



**SUPERKIDS CLUB
JOHN BALL
PARENT HANDBOOK
2025/26**

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About the Club

Superkids is registered with Ofsted (registration number EY463082), and is based in John Ball Primary School, Blackheath. Breakfast club is open from 7:30am until 9:00am After school club is open from 15:15 until 18:00 weekdays, during term time. We also offer playscheme from 7:30am to 18.00pm (Excluding Christmas holidays).

You can download our last inspection report here:

<https://reports.ofsted.gov.uk/provider/16/EY463082>

Superkids at John Ball is a colourful, inclusive environment where everyone is welcome. We offer a wide range of activities and games inspired by the children's interests and current school topics. Throughout the year, we also celebrate local community events and different cultural and festival events, helping children learn about the world around them in a fun and meaningful way.

Our super team is a creative, enthusiastic group who love what they do. They enjoy taking on new challenges and are always looking for ways to put a smile on a child's face. From creating amazing artwork and enjoying cooking and baking activities, to getting active with sports and games, there is always something fun and exciting going on!

Superkids provides a fun, open and vibrant environment for all children aged 3-11 years in termtime and 4-11 years at holiday clubs.

Our breakfast club offers a relaxed, happy atmosphere, where children can enjoy a hot or cold breakfast and start their day. With plenty of engaging activities and choices available, mornings at Superkids are full of laughter and positivity.

At after school club children are warmly welcomed and signed in before enjoying a tasty snack, with a variety of fruits and vegetables and fresh drinking water every day. We offer a range of activities daily and support children's development through different play-types.

Aims

At Superkids we aim to provide a safe and secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

Our Club follows the Play work Principles, so children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, computer games, physical play, sports, team games, cookery, and reading. In addition, other resources are available for the children to select from our equipment library.

What we provide

The food provided at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. We promote independence, by encouraging the children to self-serve and prepare their own snacks, and to clear away after themselves. We use fresh ingredients as much as possible and follow statutory guidelines and meet the school food standards. Fresh drinking water is available at all times. We meet individual dietary requirements and preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly

setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

Staffing

Our Club is staffed by a manager **Tolu**, deputy manager **Sadie**, and twelve playworkers. Occasionally we work with volunteers. We aim to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children in Nursery. 1:10 in Reception, and a ratio of 1:15 for children in Year 1 and above.

Staff also have designated roles:

Tolu: Designated Safeguarding Lead, & Critical Incident Officer

Sadie: Designated Safeguarding Lead, & First Aid Co-ordinator, Food Safety & Health & Safety Co-ordinator

Marcia: Designated Safeguarding Lead and EYFS Leader

Emmanuel: Food Safety & Health & Safety Co-ordinator

If you have a query or concern at any time, please speak to the manager at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the manager (contact details are at the back of this Handbook)

Organisation

Superkids is run as a private business (limited company). We enjoy a close working relationship with John Ball Primary School in order to ensure continuity of care, and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook and on the Superkids website. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

Terms and Conditions

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Admin team and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis. See our **Admission and Fees Policy** for more details.

We require a completed registration form for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for September is not required at the end of the summer term. We keep a place open for your child unless you provide a 4 week written notice cancelling your child's place or amending your schedule.

Payment of fees The current fees at January 2026 are:

▪ Breakfast club: £6.25 per morning	£7.25 Adhoc Session
▪ Afterschool club: £13 per afternoon	£14 Adhoc Session
▪ Reception EY Afterschool Club: £15	£16 Adhoc Session
▪ Nursery EY Afterschool Club: £18	£19 Adhoc Session
▪ Holiday club: £30 in advance	£32 standard booking

Fees are payable in advance by bank transfer and childcare vouchers.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge for bank holidays and professional Inset training days.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being withdrawn. If you are having difficulty paying fees, please speak in confidence to the Admin Team as soon as possible.

Changes to days and cancelling your place

Please provide 4 weeks' notice in writing to terminate your child's place, or 2 weeks' notice in writing to make a permanent increase or decrease to days of attendance. If you need to change the days that your child attends, please contact the Admin team. We try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify Superkids as the school does not automatically pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' and implement our safeguarding procedures, unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know giving at least 24 hours notice at the latest. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

Induction

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During your child's first session, time will be set aside for an induction. The induction will include running through Club's routines (including mealtimes, collection, children's meetings), and introducing your child to the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

See our **Induction and Settling in Policy** for more details.

Arrivals and departures

Our staff collect children from their classroom from Nursery, Reception, Year 1 and 2 and escort them to the Club. Children in Year 3 to Year 6 are given independence to walk from their class to Superkids meeting point in the KS1 hall. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

We expect that your child will normally be collected by the authorised people you have named on the registration form. If a different person is collecting your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your direct authorisation.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 18.00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £1.00 per minute will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 18:30pm and you have not informed us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Late collection of Children Policy** and contact the Social Care team.

Child protection

We are committed to building a ‘culture of safety’ in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Child Protection (Safeguarding Children) Policy**.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of harassment.

Additional needs

We make every effort to accommodate and welcome any child with additional needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child’s specific requirements. We will endeavour to support children of all abilities, whilst working within the Club’s limitations. Each case will be considered individually and risk-assessed to ensure everyone’s safety.

Our staff training programme includes specific elements relating to children with additional needs.

For more details on equal opportunities and additional needs, see our **Equality and Inclusion Policy**.

General Information

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Club promotes the ethos of care, consideration and respect for everyone attending children, staff and visitors.

We encourage appropriate behaviour through praise and recognition; emphasis on co-operative play and sharing; role modelling in treating others with courtesy and respect and engaging children in activities.

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or when a child has additional needs. We aim to be flexible to accommodate such cases.

However, if your child shows aggression, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, or where we believe that we are unable to adequately safeguard a child, we reserve the right to permanently exclude that child from the Club. See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club, we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him or her to the Club for 48 hours after the illness has ceased. See our **Illness and Medication Policy** for more details.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If

your child has an accident whilst in our care, you will be informed when you collect your child or earlier if necessary; and asked to sign an injury form on collection. For full details see our **Accident and Incident Policy**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club please complete a **Permission to administer medication form** in advance. See our **Illness and Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person or the Manager. Verbal complaints will be brought to the next staff meeting for discussion and action.

Written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

Complaints to Ofsted: If you are concerned about anything you see or hear, you should raise this directly with the Club Manager or in writing to the Admin team. If you cannot resolve the matter in this way, or if you have safeguarding concerns, please contact Ofsted on 0300 123 4666.

A full copy of our **Compliments and Complaints Policy** is available on request.

Privacy Notice

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

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club.

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

We will use the contact details you give us to contact you via phone, email or post so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

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

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (e.g. to take online bookings, or to issue invoices)
- have obtained your prior permission.

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

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

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

Mission Statement

Superkids provides high quality, inclusive care that puts the needs and wellbeing of children first.

Thus, enabling children to play, learn and develop freely in a supportive and stimulating out of school environment.

Pledge to Parents

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children.

When you leave your child /children in the care of Superkids, we want you to feel that they are in the best possible care. So, this is what we offer to your child/ children and what you can expect in the care from us.

- **Safety**, they feel secure and well cared for.
- **Encouragement**, we are here to help and encourage them.
- **Nurture**, we are here to help them try new things and grow.
- **Development**, we are going to guide in their development of themselves.
- **Respect**, we will be respectful of their personalities and beliefs.
- **Awareness**, of what is going on with them, teaching them social skills and responses, rights and wrongs.
- **Exploration**, of the world around them and themselves.
- **Friendships** and role models, with older and younger children with staff.
- **Fun**, Enjoyment of play, to laugh, joke and play.

Playscheme

Children from all schools are welcome at Superkids Playscheme which is Ofsted registered and offers children aged 4 to 11 years old fun filled days of activities and trips. Our fees include a healthy, nutritious breakfast, afternoon snack and drinks. Children are required to bring a packed lunch and a refillable water bottle every day. Throughout the day water is available for children to independently pour. Superkids has a **no nuts policy**. This means all packed lunches cannot contain products with nuts (e.g. peanut butter, chocolate spreads, hazelnut spreads or nutty bars. This includes products such as Nutella, Snickers). Thank you.

To fully enjoy and participate in the day's activity, please arrive at Superkids before 9am and collect after 4pm each day. Some trip days may require children to be on-site earlier. Please check the *Activity Requirements* section on the information sheet. All children and staff attend scheduled off site trips. Trained Superkids staff will escort children on trips using public transport. If you need to drop off later or collect earlier, please book onsite-based activity days. These days will have a double ** at the end.

What happens at Playscheme?

Not only will we be running the activity stated on our booking form, we also offer children a varied programme of activities including sports, team games, construction, table tennis, dress up, home corner, arts & crafts and some outdoor trips. The premises benefits from a large hall and a secure playground area. This enables us to have a varied programme of supervised activities. Please look on our parent board for our daily activities and our snack menus.

Please note: Children are discouraged from bringing toys, consoles and phones or smart watches to the club. Superkids will not accept liability for loss or damage to personal belongings. On trip days, a maximum of £5 pocket money is permitted to purchase a souvenir. Children are discouraged from buying sweets, fizzy drinks, and nuts. Thank you.

Safeguarding at Superkids

In line with our safeguarding policy, any device with a camera such as a phone, watch tablet, or games console may not be used on Superkids premises, including outside areas when children are present. **Parent phones** should also be out of sight of children and are kept either in your pocket or bag when dropping off and collecting. thank you.

My child and I are new to Superkids

New children are required to have a completed Registration form before they can attend Superkids. This includes families who have an older child with us, and their siblings are **new to us**. The registration form can be found at Superkids website or by contacting the admin team. If you have 2 or more children, a separate registration form is required per child. We recommend that a new child and parent/carer visit the premises before they attend. Please contact us to arrange a visit. We would like your child to have a great time with us and have a smooth transition when attending for the first time. Viewing the setting and meeting the team who will look after your child will help remove nervousness and unnecessary worry.

How do I book in my child?

The Playscheme programme and dates are published online four weeks prior to the holiday commencing. To book a place for playscheme, you must book online through the Superkids website.

Confirmation

Once your form is received, we will confirm your booking, amount payable and e-mail our holiday guide within 2 working days. We recommend parents pay once you receive confirmation, to benefit from the early booking rate. If you have not received confirmation within 2 working days, please contact us as this may mean that you are not booked in yet.

