

Woodlands Primary School

After School Club Policy



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2 BEHAVIOUR POLICY

How do we encourage Positive Behaviour?

Positive behaviour means that everyone in After School Club;

- Is careful and kind to each other
- Is polite and friendly to all
- Is helpful to each other
- Shows respect to each other
- Enjoys playing and working together
- Follows the agreed rules

This behaviour is encouraged throughout After School Club.

Should a child find the aims difficult to understand, as many young children do, we will help them by making these issues clearer, more specific and more suited to their individual needs.

Everyone at After School Club has agreed to;

- Recognise and highlight positive behaviour as it occurs
- Ensure all children are praised for behaving well
- Ensure that any criticism is constructive and designed to help the child improve their behaviour
- Explain and model behaviour we wish to see
- Encourage children to be responsible for their own behaviour
- Reward children and groups of children for behaving well
- Let parents know about their children's good behaviour

Rights and Responsibilities

We believe that good, acceptable standards of behaviour, work and respect depend upon the examples of us all.

Children have;

- The right to expect a positive learning environment in which their efforts and achievements are recognised and rewarded – and the responsibility to work to the best of their ability and respect their peers and teachers
- The right to have a member of After School Clubs staff to help correct inappropriate and disruptive behaviour, both from themselves and from others – and the responsibility to behave well
- The right to choose how to behave, and to know the outcomes that follow of appropriate and/ or inappropriate behaviour – and the responsibility to treat others with respect

Staff have;

- The right to establish and work within a safe environment for all pupils – and the responsibility to plan the best possible activities for all pupils
- The right to determine, request and expect appropriate behaviour from children and to encourage social and educational development of their pupils – and the responsibility to treat everyone with respect
- The right to ask for help from parents, governors and colleagues when assistance is required – and the responsibility to share information with pupils, parents, governors and colleagues

Parents have;

- The right to expect a warm, welcoming, positive and stimulating environment for their children – and the responsibility to ensure that their children attend school
- The right to expect an active partnership with staff as an aid to promoting good behaviour – and the responsibility to share the behaviour policy and codes of conduct with their children
- The right to be involved at an early stage, rather than as a last resort, when disciplinary problems arise – and the responsibility to work in partnership with the After School Club to improve their child's behaviour

Additional Provision

We expect high standards of behaviour in After School Club. There is no excuse for rudeness, disrespect or insolence towards staff or fellow pupils. Very occasionally, children may forget our aims for good behaviour and may be inconsiderate to others. Everyone in After School Club has agreed to try and prevent this from happening by;

- Reminding pupils of the agreed rules and code of conduct
- Giving brief, but effective reprimands and reminders of appropriate behaviour
- Reinforcing the documented aims by noticing and actively acknowledging good behaviour as it occurs

Sanctions

We have a range of sanctions which are applied when appropriate;

- Children who fail to meet accepted behaviour, by failing to do as staff have asked or disrupting other children's activities, may have a period of time out. Parents will be informed
- Staff will meet with the parents of children who continue to misbehave. Parents will be informed that should their child continue to behave in an unacceptable manner, they will no longer be allowed to attend After School Club.
- Parents and staff will complete individual behaviour agreements and risk assessments for all children exhibiting challenging behaviour. Offensive behaviour towards adults or other children is considered serious, as follows;
 - Bullying – verbal or physical
 - Cyberbullying
 - Racist behaviour
 - Unprovoked physical attack
 - Unprovoked verbal attack

Exclusion from After School Club

Exclusion is only used if all other behaviour management support strategies have failed to improve behaviour.

Fixed term or permanent exclusion from school may be used following acts of verbal or physical violence towards children or adults. If a child has been excluded from school, they will not be allowed to attend After School Club.

Exclusion will only ever be considered after all avenues have been explored and after thorough discussion with parents and all the agencies involved.

Rewards

We are delighted to state that the vast majority of our children respond to the wide range of rewards at After School Club.

Rewards are given for a wide variety of achievements – work, a special act, behaviour, an out of school achievement etc.

Children may gain an 'After School Certificate' once ten certificates have been awarded, children have an extra prize.

At Woodlands we believe praise is the most effective reward.

