



Policies and Procedures

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Introduction – Our Way of Working and Responding Positively to Children’s Behaviour

Hatch Ride After School Club (ASC) is voluntarily-run by a committee formed of Hatch Ride parents, ASC senior staff, and Hatch Ride school representatives. The childcare provision itself is delivered by paid staff, recruited and trained in line with the policies outlined in this document.

The club is run on a not-for-profit basis for the good of Hatch Ride School, to ensure Hatch Ride parents are able to access quality, affordable wraparound care throughout the school term. While the club remains financially sustainable, we will always aim to avoid price increases to parents and will donate surplus profits to Hatch Ride School.

We would politely draw parents/carers’ attention to the updated booking (section 3), payment (section 4) and cancellation (section 5) procedures. The club has grown significantly and now regularly operates at maximum capacity. This has reduced flexibility for ad hoc bookings and the club has had to introduce a waiting list for some sessions. Hatch Ride ASC’s increasing popularity has also substantially added to the administrative burden on the volunteer committee, the majority of whom are busy, working parents. Parents/carers’ consideration in booking and payment is necessary for the club to be able to continue running in its current form.

When children are young they are learning about themselves and their environment. It is important at this stage to encourage a positive self-image and to praise and encourage positive behaviour.

Bad behaviour often occurs when the fundamental needs of children are frustrated. It is important therefore, that children are provided with a caring and supportive environment.

At Hatch Ride After School Club (ASC) we seek to be positive by setting clear boundaries and praising good behaviour. The person designated as responsible for behaviour at the club is the Club Manager. The children themselves are actively involved in setting these boundaries. Children will be encouraged to understand the concept of good behaviour by praise and support. We aim to be firm and kind without raising our voices. We aim to avoid clashes by distractions and removing children from potentially tense situations.

Our top priority is the safety and wellbeing of children and this is reflected in the policies and procedures outlined in this document. These have been aligned as closely as possible to Hatch Ride School’s policies and conform to the Statutory Regulations.

- **RESTRAINT**

In the unusual event that the behaviour of a child puts themselves or someone else in danger then staff may use reasonable restraint to stop this from happening. Full

details of the incident must be recorded and discussed with the parent and school as appropriate.

The club reserves the right to withdraw the service if a child's behaviour is consistently unacceptable.

• **ADMISSIONS**

Parents / carers need to complete a registration form and return to the Club Manager together with a registration fee. Each child must be registered individually. The one-off non-refundable registration fee is £5 per child.

If you are interested in registering your child, please visit the After School Club or call the Club Manager on 07901 885130 (club@hatchrideasc.co.uk).

• **BOOKINGS**

Our After School Club is now very busy and a number of sessions are full. To use the club all children must be registered with us.

We accept the following two types of booking:

- Advanced Bookings – booking submitted in advance through the online system when the booking window is open at the end of each half term for the following half term. New bookings will only be accepted if all debt in the system on your account has been cleared.
- Ad Hoc Bookings – bookings made within the half term (ideally with more than 1-week notice, but with no less than 24 hours' notice) made directly with club staff who consult the registers. Following confirmation of a place the session will be loaded into the online system and an online payment through the booking system, Scopay, should be made (not Childcare Vouchers or BACS). Any further ad hoc requests will not be accepted until the previous session debt is cleared.

In exceptional circumstances and where the session is not already fully booked it may be possible to provide a place with less than 24 hours' notice, however this must be by prearranged with the club manager. Parents should contact the club manager on 07901 885130 ahead of the session and not turn up with their child / direct their child to the session straight from school without having first had confirmation there is space.

All families registered with the club will be emailed when the online system opens for bookings towards the end of each half term for the half term following.

- **Waiting list**

For busy sessions a waiting list may be in operation, but spaces may become available on a daily basis. Please contact the Club Manager on 07901 885130 if a last minute place is required.

Priority will be given to committee members children, siblings, and then those who make a regular commitment to the club.

- **PAYMENT**

Regular bookings can be paid for by childcare vouchers or through the online system (not by BACS transfer). All payments must be cleared before the start of the half term.

If paying by Childcare Vouchers please email payments@hatchrideasc.co.uk to confirm the voucher provide, the payer name, the child's name, the date and amount of the payment you have made so it can be easily tracked.

The club will not accept payment made in part (or excess) via monthly voucher payments or direct debits. If parents do not have the required fees available in childcare vouchers at the start of the half term, the deficit should be made up via online payment within the booking system.

Refunds will not be provided by ASC for cancellation or non-attendance at pre-booked sessions (see below).

Please note your regular session could be given away if you do not PAY in full for next half terms sessions by the date the booking window closes. Your child's place is only secure once the ASC receive your full payment.

If for any reason you are not able to make full payment by the date stated on the booking form, please email the After School Club (payments@hatchrideasc.co.uk) using REGARDING PAYMENT in the subject matter so the committee can assess your circumstances and where possible jointly agree a resolution.

- **Session Charge**

The Breakfast Club charge is **£4.00** per session. There is no discount for 2nd/3rd children.

The After School Club charge is **£9.00** per session, payable half termly in advance for first child. The charge is **£8.00** for 2nd child attending the same session and **£6.00** for 3rd child attending the same session.

Fees for Ad hoc Bookings will be charged at £5 for a Breakfast Club session and £11 for an After School Club session to accommodate the administration and staffing implications

- **Non Payment**

The club reserves the right to withdraw the service if payment is not received.