Payments

Superkids accept payment by bank transfer and childcare vouchers. Cash payments are not accepted. Full payment in advance is required for all holiday bookings. Please see our terms and conditions.

There may be an extra charge for some activities i.e. offsite trip. This is clearly marked on our activity program and is payable at the time of booking. **Please note:** The daily playscheme rate increases when you are booking and/or paying after the published cut-off date.

Cancellations?

Once your booking is confirmed via e-mail, our cancellation policy will apply. We accept cancellations up to the *published cut-off date*. After this date and when Playscheme commences, cancellation due to absence or sickness cannot be refunded. Fees, including admission charges for pre-booked activities will remain payable.

Please note: in cases of unforeseen circumstances, activities may be changed or postponed without notice e.g. inclement weather.

Please e-mail completed registration forms to: admin@superkidsclub.co.uk

Superkids Term Time Daily Operational Plan

Breakfast Club:

7:15 - 7:25am Management and Staff arrive at club premises and sign-in register. Staff set up activities for children in the hall.

1x food trained staff member prepares breakfast at each site

7:30 Club opens - families drop off children at Superkids. Parents sign-in each child in the register when they arrive. Children are offered a nutritious breakfast from a selection of cereal, toast and breakfast foods with water to drink. Children freely play with set-out games after eating breakfast.

8:20 Breakfast service closes and Staff clear away breakfast and wash up.

8:30 Activities are packed away. Children's independence is encouraged by assisting with packing away equipment in the room. Children may assist with sweeping and tidying. Club manager takes a rollcall.

8:45 - 8:55 Staff escorts children from the club to their classes (YR 1& 2), Children in YR3 and 4 are escorted to their corridors/classroom, children in Yr. 5 and 6 walk independently to class. Children walk in a single file. Staff are at the front and end of the line.

9:00 Staff finish work when children go into class or when care has been taken over by a school faculty member.

After School Club:

14:30 - 15:15 Snack is prepared for all children by food trained staff member.

14:45 - 15:00 Mainsite and Early Years Staff arrive at club premises to check diary and work phone for any messages or changes to the daily collection schedule. All staff assists to set up activities in their after school activity area.

15:05 - 15:10 Staff leave hall to pick- up children from class: Early Years and KS1.

15:20 Staff and EY/KS1 children return to small hall/ early years room. Yr. 3, 4, 5 &6 children arrive to Superkids hall for signing in. Children wash their hands upon arrival. Staff set out snack on tables. Children sit down for roll call and headcount

15:30-16:00 Children self-serve and have snack. Staff sit with the children at the table and engage children in conversation whilst having snack. For example, about their day at school.

16:00 Children commence play activities; self-choosing activities to engage in indoors or outdoors. The team in the hall assist and share the workload of tidying up snack, washing up and preparing the tables for games. Children can assist with clearing up. The remaining staff interacts with the children in the hall or in the playground.

16:00-17:30 All children have the option of inside play or outside play (KS1 Playground & Sports pitch). **EY Children have access to the outdoor balcony area.**

17:30 Staff and children pack away outdoor playground or sports pitch equipment to the shed. Children return to the KS1 hall or EY room. Hall activities are set up ready for next day.

17:40 Staff empty bins, sweep hall and check toilets. Children collect coats and belongings.

17:45 - 17:50 Children are taken down to the Year 3 Gate to wait for parents.

18:00 After school session ends. Staff implements “Uncollected children” procedure if parent/guardian has not arrived to collect a child. A senior member of staff and 1 other staff will stay according to the ‘Staying Late Rota’.

Contact Information

Superkids Club Address:

John Ball Primary School Southvale Road
Blackheath, London
SE3 0TP

Club Manager mobile number: 07769263144 (Please leave a text message if there is no reply).

Registered Person / Director: (Jo Murray) Tel 07732305454

Admin Team: Tel: 07732305454 (opening hours: Monday to Friday 09:00 - 18:00)
Email: admin@superkidsclub.co.uk

Ofsted Registration No: EY463082

Lewisham Borough Safeguarding Contact Numbers:

If you think that a child or young person under the age of 18 years old is being abused or neglected, please contact the number below which is a single point of contact for the child protection and safeguarding services within Lewisham:

Lewisham Multi-Agency Safeguarding Hub (MASH) on 020 8314 6660

Out of hours call 020 8314 6660

Email them on mashagency@lewisham.gov.uk.

Website <https://www.safeguardinglewisham.org.uk/lscp>

If you are seriously concerned about a child's immediate safety, call 999 and ask for the police.

Other useful Numbers:

- Main Ofsted number: 0300 123 1231 Piccadilly Gate Store Street Manchester M1 2WD
- NSPCC Child Protection Helpline: 0808 800 5000
- Emergency services (for urgent medical attention): 999
- Police: 101 (non-emergency) or 999 (emergency)
- Police Anti-terrorist hotline: 0800 789 321

Anti-Bullying

Superkids is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying in any form is unacceptable at Superkids, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

We aim to ensure that Superkids is a safe, caring and happy place to be where mutual understanding and respect for each other is encouraged.

Our aim is to ensure that all children learn and develop in a supportive environment without fear of being bullied. Bullying behaviour is unacceptable and will not be tolerated.

Everyone involved at Superkids including staff, children and parent/carers, will be made aware of the setting's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

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

Staff at Superkids are trained and supported to understand and support children's behaviour in an appropriate way and recognise when children's behaviour may be a sign that something isn't quite right.

Definition of Bullying

All staff must be alert to the signs of bullying and act promptly against it. Superkids define bullying as deliberately hurtful behaviour, (repeated, over a period of time, where it is difficult for those being bullied to defend themselves. The four main types of bullying are:

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

Preventing Bullying Behaviour

Superkids will foster an anti-bullying culture and create a tolerant and caring environment by:

- Encouraging caring and nurturing behaviour by all: children and adults
- Discussing friendships and encouraging group and team play
- Encouraging children to report bullying without fear

- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. If a case of bullying behaviour is identified, we will follow our behaviour management policy, encouraging positive behaviours and actions. The manager will work closely with Playworkers and parents to develop appropriate strategies. These may include:

- All incidents of bullying will be addressed thoroughly and sensitively.
- Discussing appropriate behaviour and being kind to each other at circle times and adult focused activities.
- Praising and encouraging socially acceptable behaviour.
- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the manager if they witness an incident of bullying involving children or adults at the setting.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell the staff member.
- The individual who has been a target of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The child will be encouraged to discuss their bullying behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, including the possibility of suspension or exclusion.
- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the manager and will be recorded in the Incident Record Book. In the light of reported incidents, the manager and other relevant staff will review the setting's procedures in respect of bullying.

We will ensure we implement measures so that the child being bullied feels safe and supported.

Children contribute to building their own rules for the setting to manage behaviour as a group

We do not agree with labelling children as ‘bullies’ or ‘victims’

If a team member feels that they are being bullied, they must report it immediately to their line manager. Superkids reserves the right to terminate a child's place should the parent / carer display offensive or aggressive behaviour towards other children or adults. Any staff behaviour that is deemed as aggressive or offensive will be investigated and may lead to the staff disciplinary procedure.

Related policies

Equalities policy, Suspensions and Exclusions policy

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Supporting and understanding children's behaviour [3.73-3.75]* and *Safeguarding Training [3.30]*.

Child Protection (Safeguarding Children)

Superkids is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation. The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur.

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

The Club's child protection procedures comply with all relevant legislation and with guidance issued by Local Authority Safeguarding Children Partnership (LSCP).

DESIGNATED SAFEGUARDING LEADS

Superkids Designated Safeguarding Lead is	JO MURRAY
Club Designated Safeguarding Lead is	CLUB MANAGER
Club Deputy Designated Safeguarding Lead	DEPUTY MANAGER
EY Designated Safeguarding Lead	CLUB EY LEADER

There is always a Designated Safeguarding Lead (DSL) available while the Club is in session. These DSL's will have suitable experience, training, and expertise, and will be responsible for coordinating child protection issues and liaising with Social Care, Local Authority Safeguarding Children Partnership (LSCP), MASH and Ofsted in any child protection matter.

Superkids child protection procedures comply with all relevant legislation and guidance:

- The Children Act 2004
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018
- Safeguarding Vulnerable Groups Act 2006
- UN Convention on the Rights of the Child
- Protection of Freedoms Act 2012
- Prevent Duty 2015
- Working Together to Safeguard Children 2023
- What To Do If You're Worried A Child Is Being Abused 2015
- Keeping Children Safe in Education 2025

Superkids procedures also comply with other guidance and advice from the Local Authority Safeguarding Children Partnership (LSCP).

Superkids is committed to reviewing its Safeguarding Children policy and procedures at regular intervals; at least annually. The policy and its procedures will be shared with parents/carers during their child's settling in period.

The Club has detailed procedures for suitability checking for new recruits. These procedures are detailed in our Safe Recruitment policy and all staff responsible for recruitment ensure safe and robust recruitment practice is followed at all times.

Safeguarding and promoting the welfare of children is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge

- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing the impairment of children's mental and physical health and development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

The key principles of this policy are:

- The child's welfare is the paramount consideration
- All children have the right to be protected from abuse regardless of their age, gender, disability, race, faith or belief
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- Superkids is committed to safeguarding the children and young people at the club and expects everyone who works in Superkids to share this commitment.
- Children attending Superkids are taught about safeguarding, including online, as part of a broad activity programme.

Recognising Child abuse, neglect and exploitation

Child abuse, neglect and exploitation is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse, neglect or exploit a child directly, or by failing to protect them from harm. Some forms of child abuse, neglect and exploitation are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.
- **Domestic Abuse:** Psychological, physical, sexual, financial, and emotional.

Signs of child abuse, neglect and exploitation

Signs of possible abuse, neglect and exploitation may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation (FGM), or that the child may have witnessed or be living with domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

Dealing with a Disclosure or If abuse is suspected

It is recognised that a child may seek out an adult to share information about abuse or neglect or talk spontaneously either individually or in groups when staff are present.

When a child makes a disclosure to a member of staff, that member of staff will:

- listen to the child but not question them
- Allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events.
- Make no observable judgement.
- Ensure the child is safe, comfortable, and not left alone..
- Reassure the child that:
 - ☒ they have done the right thing in telling you.
 - ☒ they have not done anything wrong.
- Explain that you **cannot** promise not to speak to others about the information they have shared - do not offer false confidentiality.
- Tell the child what you are going to do next and explain that you will need to get help to keep him/her safe.
- DO NOT ask the child to repeat his or her account of events to anyone
- Make an accurate record of the information that has been given as soon as possible taking care to record the timing, setting and people present, the child's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the child's own words where possible.

