

**Holy Trinity**  
**After School Club**

**Statement of Purpose**

Holy Trinity After School Club is currently registered to care for 77 children each day. The children are all cared for on the Mill Street site and children are transported from Cornagrade by bus/supervised taxi.

The After School is registered with the Western Health & Social Care Trust. As a registered care provider, we are happy to accept Child Care Vouchers should they be available through your employer. We can also provide you with relevant documentation regarding child tax-credits.

The club is staffed by a team of dedicated, well qualified staff. Daily management is undertaken by Sarina Markey with overall management responsibility resting with the Management Committee.

The children attending the facility have opportunities to engage in a wide range of activities and some also take the opportunity to complete part of their homework.

During the sessions the children are provided with snacks. During holiday periods the children will receive snacks but also need to bring a packed lunch.

## Ethos

Holy Trinity After School is an independent school aged childcare setting dedicated to providing individual care for our children. We aim to provide a warm and nurturing environment in which each child can flourish and reach their full potential. We endeavour to support every child in our care in order to ensure they achieve their utmost, develop confidence in their own abilities and a lifetime love of play and learning. We recognise the importance of good manners and respect for others and believe that this in itself enables our children to be well prepared for life outside the after school environment. We are dedicated to providing the children in our care with a strong foundation for life, and believe that a quality childcare setting provides children with the best opportunity to achieve their full potential both while at the childcare setting and in their futures.

During the Early Years children grow, develop and learn more rapidly than at any other time of their lives. We firmly believe that, by paying close attention to what the children tell us and show us, we are able to gain important insights into the minds and to the development of each child. It is clear that by focusing on the child's strengths, passions and interests, as they emerge, our staff can develop an insight into that child's potential and ensure that appropriate activities are planned in order to promote and celebrate these abilities.

Holy Trinity After School focuses on nurturing and developing the individual talents inherent in each child which in turn allows them to develop their own self-confidence. We encourage and reward children's willingness to try new things, to question their knowledge and abilities and more importantly to feel pride in their attempts and to develop an ability to learn from their failures. This approach allows children to develop an analytical mind and build the confidence needed in order to be able to make their own decisions and judgements.

Our childcare environment is calm and nurturing and the children's happiness is always our number one priority. Our home-from-home atmosphere enables the children to develop a sense of security and allows them to excel in all areas of their development.

## Aims and Objectives

At Holy Trinity After School Club we provide the best quality childcare at all times.

Aims and Objectives are supported by our policies and procedures.

Aims and objectives of the after school club are based on the following principles.

- To create a safe, caring and stimulating environment where each child can develop their social, emotional and physical potential, whilst becoming independent and physically active.
- To provide clear boundaries in terms of acceptable behaviour, develop children's moral understanding and use encouragement and praise as a reward for good behaviour.
- To build each child's self esteem together, with mutual care and respect for others.
- The individual unique child is valued at Holy Trinity After School club, each child as an individual with its own needs and personality. We strive to meet the needs of the individual child that attends our After School Club and focus on each child's achievements as individuals.
- To encourage a positive attitude with respect towards racial origins, religions, differences of gender and disabilities within the after school club. We do this by practicing our Equal Opportunities Policy at all times.
- To provide support and information to parents and guardians who use our service.
- Ensuring the environment at the After School Club always plays a key role in supporting the child's experiences in our setting.
- Be a voice for the children in our care.
- To be fair and understanding at all times.

### **Insurance**

We are fully insured with employer's liability insurance and public liability insurance. Our insurance certificate is displayed on our parents notice board and our insurance is renewed annually on the 13<sup>th</sup> April each year.

### **Policies and Procedures**

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All policies and procedures can be accessed on the Holy Trinity School website by clicking on the After School Club Section or by using the link below:

<http://www.holytrinityps.com/after-school-a-a/club/>

## **Admissions Policy**

In Holy Trinity we aim to ensure that our setting is accessible to children who attend the school.

It is the policy of Holy Trinity After School Club to offer places from the waiting list as they become available. This will be undertaken in a fair and unbiased manner.

When a space becomes available the first child on the waiting list will be offered that place and then next on the waiting list and so on.

When a place is offered some paperwork needs to be completed before the child can attend the after school club.

This paperwork includes:

- A Registration Form
- A Permission Slip
- Signed letter to show that the parents/carers have read all policies and procedures.
- A Financial Agreement
- Any additional details that may be required such as information about any medications, allergies, additional needs etc.

Parents and Carers are welcome to bring children in for a look around the setting and to ask any questions they may have before the child attends the After School Club. This can be arranged by contacting the manager (Sarina Markey) on 07834543170.

When all relevant paperwork is completed and all relevant information is shared a start date can be arranged for the child to begin attendance at the After School Club.

We offer both full time and part time places at Holy Trinity After School Club.

### **Arrivals and Departures of Children**

It is the policy of the After School Club to give a warm welcome to each child on their arrival to the club or collection from school and to also ensure that they depart safely at the end of the day. A risk assessment is in place for arrivals and departures and this is regularly reviewed. Details are updated and parents are given written confirmation on any changes or updates through our monthly newsletters.

### **Arrivals**

Familiar staff will collect the children from class during school term and the same familiar staff will also be present to greet children as they arrive in the morning during the summer and on any other school closures when the After School is open. As the children arrive a member of staff will sign them in on the daily register adding the time they arrived.

Any specific information provided by parents or passed on from the manager should be recorded.

A register will be kept and times of arrival and departure of children on the premises will be recorded and supplemented by regular head counts throughout the day. The register will be kept on the premises at all times other than trips or outings.

### Departures

Parents may collect children at any time during the session.

Children will only be released to the parent, carer or other person named on their enrolment form and over the age of 18. If there is a change in who collects the child, then the setting must be made aware of this in advance. Holy Trinity After School club reserves the right to refuse for a child to be released from our care if there is any doubt of the authenticity of the person calling.

On departure the register must be immediately marked to show that the child has left the premises.

### Settling in:

We aim for our children to feel safe, happy and secure in our After School Club and to feel comfortable with all staff. We also want parents to have confidence in both their children's well-being and their role as active partners.

We aim to support parents and carers by giving consideration to the individual needs and circumstances of each child and their families. Staff will work in partnership by:

- Providing parents with relevant information regarding the policies and procedures of the setting.
- Encouraging the parents and children to visit the setting during the weeks before admission is planned.
- Planning staggered settling in sessions to ensure children feel confident and secure while in the setting.
- Reassuring parents whose children seem to be taking a long time settling into the setting.

### Hours of opening

Holy Trinity After school club opens daily from 2pm until 6pm.

The P1 & P2 room (Monkey's:) opens 1.45pm until 6pm.  
The room is based in a P1 classroom.

The P3 room (Bears:) opens at 2.30pm until 6pm.  
This room is based in a P1 classroom.

The P4 & P5 room (Penguins:) opens at 2.30pm until 6pm  
This room is the mobile.

The P6 – P7 room (Unicorns:) opens at 3.00pm until 6pm.  
This room is based in the library.

During school holidays and closures we open 8.30am to 6pm.

### Contact Information

Managers name: Sarina Markey  
Deputy Manager: Caitlin Beresford

Room Leader P1: Cora Cox  
Assistant & Relief Leader: Katie Maguire  
Assistant: Ann-Marie Kirkup  
Assistant: Kim Thompson

Room Leader P3: Caitlin Beresford  
Assistant: Kalisha Reilly  
Assistant: Joe Quinn

Room leader P4 & P5: Dilan Fee  
Assistant: Rebecca Mc Keever

Room Leader P6 & P7: Eoghan Smyth  
Assistant & Relief Leader: Sarah Cole  
Assistant: Aimee Southam

Relief Staff:  
Relief Assistants: Rachel Wheeler (also relief room leader),  
Abbie McFettridge, Chantelle Boyd,



The address is:  
Holy Trinity After School Club  
Mill Street  
Enniskillen  
Co Fermanagh  
BT74 6AN

We can be contacted by telephone on 07834543170

And

By email at [htkidsclub@hotmail.co.uk](mailto:htkidsclub@hotmail.co.uk)