3 SAFEGUARDING STATEMENT

After School Club Safeguarding Statement

- The health and safety of all children is of paramount importance. Parents send their children to After School Club with the expectation that the Club provides a secure environment in which their children can flourish. In order to ensure this we have put a wide range of measures in place.
- Whole staff work together to ensure children are safe. Risk assessments are completed for all relevant activities. There are always members of staff who volunteer to oversee first aid. First aid kits are placed within After School Club areas and throughout school. (See Health and Safety Policy) All accidents are recorded in the Accident Book. Parents are always informed.
- After School Club provides a secure site, which is controlled by precise management directories, adhered to by all the After School Club community.
 - Gates are locked except at the start and end of each session
 - Parents must only enter through the secured office entrance
 - Should a child expected to attend After School Club leave school premises without permission, parents and if appropriate, police are immediately informed. See Missing Child Policy
- All staff appointed to work in school have a Disclosure and Barring Service checks (DBS). The single central register is kept up to date and a record is kept in school.
- All staff have regular Child Protection Training.

Our School Safeguarding and Child Protection Policy is available on our website [here](#) and can be requested at any time.

4 AFTER SCHOOL CLUB CHILD PROTECTION POLICY

Introduction

- The designated member of staff within After School Club is Mrs M Skillen. Miss J Fleetwood (Head Teacher) is the Designated Child Protection Officer within Woodlands Primary School.
- We recognise that all staff, including volunteers, have a full and active part to play in protecting our pupils from harm.
- The Head and Governors recognise our legal duty under S175 Education Act 2002 and the 1989 Children Act and takes seriously its responsibilities to protect and safeguard the interests of all children.
- We recognise that effective child protection work requires sound procedures, good inter-agency cooperation and a workforce that is competent and confident in responding to child protection situations.
- All staff and Governors believe that our After School Club should provide a caring, positive, safe and stimulating environment which promotes the social, physical and moral development of the individual child.
- The Governors and senior leadership team practise safe recruitment, checking the suitability of staff and volunteers to work with children. The suitability of all prospective staff or volunteers are checked at the recruitment stage against the Independent Safeguarding Authority Register of people cleared to work with children as well as carrying out a Disclosure and Barring Service Check.

The aims of this policy are;

- To support a child's development in ways that will foster security, confidence and independence, by raising the awareness of child protection and equipping children with the skills needed to keep them safe.
- To raise awareness of After School Club staff of the need to safeguard children and of their responsibilities in identifying and reporting possible cases of abuse.
- To provide a systematic means of monitoring children known or thought to be at risk of harm.
- To emphasise the need for good levels of communication between all members of staff.
- To develop a structured procedure within the After School Club which will be followed by all members of staff.
- To ensure that all adults within After School Club who have access to children have been checked as to their suitability.

Procedures;

Our procedures for safeguarding children are in line with LA and local Safeguarding Board procedures. We will ensure that;

- We have a designated member of staff who undertakes regular training.
- We have a member of staff who will act in the designated member of staffs absence
- All members of staff develop their understanding of the signs and indicators of abuse
- All members of staff know how to respond to a pupil who discloses abuse.
- Effective liaison is in place with a range of outside agencies
- Our procedures will be reviewed and updated annually
- All new members of staff are given a copy of our child protection procedures as part of their induction into the After School Club
- A record is kept of all Child Protection Training undertaken by members of the staff team. Regular training is delivered for all staff through the local Safeguarding Board and LA every three years.

Responsibilities

The designated member of staff is responsible for;

- Adhering to the Local Safeguarding Children Board, LA and After School Club procedures with regard to referring a child if there are concerns
- Ensuring that every member of staff knows the name of the designated member of staff
- Ensuring that every member of staff understands the responsibility placed on them in being alert to the signs of abuse and their responsibility for referring any concerns to the designated senior person responsible for child protection
- Keeping written records of concerns about a child even if there is no need to make an immediate referral
- Ensuring that all such records are kept confidentially and securely and are separate from pupil records
- Ensuring that an indication of further record keeping related to child protection is marked on the pupil records
- Ensuring that parents have an understanding of the responsibility placed on the school and staff for child protection by setting out its obligations in After School Club documentation