Superkids will always consider the safety and welfare of a child or young person when making decisions to share information about them. Where there is concern that the child is suffering or at risk of suffering significant harm, the child's safety and welfare must be the overriding factor.

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **Record of concern** form. If third-party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they do not do so, we will explain that the Club is obliged to, and the incident will be logged accordingly.

All staff recognise that children may not feel ready or know how to tell someone that they are being abused, exploited or neglected and/or they may not recognise their experiences as harmful. This could be due to their vulnerability, disability or language barriers. They may also feel embarrassed, humiliated or are being threatened. Our staff recognise this

and where they have any concerns about a child they will raise these with the designated safeguarding lead (DSL) without unreasonable delay.

Recording a Concern (incident)

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the **Record of concern** form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

If an employee has a concern about a child the following steps should be followed:

- ☒ Complete a Record of Concern alongside the manager (the Club's Designated Safeguarding Lead)
- ☒ The manager will check with other Superkids employees if they have any further concerns or observations to add
- ☒ The manager will liaise with the school to see if they have concerns and if support is currently in place
- ☒ The manager to inform the management team
- ☒ The manager to meet with the parents/guardians to discuss concerns (if applicable) and how Superkids will support them
- ☒ The manager will then take the necessary steps to support the child and family whether that is to complete a MASH referral or create a plan that is in line with the schools tools/techniques and parent/guardians input to support the child.
- ☒ The manager and team to support the child in the agreed methods and provide regular feedback to the parents/guardians and school.

For concerns about **child abuse**, the Designated Safeguarding Lead will contact the Local Safeguarding Children's Board (LSCB) or Local Authority Prevent Coordinator. For more serious concerns the Designated Safeguarding Lead will contact the Police on the non- emergency number (101), or the anti-terrorist hotline 0800 789 321. For urgent concerns the Designated Safeguarding Lead will contact the Police using 999.

The Designated Safeguarding Lead will follow up all referrals to LSCB in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

Referring Allegations to Child Protection Agencies

If the manager or the Designated Safeguarding Lead has reasonable grounds for believing that a child has been - or is in grave danger of being - subject to abuse, the following procedure will be activated:

- Immediate contact will be made with Multi-agency Safeguarding Hub (MASH)
 - If the child is in immediate danger and in emergencies, the police and, if necessary, the emergency services will be contacted by calling 999.
 - The manager or the Designated Safeguarding Lead will communicate as much information about the allegation and related incidents as is consistent with advice given by MASH and the police.
 - At all times, the safety, protection and interests of children concerned will take precedence. The manager and staff will work with and support parents/carers as far as they are legally able to.

- Superkids will inform the parent that a referral is being made. However, if attempts to contact the parent are unsuccessful, the referral will not be delayed and will still be made. Parents/carers may not be contacted if it is thought that by doing so will put the child at risk of harm.
- The setting will assist MASH and the police, as much as possible, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- Ofsted and the LADO will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.
- Any member of staff who is dismissed (or resigns) will be reported to the Disclosure and Barring Service.

Steps to making a referral

- Contact parents or legal guardians before going to MASH unless sexual abuse or immediate danger is a concern.
- Contact MASH by phone to discuss your concerns. Be prepared to give as much of the following information as possible (in emergency situations all this information may not be available). Unavailability of some information should not stop you making a referral.
- Your name, telephone number, position and request the same of the person to whom you are speaking.
- Full name and address, telephone number of family, date of birth of child and sibling, Gender, ethnicity, first language, any special needs.
- Names, dates of birth and relationship of household members and any significant others. Whether the consent of a parent has been given to the referral being made.
- Record the name of the person you speak with from MASH and time of the phone referral.
- Accurately record the action agreed or that no further action is to be taken and the reasons for this decision.

Action to be taken following the referral

- Ensure that you keep an accurate record of your concern(s) made at the time.
- Use the MASH online form to request child protection from the MASH
- The names of professionals known to be involved with the child/family e.g. GP, Health Visitor, School.
- The nature of the concern; and foundation for the concern.
- An opinion on whether the child may need urgent action to make them safe.
- Your view of what appears to be the needs of the child and family.

Child-on-Child abuse (sometimes called peer on peer abuse)

Children are vulnerable to abuse by their peers. Child-on-Child abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of technology and the internet for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting

- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If child-on-child abuse is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse.

- Examples of safeguarding issues against a child could include:
 - ☒ Physical Abuse
 - violence, particularly pre-planned
 - forcing others to use drugs or alcohol
 - ☒ Emotional Abuse
 - blackmail or extortion
 - threats and intimidation
 - ☒ Sexual Abuse
 - indecent exposure, indecent touching or serious sexual assaults
 - forcing others to watch pornography or take part in sexting
 - ☒ Sexual Exploitation
 - encouraging other children to attend inappropriate parties
 - photographing or videoing other children performing indecent acts

In areas where gangs are prevalent, older children may attempt to recruit younger children using any or all the above methods. Young people suffering from sexual exploitation themselves may be forced to recruit other young people under threat of violence.

Minimising the risk of safeguarding concerns towards children from other young individuals.

On occasion, some children will present a safeguarding risk to others. Superkids should be informed that the young person raises safeguarding concerns, for example, they are coming back to Superkids following a period in custody or they have experienced serious abuse themselves.

These children will need an individual risk management plan to ensure that other children are kept safe and they themselves are not laid open to malicious allegations. There is a need to balance the tension between privacy and safeguarding.

- What to do:
 - ☒ When an allegation is made by a child against another child, members of staff should consider whether the complaint raises a safeguarding concern. If there is a safeguarding concern the Designated Safeguarding Lead (DSL) should be informed.
 - ☒ A factual record should be made of the allegation (Record of Concern form), but no attempt at this stage should be made to investigate the circumstances.
 - ☒ The DSL should contact Children's Social Care referral and assessment team to discuss the case before any actions are undertaken. It is possible that Children's Social Care are already aware of safeguarding concerns around this young person. The DSL will follow through the outcomes of the discussion and make a social services referral where appropriate.
 - ☒ The DSL will make a record of the concern, the discussion and any outcome and keep a copy in the files of both children's files.
 - ☒ If the allegation indicates a potential criminal offence has taken place, the

- police should be contacted at the earliest opportunity and parents informed (of both, the children being complained about and the alleged victim).
- ☒ Where neither Children's Social Care nor the police accept the complaint, a thorough investigation should take place into the matter by Superkids using the usual disciplinary procedures.
- ☒ In situations where Superkids considers a safeguarding risk is present, a risk assessment should be prepared along with a preventative, supervision plan. The plan should be monitored, and a date set for a follow-up evaluation with everyone concerned.

Training

Superkids will ensure that all staff understand and fulfil their responsibilities by:

- Induction training for all new employees
- Safeguarding and Child protection training for all staff, this is updated annually
- Superkids has one Designated Safeguarding Lead and at least one deputy DSL who attends DSL training every two years; and in addition to formal training, their knowledge and skills are refreshed at least annually with online safeguard training
- Safer Recruitment training is undertaken by the Registered Person and club Manager at Superkids who are directly involved in the recruitment process.
- Superkids Child Protection Policy and Safeguarding Information is issued to all staff annually, so they know who to discuss a concern with.
- Where staff miss training, it is the responsibility of the DSL to ensure that another opportunity for training is provided. The manager will maintain a training log. Safeguarding and child protection training is recorded in the staff Single Central Record.
- All staff at Superkids know how to respond to a child who discloses abuse through delivery of the Safeguarding pack "What to do if you are worried a child is being abused".
- All staff will be issued annually with the Superkids safeguarding pack. The pack which contains:
 - ☒ Superkids Safeguarding Policy
 - ☒ Superkids Code of Conduct
 - ☒ Keeping Children Safe in Education (2022) (Part One)
 - ☒ What to do if you are worried a child is being abused
 - ☒ Working Together to Safeguard Children

Staff must sign to say they have read the safeguarding policy, staff code of conduct and Keeping children safe in education documents and are asked to familiarise themselves with the content of What to do if you are worried a child is being abused and Working together to safeguard children.

- All parent/carers are made aware of the responsibilities of Superkids staff with regard to child protection procedures through publication of the Safeguarding Policy, which is available on the Parent Desk, and with reference to this in Superkids Prospectus and information.
- The name of the Designated Safeguarding Lead and Deputy DSL will be displayed on the parent noticeboard.

The DSL and Deputy DSL are responsible for:

- Referring a child if there are concerns about possible abuse, to children's social care and acting as a focal point for staff to discuss concerns. Referrals should be made in writing i.e., a full written record of concerns following a telephone call.
- Keeping written records about a child even if there is no need to make an immediate referral. These are called Records of Concern (ROC).
- Ensuring all such records are kept confidentially and securely, separately from children's records
- The child's record should be marked to indicate there is a separate file held. A yellow label on the top right corner of the child's file indicates a child protection file. A red label indicates SEN files are kept on the child.
- The child protection file will be held for a minimum of 7 years after the last contact with the child or family.
- Liaising with other agencies and professionals such as the school pastoral manager, school therapists, GP, health visitor, CAMHS; and sharing appropriate information using school safeguard systems such as CPOMS.
- Ensuring that any child who is currently with a child protection plan who is absent without explanation for 24hrs is referred to their key worker's Social Services Care Team.
- Superkids DSL will ensure that all staff involved in recruitment of staff have had safer recruitment training and that at least one member of Superkids staff with such training will lead all recruitment processes.
- The Club DSL will organise child protection induction and update training every year for Superkids staff.
- Provide an annual report to Superkids Registered Person detailing any changes in policy and procedures, training undertaken by the DSL, and by all staff, number and type of incidents/cases and number of children with child protection plans.
- Where a child on the Child Protection Register moves to a new school and/or childcare provider, the DSL will make direct contact with the DSL of the new school/provider to inform them of this and pass on all relevant information.
- Ensure that when all child protection records are sent to a new school or provider, that a receipt is obtained for the new setting to evidence the transfer.

Confidentiality

- We recognise that all matters relating to safeguarding are confidential.
- The Designated Safeguarding Lead 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 other agencies in order to safeguard children.
- All staff must be aware that they cannot promise a child to keep

secrets which might compromise the child's safety or wellbeing.

- Superkids will always undertake to share our intention to refer a child to Children's Social Care with the 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 Children's Social Care on this point.

Supporting Staff

- We recognise that staff working with children in Superkids who have become involved with a child who has suffered harm or appears likely to suffer harm may find the situation stressful and upsetting. Superkids will support such staff by providing an opportunity to talk through their anxieties with their line manager and to seek further support as appropriate.

Use of mobile phones and cameras on the Superkids premises

- Superkids staff may use cameras to record children's achievements and assessments. Only cameras purchased and provided by Superkids may be used for this purpose. Staff must not use their own personal mobiles and cameras to take photographs of children. Pictures taken on Superkids devices should then be downloaded onto the Superkids laptop. Pictures of children taken at Superkids should not be downloaded onto memory sticks and taken off Superkids premises.
- Staff should only use personal mobile phones out of sight of children or off site. Staff should not use phones on duty or when in charge of children. There would be an exception to this if a staff member needed to use their phone in an emergency situation e.g. an offsite trip (for further detail refer to ***13: Photography, Mobile phones and Tablet Computer and Wearable Technology Policy***)

Early help (or early intervention)

Early help, also known as early intervention, is support given to a family when a problem first emerges. It can be provided at any stage in a child or young person's life.

Statutory guidance in each nation of the UK highlights the importance of providing early intervention, rather than waiting until a child or family's situation escalates (Department for Education (DfE), 2018).

Early help services can be delivered to parents, children or whole families, but their main focus is to improve outcomes for children. Providing timely support is vital. Addressing a child or family's needs early on can reduce risk factors and increase protective factors in a child's life. Early intervention can also prevent further problems from developing - for example, as part of a support plan for a child and their family when a child returns home from care.

Types of Early Help

Early help can take many forms, such as home visiting programmes, school-based programmes and mentoring schemes.

Early help services should be part of a continuum of support which enables practitioners to respond to the different levels of need children and families may experience. It's important that early help services are holistic, looking at the

wider needs of the family and how to provide appropriate support.

Recording and Sharing your Early Help concerns

It's important to record any concerns you may have about a child, to build up an overview of the child's lived experience so patterns of potentially abusive behaviour can be identified. These records should be shared with the DSL who will look at all the available evidence and decide what to do. If the DSL thinks a child may be at risk of abuse or neglect, they will follow the child protection procedures immediately. If they think the child and their family may benefit from co-ordinated support from more than one agency, they can request an early help assessment.

Early Help Assessment

An early help assessment is where a lead practitioner (such as a GP, family support worker, school nurse, teacher, health visitor, and/or special educational needs co-ordinator) makes an assessment of the child's needs. It can only happen with the consent of the child (if they are able to give consent) and their parent or carer.

The DSL will make arrangements to discuss things with the child and their family. The DSL must guide all conversations with the child and the child's family.

When talking to families that may benefit from early help, it is important to:

- be patient and calm. Listen carefully to the child and parent or carer and let them describe the challenges they are facing. Don't try to investigate or quiz the child or parent or carer, but make sure you understand what they're saying
- find out what the child and their family would like to happen. Ask what they would like to improve about the situation
- use non-judgmental language
- reassure the child/family that they can get support to move forward with their life
- agree on next steps with the child/young person and family. Having a collaborative approach is key to making sure children and families receive the right help at the right time. Make sure you work proactively with other organisations to identify children and families in need of support and help them access the services they need.

Key guidance documents on Early Help

In England, chapter 1 of Working together to safeguard children highlights the importance of early help, including information on:

- identifying children and families who would benefit from early help
- accessing help and services
- information sharing with other organisations/agencies

Allegations against staff

All Superkids staff should take care not to place themselves in a vulnerable position with a child. It is always advisable interactions with children or parents to be conducted in view of other adults.

- Guidance about safe practice will be given at induction.
- If anyone makes an allegation of child abuse against a member of staff or information is received which suggests that a person may be

unsuitable to work with children, the member of staff receiving the allegation or aware of the information, will immediately inform the Superkids manager and the allegation will be recorded on an Record of Concern Form. Any witnesses to the incident should sign and date the entry to confirm it.

- On all occasions the manager/DSL must report the allegation to the Local Authority Designated Officer (LADO) immediately and to Ofsted via the notification portal. The LADO will advise if other agencies (e.g. Police) should be informed and Superkids will act on their advice. Any telephone reports to LADO will be followed up in writing within 48hrs.
- If the allegation made to a staff member concerns the line manager, the person receiving the allegation will immediately inform the Director/Registered Person who will consult the LADO without notifying the line manager first.
- No investigation will take place until the LADO has given permission to investigate. Superkids will follow the local authority procedures for managing allegations against staff.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- The Disclosure and Barring Service will be informed where an allegation is upheld against a staff member. The member of staff will be dismissed for gross misconduct.

Female Genital Mutilation (FGM)

FGM is an illegal, extremely harmful practice and a form of child abuse and violence against women and girls. FGM is therefore dealt with as part of our existing safeguarding procedures. All of our staff receive training in how to recognise when girls are at risk of FGM or may have been subjected to it.

If FGM is suspected or disclosed

We will follow the same procedures as for responding to child abuse and will make a report to Children's Social Care directly and in line with existing safeguarding procedures and in line with our mandatory reporting duty. We will make a report to the police by calling 101, the single non-emergency number, if it has been disclosed that either:

- a girl under 18 that an act of FGM has been carried out on her; or
- observe physical signs which appear to show that an act of FGM has been carried out on a girl under 18 and they have no reason to believe that the act was necessary for the girl's physical or mental health or for purposes connected with labour or birth.

Further Information can be found in our Female Genital Mutilation policy

Extremism and radicalisation

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, e.g.:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

Signs of Radicalisation

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Record of concern** form and refer the matter to the Designated Safeguarding Lead.

For minor concerns regarding **radicalisation**, the Designated Safeguarding Lead will contact the Local Authority Safeguarding Children Partnership (LSCP). For more serious concerns the Designated Safeguarding Lead will contact MASH and then the Police on the non-emergency number (101), or the. For urgent concerns the Designated Safeguarding Lead will contact the Police using 999 and anti-terrorist hotline on 0800 789 321.

Safe Caring

All staff understand Superkids child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid instances when members of staff, students, volunteers, or parents are left alone with a child other than their own, for their own protection and that of children and young people. There will be always 2 adults with children. In an extreme case or emergency where a member of staff is alone with a child, the door of the room should be kept open, and another member of staff should be informed.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book.
- Staff will never carry out a personal task for children that they can do for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet. Staff are aware that this and other similar activities could be misconstrued.
- When staff assist a child with personal care, a record will be made, and the parent will be informed when they collect their child. Only staff who hold a current DBS check may assist a child with personal care.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact must be always avoided.
- All allegations made by a child against a member of staff will be fully and accurately recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this.

Site Security

The premises are secure and safe with gates that are locked during the session. Access is only given to parents/carers or individuals who are authorised to collect a child from the Club.

All visitors must sign in and out of the visitor's book and are always escorted whilst on the premises.

Promoting awareness among staff

Superkids ensures that it meets its responsibilities and promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:

- Safe recruitment practices are followed for all new staff. All staff, students and volunteers are carefully recruited, have verified references, and have full and up to date Disclosure and Barring Service checks.
- The Designated Safeguarding Lead and Deputy has relevant experience and receives appropriate training in Child Protection and the Prevent Duty and is aware of the Channel Programme and how to access it. They have received Level 3 DSL training with the local authority and Robust Recruitment training.
- All staff have a copy of this Child Protection policy and understand its contents and are vigilant for signs of abuse
- All staff receive basic Child Protection training every 1 years and are provided with any relevant information and guidance.
- Safeguarding is a permanent agenda item at all staff meetings and staff supervisions
- All staff receive basic training in the Prevent Duty
- All staff are provided with supervision and management support according to their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- All staff are aware of their statutory duty with regard to the disclosure or discovery of child abuse, concerns and radicalisation. All students and volunteers are instructed to report the disclosure or discovery of abuse to the manager immediately. The setting will share the concerns with the relevant agencies and involve parents/carers and children appropriately.
- The setting will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
 - All staff are familiar with the Child Protection File which is kept in a lockable cupboard.
 - Superkids procedures are in line with the guidance in "Working Together To Safeguard Children (2023) and staff are familiar with the guidance in "What To Do If You Are Worried A Child Is Being Abused" (2015)
 - All staff have a good understanding of the complaints policy.
 - Any member of staff, student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary & Grievance Procedures policy.

In addition, Superkids staff will follow these principles for any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will immediately report this to the manager and the Designated

Safeguarding Lead. This includes any allegation about a staff member.

- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written factual records of all reported incidents will be produced and kept confidential, (in a sealed envelope, locked in a filing cabinet) dated and signed. Accurate information recorded will include:
 - ☒ Full details of the alleged incident
 - ☒ Details of all the parties involved
 - ☒ Any evidence or explanations offered by interested parties
 - ☒ Relevant dates, times and locations and any supporting information or evidence from members of staff.
- The setting will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The manager and the Designated Safeguarding Lead will be responsible for ensuring that written records are dated, signed, and kept confidential.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality.
- Any children involved in alleged incidents will be comforted and reassured.
- If an allegation of abuse is made against the Manager or the Designated Safeguarding Lead, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff.
- Any member of staff who is dismissed or leaves under investigation for being unsuitable for work with children will be referred to the Disclosure and Barring Service.

All safeguarding concerns must be reported immediately to the Designated Safeguarding Lead

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare requirements: Safeguarding policies and procedures [3.4-3.6]* and *Suitable People [3.13-3.19]* *Safeguarding training [3.30- 3.32]*.

Late and Uncollected Children

Superkids has the highest regard for the safety of the children in our care - from the moment they arrive to the moment that they leave.

It is the responsibility of all parents/carers to ensure that their child is collected at the agreed time by an authorised person.

In accordance with Superkids Arrivals and Departures policy, the person collected must be from 16 years of age if the child being collected is in KS1 / under 8 years old;

and 13 years of age if the child being collected is in KS2 (Yr3 or above).

If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a child is not collected at the agreed time, staff will try to contact the parent/carer by telephone to find out why they are late and how long it is likely to last. Text and messages will always be left on any answerphone requesting a prompt reply. If unsuccessful, the emergency contact will be telephoned and asked to collect.
- While waiting to be collected, the child will remain in the care of Superkids and will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- When the parent or carer arrives, they will be reminded that they must call the Club to notify if they are delayed, and that penalty fees will be charged (except in exceptional circumstances).
- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the manager will be informed if they are not on site.
- If, after 30 minutes after the setting closes of repeated attempts, no contact is made with the parent, carer or designated adult, as a very last resort, the manager will call the local social care department for advice.
- In the event of the social care being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone. Furthermore, a note will be left on the door of the setting's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social care department.
- Incidents of late collection will be recorded in the late book/record by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at the setting. In all cases of late collection, a charge of £1 per minute will be issued.
- Under no circumstances will a child be taken to the home of a member of staff, or away from Superkids premises unless absolutely necessary, in the course of waiting for them to be collected at the

end of a session.

Collection of a child

Superkids holds a list of people who are authorised to collect each child. Under no circumstances can children leave the premises with any other person unless prior arrangements have been made and the manager has knowledge of this. This can be either through photographs of intended people to collect child, suitable ID or the use of a password.

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Information for parents and carers [3.97]*

Health, Hygiene and Safety

Superkids takes the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.

Superkids aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by Superkids activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 and their associated Approved Code of Practice (ACoP) and guidance (including hygiene requirements) will be complied with at all times. The manager and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

The steps below will be actioned as a matter of course:

- Create an environment that is safe and without risk to health.
- Prevent accidents and cases of work-related ill health.
- Use maintain and store equipment safely.
- Ensure that all staff are competent in the work in which they are engaged.

Responsibilities of the Registered Person, the Manager and Staff

The identification, assessment and control of hazards within Superkids is vital in reducing accidents, incidents and injuries. Both the manager and one other designated member of staff are responsible for assessing risks to health and safety arising out of the setting's activities and introducing suitable steps to eliminate or control any such risk identified.

It is vital to ensure that health and safety matters are taken seriously by all members of staff and other persons who are affected by the setting's activities. Staff who have been found to have blatantly disregarded safety instructions or recognised safe practices will be subject to the procedures laid out in the Staff Disciplinary & Grievance Procedures policy.

Responsibilities of the registered person

The **Registered Person** holds ultimate responsibility and liability for ensuring that the setting operates in a safe and hazard free manner. The Registered Person - along with the manager - is responsible for ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures.

The Registered Person will ensure that a clearly defined procedure for emergency evacuation of the premises is in place and adequate arrangements exist for the following:

- They nominate a Health and Safety Officer. The designated health and safety officer is **Tolu Wete**
- A copy of the current Health and Safety At work poster is displayed in the staff area (poster is available here:
<http://www.hse.gov.uk/pubns/books/lawposter.htm>)

- The **Health and Safety** policy and procedures are reviewed regularly
 - Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provisions.
 - Resources are provided to meet the Club's health and safety responsibilities including evacuation, fire detection and control and suitable resourcing.
 - All staff receive information on health and safety matters and receive training where necessary.
- So that Staff understand and follow health and safety procedures
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and Ofsted, where appropriate). Ensuring that all accidents, incidents and dangerous occurrences are properly reported and recorded. (including informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
 - Reviewing all reported accidents, incidents and dangerous occurrences, and the setting's response, to enable corrective measures to be implemented.
 - Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the setting have appropriate and up to date enhanced Disclosure and Barring Service checks.

Responsibilities of the manager

The **manager** is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The manager is required to report any matter of concern regarding the Health and Safety policy to the Registered Person.

The manager will ensure that:

- Superkids allocated areas are used by and solely available to the Club during opening hours
- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- An additional designated member of staff is made jointly responsible with them for the health and safety and risk assessment provisions at the setting, as set out in this and other policies.
- Regular safety inspections are carried out and the reports accurately logged.
- Any action required as a result of a health and safety inspection is taken as rapidly as possible.
- Information received on health and safety matters is distributed to the Registered Person and all members of staff.
- An investigation is carried out on all reported accidents, incidents and dangerous occurrences.
- Staff are adequately trained to fulfil their role within the Health and Safety policy.
- All the Club's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)

- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our Risk Assessment policy.

Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all times. As such, they are required to:

- Have regard for the Health and Safety policy and their responsibilities under it by maintaining a safe environment.
- Have regard for any health and safety guidance issued by the manager or the designated member of staff, and act upon it whenever appropriate.
- Take reasonable care for their own health and safety as well as of other persons who may be affected by their acts or omissions at work.
- Take all reasonable care to see that the equipment and premises that are used by children, and the activities that are carried out at the setting, are safe.
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to, injury or damage, and assist in the investigation of any such events.
- Undergo relevant health and safety training when instructed to do so by the manager.

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

Communication

All staff are made aware of communication channels within the setting for health and safety. The Manager will ensure that all health and safety guidance and advice is kept together in the safety file in a place that is easily accessible to all staff. All such advice is communicated to staff where relevant and incorporated into the setting procedures.

Risk Assessments

The Manager will ensure that risk assessments as required under the Management of Health and Safety at Work Regulations and the Fire Precautions (Workplace) Regulations are carried out daily for the setting's activities and operations and for setting related issues.

The assessments will be used to identify health and safety hazards and ensure that where they cannot be eliminated the associated risks are reduced or otherwise adequately controlled.

Kitchen Safety

Staff at Superkids maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection. Any employee working in the kitchen must wear appropriate clothing to ensure the safe preparation of food including disposable gloves.

- A generally clean environment is maintained at all times.

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

Plases see the Healthy Eating and Food Safety policy for more information.

Security

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

During Club sessions all external doors are kept locked. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the Visitor Log and give the reason for their visit. Visitors will never be left alone with the children.

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

Dealing with Body Fluids

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

Staffing Levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

Toys and Equipment

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

Additionally, staff will be aware of the provisions set out in the Care Learning and Equipment policy.

Hygiene

Superkids recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risks posed to children, staff and other visitors.

The manager and staff are committed to taking all practicable steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

Personal Hygiene

In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink.
- Washing hands after using the toilet.

- Encouraging children to adopt these same routines.
- Covering cuts and abrasions while at the premises.
- Taking any other steps that are likely to minimise the spread of infections.

Hygiene in the Setting

The manager and all staff will be vigilant to any potential threats to good hygiene in the setting. To this end, a generally clean and tidy environment will be maintained at all times. More specifically, the designated person will check daily to ensure that toilets are clean and that there is always an adequate supply of soap and hand drying facilities for both staff and children. Staff will also be vigilant to any sharp objects, such as glass, which may be on the premises.

Dealing with Spillages

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear PPE: disposable plastic gloves and an apron while using bleach or disinfectant solution and wash themselves thoroughly afterwards. Children will be kept clear while such substances are being dealt with.

First Aid and Hygiene

Further to the provisions set out in the Health, Illness and Emergency policy, the designated First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children. As such, they will wash their hands thoroughly both before and after giving first aid, and ensure that any cuts, wounds or skin damage are covered by plasters or disposable gloves.

Kitchen Hygiene

All areas where food and drink are stored, prepared and eaten are prone to the spread of infections. Therefore, staff must be particularly careful to observe high standards of hygiene in such instances. To this end the following steps will be taken:

- Waste will be disposed of safely and all bins will be kept covered.
- Food storage facilities will be regularly and thoroughly cleaned.
- Kitchen equipment will be thoroughly cleaned after every use.
- Staff and children will wash and dry their hands thoroughly before coming into contact with food and after using the toilet.
- If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session.
- Additionally, staff will be aware of the provisions set out in the Food and Drink policy Healthy Eating and Food Safety when handling, preparing, cooking and serving food or drink at the setting.
- Staff are trained in food hygiene and follow appropriate guidelines.

Animals

No animal will be allowed on the premises without the prior knowledge and permission of the manager. Children are strongly discouraged from bringing pets or other animals to the setting, and parents/carers are asked to help enforce this

rule. If for any reason an animal does come onto the premises, children will be moved away from the area and the manager will be immediately informed. When children come into contact with animals (i.e. zoo trip) they may only pet the animals with the owner's permission and under close staff supervision, who will be observant for visual signs warning against feeding or touching or for signs of irritability displayed by the animal. Children must wash their hands with antibacterial soap immediately after touching or feeding animals.

Insurance

The Children Act 2006 and the Health and Safety at Work Act 1974, place a number of legal responsibilities on the setting. Therefore, Superkids has insurance cover appropriate to its duties under this legislation, including Employers' Liability Insurance. Responsibility will, in most cases, rest with the setting, but staff will take reasonable care, both for themselves and other people who may be affected by their acts or omissions at work.

Liability

Under provisions contained in the Occupiers Liability Act 1957, Superkids has a duty to ensure that both children and any visitors are kept reasonably safe. The parties named in the wording of the premises contract are responsible for this duty.

Superkids full responsibilities and procedures in respect of Health and Safety are contained in this policy, alongside the relevant sections of the following policies:

- Accident, Injury, Incident and First Aid
- Staffing
- Physical Environment
- Care Learning and Equipment
- Risk Assessment
- Site Security
- Fire Safety
- Visits and Outings
- Healthy Eating and Food Safety
- Illness and Medication
- Behaviour Management
- Pandemic Flu
- Infectious and Communicable Diseases
- Child Protection
- Late Collection of Children
- Internet safety
- Personal care
- Documentation and Information

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.77 - 3.86]*

Accident, Injury, Incident and First Aid Procedures

At Superkids we totally understand that to enable children to learn about 'assessing risks' they will undoubtedly have accidents at some point. We will aim to keep these minimal and the Club Manager will be responsible for ensuring that an 'injury analysis' is completed by the Health & Safety Coordinator at the end of every term to identify and address any recurring patterns.

First aid

The Club's Paediatric First Aid trained staff's names and location of the first aid box are displayed within the club at all times. These members of staff have a current paediatric first aid certificate and have attended a 12 hour paediatric first aid course, which complies with the requirements of Annex A of the EYFS. This training will be renewed every three years. First aid certificates are held in the individuals staff file.

To ensure that there is a qualified paediatric first aider available at all times we will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

The designated First Aider and manager regularly check the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

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

Procedure for a minor injury or illness

The trained first aider at the session will assess the situation and decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible. The child who has been injured must be comforted and reassured.
- The appropriate treatment would be applied, for example a cold compress applied to the injured area.
 - An Injury form would be completed and signed by the manager and parent on the same day. 1 copy will be issued to the parent and 1 copy will be held by the setting.
 - The Parent / Guardian will be contacted as soon as possible if there are concerns about the injury and if there is a head injury.

