

When you book with Go Go Makers, these terms and conditions and other information such as information for parents, questions and answers and any policies and procedures define the agreement between us and let you know what to expect from Go Go Makers and what we expect from you.

If things go wrong, we work hard to put them right, quickly and effectively.

Bookings and Payment ("Adhoc" Before & After School Care and Go Go Makers Creative Club)

Bookings are made online, once you have booked and paid you will receive an email confirmation. Debit card payment confirms your place but if you are using child care vouchers, tax free childcare or grants, then your booking is not confirmed until we have received payment.

Debit cards

Go Go Makers accept payment by debit card and there is no charge for this. Details are not stored for future use.

Childcare vouchers, Tax Free childcare and grants (*accepted for Holiday Camps and Before & After School Care only*)

Please allow up to 5-7 working days for your payment to reach us (once you have requested it). Please use your booking surname as the reference for childcare vouchers and grants. If you are paying with tax free childcare, please enter the long reference for this payment at the time of the booking so that we can identify and allocate the payment. If you do not have the reference number at the time of booking, please notify us via email when you have it.

Holiday Camp Bookings using childcare vouchers, Tax Free childcare and grants If you are booking less than 14 days of the booking start date then you will be required to pay by debit card at the time of the booking, you will then be reimbursed (refunded back to the card that you paid with) once the vouchers/tax free childcare or grant has been received.

Contract bookings

Customers receive a notification email (every month, 7 days before the 1st of each month) which will contain a link, this that takes you through to the booking system to log into your account where you can see outstanding payments that are due.

Payment must be received by the 1st of each month.

Failure to do so will result in a £10 late payment charge. If a parent/carer continuously is late paying then Go Go Makers reserves the right to close their

contract and if monies owed have not been paid then a debt recovery agency will get involved.

Your child will not be allowed to attend if we have not received your payment (Holiday Camps, Before & After School Care & Go Go Makers Creative Club).

Booking Confirmation

Your confirmation confirms what you have booked. Please check it, including dates and venue. All responsibility lies with the person who made the booking. If anything is incorrect, please contact us immediately.

Booking system information

The responsibility lies with the person who has access to the system to input all information relating to their child or children correctly along with the contacts being correct, in particular full information about each child including medical and other special instructions, physical or behavioural information and emergency contact information. If any changes that are on your account relating to your child or children and contact information need altering it is your responsibility to contact Go Go Makers to make the changes AND for the Manager to be notified, you must do both.

International Bookings

Children booked from overseas or who are visiting the UK are required to have a good level of spoken English to ensure that they can follow instructions and communicate with all staff and children.

Changing your booking

Holiday Camp - We can change your dates within the same operating season, if we have spaces and you request your change at least 10 working days before your child is due to attend. *This does not apply for the Summer Holiday Camps.*

Before & After School Care (ad hoc only) – We are able to move dates if we have at least 10 working days' notice. Dates can only be changed for the same week.

Dates cannot be moved for "contract" bookings.

Cancellations

Holiday Camps - If you give us at least 28 days' notice before the Camp dates/s you would like to cancel, we will refund all monies paid. Anything after the 28 days' will

not be eligible for a refund. This does not apply for Summer Holiday Camps. No refunds can be given for the Summer.

Before & After School Care – We do not offer refunds for “adhoc” bookings or “contract” bookings.

Go Go Makers Creative Club – We do not offer refunds.

Extended Care (Holiday Camps)

Early drop off at 8am and late pick up's (4.30pm, 5pm and 5.30pm) are classed as extended care and if you wish to move any of your extended times to another day that you have booked, we can do so with 7 days' notice (holiday camps only)

Photography/video footage

We may take photographs and video footage at camp to use for training and promotional purposes. Where possible, we will post photos to our social media platforms for you to view. It is your responsibility to have consented or not consented to this term when booking.

Insurance

All children in our care are covered by our Public Liability insurance and staff are covered by our Employer's liability insurance.

Personal property

All your child's personal property is your responsibility and Go Go Makers will not be liable for any lost or damaged property at Go Go Makers. Please call the camp Manager if you have lost something as we keep lost property for two weeks after a holiday camp and for Go Go Makers Creative Club please email:

hello@gogomakers.co.uk and Before & After School Care speak to the Manager.