Supporting Children;

- We establish and maintain an environment where children feel secure, are encouraged and are listened to.
- We support all pupils by ensuring that After School Club promotes a caring, safe and positive environment through a variety of strategies including PHSE, protective behaviours. ICT and if appropriate, circle time
- The After School Club supports any child and their family through meetings where appropriate

Making Referrals;

- Where a child is registered at After School Club, consultation takes place with the designated safeguarding member of staff.
- A written record of concern is made using a concern sheet
- Following discussion with the referrer the designated safeguarding member of staff will make a decision if a referral to CADT is appropriate

Confidentiality;

- We recognise that all matters relating to child protection are confidential
- 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 must not promise a child to keep secrets

Allegations against Staff;

- We understand that a pupil may make an allegation against a member of staff
- If such an allegation is made, the member of staff receiving the allegation will immediately inform the Headteacher.
- The Headteacher on all such occasions will discuss the concern of the allegation with the LADO.
- The school will follow the LA procedures for managing allegations against staff, a copy of which will be readily available in either Woodlands Primary or St Werburgh's Primary

Whistleblowing

- Our policy on whistleblowing is set out in a separate policy
- We recognise that children cannot be expected to raise concerns in an environment where staff fail to do so
- All staff should be aware of their duty to raise concerns, where they exist about the attitude or actions of colleagues

Bullying

- Our policy on bullying follows the school policy and procedures. We acknowledge that to allow or condone bullying may lead to consideration under child protection procedures

Racist Incidents;

- Our policy on racist incidents follows the school policy and procedures. We acknowledge that repeated racist incidents or a single serious incident may lead to consideration under child protection procedures

Prevention

- We recognise that the After School Club plays a significant part in the prevention of harm to our pupils by providing pupils with good lines of communication with trusted adults, supportive friends and an ethos of protection.
- The After School Club community will therefore:
 - Establish and maintain an ethos where children feel secure and are encouraged to talk and are always listened to
 - Ensure that all children know there is an adult in the After School Club whom they can approach if they are worried or in difficulty

Health and Safety;

- Our health and safety policy, set out in a separate document, reflects the consideration we give to the protection of our children within the After School Club environment

5 FIRE SAFETY PROCEDURES

The following document details the general fire procedures in place at Woodlands. Regular checks of all fire equipment are carried out as required. All required documentation and record keeping are completed by the caretaker.

- Whole school Fire Safety Training takes place regularly
- The After School Club leader undertakes a fire safety inspection monthly. Issues to be reported in writing to the caretaker
- All fire exits are clearly identified. Should a sign become damaged, the Headteacher (Miss J Fleetwood) must be informed immediately
- Staff should ensure that fire exits are not blocked in any way
- Fire doors should never be fixed open
- Staff should ensure that all heaters, meter cupboards and corridors are free from obstruction and displays meet safety requirements
- Staff should ensure that all electrical equipment, including cookers are free from any combustible materials
- Staff should ensure that extension cables are not used to overload sockets
- Regular fire drills are held during the school day. The times selected for fire drills vary. Appropriate records are kept by the caretaker
- All staff should ensure that the fire routine instructions are clearly visible within the After School Club areas
- All visitors to school are informed of fire regulations by the office staff
- Wherever they may be working, all staff or other adults should establish the location of the nearest fire exit
- It is essential that the After School Club register is completed promptly and accurately. The After School Club leader must ensure the completed register is kept with them

- On hearing the fire alarm in the main building the caretaker will telephone 999 and contact the fire service
- All staff have a key to the outer and side security gates. The key must be kept with staff at all times of the After School Club session
- Should a fire occur during After School Club;
 - All adults should leave the building by the nearest exit and go to the assembly point in the playground
 - All After School Club leaders should ensure the children leave in an orderly manner by the nearest exit and go to the assembly point in the playground
 - There should be an adult at the front and rear of the children. The adult at the rear will ensure that no children remain in areas such as toilets and that all doors are closed
 - The After School club leader will then register the group

6 FOOD POLICY

This document is to encourage a whole school approach to food and nutrition which will contribute to the development of a sensible approach to food and health. We aim to cover every opportunity in the life of this school community where food or drink may be consumed. As a health promoting school, Woodlands is fully committed to encouraging children to have a healthy, well balanced diet and establishing good eating habits.