Procedure for a major injury or serious illness

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

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

First Aid Procedure

In any event of a child becoming injured, a Superkids first aider will carry out an assessment of the child's injury and well-being. Once the injury has been allocated and assessed the required treatment will be administered such as a sterile antiseptic wipe, plaster, cold compress or water to mouth rinse.

Some injuries may be more serious than others so Superkids staff are trained in managing with seizures, broken bones or suspected break, nose bleeds, epi-pen cases. The protocols remain the same when assessing the injury and aiming to provide treatment. In the event that the injury is serious and needs specialised care or review the child's parent/carers will be contacted in order to collect the child and be advised to take them to their local doctors or hospital.

Assessment Decision for Hospital Treatment

If the assessment decision is that the injury required further treatment at a hospital, then the following steps should be followed:

- One team member would phone for a taxi or an ambulance, depending on the severity of the injury.
- The child's parents would be contacted and will be informed to meet us at the hospital or the club if close by.
- The child's file would be taken along with one practitioner to accompany the child.
- In the event of emergency treatment, no team member would be permitted to authorise this. Parents can authorise this on their initial registration form upon joining Superkids.
- An Injury form must be completed and taken to the hospital. This would be signed by the parent.
- In the event of a serious accident or incident OFSTED (and local

child protection agencies if necessary) must be informed in writing by the Club Manager as soon as possible, and at least within 1days.

In the Event of a Head Injury:

- The Club Manager will assess whether the injury requires hospital treatment. If it does not, then a cold compress will be applied to the site of the injury.
- The child will be comforted and reassured.
- The parents will be immediately contacted to inform them.
- The child will be closely monitored throughout the day to ensure there is no concerning change in behaviour.
- An Injury form will be completed and signed by the parents at the end of the day. A copy will be given to the parent and the other copy will be held by Club.

Incident

An incident is an event or occurrence which could potentially result in minor or major conflict between persons that may have serious consequences. Incident forms can be found in the incident folder on the document wall located in the hall. Once completed forms will be stored in line with Data Protection and our Safeguarding Policy. Staff must ensure these forms are locked into the filing cabinet by a manager to ensure confidentiality due the sensitivity of the content on the incident form.

The incident form will record the following information:

1. Name of person involved in incident - do not name other children in form use phrase “another child”
2. Date of incident
3. Time of incident
4. Circumstances of incident
5. Any additional evidence/ information
6. Witness of the incident (if applicable)
7. Name and signature of staff member who dealt with the incident
8. Signature of manager
9. Signature of parent

Information recorded on the incident form must be documented accurately and entirely without bias. Everything stated should be factual, without opinion, prejudice or judgement.

Risk assessments will be reviewed following accidents, incidents and injuries, and any actions or amendments the club can make to prevent recurrence will be taken. Faulty and broke equipment, furniture or toys will be removed if necessary and every effort will be taken by staff to ensure the club remains a low-risk safe environment for all that use it.

When dealing with an injury that involves bodily fluid, playworkers must ensure that they wear appropriate protective clothing such as polyvinyl gloves and plastic aprons.

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Staff Qualifications, Training, Support and Skills [3.30, 3.33], Accident or injury [3.36-3.37]*

Illness & Medication (including infectious illnesses)

Superkids is committed to the health and safety of all children and staff who play, learn and work here. It will sometimes be necessary to administer prescribed medication such as antibiotics for long term illness e.g. asthma. In such cases, the provisions of the Medicines policy will be implemented.

While it is not our policy to take care of sick children, who should be at home until they are well enough to return to the Out of School club, we will agree to administer medication as part to maintain their health and wellbeing or when are recovering from an illness, if prescribed by a doctor.

The manager will ensure there is a first aid box accessible at all times with appropriate content for use with children.

If a child has vomited, or had diarrhoea, the setting will request that parents keep them at home for 48 hours after their last bout. If a child becomes unwell while in Superkids care, we would make every effort to contact the parent. If a child has a temperature, we would give them a drink, remove some of their clothing and attempt to cool them with a flannel and tepid water. We will call parents/carers to pick up their child if the temperature does not stabilise or lessen.

Administering Medication Form and Medication Record Book will be kept up-to-date and parents are informed on the same day, each time a medicine is administered.

The manager will notify Ofsted (and local child protection agencies if necessary) of any incident of food poisoning, serious illness, injury or accident as soon as possible, and at least within 14 days.

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

Superkids will not accept medicines that are not in their original containers with clear instructions regarding dosage as originally dispersed.

Prescription Medication

If a child attending Out of School Club requires medication of any kind, their parent or carer must complete an **Administering Medication Form** in advance. Staff at the Club will not administer any medication without such prior written consent.

Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the setting, children should be encouraged to take personal responsibility for this, where this is appropriate.

Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.

Out of School Staff will normally administer medication to the child if it is prescribed by a GP, and if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form.

Staff have the right to decline such a request from a parent/carers if they are in

any way uncomfortable with this. The setting is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training, until such training can be arranged.

Non-prescription Medication

If a child requires a non-prescription medication to be administered, we will consider this on a case by case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non-prescription medication. Under The statutory guidance of Administration of medication to children in registered childcare allows providers to administer over-the-counter medication such as pain and fever relief or teething gel.

However, Superkids must obtain written consent in advance from parents to allow Superkids to do so and follow the same recording procedures as those for prescribed medication.

Superkids can only administer such medication when requested to do so by a parent and where there is an accepted health reason to do so, and not routinely as set out in the statutory framework.

The Statutory Framework recommends that children under 16 should never be given medicines containing aspirin unless a doctor has prescribed that medicine for that particular child. Superkids will NOT provide medicine containing aspirin to children unless prescribed by the doctor.

Written permission must be given to administer a particular over-the-counter medication, should the need arise, you do not need to give written permission every time in order for Superkids to administer the same medication. However, you will need to sign the medication logbook each time medication has been given.

The Procedure for Administering Medication at the Setting is as follows:

Medication will never be given without the prior written request of the parent/carer' all prescription medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine, the frequency, the dosage, any potential side effects and any other pertinent information.

The staff will also be responsible for ensuring that:

If a child requires administration of prescription medicine which involves technical/medical knowledge, 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.

Superkids staff may not administer this medication until such training can be arranged provided for staff from a qualified health professional. The training will be specific to the individual child.

In some cases, it may not be possible to train staff if they are not confident to administer the medication. In this case, Superkids will not be able to agree to administer the medication to the child.

Staff must be familiar with the administration of relevant medication (e.g. Nebulisers and inhalers for asthma, EpiPen's etc). Parents/carers will be asked to show staff how to use them and so reduce the stress to adult and child.

- Prior consent is arranged.
- All necessary details are recorded.

- That the medication is clearly labelled with the child's name, date and expiry date and safely stored in their original containers during the session.
- Before any medicine is given, the child's name and dosage on the container must be checked by another member of staff, as well as the date.
- Another member of staff acts as a witness to ensure that the correct dosage is given.
- The time the medicine should be given must be checked and logged in the medicine book.
- The medicine book must be completed and then signed by both members of staff as soon as the medicine has been administered.
- The parent/carer must sign and date the Medication Record Book upon collection of the child to acknowledge that the medication has been given.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the manager and the child's parent/carer will be notified, and the incident recorded in the Medication Record Book.

Where children carry their own medication (asthma pumps or insulin for example), the setting recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.

If there is any change in the type of medication - whether regarding dosage or other changes to the information given on the Administering Medication Form - a new form must be completed.

Full details of all medication administered at the setting, along with all Administering Medication Forms, will be recorded and stored in the Medication Record Book. Medicines must be stored out of the child's reach, in a separate container in the fridge.

The medicine should be administered to the child in such a way that affords them privacy. The child should be in a settled and relaxed frame of mind whilst the medicine is being administered.

All medicine must be handed over to the parent/carer to take home at the end of each day.

Changes to Medication

A child's parent or carer must complete a new Permission to Administer Medication form if there are any changes to a child's medication (including change of dosage or frequency).

Long Term Conditions

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

Sun Protection

The manager and staff understand the dangers posed to children and themselves by overexposure to the sun and are aware that ultraviolet rays can still be harmful on breezy or cloudy days and so precautions need to be taken.

In hot weather, parents/carers are required to apply and provide sunscreen for their children. A store of sun cream will also be kept on the premises for children who do not have adequate sun protection. Children will also be encouraged to wear a hat.

When necessary, and with prior parental consent, staff may support children to apply sunscreen who cannot do so for themselves. Staff will encourage children to drink water frequently and ensure that shady areas out of the sun are available to children when playing outside. Outdoor play time may be reduced to protect children from over-exposure in very hot weather.

Procedure for a minor illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill or says they are not feeling well during a session, their temperature will be taken and recorded on the Record of Onsite Illness form **in all cases**. If there is a raised temperature of the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection. Temperature checks will be taken and recorded at regular intervals. Parent and manager sign the Record of Onsite Illness form.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and temperature checks will be taken and recorded even if there is no initial raised temperature, in case this develops later on. The parent or carer will be notified of illness when the child is collected.

Procedure for a serious illness

In the event of a child becoming seriously ill the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

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

Communicable Diseases and Conditions

Superkids is committed to the health and safety of all children and staff who

play, learn and work here. As such, Superkids will take necessary steps to prevent the spread of infection. It will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better. In such cases, the provisions of the Illness and Medication policy will be implemented.

In accordance with the procedures set out in the Illness and Medication policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside Superkids opening hours, they should notify Superkids as soon as possible. The minimum exclusion periods outlined in the table below will then come into operation.

If an infectious or communicable disease is detected on the Club's premises, we will inform parents and carers as soon as possible and the steps being taken to remove it.

Ofsted will also be informed as soon as possible and within 14 days at the latest of any notifiable diseases discovered on the setting's premises [see table below] and any incident of food poisoning affecting two or more children looked after at the Club.

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

Infection Control

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

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

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

Superkids follows the advice set out in the UK Government guidance '[Health Protection in Children and Young People settings](https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities)' on the prevention of infection, including Covid-19; found at: <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>

Head Lice

Cases of head lice will be handled sensitively. Isolation from other children or exclusion from activities in the setting is not required.

When the child concerned is collected, their parent/carer will be informed and notification that there has been a case of head lice at Superkids will be issued to parents as quickly as including advice and guidance on treating head lice.

HIV & AIDS

Superkids accept that HIV can only be transmitted by the exchange of bodily fluids (blood or semen) and is not transmitted through saliva or normal social and professional contact. Employees with a progressive condition such as HIV will be covered by the Disability Discrimination Act 1995 and will not be treated less favourably than any other employee because of their condition, unless that treatment can be justified. Staff diagnosed with HIV and Aids will not be precluded from work except where deemed medically unfit by a doctor.