Mobile Phones and Electronic Devices

All mobile phones and electronic devices are prohibited on camp. If found, children will be asked to place the device in the Manager's lockable box. The device will be returned to the authorised parent/carer.

Special Requirements

We understand and recognise that the needs of individual children can vary. We always endeavour to accommodate children with specific needs/and or medical conditions. At Go Go Makers we do not exclude any child due to specific needs/and

or medical conditions, wherever possible. It is fully the parents/carers responsibility to inform us of any special educational needs, disabilities or medical conditions so that we can look at how best to accommodate the child and consider if there are any reasonable adjustments that can be made to allow the child to fully participate and be part of the timetable of activities/session, but within the staffing ratios for their group/of the session. The needs of each child vary so decisions will be made on a case by case basis and depend on the level of support each individual child might require.

We are not able to provide additional staff to support a child above our standard ratios of 1:8 for 4 & 5 year olds and 1:14 for 6 years plus., irrespective of any specific needs or medical conditions. Where we feel that the child isn't coping within these ratios, we reserve the right to ask the parent/carer to come and collect them from Holiday Camp or in other settings, to discuss the situation.

Ratios vary for outside providers but for EYFS children the ratio remains at 1:8.

Where a child does require one-to-one support, Go Go Makers will consider permitting the parents/carers to attend camp to support their child, if safer recruitment standards are met. Go Go Makers does not provide one-to-one support (holiday camps).

We are happy to trial a child with specific needs on a paid trial basis and reserve the right to review future bookings.

Health & Safety

In order to maintain appropriate standards of health and safety, children with certain medical or physical conditions or those who cannot demonstrate the required skill competence may not be allowed to participate in some activities. In such cases, we will always provide alternative activities.

Safeguarding

Go Go Makers has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect or if a child makes a disclosure about abuse or neglect. In this event staff will contact the relevant local authorities, agencies and report to Ofsted.

Policies and Procedures

A fully copy of our policies and procedures are held at Camp or at Before & After School Care settings. For Go Go Makers Creative Club please contact our office.

Timetable and Activities

Holiday Camp - From time to time activities advertised/promoted/stated might vary at venues. In such circumstances, we will do our best to find an alternative option and the gap on the timetable will be filled with an alternative activity.

Under no circumstances will a refund or exchange of days be given

Feedback and Complaints

We sincerely hope that your child has the best experience at Go Go Makers but if for any reason you have a complaint, concern or would like to provide us with some feedback then we would like you to speak to the Manager or for Arts & Crafts speak to the Leader of the session. We hope that the issue can be resolved but if not then please contact 01926 935377 where you can ask to speak to the Owner.

We advise you to speak to us as soon as possible if there is something you have a concern about, feedback or complaint so that we can resolve the situation promptly.

Holiday Camp & Before & After School Care illness

If your child is ill or infectious we require that your child stays at home and does not attend Go Go Makers until the end of their illness and for 48 hours after the last symptom occurs. If your child needs medicine to be administered, Go Go Makers can only do this if it has been prescribed by a Doctor or other health professional. A "Permission to Administer Medicine" form must be completed for us to be able to administer medicine.

In the event of an accident, first aid will be administered to children in our care and the emergency services will be called if necessary where they will take the next actions.

Go Go Makers Creative Club illness

If your child is ill or infectious we require that your child stays at home and does not attend Go Go Makers until the end of their illness/other and for 48 hours after the last symptom occurs.

Staff will not be able to administer medicine should your child require it.

In the case of your child requiring First Aid, Go Go Makers will contact a member of staff at the School to perform First Aid. Emergency services will be called if necessary where they will take the next actions.

Late Collection

All children must be collected by the time that you have booked (Holiday Camps and after school care) and for Go Go Makers Creative Club by the finish time on the booking confirmation.

Holiday Camps and After School Care – If you are late collecting (but still within our opening hours) then you will be charged for the next session band up. If you then go on to collect after our closing time, this charge will remain in place PLUS a late fee of £10 for every 15 minutes.

Go Go Makers Creative Club – if you are late collecting then you will be charged £10 for every 15 minutes that you are late.

If we have no contact with the parent/carer (or other emergency contacts) half an hour after our closing time (one hour after the finish time for Go Go Makers Creative Club), we will contact Social Services.

We reserve the right to refuse future bookings from parents/carers who continuously pick up late.

Cancellation of sessions due to compulsory closure of premises

If any session cannot be run due to the compulsory closure of premises by order of a competent authority (e.g. School, Local Authority, Environmental Health etc.) due to bad weather (e.g. snow, ice, flood etc.) outbreak of a human infectious or contagious condition (e.g. influenza or meningitis), industrial action (teaching strike etc.) or for any other reason, you will be liable for any fees due and no refund will be given.

In the event of a pandemic, the situation will be considered and a discretionary decision made by Go Go Makers regarding any refunds/and or change of days.

Exclusion

Go Go Makers has a responsibility for ensuring the safety and well-being of all children in our care. Discrimination, bullying, aggressive, disruptive, impolite and persistent poor behaviour will not be tolerated towards other children and staff. Go Go Makers reserves the right to ask parents/carers to remove their child/children for the remainder of any session or in more serious cases full exclusion for the rest of the bookings and no refund will be issued.

Notice of absence

If a child is not attending a session/s please contact us on the Club Mobile, email the Before or After School Care (or call us) and for Go Go Makers Creative Club please call 01926 935377

Data Protection

Go Go Makers acts as a Data Controller for the purposes of GDPR. To process your booking/contract we need to collect personal information relating to your child/children (and yourself). It is your responsibility to ensure that you have permission to pass on these details.

Policies and Procedures

A fully copy of our policies and procedures are held at Camp or at Before & After School Care settings. For Arts & Crafts Clubs please contact our office. *On the following page, you will find the following policies:*

Safeguarding, Behaviour Management, Complaints, Confidentiality, Equal Opportunities, Health & Safety Policy Statement.

Go Go Makers reserves the right to modify, change, cancel or amend these terms and conditions with reasonable notice.

Safeguarding Children

Go Go Makers 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. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

Child abuse and neglect

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

Signs of child abuse and neglect

Signs of possible abuse and neglect 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
- * 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.

If abuse is suspected or disclosed

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

- * reassure the child that they were not to blame and were right to speak out
- * listen to the child but not question them
- * give reassurance that the staff member will take action
- * record the incident as soon as possible (see Logging an incident below).

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

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, including:

- * 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 Logging a concern form, and refer the matter to the CPO

Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer 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 information technology 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 peer-on-peer abuse is suspected or disclosed*

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

In addition to these types of abuse and neglect, members of staff will also be alert to following specific safeguarding issues:

Child Sexual Exploitation (CSE)

CSE is a type of sexual abuse in which children are sexually exploited for money, power or status. Children or young children may be tricked into believing they are in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed online. Some indicators of children being sexually exploited are: going missing for periods of time or regularly coming late; regularly missing school or education or not taking part in education; appearing with unexplained gifts or new possessions; associating with other young people involved in exploitation; having new possessions; associating with other young people involved in exploitation; having older boyfriends or girlfriends; suffering from sexually transmitted infections; mood swings or changes in emotional wellbeing; drug and alcohol misuse and displaying inappropriate sexualised behaviour. A child under the age of 13 is not legally capable of consenting to sex (it is statutory rape) or any other type sexual touching. Sexual activity with a child under 16 is also an offence. It is an offence for a person to have a sexual relationship with a 16 or 17 year old if that person holds a position of trust or authority in relation to the young person. Non consensual sex is rape whatever the age of the victim. If the victim is incapacitated through drink or drugs, or the victim or his or her family has been subject to violence or the threat of it, they cannot be considered to have given true consent and therefore offences may have been committed. Child sexual exploitation is therefore potentially a child protection issue for all children under the of 18.

Where it comes to our notice that a child under the age of 13 is, or may be, sexually active, whether or not they are a pupil of this school, this will result in an immediate referral to Children's services. In the case of a young person between the ages of 13 and 16, an individual risk assessment will be conducted in accordance with the *London Child Protection*. This will determine how and when information will be shared with parents and the investigating agencies.

Female Genital Mutilation (FGM)

FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long term-term health consequences, including mental health problems, difficulties in child birth, causing danger to the child and mother; and/or death.

FGM is a deeply embedded social norm, practised by families for a variety of complex reasons. It is often thought to be essential for a girl to become a proper woman, and to be marriageable. The practice is not required by any religion.

FGM is an unacceptable practice for which there is no justification. It is child abuse and a form of violence against women.

FGM is prevalent in 30 countries. These are concentrated in countries around the Atlantic coast to the horn of Africa, in areas of the middle east like Iraq or Yemen, it has also been documented in communities in Colombia, Iran, Israel, Oman, The United Arab Emirates, The occupied Palestinian Territories, India, Indonesia, Malaysia, Pakistan and Saudi Arabia. It has also been identified in parts of Europe, North America and Australia.

FGM is illegal in the UK. It is estimated that approximately 60,000 girls aged between 0-14 were born in England and Wales to mothers who had undergone FMG and approximately 103,000 women aged between 15-49 and approximately 24,000 women aged 50 and over who have immigrated to England and Wales are living with the consequences of FGM.

We note a new duty that was introduced on 31/10/15 that requires teachers, which includes qualified teachers or persons who are employed or engaged to carry out teaching work in schools and other institutions report "known" cases of FGM in girls aged under 18 to the police. The duty applies to any teacher who is employed or engaged to carry out "teaching work", whether or not they have qualified teacher status, in maintained schools, academies, free schools, independent schools, non-maintained special schools, sixth form colleges, 16-19 academies, relevant youth accommodation or children's homes in England. The duty does not apply in relation to suspected cases – it is limited to 'known case' (i.e. those which are visually identified or disclosed to a professional by the victim). The duty does not apply in cases where the woman is over 18 at the time of the disclosure/discovery of FGM (even if she was under 18 when the FGM was carried out). Further information

on this duty can be found in the “Mandatory Reporting of Female Genital Mutilation – procedural information”

Preventing Radicalisation

The counter-terrorism and security act 2015 places a duty on specified authorities, including local authorities and childcare, education and other children’s services providers, in the exercise of their functions, to have due to the need to prevent people from being drawn into terrorism (“prevent duty”). Young people can be exposed to extremist influences or prejudiced views, those via the internet and other social media. Schools can help to protect children from extremist and violent views in the same ways that they help to safeguard children from drugs, gang violence or alcohol.

Examples of the ways in which children can be vulnerable to radicalisation and the indicators that might suggest that an individual might be vulnerable to radicalisation and the indicators that might suggest that an individual might be vulnerable:

- Example indicators that an individual is engaged with an extremist group, cause or ideology include: spending increasing time in the company of other suspected extremists; changing their style of dress or personal appearance to accord with the group; their day to day behaviour becoming increasingly centred around an extremist ideology, group or cause; loss of interest in their friends and activities not associated with the extremist ideology, group or cause; possession of material or symbols associated with an extremist cause (e.g. the swastika for far right groups); attempts to recruit others to the group/cause/ideology; or communications with others that suggest identification with a group/cause/ideology
- Example indicators that an individual has an intention to use violence or other illegal means include; clearly identifying another group as threatening what they stand for and blaming that group for all social or political ills; using insulting or derogatory names or labels for another group’ speaking about the immense of harm from the other group and the importance of action now; expressing attitudes that justify offending on behalf of the group, cause or ideology; condoning or supporting violence or harm towards others; or plotting or conspiring with others.
- Example indicators that an individual is capable of contributing directly or indirectly to an act of terrorism include; having a history of violence; being criminally versatile and using criminal networks too support extremist goals; having occupational skills that enable acts of terrorism (such as civil engineering, pharmacology or construction); or having technical expertise that can be deployed (e.g. IT skills, knowledge of chemicals, military training or survival skills).

The examples above are not exhaustive and vulnerability may manifest itself in other ways. There is no single route to terrorism nor is there a simple profile of those who become involved. For this reason, any attempt to derive “a profile” can be misleading. It must not be assumed that these characteristics and experiences will necessarily lead to individuals becoming terrorists, or that these indicators are the only source of information required to make an appropriate assessment about vulnerability.

Logging an incident

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the Logging a 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.

The club’s DSL will share a concern (logging a concern form) directly with the school’s DSL and a decision regarding the appropriate course of action will be made. In the absence of the school’s DSL or in a case where a child is deemed at risk, the club’s DSL will make an immediate referral to MASH.

For concerns regarding radicalisation, if a member of staff has any concern regarding suspected radicalisation this will be logged on a green form and shared with the school’s DSL or referred directly to MASH. For urgent concerns the club’s DSL will contact the Police using 999.

Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- * The allegation will be recorded on an Incident record form. Any witnesses to the incident should sign and date the entry to confirm it.
- * The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.

* Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.

* If appropriate the Club will make a referral to the Disclosure and Barring Service.

Promoting awareness among staff

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

* the designated SO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it

* safe recruitment practices are followed for all new staff

* all staff have a copy of this Safeguarding Children policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation

* all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation

* all staff receive basic safeguarding training

* all staff receive basic training in the Prevent Duty

* staff are familiar with the Safeguarding File

* the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2015)' and staff are familiar with the guidance in 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera/club Ipad (if one is available) will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children may use their mobile phones to take photographs at the Club. Staff mobile phones are placed in a box on arrival at club.

Contact numbers:

MASH: 01926 414144

Social Care: 01926 410410

Social Care out of hours contact: 01926 886922

LADO (Local Authority Designated Officer): 01926 742372

LSCB (Local Safeguarding Children Board): 01926 742368

Local Authority Prevent Co-ordinator: Police: 01926 451111

999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

Behaviour Management

Go Go Makers uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly.

Whilst at Go Go Makers we expect children to:

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

Encouraging positive behaviour

At Go Go Makers positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Go Go Makers Superstar certificates are given out weekly
- Sticker rewards
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Club.

- Rules at camp/club so that children have a better understanding of what behaviour is expected of them

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.

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- 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.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).
- Children will put their name in "The Pot" if there has been inappropriate behaviour and given a warning. If it happens again (inappropriate behaviour) then the parent is informed and something that the child likes to do at club is taken away from them.

Go Go Makers will always do their best to work with the family to overcome any issues that have happened at club or camp. A meeting will be held and a "good behaviour contract" implemented. If after consultation with parents and the implementation of behaviour management strategies/good behaviour contracts, a child continues to display inappropriate behaviour, 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.

Go Go Makers has the right to immediately exclude a child if their actions are deemed unacceptable towards another child or member of staff

Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified and an Incident record will be completed. The incident will

be discussed with the parent or carer as soon as possible and kept on record. In the unlikely event that a parent/carer does not agree to sign the incident record form it will still be filed and kept on record as this form is the log of what happened, regardless of whether a parent/carer chooses to sign it or not.

The above incident record procedure applies to any incidents that might take place at Go Go Makers and details the incident regardless of whether a parent/carer agrees to sign it or not.

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 Safeguarding policy.

Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

Changes for during COVID-19

Where there is "unsafe" behaviour at Go Go Makers we will follow the "behaviour policy" but if another child was to "spit" at another child or staff or be using "threatening" behaviour or failing to adhere to social distancing rules, "bubbles" and handwashing rules then the Manager will call the parent/carer to discuss what has happened and exclusion for the rest of the day/session/week/Summer will be considered.

SEND – We recognize that some children with SEND may find many of the new rules (social distancing and bubbles), changes in the timetable and structure of the day difficult. We are not able to provide additional support.

Physical intervention is only used as a last resort, when staff believe that action is necessary to prevent injury to the child, staff or others. During the current time, we are unable to support children in these circumstances. staff to support a child above our ratios/bubbles, irrespective of any specific needs or medical conditions, therefore where we feel that the child isn't coping with any of the above, we reserve the right to ask the parent/carer to come and collect them from Holiday Camp/club to discuss the situation.

