environment that promotes the social, physical and moral development of the individual child.

Review

Qacademy will review and update this policy on an annual basis to ensure that all relevant updates are included and staff are aware of the latest safeguarding priorities.

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children’s health or development
- Ensuring that children are growing up in circumstances that are consistent with the provision of safe and effective care. The aims of this policy are:
 - To support the child’s development in ways that will foster security, confidence and independence.
 - To provide an environment in which children and young people feel safe, secure, valued and respected, and feel confident, and know how to, approach adults if they are in difficulties, believing they will be effectively listened to.
 - To emphasise the need for good levels of communication between all members of staff.
 - To develop a structured procedure within Qacademy this will be followed by all staff.
 - To develop and promote effective working relationships with other agencies, especially the Police and Social Care.
 - To ensure that all staff working within Qacademy have been checked as to their suitability, including verification of their identity, qualifications, enhanced DBS check, and a central record is kept for audit.
 - All Qacademy staff will be advised of the safeguarding and Child Protection Policy & Procedures during induction. Staff will be reminded of these annually and at supervision sessions throughout the year.

- All members of staff will know how to respond to a child who discloses abuse and follow through the procedures.

Tamar Rhodes - Designated Safeguarding Lead (DSL) is responsible for:

- Referring a child if there are concerns about possible abuse, to the Contact Centre Children's Team, and acting as a focal point for staff to discuss concerns.
- Keeping written records of concerns about a child even if there is no need to make an immediate referral.
- Ensuring that all such records are kept confidentially and securely
- Liaising with other agencies and professionals.
- Liaising with the school DSL, the head teacher or deputy to ensure information is shared.
- Organising Working Together to Safeguard Children for all new staff and update training every 3 years, for all staff.
- Prevent awareness training in place to ensure all staff are able to recognise vulnerabilities to terrorism

Supporting Children

- We recognise that a child who is abused or witness's violence may feel helpless and humiliated, may blame themselves, and find it difficult to develop and maintain a sense of self-worth.
- We accept that research shows that the behaviour of a child in these circumstances may range from that which is perceived to be normal to aggressive or withdrawn.
- We will promote a caring, safe and positive environment within Qacademy.
- We will liaise and work together with all other support services and those agencies involved in the safeguarding of children.
- Notifying Social Care as soon as there is a significant concern.

Definitions of Abuse

Physical Abuse

'Physical abuse is deliberately hurting a child causing injuries. It isn't accidental - children who are physically abused suffer violence such as being hit, kicked, poisoned, burned, and slapped or having objects thrown at them. Sometimes parents or carers will make up or cause the symptoms of illness in their child, perhaps giving them medicine they don't need and making the child unwell – this is known as fabricated or induced illness'

(www.nspcc.org.uk)

Signs that may indicate physical abuse:

- Bruises and abrasions around the face
- Fingertip bruising to the front or back of torso
- Bite marks
- Burns or scalds (unusual patterns and spread of injuries)
- Deep contact burns such as cigarette burns
- Injuries suggesting beatings
- Injuries to genital areas. Injuries need to be accounted for. Inadequate, inconsistent or what may seem like excessively plausible explanations or delay in seeking treatment should signal concern.

Sexual Abuse

'A child is sexually abused when they are forced or persuaded to take part in sexual activities. This doesn't have to be physical contact, and it can happen online. Sometimes the child won't understand that what's happening to them is abuse. They may not even understand that it's wrong' (www.nspcc.org.uk)

Signs that may indicate sexual abuse:

- Sudden changes in behaviour
- Displays of affection which are sexual and age inappropriate
- Tendency to cling or need for constant reassurance
- Regression to younger behaviour, acting like a baby
- Bed wetting/incontinence
- Unexplained gifts or money
- Depression and withdrawal It is important to note that there may be no signs

Emotional Abuse

'Emotional abuse is the ongoing emotional maltreatment or emotional neglect of a child. It's sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them. Children who are emotionally abused are usually suffering another type of abuse at the same time – but this isn't always the case.'
(www.nspcc.org.uk)

Signs that may indicate emotional abuse:

- Over-reaction to mistakes
- Lack of self-confidence/esteem
- Sudden speech disorders
- Self-harm
- Extremes of passivity and/or aggression
- Compulsive stealing
- Fear of parents being contacted
- Unwillingness or inability to play
- Excessive need for approval, attention and affection