# Routines

## Monkeys P1 & P2 Room Timetable



	Monday	Tuesday	Wednesday	Thursday	Friday
<b>2.00pm-3.00pm</b>	P1 Room	P1 Room / P1 Yard	P1 Room	P1 Room / P1 Yard	P1 Room
<b>3.00pm-3.30pm</b>	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack
<b>3.30pm-4.30pm</b>	P1 Yard / Gym	Computer Suite	Dining hall Cookery / Gym	Computer Suite	P1 Yard / Gym
<b>4.30pm-6.00pm</b>	P1 Room / P1 Yard	P1 Room	P1 Room / P1 Yard	P1 Room	P1 Room / P1 Yard

## Bears P3 Room Timetable



	Monday	Tuesday	Wednesday	Thursday	Friday
<b>2.00pm-3.30pm</b>	P1 Room/ P1 yard	P1 Room	P1 Room / P1 yard	P1 room	P1 Room / P1 Yard
<b>3.30pm-4.00pm</b>	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack
<b>4.00pm-5.00pm</b>	Computer Suite	Bottom Yard / Gym	Computer Suite	Cookery / Gym	Bottom Yard / Gym
<b>5.00pm-6.00pm</b>	P1 Room	P1 Room / P1 Yard	P1 Room	P1 Room / P1 Yard	P1 Room

(Bottom Yard – Polly tunnel Yard)

## Penguins P4 & P5 (Classroom - Old Library) Room Timetable



	Monday	Tuesday	Wednesday	Thursday	Friday
<b>2.30pm-4.00pm</b>	Classroom	Staff Room (Cookery)	Classroom	Classroom / Top Yard	Classroom / Top Yard
<b>4.00pm-4.30pm</b>	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack
<b>4.30pm-5.00pm</b>	Top Yard / Gym	Bottom Yard / Classroom	Top Yard / Gym	Bottom Yard / Classroom	Classroom Movie
<b>5.00pm-6.00pm</b>	Classroom	Computer Suite	Classroom	Computer Suite	Classroom Movie

## Squirrels P6-P7 (Old Library) Room Timetable



	Monday	Tuesday	Wednesday	Thursday	Friday
<b>3.00pm-4.30pm</b>	Mobile / Top Yard	Mobile / Top Yard	Mobile / Top Yard	Mobile / Mobile Yard	Staff Room Cookery
<b>4.30pm-5.00pm</b>	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack	Dining Hall Snack
<b>5.00pm-6.00pm</b>	Computer Suite	Top Yard / Gym	Computer Suite	Top Yard / Gym	Classroom (Movie)

### Charges and fees

The prices for Holy Trinity After- School Club  
from 1<sup>3th</sup> May 2024

2.00 – 4.00	£12.50 per day	£60.00 per week
2.00-6.00 P1/P2	£21.50 per day	£95.00 per week
3.00-6.00 P3/P7	£18.00 per day	£80.00 per week
8.30-6.00 Full Day	£32.50 per day	£140.00 per week
8.30-1.30 Half Day 1.00-6.00 (Any 5 Hours)	£22.50 per day	£100.00 per week
Hourly rate	£8.00 per hour	£40.00 per week

#### Family rate

We offer a family reduction of 10% for the second child where two children are attending 3 full sessions or more per week and a 15% reduction of any additional child in the family.

As a registered childcare provider we are happy to accept Childcare Vouchers should they be available through your employers. We also accept Tax free childcare and can supply any evidence needed for Tax Credits or Universal Credits.

There will be a charge for all full time spaces even if for any reason the child/children do not attend.

All children attending must book in advance. There will be a charge if your child is booked and fails to attend.

To view a copy of our Registration or Insurance Certificates please speak to the manager (Sarina Markey).

## **The Role of Parents in the After School Club**

In Holy Trinity After School Club we do not ask parents to participate as volunteers.

Parents are welcome to enquire about joining the committee for after school club.

Parents are kept up to date about everything that happens within the after school club. Room leaders pass on all relevant information and letters will go out to parents on a regular basis, informing of any changes or information they may need.

Newsletters are handed out each month to inform parents of what the children have been doing at after school club and what is also planned for the next month.

Parents can seek any further information or access to any information kept about their child by speaking to the manager (Sarina) in the office.

## **Child Protection and Safeguarding Policy**

### Principles:

The Children N.I Order 1995:

Taking into consideration the 5 main principles of the order, the first being 'The Welfare of the Child is Paramount.'

The UN Convention on the Rights of the Child (1991) states:

'Children have the right to be as healthy as possible, live and play in a safe, healthy unpolluted environment and benefit from preventive health care and education.'

### Statement of Intent

Holy Trinity After School Club operates in accordance with the Children's (NI) Order 1995 ensuring the Welfare of the Child is paramount. Children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policies and Procedures. These are available from

<https://www.proceduresonline.com/sbni/>. Staff will work in partnership with parents, children and statutory agencies to ensure all children are protected from harm. The Staff and Management at Holy Trinity After School Club accept and recognise their responsibility to develop awareness of the issues which cause children harm and how to safeguard and protect them through relevant training. Staff are aware of their responsibility with regard to reporting suspected or actual abuse or neglect.

Staff will be employed in relation to the Employment Rights (NI) Order 1996.

All staff will be subject to:

- Pre-employment interviews
- Vetting carried out via Access NI
- A Social Services Trust Check
- 2 References being provided
- A declaration of health
- A probationary period which will be reviewed within 3 months

### Recognition of child abuse

Staff may observe changes in a child's behaviour or marks on a child's body. There are a number of well-established signs and symptoms of abuse, which are detailed in the Regional child protection policy and procedures. These do not always suggest conclusively that abuse is occurring, but are indicators of concern that may prompt a member of staff.

### Physical Abuse

- Hitting
- Biting
- Pinching
- Shaking
- Throwing
- Poising
- Burning
- Scratching
- Drowning



- Suffocating

#### Emotional Abuse

- Bullying
- Deliberately telling a child they are worthless, unloved or inadequate.
- It may include not giving a child opportunity to express themselves, deliberately silencing them, or making fun of what they say or how they communicate

#### Sexual Abuse

- Physical contact, including assault by penetration
- Kissing, rubbing or touching outside of clothing
- Encouraging child to act in sexually inappropriate way
- Grooming child in preparation of grooming
- Involving children in production of sexual images
- Sexually inappropriate language/ behaviour
- Injuries to genital area
- Rectal bleeding
- Fingertip bruising to inner thighs
- Sexualised language/behaviour

#### Neglect

- Failure to attend medical needs
- Malnutrition
- Poor personal hygiene/ unkempt appearance
- Seclusion
- Inadequate clothing

#### Exploitation

- Child labour
- Slavery
- Servitude
- Begging
- Child trafficking
- Benefit or other financial fraud

These lists are not exhaustive, but are given as signs and symptoms. Children attending Holy Trinity After School come from a variety of homes and backgrounds, with differing social backgrounds.

During registration parents are made aware of Holy Trinity After Schools procedures for safeguarding and child protection. If staff have a reasonable concern that a child may be at risk or is suffering abuse or neglect, information may be passed to the Gateway Team without parental consent.

As outlined in child record forms, staff will ensure that children are collected from Holy Trinity After School only by parents and those named on the forms. Authorised persons must be aged 18 or over.

Our response to suspicions of abuse

- Our first priority will always be the child.
- By ongoing observation, any significant behaviour that might be of concern, will be recorded.
- Records will be kept until the child's 21<sup>st</sup> birthday in case of legal action.
- Appropriate action will be taken to support children who may disclose they are being abused.
- If a child discloses that they are being abused, they will not be questioned in a leading way and all facts will be recorded.
- Children whose condition or behaviour gives cause for concern will be listened to and reassured that they are valued and respected.
- All concerns will be kept confidential, shared only with the relevant authorities and the Designated Officer in Charge of Child Protection or a Deputy Designated Officer in Charge of Child Protection.
- Parents are asked to keep us informed of any significant accidents and injuries which occurred outside the After School setting. Staff also document if a child arrives to the setting with any injuries.
- If a member of staff is accused of any form of abuse the gross misconduct procedure, as per their contract of employment, will take effect immediately.
- Holy Trinity After School do not conduct investigations. Concerns and allegations will be passed on to the Gateway Team who will decide what further action, if any, needs to be taken.