- **CANCELLATIONS & REFUNDS**

Refunds will not be provided by ASC for cancellation or non-attendance of pre-booked sessions. Exchange of session will only be an option when requested via the club mobile or in writing to the Club Manager at club@hatchrideasc.co.uk and with their explicit agreement. Decisions will be based on availability of spaces and staffing levels. Exchanged sessions must be notified ahead of the two dates in question and with a minimum of 2 weeks' notice. Exchanged sessions are only an option within the half term of booking and cannot be carried forward to the next half term.

This is to help manage the administration of the payments, the staffing of the club and to keep the costs fair to all users.

- **Cancellations for entire school closure**

If the entire school closes for any reason during an ASC session e.g. weather, burst pipe, the club **cannot** refund the session as staff costs will still need to be covered.

- **DRESS CODE**

All staff should use discretion in wearing modest and functional attire that is appropriate for play, and child interaction.

- **ICT AND E-SAFETY**

The ASC Year 5 and 6 members are permitted use of the ICT Suite under the supervision of a member of ASC staff. Printing is not permitted unless approved by the Club Manager/Supervisor e.g. for home learning purposes. All users of the ICT suite are to follow the current school policies on e-safety and report any incidence of unsuitable content to the school's ICT Co-ordinator (See Appendix A) and the school's e-safety coordinator (see Appendix A) of the school as soon as possible.

- **ICT and e-safety roles and responsibilities**

The Club Manager will:

- Ensure that all staff are aware of the procedures that need to be followed in the event of an e-Safety incident taking place
- Provide training and advice for staff through staff meetings and briefings and staff are aware of issues related to the use of mobile phones, cameras and hand-held devices
- Liaise with School and ICT technical staff
- Report any suspected misuse or problem to the E-safety coordinator for investigation and action
- Ensure an ASC staff member is present to monitor ICT activity

ASC staff will monitor all internet browsers accessed by children which will have the school Learning Platform as the homepage, and not Google.

ASC Staff should act as good role models in their use of ICT, the internet and mobile devices.

- **Email and messaging guidance**

ASC staff but not pupils may use web-based email accounts from school; bearing in mind that web-based email cannot be monitored for unsuitable content.

Learners may only use approved e-mail or message accounts on the school system.

- **Confidential Information on Laptops**

In addition to the information above the following security measures should be taken with the ASC tablet / laptop.

- Tablet / Laptops must be out of view and preferably locked away overnight.
- Windows desktops should be locked when a ASC staff member / user leaves their computer (Windows key + L)

- **World Wide Web**

The ASC will take all reasonable precautions to ensure that users access only appropriate material. However, due to the international scale and linked nature of Internet content, it is not possible to guarantee that unsuitable material will never appear on a school computer. The ASC and the school cannot accept liability for the material accessed, or any consequences of Internet access. All users using the World Wide Web must be made aware of the school's NetSmart Code.

- **Course of action if inappropriate content is found**

If inappropriate web content is found (i.e. that is pornographic, violent, sexist, racist or horrific) the user should:

- Turn off the monitor or minimise the window
- Report the incident to an ASC staff member

The staff member should:

- Ensure the well-being of the pupil
- Note the details of the incident, especially the web page address that was unsuitable (without re-showing the page to the pupils)
- Report the details of the incident to the Hatch Ride e-Safety officer

- **Staff use of Social Networking**

ASC Staff have a perfect right to use social networking sites outside of ASC hours. Staff should ensure that public comments they make on social networking sites are compatible with their role as a member of the ASC staff and that they show the highest standards of professional integrity.

ASC staff should not post photographs of ASC children on their social networking site.

ASC staff should check their profile settings in social networking sites to ensure that:

- No pupil (or recent past pupil (under 16)) is able to see extra material that is not public (e.g. not be a friend or a contact)
 - No parent of a child at school should be able to see extra material that is not public
 - Any changes to social networking sites and privacy settings are clearly understood
- **Use of mobile devices**

ASC staff and children are not allowed to bring in games devices and may only use the ones provided by the ASC.

ASC staff must ensure that they do not send personal messages, either audio or text, during contact time with pupils. If an exceptional emergency arises they should arrange temporary cover whilst they make a call.

ASC Staff mobile devices should be switched off or on silent during the times that children are present.

No device in any of the school buildings should contain any content that is inappropriate or illegal.

- **PHOTOGRAPHS**

The ASC will request permission from parents to take photos and use for promotional matter. Photos of children taken at the ASC are not to be placed on web or social networking sites without the permission of parents.

All Club photos are taken on one club camera and electronically stored at the After School Club or printed and shared on notice boards in the ASC room or hall. Staff are only permitted to take photos using the club camera.

Photographs are deleted after use / printing.

Staff, parents, club members and committee members are not permitted to take photos via personal mobile phones cameras or gaming devices during ASC sessions.

Photos are to include groups of two or more children.

- **MOBILE PHONES**

Staff and children are required to keep phones in bags and not use them for the duration of the After School Club sessions.

If they need to be contacted or use the phone in an emergency during the session the After School Club phone is to be used.

- **PERSONAL CARE**

All children wash their hands before teatime and before starting any cooking activity. If your child has a toileting accident as much as possible the child is encouraged to clean and change themselves. If the child is unable to clean and change themselves two members of staff will be present when assisting the child to be cleaned up. Spare clothes are kept in the reception classroom; PE kits are kept in or near the children's classroom. Parents can also provide spare clothing if they wish for their children. Written records of personal care incidents are kept and parents are informed.

If the children bring in sun cream and require application the children are to apply it themselves.

- **STAFFING**

Breakfast Service operates between the hours of 7:45 and 8:50am during school term time.

The After School club operates between the hours of 15:15 and 18:00 during school term time.