Neglect

'Neglect is the ongoing failure to meet a child's basic needs and is the most common form of child abuse. A child may be left hungry or dirty, without adequate clothing, shelter, supervision, medical or health care. A child may be put in danger or not protected from physical or emotional harm. They may not get the love, care and attention they need from their parents. A child who's neglected will often suffer from other abuse as well. Neglect is dangerous and can cause serious, long- term damage - even death.'
(www.nspcc.org.uk)

Signs that may indicate neglect:

- Excessive hunger
- Poor personal hygiene
- Frequent tiredness

- Inadequate clothing
- Frequent lateness or no attendance at school
- Untreated medical problems
- Poor relationship with peers
- Compulsive stealing and scavenging
- Loss of weight or being constantly underweight (or weight gain or being excessively overweight)
- Low self esteem
- Poor dental hygiene
- Reluctant to go home after school
- Talk about running away
- Parents/carers who are dismissive of practitioner's concerns

Other types of abuse

Some kinds of abuse are more obvious than others. The following are types of abuse that may not be so recognisable or that are encountered less frequently, but nevertheless important to be aware:

- Domestic violence
- Child on child abuse
- Child prostitution, female genital mutilation, forced marriages
- Fabricated or induced illness
- Grooming
- Radicalisation*

*Prevent

Qacademy understands and has awareness to the need to prevent people from being drawn into terrorism. 'There is no single way of identifying a child who is susceptible to a terrorist ideology. However, as with managing safeguarding risks staff should be alert to changes in children's behaviour which could indicate they may need help or protection.' The Prevent Duty 2015 .

We will ensure staff receive the relevant training and information that they are able to identify children who may be vulnerable to radicalisation and Qacademy will promote British values and encourage children to see their role in the bigger picture, that their views count, value each other's views and talk about their feelings. We will also promote and demonstrate democracy by a 'show of hands' when deciding games etc. Support the decision that children make and provide activities that involve turn taking, sharing and collaboration.

Dealing with Disclosure

What to do if someone tells you that they or another child is being abused

1. Always stop and listen straight away – do so as neutrally as you possibly can without showing shock or disbelief.
2. Write brief notes of what they are telling you, if possibly while they are speaking. Always keep your original notes, however rough. It is what you wrote at the time that may be important later. If you don't have the means to write at the time, make notes of what was said as soon as possible afterwards. Record the date, time, place and any noticeable non-verbal behaviour. Wherever possible, record the actual words used by the child. Record statements and observable things rather than our interpretations or assumptions.

3. Never make a promise that you will keep what is said confidential or secret. If you are told about abuse you have a responsibility to report it so that action can be taken. However, do your best to reassure the child that the information will be shared only with those who need to know.
4. Do not ask leading questions that might give your own ideas of what might have happened (of the type “Did he do X to you?”). Just ask open questions e.g. “what do you want to tell me?” or “is there anything else you want to say?”
5. Explain what you have to do next and who you have to talk to.
6. Immediately tell one of the designated members of staff (Jack Flaherty or Qacademy management) unless they are themselves accused or suspected of abusing, don't tell other adults what you have been told.
7. Discuss with the designated member of staff whether any steps need to be taken to protect the person who told you about the abuse.
8. If the allegation is against a designated member of staff. See section below for details of the procedure to follow
9. Never attempt to carry out an investigation of suspected or alleged abuse by interviewing people etc. This should be left to the Social Services and police staff who are trained to do this
10. Try to get some support yourself. The designated staff should be a good source of support.

Finally

Never think abuse is impossible in your group or that accusation against someone you know well and trust is bound to be wrong

Practical Advice

A few things to say to child who decides to confide in a member of staff:

- ‘What you are saying to me is important and I will treat it as such.’
- ‘I am glad you were able to tell me/someone.’
- ‘I will help you as best I can.’
- ‘This is so important I need to talk to someone about it.’

Report it or Not?

It can be very difficult to know when to report or refer and when not to, especially with what may appear to be minor issues – for fear that you may be acting too soon or that you may be wrong.

However, even minor concerns may have an unexpected significance when taken in the context of further information and circumstances of which others may be aware. It is, therefore, important to discuss even vague concern with one of the designated members of staff for guidance and advice on whether a referral needs to be made. The consequences of not reporting your suspicion if a child has been abused could be far more serious than making a report that proves to be unfounded.