Guidelines for the handling and preparation of food and administering first aid remain the same, in that all staff must wear protective gloves during these activities to maintain hygiene and reduce the spread of illnesses and infections.

If the individual has any open wounds, it is advised that they cover the wound effectively with a plaster or suitable bandage.

All information and requests for advice will be treated with absolute confidentiality. Employees will be counselled to contact their own doctor where it is deemed appropriate.

Children with HIV:

The Club does not require any parent to disclose that their child is HIV positive. Any member of staff who becomes aware of a child's HIV positive status will maintain confidentiality and will not disclose that information to any other person without the parent's permission, except in an emergency where disclosure would benefit the child or protect another individual (ie. In the case of a medical emergency). Such a child will not be denied access to any Superkids services or activities.

Superkids encourage individuals not to discriminate against any employee or child infected with HIV or Aids. Any member of staff or child in breach of this policy may be subject to the relevant disciplinary procedures.

Duties of parents/ carers

- To inform the manager about your child's health care needs **before** admission.
- To provide any medication/s required and ensure it is fit for use, and clearly labelled with a chemist prescription label.
- To ensure the staff are aware of any side effect the medication may have on your child, whether administered at home or if the staff assist in the providing medication in the setting.
- To inform the staff about any medication given to your child earlier that day.
- To inform the manager of any changes to the child's condition or medication.
- To ensure that a supply of the child's medication is always on site. The child will not be admitted into the setting without their medication.
- A health care plan for the child is drawn up to include measures to be taken in an emergency. Parents to sign health plan.

Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	At least 5 days from onset of rash and until all blisters have crusted over
Cold Sores	None. Avoid contact with sores
Conjunctivitis	None
Covid-19 and other respiratory infections	Should not attend if displaying a high temperature and are unwell. Those who test positive for Covid-19 should not attend the setting for 3 days after the day of the test
Diphtheria*	Exclusion always essential; consult local Health Protection Team
Diarrhoea and Vomiting	48 hours after last episode of diarrhoea or vomiting
Flu (influenza) or similar	Until recovered
Glandular Fever	None
Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	48 hours after last episode of diarrhoea - further exclusion may be required for some children
Hand, Foot and Mouth disease	None
Head Lice	None
Hepatitis A*	Until 7 days after onset of jaundice
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment
Influenza	Until recovered
Measles*	4 days from onset of rash and well enough
Meningitis*	Until recovered
Mumps*	5 days from onset of swollen glands
Pertussis* (Whooping cough)	5 days from commencing antibiotic treatment or 21 days from the onset if antibiotics not given
Ringworm	Exclusion not usually required
Rubella* (German Measles)	4 days from onset of rash
Scabies	Until first treatment has been given
Scarlet fever*	24 hours after starting antibiotic treatment
Slapped Check, Fifth Disease/Parvovirus	None (once rash has developed)
Threadworms	None
Tonsillitis	None
Tuberculosis*	Consult local Health Protection Team
Typhoid*, Paratyphoid*	48 hours after last episode of diarrhoea - further exclusion may be required for some children
Warts (including Verruca)	None. Verruca sufferers should keep feet covered

Note:

* Denotes a notifiable disease.

Superkids will follow the latest governments advice found below:

<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 01/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Paediatric First Aid, (3.36-3.39) Health (3.58, 3.61), Safety and suitability of premises environment and equipment (3.77, 3.79),*

Behaviour Management

Superkids recognises its responsibility and importance of consistent and positive behaviour management strategies in promoting children's welfare, learning and enjoyment of the club.

Working in partnership with parents, we aim to support children's behaviour by developing strategies of support appropriate to each child, whilst balancing and maintaining the safety and enjoyment of all children who attend

The attitude and behaviour of all Superkids staff will be characterised by warmth, respect and encouragement towards each child and their parents/carers.

Superkids believes in providing children with secure and consistent boundaries to ensure their safety and well-being.

Whilst at Superkids we expect children to:

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

The aims of our Behaviour Management policy are to:

- Help children develop a sense of caring and respect for one another.
- Encourage co-operative relationships with other children and adults and to also encourage respect for each other.
- Encourage the development of social skills and help children learn what constitutes acceptable behaviour.
- Help children develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Encouraging positive behaviour

Staff encourage good behaviour consistently and positively, setting limits for children and supporting other team members by:

- Staff acting as positive role models
- Reinforcing appropriate behaviour by noticing and praising it
- Promoting positive behaviour in all children through reward such as positive behaviour charts, Golden Time or Stickers.
- Informing parents and carers about individual achievements
- Challenging any unacceptable behaviour and using distraction techniques to defuse a potentially explosive situation between children to ensure their safety
- If necessary, discussing a child's behaviour with their parent/carer to ascertain if there any underlying issues we may have missed
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Club.

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

Behaviour Management Strategies

Superkids, the manager and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions. There is a named staff member who is responsible for behaviour management issues, who supports staff and accesses training and specialist advice if needed.

The Manager:

- Acts to ensure the safety and welfare of the children in the setting
- Allocates a member of staff to be with any child whose behaviour is giving cause for concern
- Discusses with parent of the child whose behaviour is giving cause for concern and offers support to agree an action plan
- Manager and Staff will work as a team by discussing incidents and resolving to act collectively and consistently.

Behaviour management in the setting will follow these steps:

- Unacceptable behaviour will be addressed in a calm, clear and positive manner.
- In the first instance, staff will remind the child that their behaviour is not acceptable
- Staff will engage in a private discussion with the child about why the behaviour displayed is deemed inappropriate. This will help them to understand the negative aspects of their behaviour as well as enable them to have their say and be helped to think through the causes and effects of their actions.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them and reflect on the environment, set up and suitability of play opportunities
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- Staff will seek support wherever necessary from the child's class teacher or other professional known to the family
- No staff member will ever threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink, isolation).
- Staff will always promote the dignity of, and respect for, the child in handling behaviour incidences; shouting at and physical punishment will never be used.
- Staff are strictly forbidden to administer physical punishment of any sort, such as smacking, slapping, dragging or shaking a child. If a staff member commits any act of violence, abuse or any of the above on a child they will be treated as Gross Misconduct,
- If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour that poses a risk to themselves, staff or other children or property, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child wherever appropriate and in line with the parent's wishes

Dealing with Negative Behaviour

Negative behaviour will be challenged in a calm but assertive positive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues. Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation. When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour. Staff will always communicate in a clear, calm and positive manner.

'Disengaged' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity. 'Disruptive' behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour.

When an incidence of negative behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was negative about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to re-join the activity.

In the event that unacceptable behaviour persists, more serious actions may have to be taken in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

Steps for Dealing with Persistent Behaviour

Where a child *persistently* behaves inappropriately, Superkids will implement the following procedure using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

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

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

Staff will inform the manager if a child's behaviour warrants suspension or exclusion. We will only suspend or exclude a child from the Club as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other

factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

Suspensions and Exclusions

Temporary suspensions will be applied in the following situations:

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

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

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

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

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

The Use of Physical intervention

The safety of other children must not be put at risk. Staff will use physical interventions only as a last resort if they have reasonable grounds that immediate action is necessary to prevent a child from significantly injuring themselves or others, or to prevent serious damage to property. Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, by leading the child away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told or when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

Where a member of staff has had to intervene physically to restrain a child, the manager will be notified, and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

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

All serious incidents will be recorded on an **Incident record** and kept in the child's file.

This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse; we will implement child protection procedures in accordance with our ***Child Protection (Safeguarding policy)***.

If a staff member commits any act of violence or abuse towards a child at the setting, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary & Grievance Procedures Policy.

Superkids has a Behaviour Coordinator (BECO) who is responsible for supporting team with advice and positive behaviour Management Strategies. They would support team to develop and implement behaviour plans for children where appropriate.

Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at Superkids. We will take reasonable steps to ensure that no child who attends our Club receives corporal punishment from our staff or is in regular contact with the child or is on the premises.

Superkids Behaviour Coordinator (BECO) is	CLUB MANAGER
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This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Supporting and understanding children's behaviour [3.73-3.75] and Safeguarding Training [3.30]*.

Admissions and Fees

Superkids welcome all children and parents, including those with disabilities. Our setting is committed to providing a fair and open admission system that offers a competitively priced and good value service.

Superkids is registered with Ofsted. We provide care for children between the ages of 4 and 11, primarily serving the children who attend the school.

Places are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established. Criteria for this waiting list will be set according to:

- Siblings of children already attending Superkids
- Families who require the greatest number of sessions per week
- Families who have not incurred late payment or collection charges

Registration

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

- Information regarding availability of places
- Details of the Admissions and Fees policy
- Registration form, medical form, parent contract, booking form, privacy notice, photo permission form
- Behaviour Management policy
- Complaints policy
- Club Handbook

If place is available, the parents and child will be invited to visit the club for a Settle Session.

Once the admission is secure, the manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at Superkids. At this stage, the provisions of the Settling In policy will come into operation. If no places are available, the parent will be informed, and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

We endeavour to welcome children with additional needs or disabilities and would consider spaces on an individual basis. Superkids will assess and consider whether a child's needs can be fully met before making a decision, no child would be accepted if we truly believed that we could not provide the adequate care required.

Booking procedure

Parents must complete the necessary paperwork, i.e. contract, registration, medical, privacy notice, booking and photo permission forms, before their children can attend the club.

- Permanent place - Once booked, the child's place is continuous each term / year until the family provide written notice to stop the place. If a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, 4 weeks' notice in writing is required.
- Adhoc (temporary) booking - We will accept Adhoc/temporary or occasional bookings as long as there are places available. If an Adhoc place has been booked and is no longer required; the club must be given 48 hours' notice. If notice is not given, the place will still be charged for.

Waiting List

To ensure that admissions to Superkids are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Superkids waiting list procedure will be explained.
- Parents/carers will submit their request for a place for their child to Superkids using the Registration/Admission Form. The details of this request will be placed on the waiting list in the order that they are submitted (First come first served).
- The waiting list will be kept and used on a 'first come first served' basis. The Superkids will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from Superkids.
- When a vacancy at Superkids becomes available, the manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Fee Structure

Superkids understands that the cost of registered childcare may seem expensive to a parent/carer, so we encourage eligible parents or carers to claim Universal Credit. We are also registered to accept childcare vouchers and with the Gov Tax-Free Childcare scheme. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of Superkids, it must ask that parents/carers respect its policy in respect of fees.