We have capacity to care for up to 40 children at after school sessions and up to 30 for breakfast club sessions on Monday, Tuesday, Thursday and Friday. On Wednesdays Breakfast Club uses the old Pendennis Preschool space and can accommodate 15 children. Our insurance exceeds our capacity.

The club staff arrive at least 15 mins before the club opens to organise the food and activities. There must always be at least two members of staff present at the club. There must be at least one adult for every eight children attending the session.

If the club is unable to operate for any reason a member of staff will notify the committee. The committee will ensure that parents are notified as soon as possible, and a responsible adult will stay with any children until such time as they can be collected.

- **VOLUNTEER POLICY**

Volunteers are occasionally requested to support busy sessions such as special activities/events and parties. Wherever possible committee members who have already completed DBS checks will be approached first.

Volunteers will always be supervised by a member of staff.

Volunteers are not responsible for any of the following:

- Handling money
- Administration of first aid
- Personal care needs of children (e.g. toileting)

Volunteers will:

- Be instructed in health and safety procedures and expected to observe them at all times
- Be offered a free session for a child attending the club whilst volunteering

• **MEDICATION**

Prescribed medication can only be administered with written authority from the parent/carer on the Hatch Ride After School Club medication form. A copy of which is included in the parent pack. Additional copies of the medication forms are available from the session supervisors.

Medication must be handed to the session supervisor on arrival unless already handed into the school reception, in which case the session supervisor must be notified by the parent/carer.

Medication must be in its original container, labelled with the child's name, dosage and times required.

All medication administered will be done so by the session supervisor and cross checked by another staff member.

If a child develops a seriously high temperature, we would attempt to reduce temperature by tepid sponging and giving fluids. We would request that the child is collected as soon as possible.

• **ILLNESS**

If your child is taken ill whilst at the club, staff will contact the parent / carer immediately. Collection of children from the club will be in line with our collection policy outlined below.

If a child becomes ill during the school day and the school requests that they be collected the child will not be admitted to After School Club.

Our staff and children's wellbeing are paramount. After School and Breakfast Club staff will follow the sickness procedures of the school when determining whether to admit a child who is suspected of being ill.

• **COLLECTION**

Depending upon the time you arrive to pick your child up, the children will either be in the After School Club room, the main hall or (subject to weather) on the playing field. Depending upon timing you will need to enter the school via the main entrance, main hall or After School Club door.

If collecting pre-4.30pm please approach the classroom door and do not walk through the school. Children will only be released into the care of a designated signatory unless otherwise notified by a parent or guardian.

For health and safety reasons parents/carers are required to sign their child/children out of the club in the registration folder.

Emergency contacts should be able to collect your child from the After School Club in the event that an emergency occurs and or a parent is unable to collect their child/children from the club.

Where parents are authorising a non-designated signatory to collect a child please use a unique password that the ASC club can ask for from the person collecting the child.

The safety of the children in our care is paramount. Parents and carers should not return to the club once their child is signed out (e.g. use of toilet facilities) as club staff cannot guarantee the safety and supervision of all children.

- **Late Collections**

The club is not insured for childcare purposes after advertised session times.

It is policy at the club that children who are collected late are charged a late collection fee. The charge is the cost of an additional session at the club or the staff's overtime costs, whichever is appropriate. Continued late collections may lead to withdrawal of facilities at the club.

- **Uncollected Child**

A child/children will be cared for by the After School Club staff for up to 30 minutes after closure whilst continuing to attempt to contact the parents/carers and emergency contacts using the numbers provided. If unsuccessful the After School Club has a duty to contact social care. We will take advice from social care and continue to try to contact the parents/carers until successful.

Two staff are required to care for the child/children at the After School Club until either the child/children are collected by parents, emergency contacts or social care.

It is essential that parents ensure the contact details for parents and emergency contacts are up to date.

The After School Club reserves the rights to withdraw facilities at the club if consistent late collection occurs.

- **LOST CHILD**

- **At The Start of a Session**

At the start of a session infants will be brought to and registered in the session by their class teacher or teaching assistant. Juniors will come to the After School room.

If a child is booked into a session and does not arrive the session supervisor will verify with school staff that the child was in school for the full day and investigate whether alternative arrangements have been made. Unless the child's absence is accounted for then the parents and or emergency contacts will be contacted until the child/ children's whereabouts is accounted for.

It will significantly help the club during this registration process if parents could confirm in writing to club@hatchrideasc.co.uk if their child will be going to a School Club session before attending After School Club on any given day. School does not directly inform After School Club of bookings made. This is a parent responsibility.

- **During The Session**

Initially children and staff investigate immediate surroundings including toilets to locate missing children,

If the missing child is not located children are gathered together under the supervision of members of staff whilst another member of staff is sent to search the school grounds and ask any school staff onsite.

After 10 minutes searching if the child is still not located ASC staff will report the child missing to the parents and police.

- **CHILD NOT BOOKED INTO A SESSION**

If a child who regularly uses the ASC arrives for a session but is not booked into it the session supervisor, in conjunction with the school, will contact the parents and/or emergency contacts. The supervisor will confirm if there is any space in the club to take the child for that session and that **an Ad Hoc fee payment will be required** when the child is collected from the session.

Where the session is fully booked then school will inform the parent or emergency contact that they that they must collect the child immediately and the child will remain the responsibility of the school and not the ASC in the intervening period of time. If parents can't be contacted, then the care of the child continues to be arranged/agreed with the school.

- **BROADMOOR ESCAPE PROCEDURES**

- **Escape Event**

Hatch Ride ASC is in the vicinity of Broadmoor Hospital. If there is an escape, the warning sirens will sound, and all schools within approximately seven miles' radius of Broadmoor Hospital will be notified.

In the event of an escape the After School Club will operate as normally as possible, restricting activities to indoor play and moving to the hall to restrict visibility via external windows.

In the event of alarms being heard before the start of school, during the morning Breakfast Club session, pupils will be kept at school and will attend school as normally as possible in line with Hatch Rides Broadmoor Escape Procedure.

If an escape occurs during the ASC session or an existing emergency extends into the ASC session, no child attending the club will be allowed to leave the safety of the school premises unless collected by a parent or a responsible adult known personally to the ASC staff, or in exceptional circumstances, a non-designated signatory authorised via the use of a password (see section 15).

Parents should discuss with the Club Manager any special difficulties, which are likely to arise in individual cases.

- **FIRE PROCEDURE**

The ASC will take all reasonable steps to minimise the likelihood of fire risks being realised and to make sure that people can safely escape if a fire occurs.

Each room has a fire drill notice, all staff are required to have knowledge of content and location of all notices so they can evacuate the building quickly and efficiently whichever room they happen to be in.

- **Arrangements for fire management**

A fire and emergency evacuation plan has been developed for the ASC, closely aligned to the Hatch Ride school plan. The plan is communicated to all staff and regularly tested.

- One practice drill will be carried out per term with a review afterwards to ensure any lessons learnt can be documented and adopted
 - In case of an evacuation, the Club Manager (or suitable deputy) will act as an emergency co-ordinator
 - The ASC will ensure staff are sufficiently trained to effectively coordinate and assist in the deployment of the emergency evacuation plan
 - All ASC staff will receive basic fire awareness training as part of the fire drill preparation and review
- **Fire Procedures**

Action on discovery of a fire

Raise the alarm.

Roles when alarm sounds

Fire Officer – Most Senior Person on site – ASC Manager

- Phones Fire Brigade
- Collects Registers and keys

Assistant Manager / Playworkers

- Guides children out of nearest exit
- Turn out lights
- Close classroom doors and windows
- Line up children in playground
- Take a role call

Following the evacuation Manager and Assistant Manager are to conduct a sweep of the school, leaving a minimum of two staff outside to supervise children.

Areas used by the ASC club to be checked:

- ASC classroom and adjacent hall way,
- ICT suite,
- Year 1 toilets,
- Year 6 toilets,
- Adult / staff toilets
- Library
- Kitchen preparation area
- Hall
- Hall Toilets
- Stage

• Related Actions

No – one must be allowed to enter the fire area except firemen.

The person in charge must account for all personnel including any visitors.

The ASC parents will be informed of the incident by email, text, phone and school Facebook.

Collection of children by parents will be conducted as normally as possible from the playground area (in a similar fashion to parents collecting children from the field during summer). Fire service need to be made aware and advise if this will be considered safe and where not available an alternative location will be agreed between staff and the fire brigade.

• SNOW PROCEDURE / EMERGENCY SITUATIONS / UNFORESEEN EVENTUALITIES

The school follows specified criteria to establish if the school can open safely and with adequate staffing. During winter, poor weather conditions and unforeseen eventualities that prevent the school operating as normal, if the school is open the ASC session will operate as normal.

The ASC follows the school policy and lead on whether we can open the club safely, as we use their site. We also need to ensure we have adequate staffing to cover childcare. During winter, poor weather conditions and unforeseen eventualities if the school is open the ASC session will operate as normal.

If the school were to close early, then an ASC session would not run. If the school decided not to open for a day but a breakfast club session is already underway, the club will close at 8.45am and parents will need to collect their children.

- **Heavy Snow During a ASC Session.**

In extreme circumstances, when adverse weather is predicted or breaks out during the school day, or an unforeseen eventuality arises, a decision may be made to close the school with 'immediate' effect.

Where a decision is taken to close the school and subsequently the ASC, parents will be informed by email, text, phone and school Facebook

Parents and carers will be expected to make arrangements for their children to be collected as soon as possible and until this time staff will supervise the children.

- **Snow Forecasted**

In the event that heavy snow is forecast we understand that parents need to know if the Breakfast Club will be operating due to the 7.45am start time.

The decision to close the school is always carefully considered with the guaranteed safety of the school community being the major factor.

The Breakfast Club can only operate as normal when the school is able to open as normal. Therefore, parents should await confirmation the school is going to open before commencing any journey (via the school website or parent mail).

- **EQUAL OPPORTUNITY**

The Hatch Ride After School Club states that no child, individual or family should be excluded from the activities on the ground of gender, class, sexuality, family status, means, disability, colour, ethnic origin, culture, religion or belief.

- **EMPLOYMENT**

The Hatch Ride After School Club will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed. Hatch Ride After School Club is committed to the fair treatment of its staff, potential staff or users of its services, regardless of age, colour, class, race, gender, religion, sexual orientation,

responsibilities for dependants, age, physical/mental disability or offending background.

Commitment to implementing this Equal Opportunities Policy will form part of an employee's, contract of employment. Additional information with respect to recruitment of ex-offenders is included in section 34 of this policies and procedures document.

- **ACTIVITIES**

Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

- **STAFF TRAINING**

There is an induction process for all new members of staff.

At annual appraisals each member of staff has their training development plan reviewed and any health and safety training requirements implemented.

- **RESOURCES**

Materials are selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

- **CONFIDENTIALITY**

Confidentiality is very important both for the children, parents/carers and the staff. The staff will never discuss a child with another parent/carer or in front of other children. If a member of staff feels that they need to discuss anything concerning a child with another staff member, then this will only be done with the manager and he/she will decide if any other staff need to be informed.

- **NO SMOKING**

Our entire establishment has a complete no smoking policy. We display no smoking signs and expect these to be adhered to by staff, visitors and parents.

- **HEALTH AND SAFETY**

The After School Club is committed to the achievement of the highest practicable standards of health and safety at work for all employees and children.

The commitment is based on the desire to protect everyone's wellbeing while at work and on the recognitions that the highest standards of health and safety in our operation are essential for improving our efficiency as a business.

The After School Club will be responsible for the following:

- Complying with relevant legislation and codes of practice and co-operating with the relevant regulatory bodies
- Conducting its activities in such a way as to protect the health and safety of the general public and of visitors
- Providing information and training to develop staff so that everyone can contribute to the continuous improvement of health and safety performance
- Assessing potential risks to health and safety to staff from our activities and taking appropriate measures to reduce them
- Producing detailed plans showing how responsibility for health and safety performance is organised and delegated

Whilst management is responsible for the implementation, all employees are expected to play their part by understanding and following any requirements placed on them and by taking particular care to avoid accidents of all kinds.

Responsibility of monitoring and reviewing the effectiveness of this policy rests with the Committee.

• **ACCIDENT PROCEDURES**

The After School club has an accident book. If any accident occurs on the premises that cause injury to a child it is written in the book. The child's name, the date, the time and the location are noted, followed by a brief description of the nature of the accident and the treatment applied. This is then signed and dated by the member of staff who witnessed the accident, the manager and the child's parent. In cases of more serious injury the parent is telephoned so that they can decide on what course of action to take. In the case of any head injury parents will be notified immediately. The accident book must be kept where people can get to it easily. The accident book must be kept available for inspectors and needs to be kept for 21 years. This is to ensure legal compliance and appropriate gathering of information required to inform all relevant persons involved.

• **Dealing with little accidents discreetly**

Little accidents can range from vomiting to a child spilling juice over themselves.

The After School Club also recognises the possibility of a child starting their first period while attending a session and keeps supplies of easy to use feminine care products in stock.

Staff will deal with these situations discreetly and with the minimum of fuss.

Unisex spare clothing is available in small medium and large sizes.

Dirty clothing will be discreetly bagged up for the children to take home with them.

- **ELECTRICAL APPLIANCE MAINTENANCE**

All electrical appliances are inspected by a qualified inspector at the required intervals. Each piece of equipment is labelled and a certificate is issued.

- **FIRST AID**

The frequency of training is every three years.

A first aider will always be on the premises.

A certificate will be displayed in the club of the first aider on duty.

First aid will be administered and all accidents will be recorded in the accident report book.

Parents are instructed to notify staff of any allergies on the admissions form

A first aid kit will always be on the premises and checked at the beginning of each week by the duty first aider.

- **SAFEGUARDING AND CHILD PROTECTION**

- **Introduction**

The club fully recognises the responsibility to promote and safeguard the welfare of all children at Hatch Ride ASC.

Through their day-to-day contact with children and direct work with families, staff at the club have a crucial role to play in noticing indicators of possible abuse or neglect and referring them first to the committee and then to Wokingham Borough Council, Children Services.

The ASC policy is based on the policies of Hatch Ride School and the Corvus Learning Trust. Both documents can be accessed online.

This policy ensures all staff, paid and unpaid, working in the club including volunteers, understand how the club discharges its statutory responsibilities relating to safeguarding and promoting welfare of children who attend the club.

- **Roles and Responsibilities**

ASC staff members have been assigned to the roles of Senior Designated Person and Deputy Designated Person for safeguarding children.

Senior Designated Person	Deputy Designated Person
--------------------------	--------------------------

ASC Club Manager	Assistant ASC Club Manager
<i>Please refer to Appendix A</i>	<i>Please refer to Appendix A</i>

They have received appropriate training and support for the roles.

Any member of staff concerned about a child or member of staff should tell one of the designated persons immediately.

The Deputy will provide additional support to ensure the responsibilities for Safeguarding children are fully embedded within the ASC ethos and that specific duties are discharged. This will entail supporting the Senior Designated Person in dealing with referrals, attending Case Conferences and supporting the child/children.

The Senior Designated Person and the Deputy Designated Person are responsible for the following:

1. Referrals

- Referring cases of suspected abuse or allegations to the relevant investigating agencies
- Acting as a source of support, advice and expertise within the ASC when deciding whether to make a referral by liaising with relevant agencies;
- Liaising with the Head Teacher to inform him/her of any issues
- **Raising Awareness**
 - Ensuring the policy is updated annually in line with the school's safeguarding policy review
 - Making parents aware of any referrals
 - Cascading safeguarding advice and guidance issued by the Wokingham Safeguarding Children Board (WSCB) which can be found at: <http://www.wokinghamlscb.org.uk>

• **Training**

The Senior Designated Person and the Deputy Designated Person will attend initial two-day Child Protection training and a one day refresher every 2 years.

The Senior and Deputy Designated Persons will ensure staff receive appropriate Safeguarding training and ensure Safeguarding is a regular agenda item on all staff meetings.

All staff and volunteers will receive basic safeguarding information ("What to do if you're worried a child is being abused" document):

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf

• **Roles and Responsibilities of the Governing Body**

The ASC committee is collectively responsible for the ASC's safeguarding arrangements.

The Designated Safeguarding Committee Member (*Please refer to Appendix A*) has at least level 1 safeguarding training and undertakes training / certification annually.