Informing Parents

How, when and by whom this is best done (after a referral is made to the relevant child protection agency) should be discussed with the responsible person at that agency and a course of action determined in conjunction with him/her

Allegations against staff



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- All staff should take care not to place themselves in a vulnerable position with a child. It is always advisable for interviews or work with individual children or parents to be conducted in view of other adults.
- Guidance about conduct and safe practice will be given at induction
- We understand that a child may make an allegation against a member of staff.
- The DSL on all such occasions will discuss the content of the allegation with the Social Care Team, Ofsted and the local authority child protection designated officer (LADO).
- If the allegation made to a member of staff concerns the manager or supervisor, the person receiving the allegation will immediately inform the alternative manager without notifying the said manager or supervisor first.

What happens next?

Each situation must be assessed on its own merit and with due regard to the welfare of the child in question.

Suspension of the member of staff concerned should not be an automatic response. The child concerned should not be left alone or with other children until there has been consultation with the DSL and a course of action agreed with them.

Under no circumstances should the staff conduct its own investigation before agreement is reached with the DSL.

If the allegation is not patently false and there is cause to suspect that a child is suffering or is likely to suffer significant harm then the DSL will contact the relevant child protection agency to discuss the situation, see advice and agree a course of action.

Where further investigation is required to inform consideration of disciplinary action, then the advice of the relevant agency should be sought on how such an investigation should be carried out and by whom.

If the allegation is determined to be false, the DSL will refer the matter to the LADO below to determine whether the child concerned needs services or may have been abused by someone else.

Qacademy must inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Qacademy must also notify Ofsted of the action taken in respect of the allegation. It is good practice to ring Ofsted within 24 hours of the allegation being made and to follow this up in writing no later than 14 days.

A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. It is the responsibility of the owner/setting manager to gather information where an allegation has been made against a member of staff not the DSL

Confidentiality

- We recognise that all matters relating to child protection are confidential
- The DSL will disclose any information about a child to other members of staff on a need to know basis only.
- All staff must be aware that they have a professional responsibility to share information with another agencies in order to safeguard children.
- All staff must be aware that they cannot promise a child to keep secrets which might



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compromise the child's safety or wellbeing.

- We will always undertake to share our intention to refer a child to Social Care with their parents /carers unless to do so could put the child at greater risk of harm, or impede a criminal investigation. If in doubt, we will consult with an Assistant Team Manager at the Contact Centre Children's Team on this point

If we have a concern about a child we will share these concerns with parents/carers. However, if sharing these concerns put the child at risk of significant or further harm we will seek advice from the duty manager at Surrey Children Services Referral Hub (see below for contact information).

In an emergency where you are concerned for the child's immediate safety you should call Surrey Police on 999.

If a member of staff has a concern about a child, in the first instance please contact: Tamar Rhodes DSL/Manager at Qacademy.

If you have any concerns about a child you can contact:
Children's Services Referral Hub (concerns about a child or young person)
North East 0300 123 1610
Secure Email: NERAIS@surreycc.gcsx.gov.uk

LADO (Local Authority Designated Officer)
0300 123 1650
Mon-Fri 9am-5pm

The LADO service manages allegations against individuals who work or volunteer with children in Surrey. If you have a concern regarding someone who works with children, please contact the LADO on or LADO@surreycc.gov.uk

Outside of these hours call the emergency duty team on 01483 517898.



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Snow Policy

Qacademy will make every effort to remain open during bad & snowy weather.

School sites will assess their sites and may feel it unsafe for the school to open.

We ask that all parents be aware of the weather conditions and the effect it can have on the transport system. Conditions can be very different at home, school and Central London.

In the event of severe weather, we will keep parents updated regularly on weather conditions, via e-mail and Facebook.

Qacademy staff will be working long days, so we would like assurance that children attending Q-Club will be collected on time to enable staff to leave on time. We will ask parents to inform staff of the estimated time of collection, and keep us constantly updated if it is looking like you may have travel issues.

Please note extra charges will be still be applicable for late collection in severe weather conditions.

We will also ask you to have a contingency plan in place in case you are not able to collect your child by the time Q-Club closes. Please make sure you make staff aware of any plans or new people who may pick up. It is the responsibility of parents to have alternative collection arrangements in place so that staff can leave work on time in bad weather conditions, to ensure they get home safely.

We cannot accommodate late pick-ups during severe weather conditions.

Should you decide not to bring your child in, please ring or email to let us know as soon as possible so staffing and catering arrangements can be made.