After School Club supports a health promoting environment in terms of healthy eating for pupils

A choice of the following healthier snacks are available at After School Club;

- Fresh fruits
- Yogurt
- Milk
- Pure fruit juices
- Cereals
- Toast
- Beans
- Spaghetti
- Low fat spreads/ margarines
- Water

7 HEALTH AND SAFETY POLICY

Responsibility

This policy statement reflects the Health and Safety Policy in place at Woodlands and sets out how health and safety are managed at After School Club. It is a unique document that shows who does what; and when and how they do it

Our statement of general policy is;

- To provide adequate control of the health and safety risks arising out of our work activities
- To consult with our employees on matters affecting their health and safety
- To provide and maintain safe plant and equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for employees
- To ensure all employees are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work related ill health
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary at regular intervals

Overall and final responsibility for health and safety is that of:

Miss J Fleetwood (Headteacher) in consultation with Wirral LA

Day to day responsibility for ensuring the policy is put into practice is delegated to:

Mrs M Skillen (After School Club Leader)

Mr R Taylor (Caretaker)

Personnel	Responsibilities
Caretaker	<ul style="list-style-type: none"> • Daily recorded health and safety check of school buildings and grounds using the LA checklist of potential hazards • Minor repairs • Contact technical services when appropriate • Regular liaison with Wirral Security • All health and safety matters within job description •
All after school staff	<ul style="list-style-type: none"> • Be aware of LA health and safety policy and after school club policy • Attend all health and safety training • Ensure all after school club staff complete appropriate risk assessment forms • Ensure risk assessment forms are completed for all potentially hazardous activities • Place all completed forms in office file and report and causes for concern to Headteacher •
After School Club Leader	<ul style="list-style-type: none"> • Daily health and safety check of after school club areas • Complete all fire safety procedures • Report and concerns to the caretaker

To ensure health and safety standards are maintained/ improved, the following people have responsibilities in the following areas:

All staff must;

- Co-operate with managers on all health and safety matters
- Not interfere with anything provided to safeguard their health and safety
- Take reasonable care of their own health and safety
- Report all health and safety concerns to an appropriate person as detailed in this policy statement

Arrangements – Risks arising from work activities

- Risk assessment will be undertaken by each member of staff when organising all After School Club activities
- The findings of all risk assessments are reported to;
 - Caretaker (Mr R Taylor)
 - Headteacher (Miss J Fleetwood)
- Action required to control / remove risks will be approved by;
 - Headteacher (Miss J Fleetwood)
 - Governors ECM Committee will be responsible for ensuring action required is implemented
 - LA Health and Safety Officer will check that the implemented actions have controlled/ removed risks
 - Assessment will be reviewed at each meeting of the governors ECM committee or when the work activity changes

Arrangements – consultation with employees;

- Consultation with employees is provided by;
 - Staff meeting with health and safety as an agenda item
 - Assistant Headteachers meetings – monthly
 - Consultation with union representatives as appropriate
 - At governors ECM committee meetings, at least once each term

Arrangements – Safe plant and equipment;

- Caretaker will be responsible for identifying any equipment/ plant needing maintenance
- Required action will be reported to the Headteacher (Miss J Fleetwood)
- Headteacher will be responsible for ensuring effective maintenance procedures are drawn up through service level agreement with technical services
- Governors will be responsible for ensuring that all identified maintenance is implemented
- Any problems found with plant/ equipment should be reported to the Headteacher
- Headteacher in consultation with LA Health and Safety Officer will check that new plant and equipment meets health and safety standards before it is purchased

Arrangements – Safe handling and use of substances

- Caretaker will be responsible for identifying all substances which need COSHH assessment
- Caretaker in conjunction with METRO and LA Technical services will be responsible for undertaking COSHH assessment
- Governors ECM Committee will be responsible for ensuring that all actions identified in the assessments are implemented
- Headteacher in conjunction with LA Health and Safety Officer will be responsible for ensuring that all relevant employees are informed about COSHH assessments
- Caretaker will ensure that all purchases are made from LA approved sources and will check that all new substances can be used safely before they are purchased
- Assessments will be reviewed termly or when the work activity changes