- Fees can be paid by electronic bank transfer and childcare vouchers
- There is a charge of £1 a minute for late collection after club stated closing time which will be added to the next invoice
- Fees are charged for booked sessions whether the child attends or not
- Fees will be applicable in event of temporary closure
- A two-week deposit will be required upon registering, this will be refunded once your child's place is ended ensuring all fees are up to date and the 4-week notice period was met.
- A late payment charge or part payment charge will be applied when fees are not paid in full by the 10th of the month. This charge is the equivalent to one after school session.

Payment of Fees

The level of fees will be set by the Registered Person and reviewed annually in the light of Superkids financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.

- Payment of fees should be made monthly, on an agreed day prior to the start of the month in question. Individual payment arrangements may be negotiated at the discretion of the Registered Person.
- If the fees are not paid on time, Superkids will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The manager has the right to issue a formal warning to the parent/carer

and inform them that continued late payment will result in their child's place at Superkids being forfeited.

- If fees are paid persistently late or not at all with no explanation, Superkids will be forced to terminate that child's place. Under exceptional circumstances, the manager may agree to allow the child to continue attending the setting for the remainder of that week. Superkids will attempt to recover unpaid fees through emailed and posted reminder letters and, as a final measure, through court action.
- Parents/carers are encouraged to speak to the manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the setting and to agree a repayment plan.

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025)*:
Safeguarding and Welfare Requirements: Information and Record Keeping [3.92], Information for Parents

Compliments and Complaints

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

This policy constitutes the setting's formal Complaints Procedure. It will be displayed on the premises at all times and records of all complaints will be retained for a period of at least 3 years. A summary of complaints is available for parents on request.

If you have a complaint, Superkids is committed to:

- Listen and learn
- Put things right
- Improve our service

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book and a complaints log will be completed. The Registered Person will ensure that each complaint is fully investigated.

If the manager has good reason to believe that the situation has child protection implications, the Designated Safeguarding Lead will be informed who will then ensure that the local social services MaSH or LADO department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be contacted.

Stage One - Informal Discussion

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

- If appropriate the parent can discuss the matter with staff member concerned, facilitated by the manager, who will also be present during the meeting.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.
- If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two - Formal Complaint

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and including how it relates to our fulfilment of our statutory duties under EYFS (where applicable) and notify the complainant of the outcome within 28 days of receipt of the written complaint.
- Send a full response in writing, to all relevant parties e.g. Parent and copied to staff if appropriate, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.

- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis, whichever is more appropriate.
- If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Superkids response will be passed to the Registered Person who will adjudicate the case.

Parents will be allowed access to all written records about their children on request (except in exceptional cases where sharing information may place the child at risk of harm). Superkids will also supply a copy of the most recent Ofsted report to parents/carers of children attending.

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

The setting always welcome suggestions, feedback, and compliments too. A suggestion box is available, and regular questionnaires will be sent out.

Making a Complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Superkids at any time if they believe that we are not meeting the requirements of our registration. Ofsted will consider and investigate all complaints.

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

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

Email: enquiries@ofsted.gov.uk

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Complaints [3.98 - 3.99]*.

Involving and Consulting Children

Superkids, and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the setting that affect them.

Superkids believes that actively promoting the participation of children in decision-making processes creates a sense of partnership and benefits everyone at the Club: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

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

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

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made and recognises that their opinions are important.

For both staff and the setting, there are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment, and activities and decisions over which children feel a sense of ownership.

The manager and staff will work with children to draw up a charter that will set out the expectations and responsibilities of the setting, the staff team and the children in respect of consultation and involvement. Parental involvement in drawing up and implementing the charter will also be encouraged.

All children will be listened to and consulted actively. This will take a number of forms, including:

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Asking questions and paying full attention to the child's response
- Through play and creative expression and the use of visual aids.
- Via regular group-based discussions and Q and A sessions.
- Questionnaires and other regular feedback on activities.
- Notice boards that carry important information about activities at the setting.
- Regular activity council meetings, between children and staff, discussing Superkids activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis will always be strongly in favour of involving children.

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

Aims

Superkids will structure all planning to include children's views. children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

- Food and drink
- Self-serving snack themselves
- Activities and themes and topics
- Selecting new equipment for the club

- Choosing freely what type of play to engage in
- Conducting own risks assessments in play areas
- Opportunities to make new friends
- Views of adults
- Reviews of their progress
- Drawing up club rules
- Using our resource planner to select toys or activities that are not already set out
- Using our suggestion box to request new resources, activities or other changes

Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. Superkids and its staff will also be clear about what decisions children will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Introduction [3.1 - 3.3]*.

Photography, Mobile Phones, Computer Tablets and Wearable Technology

Superkids take the privacy and safety of children and young people extremely seriously as a matter of both legal and moral importance. This policy aims to minimise the risk of inappropriate use of photos of children. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.

Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

In accordance with our duties under The Data Protection Act 2018, Superkids strictly prohibits the use of any photographic equipment (cameras, camcorders, mobile phones or any other medium used to take still or moving images) by staff, parents or visitors on its premises without the consent of the manager and, as a photo of a child is personal data according to the Data Protection Act, formal written parental consent.

Staff use of mobile phones and wearable technology

Staff are strictly prohibited from using personal mobile phones and cameras at any time during work (onsite or during trips/outings) without the prior consent of the manager.

Personal mobile phones belonging to members of staff are kept in staff personal lockers or designated draw during working hours.

If a member of staff needs to make an urgent personal call, they can use the club phone or make a personal call from their mobile in an area away from the children, agreed in advance with the Club Manager.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.

Wearable technology such as Smartwatches and Fitbits (this list is not exhaustive may only used as a watch when working with children. This means that all other functions including imaging and sharing capabilities must be disabled (using flight mode).

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

It is likely that there will be occasions during a child's time at Superkids when the setting may wish to photograph or video children to record an achievement to show their parent/carer.

Superkids will not use the personal details or full name (first name and/or surname) of any child in a photographic image on its website or in any other printed material without consent. Generally, photos of children will not have an accompanying name in the text or a photo caption; if a name is used in the text, Superkids will not use a photograph of that individual unless specific permission has been granted. No photographs of children will be released to press or media contacts without the relevant written parental consent.

One of the keyways that staff support children's development and engage parents in children's learning is through photographs that record their activities and achievements. Still and moving images (i.e., photographs and video footage) of children will only be taken by staff using only the setting's photographic equipment and only following formal written parental/carer consent. This policy also applies to outings and trips.

Should Superkids have need to take and use photos of children for marketing/information purposes such as in the prospectus or on the website, every attempt will be made to be representative of the group – for example, including where relevant images of children from different ethnic backgrounds and positive images of children with disabilities. Wherever

possible, the setting will use alternatives, for example, children's drawings instead of photographs of children.

During outings staff will only have access to the Superkids mobile phone.

Children's use of Mobile Phones

Whilst we understand that some children have mobile phones or wearable technology e.g. smart watches, we actively discourage them from using their phones within the club. The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity, they can ask a member of staff to take one using the club camera.

We recognise that mobile phones and technology are a part of children's lives and culture and we allow children to have their mobile phones, tablet computers and wearable technology with them in setting. We have a set of boundaries for their use which children adhere to including the taking of pictures and sharing of data and images by children.

Visitors' use of mobile phones

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

If permission is granted for parents to take photographs onsite or during trips/outings, parents must only take images (still or moving) of their own children and may not take images of other children unless they have permission from those parents.

Parents, staff or visitors who suspect anyone of taking images of children without consent must report the incident to the manager immediately.

Guidance

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

All staff should read this policy in conjunction with the setting's 'Photography & Mobile Phones' policy and 'Social Media' policy.

Related policies: See also: ***Child Protection (Safeguarding Children)***.

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare requirements: Safeguarding Policies and Procedures [3.4-3.6], Whistleblowing [3.7,3.8]*.

: Partnership with Parents and Carers

Superkids recognises that parents/carers play a fundamental role in a child's development. Superkids therefore encourages and facilitates the involvement of parents/carers in every aspect – from planning to ongoing development and growth.

The team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating learning experiences for their children and to ensure that parents/carers have the opportunity to participate as partners in the care and education of their children.

Superkids aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued at all times.
- Ensuring that parents/carers are welcome to visit at any time and are invited to visit before their children start.
- Making our policies and procedures available at the Club for parents to consult and consulting with parents/carers when planning and implementing policies
- Providing parents with regular information about activities undertaken by the children and offering parents/carers opportunities to contribute to and participate in children's learning journey, planning, festivals, cultural and special events.
- Ensuring that parents/carers have the opportunity to review their child's progress on a regular basis with the key person and have access to their child's records unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that parents/carers are informed of the setting's policies, procedures, guidelines and expectations.
- Ensuring there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Compliments and Complaints policy.
- Providing all parents, a copy of our Club Handbook which outlines how the club operates and includes contact details. We also give parents a copy of our Behaviour Management policy and, for EYFS children, information about the role of their child's key person when they start at Superkids.
- Updating carers with any changes at the setting, such as news, events, staff changes, opening times, changes to fees etc through regular newsletters and emails.
- Providing translations of our key policies and documents for parents who are non-English speakers, where required.

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

- We collect information from parents which will help their child to settle at the club (via the Registration and Medical forms and, for EYFS children, the All About Me booklet and One Page Profiles).
- We involve parents in settling their children in at the Club (in accordance with our Settling in policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information e.g. any accidents/injuries, participation in today's activities
- We can be contacted at all times, even out of Club hours, via telephone and email (see our Club Handbook for contact information).

- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the setting. This will include an annual satisfaction survey to gain regular feedback.
- Encouraging parents/carers to undertake supportive roles in the setting, such as volunteering or participating in activities, visits or outings.
- All of our staff wear name badges and uniforms so that children and parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours

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

- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary. We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy. Compliments and Complaints policy will be displayed at all times.

Parent Pledge

A pledge to parents/carers outlining what they can expect from Superkids is located on the Parent Information Board at the Club

Our Commitment:

Superkids is committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Superkids is committed to providing:

- Care and activities that put the needs and safety of children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Childcare Act 2006 and all other relevant childcare legislation, wherever they apply
- An environment where no child is bullied or suffers discrimination in any form.

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Key Person [3.41], Information and recordkeeping [3.92 – 3.97]*