- **Identifying Concerns**

If a child chooses to tell someone at the ASC about alleged abuse, that person will support the child as follows:

- Establish the key facts using language/words the child understands
- Make no promises to keep it a secret and explain that the information/concern will have to be passed on
- Stay calm, listen with the utmost care to what the child is saying
- Use open questions, avoid any leading questions. Focus questioning on establishing whether immediate protection is required
- Reassure the child that they were right to inform you
- Write a full record – signed, dated, timed - of what the child did, said etc.
- Immediately inform the Senior or Deputy Designated Person

- **Confidentiality**

While safeguarding matters are confidential staff must never guarantee confidentiality to a child. Concerns will be passed immediately to the Senior Designated Person who will contact the Local Authority Designated Officer (LADO)

The parents of the child should be informed immediately unless it is felt that this would not be in the best interests of the child.

All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children.

- **Records and Monitoring**

Any concerns about a child will be recorded in writing within 24 hours. All records must provide a factual, evidence-based account. Accurate recording of actions should be made. Records will be signed, dated and where appropriate witnessed.

Any hard copies of such files will be stored securely.

Confidential records should be kept, even where there is no need to refer the matter immediately.

- **Supporting children**

The ASC recognise that the school and the ASC plays a significant part in the prevention of harm to our children by providing good lines of communication with trusted adults, supportive friends and an ethos of protection. We recognise that children who are abused or witness violence may feel helplessness, humiliation and some sense of blame and that their behaviour may be challenging or defiant, or they may be withdrawn. We appreciate that the school and the club may be the only stable, secure and predictable element in the lives of children at risk.

- **Radicalisation and Extremism**

The ASC is aware that extremist groups have attempted to radicalise vulnerable children and young people. The current threat from terrorism in the United Kingdom may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children and young people vulnerable to future manipulation and exploitation. The ASC is clear that this exploitation and radicalisation should be viewed as a safeguarding concern and seeks to protect children against the messages of all violent extremism.

When any member of staff has concerns that a child may be at risk of radicalisation or involvement in terrorism, they should speak to the Senior Designated Person who will raise the concerns with the School. If the matter is urgent then Thames Valley Police must be contacted by dialling 999.

- **Forced Marriage (FM)**

Young men and women can be at risk in affected ethnic groups. Whistle-blowing may come from younger siblings. Other indicators may be detected by changes in adolescent behaviours. ASC staff will never attempt to intervene directly and will always call either the Contact Centre or the Forced Marriage Unit 020 7008 0151.

- **Female Genital Mutilation (FGM)**

Female Genital Mutilation (FGM) is illegal in England and Wales under the FGM Act (2003). It is a form of child abuse and violence against women. If a staff member or volunteer is informed by a pupil that an act of FGM has been carried out on her or observes physical signs which appear to show that an act of FGM has been carried out the staff member should call 101 and make a report to the police force in which the girl resides.

The duty applies to the individual who becomes aware of the case to make a report. Where there is a risk to life or likelihood of serious immediate harm the staff member should report the case immediately to the police, including dialling 999 if appropriate. There are no circumstances in which a staff member should examine a girl.

- **Child Sexual Exploitation (CSE)**

Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where the young person (or third person/s) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or others performing on them, sexual activities.

If a member of staff is concerned that a pupil is the subject of CSE then this should be reported to the Senior Designated Person.

- **Recruitment**

The ASC ensures that staff and volunteers are carefully selected, screened, trained and supervised.

- **Volunteers**

Where a parent or other volunteer helps on a one-off basis, he/she will only work under the direct supervision of a member of staff, and at no time have one to one contact with children. However, if a parent or other volunteer is to be in school regularly or over a longer period then they will be checked to ensure their suitability to work with children (see 32.14).

- **Safe Staff**

All ASC staff will take care not to place themselves in a vulnerable position with a child.

If an allegation is made against another member of staff, the member of staff receiving the allegation will immediately inform the Senior Designated Person.

- **Conduct of Staff**

At all times, members of staff are required to work in a professional way with children.

If any member of staff has reasonable suspicion that a child is suffering harm, and fails to act in accordance with the policies outlined in this document, those additionally referenced and Wokingham Safeguarding Children Board (WSCB) procedures, this will be viewed as misconduct, and appropriate action will be taken.

- **Supporting staff**

We recognise that staff working in the ASC who have become involved with a child who has suffered harm, or who appears likely to suffer harm, may find this situation stressful and upsetting.

We will support such staff by providing an opportunity to talk through anxieties with the Senior Designated Person and to seek further support, if necessary.

- **FOOD HYGIENE**

All meals are served in the main hall by two members of staff.

All children and staff wash their hands before meals.

All work surfaces are always cleaned and wiped down before and after meals.

All food preparation is done in the school kitchen. Children are not permitted to enter the kitchen.

All the food is either stored in the kitchen cupboard in the fridge.

All utensils, cutlery and crockery are washed after use.

Fresh drinking water is available and accessible (with permission granted from staff) at all times via the school's drinking fountains.

The ASC will ensure at least two members of staff have attained the Food Handling and Hygiene Level 2 qualification.

When registering a child, the ASC will capture information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements. This information is kept on display in the food preparation area, and ASC staff will ensure that children with particular needs are provided with food which is safe for their consumption.

- **School Food Standards**

All meals are healthy, balanced and nutritious and comply with the School Food Standards (January 2015) as detailed below:

Standards	How to meet them
Fruit and / or vegetables must be available	Provide fresh fruit and vegetables for snacks, e.g. carrot, cucumber, tomatoes, apples, oranges, raisins
Starchy food cooked in fat can only be provided twice a week, this includes lunchtimes	Liaise with the school lunch provider to compare menu plans if you want to offer food such as chips
Meat or poultry products can be provided no more than once a week in primary schools	In this context 'products' refer to processed meats and include things like sausages and burgers, so again you will need to liaise with the school lunch provider if you wish to serve these. Note that bacon is not considered a 'meat product' so is not restricted in the same way
A maximum of two portions of deep-fried, batter-coated, or breadcrumb-coated food can be provided each week	Liaise with the school lunch provider if you wish to serve these types of food (eg fish fingers, chicken goujons)
Cake and biscuits must not be provided at before or after-school clubs	Instead you can serve malt loaf, currant and fruit bread, bagels, tea cakes, English muffins, crumpets etc, at any time as these are not restricted
A maximum of two portions of food which includes pastry can be served each week	Liaise with the school lunch provider if you wish to serve food of this kind (eg sausage rolls)
Desserts cannot be provided at before and after-school clubs, except for yoghurts, and fruit based desserts with a content of at least	Yoghurts, fruit salad, summer fruit pudding and fruit kebabs would all be suitable desserts

50% fruit.	
No snacks, except nuts, seeds, vegetables and fruit with no added salt, sugar or fat may be provided	This means no crisps, Hula Hoops, cereal bars, etc. Stick with fruit, vegetables, seeds and nuts for snack options but do be sure to check for allergies, especially before serving nuts and sesame seeds
No savoury crackers or breadsticks can be served. This is because they are high in salt	Bread or toast is fine, or for a bit of extra crunch, try toasting pittas or tortillas and cutting them into small strips for dipping
No confectionery	There are a few notable exceptions where it is OK to offer sweets (see below), but on the whole they should not be given
Condiments can only be available in portions of 10g or less	If you offer ketchup, vinegar, etc, use sachets to control portion size or use a teaspoon to measure
Only healthy drinks can be provided	Water, low fat milk and fruit juice are suitable

- **DBS CHECKS**

As an organisation using the Disclosure and Barring Service (DBS) disclosure service to help assess the suitability of applicants for positions of trust, Hatch Ride After School Club complies fully and ensures, any staff member (whether paid or unpaid) who is working with the children at the club will have an enhanced DBS check before allowing them to work unsupervised with the children.

All staff and committee members are DBS checked.

Children and employee information is kept secure in accordance with regulations.

- **Recruitment and DBS Checking Procedure**

The Hatch Ride After School Club complies fully with the Disclosure and Barring Service (DBS) disclosure service and undertakes to treat all applicants for positions fairly.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

We select all candidates for interview based on their skills, qualifications and experience.

As a Disclosure will form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process.

We request that this information is sent under separate, confidential cover, to the designated HR Committee person at the Hatch Ride After School Club and we

guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

- **'Disqualification by Association**

In addition to the above DBS check we also ensure that staff and committee members are not disqualified through their association with someone else who is disqualified.

"A registered provider or a childcare worker may also be disqualified because they live in the same household as another person who is disqualified, or because they live in the same household where a disqualified person is employed."

Para 3.15, Statutory Framework for the Early Years Foundation Stage 2014

This is referred to as 'disqualification by association' and could mean that someone could be disqualified from working within a childcare setting, just because they happen to share a house with someone, or even employ someone who is disqualified. The reasoning being to remove the potential for a member of staff to be 'groomed' in order for their friend, relative or associate to gain access to the children.

To guard against such an occurrence ASC Staff and Committee members are required to sign a "Childcare Disqualification Form" Annually.

- **Legal duty to refer**

The ASC also have a duty to refer:

- It is an offence for employers to dismiss or cease using a person in a regulated activity because it is thought they have harmed or will pose a risk of harm to children or vulnerable adults without referring the case to the DBS.

Conduct that should be referred to the DBS is any behaviour that:

- endangers, or is likely to endanger, a child or vulnerable adult
- if repeated against a child or vulnerable adult, would endanger them or would be likely to endanger them
- involves sexual material relating to children (including possession of such material)

- involves sexually explicit images depicting violence against human beings (including possession of such images), if it appears to the DBS that the conduct is inappropriate
- is of a sexual nature involving a child or vulnerable adult, if it appears to the DBS that the conduct is inappropriate.
- **Safe Handling, Use Storage, Retention and Disposal Of Disclosure Information**

The ASC also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use storage, retention and disposal of Disclosure information

- **Storage and access**

Disclosure information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

- **Handling**

In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a **criminal offence** to pass this information to anyone who is not entitled to receive it.

Note: When required by statutory duty to retain Disclosures for inspection purposes, the Disclosure will be destroyed immediately following the inspection.

- **Usage**

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

- **Retention**

Once a recruitment (or other relevant) decision has been made. We do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the Disclosure and Barring Service about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

- **Disposal**

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, e.g. by shredding, pulping or

burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

- **COMPLAINTS PROCEDURE FOR PARENTS AND STAFF**

If a parent has a complaint it will be dealt with in one of the following ways:

- **A complaint about another child**

Inform a member of staff. They will then be aware of the problem and do their best to prevent it. If this does not work then inform the manager who will address the problem, informing the other parent if necessary.

- **A complaint about the premises**

Inform a member of staff or the Supervisor. If the problem can be rectified it will be, if not it will be reported to the committee.

- **A complaint about a member of staff**

Inform the Supervisor (or Committee chair if the complaint is regarding the Supervisor) who will observe the member of staff concerned. If the problem continues it will be discussed confidentially between the manager and the staff member and if the problem persists then the committee will be informed and appropriate disciplinary action will be taken. If the complaint was of an issue where it was felt children could be at risk the staff member would be sent home on full pay until the issue was investigated and an appropriate conclusion achieved.