Arrangements – information, instruction and supervision

- The health and safety law posters are displayed in the staff room, school kitchen and in the Community Room
- Health and safety advice is available from LA Health and Safety Officer
- Headteacher (Miss J Fleetwood) is responsible for ensuring that employees working at locations under the control of other employees are given the relevant health and safety information

Arrangements – Competency for tasks and training

- Induction training will be providing for all employees by;
 - Specific after school related – Headteacher (Miss J Fleetwood)
 - More general issues – LA Health and Safety Officer through regular training
- Job specific training will be given by LA Health and Safety Officer
- Training records are kept by the Headteacher
- Training will be identified, arranged and monitored by After School Club Leader (Mrs M Skillen)

Arrangements – Accidents, first aid and work related ill health

- Health surveillance is required for employees doing the following jobs;
 - All staff working with children, in particular TAs undertaking first aid
 - All office staff – due to use of computers
 - Caretaker – due to manual handling
 - Cleaning staff – due to use of cleaning materials
 - Kitchen staff – due to normal, everyday hazards in kitchen and food safety issues
- Health surveillance arranged by the Headteacher and the caretaker
- Health surveillance records will be kept in the office
- The First aid box for After School Club is kept in Rainbow Room, Office and Staff Room
- All accidents and cases of work related ill health are to be recorded in the accident book. The book is kept in the school office
- Headteacher is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority

Arrangements – Monitoring

- To check our working conditions, and ensure our safe working practices are being followed;
 - The governors ECM Committee ensure that this area is an agenda item
 - The committee can co-opt the caretaker as appropriate
- The Headteacher and/ or trade union representatives are responsible for investigating accidents. The LA Health and Safety Officer would also be part of the investigation team

- LA personnel and Health and Safety Officer are responsible for investigating work related causes of sickness absences
- The Governors ECM Committee are responsible for acting on investigation findings to prevent a recurrence

Arrangements – Emergency Procedures – Fire and Evacuation

- Headteacher (Miss J Fleetwood) and caretaker are responsible for ensuring the fire risk assessment is undertaken and implemented
- Escape routes are checked by;
 - Caretaker on a daily basis
 - After School Club leader (Mrs M Skillen) on a daily basis
- Fire extinguishers are maintained and checked annually through the LA
- Alarms are tested by the caretaker every Wednesday
- Emergency lighting is tested monthly by the caretaker
- Emergency evacuation will be tested every term, as part of a regular fire drill

8 MEDICINE POLICY

Introduction

This policy aims to be clear and understood by staff, parents and children. It provides a sound basis for ensuring children with medical needs receive proper care and support within the After School Club works in partnership with School Nurses from both Woodlands and St Werburgh's

Aims

- To give clear guidance for parents, children and staff with regard to the administration and management of medicines within After School Club

Procedures

- Medicines are only taken with the After School Club setting when essential; i.e. it would be detrimental to a child's health if the medicine were not prescribed during period of time spent in After School Club
- The After School Club only accepts medicines that have been prescribed by a doctor, dentist, nurse prescriber or pharmacist prescriber
- Medicines must always be provided in the original container as dispensed by a pharmacist and include the prescribers instructions for administration
- After School Club will not accept medicines that have been taken out of the container as originally dispensed nor make changes to dosages on parental instructions
- The medicines standard of the National Service Framework (NSF) for children recommends that a range of options are explored including;
 - Prescribers consider the use of medicines which need to be administered only once or twice a day (where appropriate) for children and young people so that they can be taken outside After School Club hours
 - Prescribers consider providing two prescriptions, where appropriate and practicable, for a child's medicine; one for home and one for use in After School Club, avoiding the need to repackage or relabeling by parents
- Parents should provide full information about their child's medical needs, including details on medicines their child needs on admission to After School Club
- Medicine forms are kept in the office for parents to complete and sign

- Medicine is only administered if all required forms are completed
- A record is kept every time medicine is administered. Staff sign a record each time medicine is given

Controlled Drugs

- Controlled drugs, e.g. Ritalin are stored securely
- The supply, possession and administration of some medicines are controlled by the Misuse of Drugs Act and its associated regulations. Some may be prescribed as medication for children
- A child who has been prescribed a controlled drug to the child for whom it has been prescribed. Staff administering the drug must do so in accordance with the prescribers instructions
- The relevant forms must be completed
- A controlled drug, as with all medications, should be returned to the parent when no longer required to arrange for safe disposal

Short Term Medical Needs

- Many children need to take medicines during After School Club at some time. This will usually be for a short time, to complete a course of antibiotics or lotions
- Following parent's completion of the medical forms, this will be permitted.

Long Term Medical Needs

- After School Club must have sufficient information regarding the medical condition of any child with long term medical needs
- If a child's medical needs are inadequately supported, this may have a significant impact on a child's experiences and the way they function in or out of school

Self Management

- It is good practice to support and encourage children, who are able, to take responsibility to manage their own medicines from a relatively early age. The DCFS document encourages this.
- If children take their own medicines themselves, e.g. inhalers, staff supervise. The relevant forms are then completed
- Children keep their inhalers with them in After School Club. Staff ensure that inhalers are stored safely

Refusing Medicine

- If a child refuses to take medicine, this will be noted on the relevant form and parents will be informed immediately. Staff will not force a child to take medication

Accidents and Emergencies

- Should a child have an accident during After School Club, a trained first – aider will assess the situation. An accident form is completed and, if the child has bumped their head, parents are contacted immediately
- If the accident is serious, parents are contacted immediately. Medical assistance is summoned if required, using 999
- If the accident is trivial, a written note is completed for the child to take home. The child will be monitored during the After School Club session
- If a child has an asthma attack or allergic reaction, the parents are informed immediately and medical assistance is summoned, using 999

9 COMPLAINTS POLICY

Procedures

- The vast majority of concerns and complaints can be resolved informally. There are many occasions where concerns are resolved straight away through the member of After School Club staff, or Headteacher (Miss J Fleetwood), depending on whom the complainant first approached
- Complainants are able to raise concerns with members of staff, without any formality, either in person, by telephone or in writing
- A complaint may have a preliminary discussion about an issue to help decide whether he or she wishes to take the issue further

Stage 1

- Complainants are offered an opportunity to discuss their concerns in full with the Headteacher
- If the complaint concerns the Headteacher, the complainant is advised to take the concern to the Chair of Governors (Mrs Anne McNeill c/o Woodlands Primary). All correspondence will be passed to the Chair at the earliest opportunity
- The Headteacher will ensure that the complainant is clear what action or monitoring of the situation has been agreed. This will be put in writing
- Where no satisfactory solution has been found with a maximum of 15 school days, complainants will be asked if they wish their concern to be considered further. Clear advice will be given, with information about any independent advice available

Stage 2

- At stage 2 it is clear that the concern is a definite complaint and has been put in writing to the school.
- The Headteacher will acknowledge the complaint in writing, within a maximum of 3 school days following receipt of the complaint. The Headteacher will confirm the exact nature of the complaint
- The Headteacher will provide an opportunity for the complainant to meet her to supplement any information provided previously. The complainant may be accompanied by a friend, relative, representative or advocate. Interpreting facilities will be made available.
- The Headteacher will invite relevant members of staff to attend the meeting
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- The Headteacher (Miss J Fleetwood) will interview witnesses as appropriate. Should the complaint concern a pupil, the pupil will be interviewed if appropriate, accompanied by another member of staff and the pupils parents. All records will be in writing
- The Headteacher will then produce a written response. The complainant will be invited to discuss the response with the Headteacher
- The written response will include;
 - A full explanation of the decision and reasons for it
 - Any action the school intends to take and the reasons for it
- It is hoped that the complaint will be fully dealt with at this stage to the satisfaction of school and complainant
- Should the complainant wish to take the matter further, the chair or governors must be informed within 10 working days
- If the complainant is against the Headteacher, the Chair of Governors will carry out the stage 2 procedures

Stage 3

- A meeting will be arranged to
 - Discuss the situation
 - Reassess the issues
 - Discuss any further information from the investigation
 - Clarify action to be taken
 - Alleviate the complainant's worries in order to seek reconciliation
- At this stage, the Headteacher may invite a member of the Local Authority if appropriate
- Should the complainant still not be satisfied, they may put their complaint in writing to the Chair of Governors