Complaints

At Go Go Makers we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

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 will be encouraged to discuss the matter with staff concerned.
- 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.

Stage two

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.

The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, 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.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer

(LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Go Go Makers at any time. 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)

Confidentiality

At Go Go Makers staff respect the privacy of the children attending the Club and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Go Go Makers can do so with confidence.

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents to Club staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our Safeguarding Policy).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file.
- Students on work placements and volunteers are informed of our confidentiality policy and are required to respect it.
- Passwords for any electronic devices belonging to Go Go Makers that have access to any personal data relating to children, parents or staff (including mobile phones) will not be disclosed to anybody else, even colleagues within

Go Go Makers. Passwords should be kept in a safe and secure place, that nobody else can access. All devices must be logged off before finishing with the device.

Sharing information with outside agencies

We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Data Protection Act

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.

Equal Opportunities

At Go Go Makers we will ensure that we provide a safe and caring environment for children that is free from discrimination, including children with additional needs. As part of this policy people will:

- Work to fulfil all the legal requirements that as part of the Equality Act.
- 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.
- Not discriminate against children on the grounds of disability, sex, age, race, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of activities and resources.
- Work hard to ensure that children feel good about themselves and others, by

celebrating the differences which makes us all unique individuals.

- Ensure that its services are available to all the parents/carers and children in the local community
- Ensure that the Go Go Makers recruitment policies and procedures are open, fair and non-discriminatory.
- Monitor and review the effectiveness of its inclusive practice by conducting an annual Inclusion audit for children

Special Requirements

We understand and recognise that the needs of individual children can vary. We always endeavour to accommodate children with specific needs/and or medical conditions. At Go Go Makers we do not exclude any child due to specific needs/and or medical conditions that they might have, where possible. It is fully the parents/carers responsibility to inform us of any special educational needs, disabilities or medical conditions so that we can look at how best to accommodate the child and consider if there are any reasonable adjustments that can be made to allow the child to fully participate and be part of the timetable of activities within the staffing ratios for their group. The needs of each child vary so decisions will be made on a case by case basis and depend on the level of support each individual child might require.

We are not able to provide additional staff to support a child above our standard ratios of 1:8 for 4 & 5 year olds and 1:16 for 6 years plus., irrespective of any specific needs or medical conditions. Where we feel that the child isn't coping within these ratios, we reserve the right to ask the parent/carer to come and collect them.

Where a child does require one-to-one support, Go Go Makers will consider permitting the parents/carers to attend camp to support their child, if safer recruitment standards are met. Go Go Makers does not provide one-to-one support.

We are happy to trial a child with specific needs on a paid trial basis and reserve the right to review future bookings.

Challenging any inappropriate practices and attitudes

Go Go Makers will challenge inappropriate practices and attitudes by engaging the children (and adults) in discussion. We will do this by displaying positive images of

disability and race and through staff modelling anti-discriminatory behaviour at all times.

Health and Safety General Policy Statement

Go Go Makers recognises that it has responsibilities for the health and safety of our workforce whilst at work and others who could be affected by our work activities. We will assess the hazards and risks faced by our workforce in the course of their work and take action to control those risks to an acceptable, tolerable level.

Our managers and supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of our workforce and anyone else likely to be affected by the operation of our business.

This business intends meeting its legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved by;

- providing leadership and adequate control of identified health and safety risks;
- consulting with our employees on matters affecting their health and safety;
- providing and maintaining safe plant and equipment;
- ensuring the safe handling and use of substances;
- providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language;
- ensuring that all workers are competent to do their work, and giving them appropriate training;
- preventing accidents and cases of work related ill health;
- actively managing and supervising health and safety at work;
- having access to competent advice;
- aiming for continuous improvement in our health and safety performance and management through regular (at least annual) review and revision of this policy; and
- the provision of the resource required to make this policy and our health and safety arrangements effective.

We also recognise;

- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and

- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also remind them of their duty to take reasonable care for themselves and for others who might be affected by their activities. These duties are explained on first employment at induction and set out in an Employee Safety Handbook, given to each employee, which sets out their duties and includes our specific health and safety rules.