In all cases complaints can be made either verbally or in writing and a record of those complaints made will be kept. If parents are dissatisfied with the outcome for their complaint they can take their grievance to OFSTED who will then investigate the problem.

The OFSTED telephone number is 0300 123 1231

The National Business Centre, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

- **BEHAVIOUR**

The ASC behaviour policy is aligned to the published Hatch Ride Behaviour Policy (dated January 2012).

The ASC believe in a calm well-ordered environment which creates a managed play environment where children respect individuals and the ASC club as a whole.

- **Aims**

The ASC aim to:

- To create a caring and supportive environment in which the children are happy
- Maintain the health and safety of everyone at the club
- Encourage courtesy, honesty, respect and tolerance in individuals
- Respect and care for the property of the ASC, individuals and the school
- Create a safe and happy environment
- Encourage the tolerance of all individuals regardless of race, creed, colour, gender, age or disability

- **Promoting Good Behaviour**

The ASC has a clear set of rules on display to promote and guide good behaviour.

- **Rewarding Good Behaviour**

Wherever possible ASC staff are encouraged to have a positive approach to behaviour and to notice and reward good behaviour using words of praise and referencing example to parents.

- **Sanctions**

The ASC staff will take positive and practical action with anyone who significantly contravenes the ASC Rules. The following may be used to manage inappropriate behaviour:

- Verbal checks
- Reference to senior staff/parents as appropriate
- Loss of privileges (e.g. used of ICT suite)

Where practical action has not modified bad behaviour, staff can raise their concerns with the Committee who will discuss and take a decision on whether we continue to offer the child a place at Hatch Ride ASC.

- **Involving Parents**

Working together with parents is crucial to effective discipline in school. In the first instance it may be appropriate to deal with minor misdemeanours within an ASC session. However, if a child continues to misbehave parents are informed by the Club Manager and ASC Chair and a record of this discussion taken.

- **Adopting School Policies**

The After School Club works with the school to ensure that behaviour is managed consistently across settings with the after school club adopting such school Policies as the “hands off” rules outlined below:

- **HANDS OFF RULES:**

What it means:

- No pushing/shoving
- Not holding on to friends for too long
- Not grabbing coats, hoods, hands etc.

What it does not mean:

- Holding hands in friendship
- Holding hands as part of a sensible game
- Helping someone

You can say:

- Hands off please
- You can tell an adult
- But please say and tell

Rules for ASC from the council 03 May 2011

DO

- be nice to everyone
- respect the toys
- help each other
- listen to and respect staff
- share
- look out for one another
- be polite
- show good manners at the snack table
- remember “hands off”

DON'T

- bully each other
- sit on tables
- eat rudely
- swear and shout
- fight each other
- leave the room without permission
- be rude to anyone
- play in the toilets

- **PARENTS, CARERS AND VISITORS CONDUCT POLICY**

The ASC policy on parents, carers and visitor conduct is fully aligned to and replicates the published Hatch Ride Parents, Carers and Visitors Conduct Policy (dated April 2018) and [available here](#).

- **ACCESSIBILITY**

The SEN and Disability Act 2001 extended the DDA 1995 to cover education. Since September 2002, the After School Club has had three key duties towards disabled pupils, under part 4 of the DDA:

- Not to treat disabled pupils less favourably for a reason related to their disability;
- To make reasonable adjustments for disabled pupils, so that they are not at a substantial disadvantage;
- To plan to increase access to education for disabled pupils.

The After School Club is committed to providing a fully accessible environment which values and includes all pupils, staff, parents and visitors regardless of their education, physical, sensory, social, spiritual, emotional and cultural needs. We are committed to challenging negative attitudes about disability and accessibility and to developing a culture of awareness, tolerance and inclusion.

• **ANTI BULLYING**

The After Schools Clubs' approach to dealing with bullying

- Make sure that everyone in the school knows what bullying is and means
- Make it clear to everyone that NO bullying of any kind is tolerated
- Make sure that everyone in the school knows how to report incidents without feeling like they are telling tales
- Incidents are taken seriously by everyone in the school, investigated and if necessary they are acted upon
- The school council will hold an assembly to raise awareness again of this issue and go through this policy
- Play ground friends take responsibility for identifying any incidents and are trained to take appropriate action if needed
- School council will make and display posters reminding children about what to do if they think they are being bullied
- Train staff so that they can better identify and help vulnerable children who may be more at risk of bullying.
- There are school council boxes available in every classroom for pupils to post notes regarding relevant issues

- **APPENDIX A - NAMED ROLES**

ASC Roles

Correct as at May 2019

Role	Name
ASC Club Manager	Debby Brown
Assistant ASC Club Manager	Lotty Mc Creadie
Designated Safeguarding Committee Member	Kirsty Cruxton
Designated HR Committee Member	Elain Harvey
Committee Chair Person	Roberta Brooks
Committee Vice Chair	Kirsty Cruxton
Committee Treasurer	Kat Breach
Committee Sub-Treasurer	Ian Hayward
Committee Secretary	Lyndsay Hughes
Parent Reps	Felicity Clements, Tom Gordon, Yorgos Voukas
IT and Technology Support / Consultant	Liz Whiting

School Roles

Correct as at November 2018

Role	Name
ICT coordinator	Not published
e-safety coordinator	Not published
Head Teacher & Safeguarding Lead	Ms Jo Sparrowhawk
Deputy Head	Mrs Bev Herkes