Stage 4

- In the unlikely event that a satisfactory conclusion is still not reached, on receipt of a written complaint, the matter will go before the Complaints Committee of the Governors
- The complaint will be heard within 20 days of receipt of such a letter
- The Complaints Committee will set a timetable for the investigation and will communicate the timetable to the complainant
- The Chair of the committee will write to the complainant, Headteacher, any relevant witnesses and members of the committee at least 5 school days in advance of the date, time and place of meeting. The letter will explain how the meeting will be conducted
- The complainant may be accompanied by a friend, advocate or interpreter
- The Headteacher (Miss J Fleetwood) will prepare a written report for the committee and will invite all relevant members of staff directly involved in the matter
- All relevant documents from the Headteacher and complainant must be received at least 5 days before the meeting
- The aim of the meeting is to resolve the complaint and achieve a reconciliation between the school and complainant
- The Chair will ensure that the proceedings are as informal as possible
- The meeting will allow;
 - The complainant to explain their complaint and the Headteacher to explain the school's response
 - The Headteacher to question the complainant about the complaint and the complainant to question the Headteacher
 - Committee members to have an opportunity to question both the complainant and the Headteacher
 - Any party to call relevant witnesses
 - Final statement by both parties
- A written description will be sent to both parties within 15 school days
- The Chair will explain that the complainant is aware that they can complain to the Ombudsman or the Secretary of State for Education if they are unhappy with the outcome of the review

10 SAFETY PROCEDURES AT THE END OF THE SESSION

The procedures for the end of the After School Club session are as follows;

- **At 5:30;**
 - After School Club Staff wait in Rainbow Room for children to be collected
 - Staff wait for children to be collected by the person named on the After School Club Contact Form
 - Parents/ Carers must inform After School Club staff if a person other than those named on the Contact Form will be collecting the child

- **Should a child not be collected;**
 - If after 15 minutes a child is still not collected and there has been no contact from parents or carers, After School Club staff will telephone home
 - If there is no reply, alternative contact numbers are called
 - Headteacher (Miss J Fleetwood) will be consulted in relation to further action
 - A member of staff will only take a child home (to the child's home) in exceptional circumstances. Such action must be agreed by the Headteacher
 - If necessary, social care will be consulted and advice taken
 - If necessary, police will be contacted and advice taken

11 RISK ASSESSMENT POLICY

Introduction

All risk assessments are completed on Wirral LA generic documentation

Context;

- It is not only a legal requirement, but also this After School Club's firm belief, that risks to health and safety should be controlled wherever possible through risk assessments
- Risk assessments are completed on a regular basis and cover all identified risks to our pupils, our staff, our buildings, our grounds, in our daily routines and at all After School Club events

Conduct of Risk Assessments;

- Risk assessments are conducted by the After School Club leader (Mrs M Skillen) or Headteacher (Miss J Fleetwood)
- Assessment will not be delegated to staff who are uncomfortable about carrying out the task, or who do not have the influence to ensure that their recommendations are implemented

Nature of Risk Assessments;

- Assessments, completed on Wirral LA documentation, identify significant risks and control measures
- Thorough Risk assessment involves answers to such questions as the following;
 - What hazards are we faced with?
 - Who might be affected?
 - How can the risks be reduced to an acceptable level?
 - Can effective measures be implemented now?
 - If not, what contingency plans will serve us best for the time being?

Frequency of Risk Assessments;

- Risk assessments are reviews annually, during the Autumn Term, for After School Club premises. More frequent checks may be required in some risk areas

Reporting Procedures for Surveys;

- The results of our periodic risk assessment surveys are reported initially to the ECM Committee of the governors, and then to the full governing body

Reporting Procedures for Newly Identified Hazards;

- All staff are aware of the need to report major new hazards as soon as they are identified. All staff in turn are notified immediately of any major new hazard is reported

Display of Risk Assessments;

- Risk assessments for specific places within After School Club are displayed where they apply
- The risk assessment file, containing all completed documents, is kept in Woodlands school office.