Parents we also warn you to be very careful when coming in through the car park or sideway as pathways may not be cleared and may be unsafe and very slippery.

*In the unlikely event that we are unable open, we will contact parents via text, email and social media. If this does happen, you will be refunded any money paid for the sessions of closure. No other compensation will be provided if our settings need to close.

Social Network Code of Conduct

Rationale and context

The use of blogs, chat rooms and social networking sites, such as Twitter and Facebook has become increasingly popular. Such sites are used to chat with and share information, photographs and news with people across the world.

Whilst the use of such sites has many benefits there are potential problems concerning privacy and inappropriate usage, especially those working with children. These may include breaches of confidentiality, unsuitable language or images, and in some cases breaches of the law.

Examples of such problematic usage of publicly accessible social networking could be:

- Staff referring to parents or children and young people by name



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- Staff using derogatory or offensive language about parents, colleagues, managers, or the organisation for which they work.
- Staff posting images of themselves in inappropriate dress or situations
- Staff participating in illegal activities such as the sharing of indecent images of children
- Partners or friends posting inappropriate comments concerning staff
- Partners or friends posting images that show staff members in situations which may not be in keeping with their professional status.

Statement

It must be recognised that those who work with children have a duty to demonstrate the highest standards of conduct or integrity and make sure that their actions in their private lives do not put themselves in a situation when their conduct or integrity might be called into question or potentially bring their employer into disrepute. This could result in disciplinary action or even criminal prosecution.

This code of conduct sets out expectations around online behaviour that could affect professional standing, integrity and dignity.

What this code does not cover

Social contact between adult colleagues. However, staff need to be mindful of what they are posting and who can see it. This is important in respect of confidentiality, workplace relationships, and the fact that their online contacts may not appreciate the difference between private and professional comments.

Code of conduct

- Staff should not allow themselves to enter into online contact with children they work with, parents or their families. Friend requests from parents or children and young people under the age of 18 (past or present) in this context should be politely declined by explaining that it is against Qacademy policy, which is designed to protect all Qacademy staff from abuse and misunderstandings.
- There must be absolutely no private online contact between staff and any children and young people with whom they have a work-related relationship. This includes the storing of images of children under the age of 18.
- Staff are strongly advised to be careful about what they say online in contact with other young people such as relatives or family friends. This caution should also apply to images or video material.

Staff Privacy

Staff are strongly recommended to check that their online privacy settings only allow “friends” to see their profiles. It is also advised that staff do not accept friend requests from people who are not personally known to them.

Staff may wish to ask friends to check photographs before they are posted as they may cause them embarrassment. Staff posting their own images should bear in mind the fact that any image can easily be downloaded and manipulated and they should choose which images they share accordingly. It is recommended that staff do not post images that could be used to identify their homes or families.

Staff should:

- Not give their personal contact details to children and young people including their mobile telephone number and details of any blogs or personal websites



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- Not use internet or web-based communication channels to send personal messages to a child/young person.
- Ensure that if a social networking site is used, details are not shared with children and young people and privacy settings are set at maximum



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Use of Images

Children attending Qacademy may be photographed by our trained staff. Photographs may be used as part of our marketing material including online and social media. Children's names will never appear alongside a photograph on any of our marketing material or other publications. Photographs with children in them will never be given to anyone and remain property of Qacademy. Parents/carers, visitors and children are not permitted to take photographs/videos at any Qacademy setting.

If you do not wish for us to take photographs of your child please inform the management in writing before they attend or within your child's registration form.



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Whistleblowing

Whilst it is expected that there should be a professional approach at all times and that everyone should hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening.

It is vital that all team members talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

Disclosure of Information

Where a member of staff becomes aware of information that they reasonably believe tends to show one or more of the following, they MUST use Qacademy's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. National Care Standards)
- That a miscarriage of justice that has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be, endangered
- That the environment, has been, is being, or is likely to be, damaged
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed

Disclosure Procedure

- Where it is believed that one or more of the above circumstances listed above has occurred staff should promptly disclose this with their line manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to the line manager (i.e. because it relates to line manager) the member of staff should speak to a member of the management team
- Staff will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, staff should speak in confidence to the Qacademy Manager or Director
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any staff member who is involved in victimising staff that make a disclosure, takes any action to deter staff from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any line manager who inappropriately deals with a whistle-blowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal