



# Thirsk C P School Wrap Around Care Policy



This policy refers to the following Thirsk CP School policies- Child Protection, Health and Safety, Fire Safety, First Aid and Medicine in School, Use of Images, Equal Opportunities, Anti-Bullying Policy Complaints and Behaviour Management Policy ( pupils), Confidentiality Policy, SEND Policy, Equalities policy, Complaints policy, Parent Behavior policy and Charging and Remissions Policy

Copies of all Polices can be found on the school website. Paper copies can be provided on request.

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### 1. AIMS AND OBJECTIVES

We aim to offer 'Wrap Around School' care to children aged 3 up to 11 years old. We aim to offer play and educational opportunities that are both fun and challenging. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff of the Club.

- The Club will promote policies and procedures that promote its aims in practice, and will make these known to staff, parents and children.
- The Club will meet all relevant legislation applying to it.
- The Club will employ competent and confident staff who have been appropriately vetted.
- The Club will provide a balanced range of activities, taking account of the ages, development needs, interest and hours and pattern of attendance of each child.
- The Club's management will supervise the activities of its staff through a formal supervision and development programme.
- The Club will be open and transparent in all of its activities. The Club will take account of local and national guidance in its activities.

### 2. ADMISSION CRITERIA

Thirsk CP Primary School- Wrap Around Care facility welcome applications from the parent/carers of children of nursery and primary school age who attend Thirsk CP Primary School.

Our admission criteria are governed by the following principles:

- Allocation of places is based on equality and fairness.
- Places are offered on a first come first served basis for full time places. Priority will be given to subsequent children of existing users.
- When the Club is full, places will be allocated from a waiting list maintained by the play leader. Those who have been waiting longest will be offered a place first.
- You will be required to complete a booking form- if sessions are not full; ad hoc bookings will be permitted.
- Information provided by you about you and your child will be treated confidentially and kept safe.

### **3. INVOLVING PARENTS AND CARERS**

At Thirsk C P School Wrap Around Care facility we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about the Club by:

- Inviting parents to visit the Club before their children start.
- Giving all parents a copy of our **Club Handbook** which outlines how the club operates and includes contact details. For EYFS children information about the role of their child's key person will be provided.
- Our website provides our key policies and documents for all parents, including those who are non-English speakers, where possible.

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

- We collect information from parents, which will help their child to settle at the Club (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc.).
- We can be contacted at all times, even out of Club hours, via telephone and email (see our **Wrap Around Care Handbook** for contact information).
- We liaise with the school office with regard to parental permission for photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with the School Complaints policy.

### **4. CODE OF CONDUCT AND BEHAVIOUR**

Thirsk CP School Wrap Around Care aims to promote positive behaviour by treating everyone connected with the Club with dignity, respect, equality and fairness at all times; by creating a safe

and secure environment free from bullying, harassment and discrimination; by ensuring that users are free from exploitation and abuse. Our Club is a place of safety and security for the children who attend and for the staff who work here.

### **Unacceptable behaviour**

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, e.g. standing too close or blocking their exit
- Using aggressive or abusive hand gestures, e.g. shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

At Thirsk C P School Wrap Around Care we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

### **Procedure**

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the schools Complaints procedure.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

## **5. CHARGING AND FEES**

Thirsk CP School Wrap Around Care charge session fees for each day that the child attends the Club. The session fees for the Club will be determined annually, and will be communicated to all parents.

- Parents are liable for fees for all sessions booked, 24 hours' notice must be given if a child is to miss a session otherwise they will be charged for that session.
- In the event of sickness parents will not be charged for the first session as long as school is informed of the absence by 9am
- The Club insists on payment in advance to assist cash flow.
- Payments can be made through Parentpay, cash, bank transfer or childcare voucher schemes.
- All fees must be paid by the last Club's day of each calendar month, unless otherwise agreed in writing by the Club.
- Extended school staff do not have to pay for their children to attend the extended school facility.

## **6. INVOICING AND PAYMENT**

- Attendance is recorded using the Parentpay system
- Fees are payable through the school office. The preferred method is on Parentpay.
- Cash and cheques can be sent into school payable to Thirsk CP School. Parents can also pay using a childcare voucher schemes.
  
- The Club's leaders will enter attendance on the Parentpay system each day.
- Parents are required to pay for all sessions by the end of each calendar month.
- Failure to pay the late fee charge will lead to the issue of a warning letter to the parents/carers. The letter will explain to the parents that that late fee charge must be paid and that failure to do so may lead to the child being refused attendance at the Club until the debt is cleared. Furthermore, any subsequent failure to clear a debt could lead to permanent refusal of attendance. The parents/carers will also be informed that the Club will seek financial recovery through the courts for unpaid invoices.
- The playleader will secure any fees, cheques, and cash; on the premises until the Admin Assistant collects them.

## **7. SESSION TIMES AND FEES**

Breakfast Session	7.45am to 8.45am	£4.00 per session
After School Session	3.15pm to 4.30pm	£4.00 per session
After School Session	3.15pm to 5.45pm	£8.00 per session

Late collection after 5.45pm will result in a late collection fee of £5.00 for every 15 minutes or part of.

Discount of 50% to siblings attending the After School Sessions only.

## **8. CHILD INDUCTION PROCEDURE**

When children first join Thirsk C P School Wrap Around Care they will be allowed to settle in at their own pace.

We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Club if this has not yet been done.

If necessary, parents or carers may stay with their children during the first week to help them settle in.

Induction for new children

- The new child will be introduced to all members of staff and informed about any other regular visitors to the Club.
- EYFS children and their parents will be introduced to their key workers.
- The Club's activities, rules and routines, such as snacks, signing in and signing out, will be explained.
- The child will be shown around the Club and told where they can and cannot go. The fire evacuation procedure and the locations of all fire exits will be explained.

- The child will be introduced to the other children at the Club and allocated a 'buddy' who will assist them with finding their way around and involving them in activities.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Club's environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

## **9. ARRIVALS AND DEPARTURES**

Thirsk C P School recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our Wrap Around Care facility.

The Play leader will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

### **Escorting children to the Club**

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety.
- We have risk assessed the routes used to escort children to the Club and review it regularly.
- The school and the Club keep an identical register of children who require escorting between locations which is updated daily.
- Children who are booked into the After School Session will be collected from class. The children attending the Breakfast Session will be escorted to class.
- Children who are booked into the After School Session who are attending an after school activity will be escorted to the After School Session by the activity supervisor.

### **Arrivals**

Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway.

### **Departures**

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so detailed within their registration form.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Wrap Around Care staff in advance and provide a description of the person and a password that they will use. If the Playleader has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child contact details are provided within the Handbook. If the Club is not informed, the **Uncollected Children procedure** will be followed.
- Children will not be allowed to leave the Club unaccompanied.

## **10. UNCOLLECTED CHILD PROCEDURE**

After School Sessions endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### **Up to 15 minutes late**

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

### **Over 15 minutes late**

- If the manager has been unable to contact the child's parents or carers after 15 minutes, the manager will contact the Headteacher /Deputy Headteacher who will then contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

### **Managing persistent lateness**

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

## **11. EYFS**

Thirsk C P School Wrap Around Care are committed to meeting the requirements of the Statutory Framework for the Early Years Foundation Stage 2014 (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator at the Clubs are Mrs N Kennedy and Mrs Alison Norfolk who are responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Implementing a communication book, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Liaising with the primary EYFS provider to discuss what support the Clubs offers to EYFS children

The Club provides a mix of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We recognise the four overarching principles of EYFS:

- A Unique Child: Every child is constantly learning and can be resilient, capable, confident and self-assured. We use positive encouragement and praise to motivate the children in our care.
- Positive Relationships: Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- Enabling Environments: Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- Children develop and learn in different ways and at different rates. The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

## **12. EMERGENCY EVACUATION/CLOSURE PROCEDURE**

Thirsk C P School Wrap Around Care will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

- Possible reasons for emergency closure include:
- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.

If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure.

## **13. ILLNESS AND ACCIDENTS**



Thirsk C P School Wrap Around Care will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **Medical Form** when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Thirsk C P School Wrap Around Care cannot accept children who are ill. If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired.

#### **14. FIRST AID AND MEDICINES**

Thirsk C P School Wrap Around Care designated First Aiders are Mrs N Kennedy (Breakfast Session) and Mrs Alison Norfolk (After School Session). The designated First Aiders have current first aid certificates and have attended 12 hour paediatric first aid courses. To ensure that there is a qualified first aider present and available at all times when the Club is running, other members of staff will also receive first aid training. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

The location of the first aid box and a list of qualified first aiders are clearly displayed at the Club. The designated First Aider regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

#### **Procedure for a minor injury or illness**

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

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

#### **Procedure for a major injury or serious illness**

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

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's **Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the **Medical Form**).

- We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident the manager and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (e.g. broken limb, amputation, dislocation, etc. – see the HSE website for a full list of reportable injuries).

### **Communicable diseases and conditions**

If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

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

If there is an incident of food poisoning affecting two or more children looked after at the Club the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

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

### **Medicines –please refer to the school First Aid and Medicines Policy**

## **15. FIRE SAFETY AND RISK ASSESSMENT**

At Wrap Around Care we understand the importance of fire safety and adhere to the Thirsk CP School **Fire Safety Policy**.

To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- Children are introduced to the fire safety procedures during their settling in period and through regular fire drills.
- Fire drills are conducted at least once a term or whenever new staff or children join the Club.
- All children are shown the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked.
- Fire extinguishers and fire alarms are regularly tested in accordance with manufacturer's guidance.
- All fire drills are recorded in the **Fire Drill Log**.
- The Club have notices explaining the fire procedures which are positioned next to every fire exit.

### **Fire prevention**

The Club will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.

- Ensuring that the Club's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises – excepting refrigerators.
- Storing any potentially flammable materials safely.

### **In the event of a fire**

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (a copy of which is kept in the School office) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

## **16. HEALTHY EATING**

At Wrap Around Care we provide healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

At Wrap Around Care we promote healthy eating and lead by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We provide suitable healthy snacks for all the children.
- Children are encouraged to develop good eating skills and table manners.
- All children are given plenty of time to eat.
- Where appropriate, children are involved in planning and preparing food and snacks.
- Fresh drinking water is available at all times.
- Fresh fruit is available at all sessions.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- The Club does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

## **17. ANTI-BULLYING**

Thirsk C P School Wrap Around Care -**Anti Bullying Policy**.

The Club provides a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our Club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's position on bullying. Bullying behaviour is unacceptable in any form.

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

18. **CONFIDENTIALITY** Wrap Around Care adhere to the Thirsk CP School Confidentiality Policy

## **19. PLAY POLICY**

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2014)*, "Play is essential for children's development building their confidence as they learn to explore to think about problems and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults."

At Thirsk Wrap Around Care we recognise the importance of play to a child's development and follow the Playwork Principles. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

### **Facilitating play**

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up the Club so that activities are ready before the children arrive.
- Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why.
- Not expecting children to be occupied at all times.
- Making outdoor play available every day, weather conditions permitting.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.

## **Play areas and equipment**

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive as part of our environmental daily checks.
- The resources used at the Club promote positive images of different ethnic backgrounds, religions, and abilities, in line with the school **Equal Opportunities** policy.
- The Club has a selection of fiction and non-fiction books, suitable for all age ranges.

## **20. SUSPENSIONS AND EXCLUSIONS**

Thirsk C P Wrap Around Care will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

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

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

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

Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

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

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

### **Temporary suspensions**

Temporary suspensions will be applied in the following situations:

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

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

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

### **Permanent exclusion**

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

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. The parent/carer has the right to appeal to the Head Teacher against the exclusion within 14 days of receiving written notification of the exclusion.

## **21. DATA PROTECTION ACT**

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