If a member of staff working within Holy Trinity After School Club:

- Notices any unusual marks or bruises on a child,
- Is aware of inappropriate sexual language or behaviour from a child,
- Observes signs of serious neglect of a child,
- Is told by a child that they are being harmed or abused,

The staff will respond appropriately by:

- Use appropriate strategies e.g. listening to the child, not asking leading questions, to support children who make a disclosure of abuse.
- By observing children on a regular basis and recording any significant changes in behaviour that may cause concern.
- Understanding that information may be required to be transferred to relevant organisations and will be done confidentially.

If a member of staff has concerns or an allegation is made, a clear written factual record of all events and actions must be taken. This must be dated and signed after each entry to the record. All records must be kept confidential and secure.

The following is a checklist of details to record and questions to ask yourself in making a report:

- Name of child
- Age of child
- Any special factors
- Name of parents
- Home address and phone number
- Is the person making the report passing on their own concerns or passing on those of somebody else?

- What has prompted the concerns? Include dates, times etc of any specific incidents.
- Any physical signs? behavioural signs? Indirect signs?
- What was said by the child?
- Have the parents been contacted? If so, what was said?
- Has anybody been alleged to be the abuser? If so, record details.
- Has anyone been consulted? If so, record details

All child records and any child protection records will be kept in a locked cabinet with only access by designated persons. All staff have a legal duty to report any concerns to Holy Trinity After School Clubs Designated Officer in Charge of Child Protection and if this is not possible then a Deputy Designated Officer of Child Protection should be informed, who will then pass the relevant information on to the Gateway Team.

Further Information can be found about the Gateway Team on our notice board.

The Designated Child Protection Officer should usually let parents know this is happening, however if there is a concern that telling the parents will put the child at greater risk, then parents will not be notified until the matter is investigated by the Gateway Team.

If you have any queries about our Child Protection Policy or want more information or advice, please speak to the:

- Designated Child Protection Officer – Sarina Markey
- Deputy Designated Child Protection Officer 1 – Caitlin Beresford

Telephone Number: 07834543170

#### Supporting Staff

Being involved in cases of abuse or alleged abuse can be upsetting and stressful for staff and they will be supported appropriately.

#### Sharing Information

We will only share information or concerns with any other persons or agencies on a need to know basis.

It is acknowledged that reporting abuse can be a distressing experience for staff and volunteers, consequently support will be offered throughout the process.

Procedure if there is a concern about a child:

I have a concern about a child's safety.
If I am concerned, I can talk to the Manager Sarina Markey (Child Protection Officer) 07834543170
If Sarina is unavailable I can contact Deputy Manager Caitlin Beresford (Deputy Child Protection Officer) or
At any time, I can talk to the Gateway Team 028 71314090, Early Years Team 02866327734, Regional Social Services 08001979995 after 5pm, weekends and bank holidays.

## **Managing Aggression and Challenging Behaviour**

In Holy Trinity After School Club we recognise the importance of positive and effective behaviour management strategies in promoting children's welfare, play and enjoyment. We aim to help children to develop a sense of care and respect for one another by building caring and co-operative relationships. We help and encourage children to develop a range of social skills and help them learn what constitutes acceptable behaviour. We help children to develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents/carers and one another with friendliness, care and courtesy. We familiarise new staff, volunteers and parents/carers with our behaviour management policy and its guidelines for behaviour management strategies. The Club, the Manager and the staff will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

When children behave in an aggressive or challenging manner:

- Physical punishment such as smacking or shaking will never be used or threatened.
- Children will never be singled out or humiliated in any way.
- Staff within the setting will re-direct the children towards alternative activities.
- Discussions with children will take place respecting their level of understanding and maturity.
- Staff will not raise their voices in a threatening way.
- In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome.

How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to 'take a break' and think about what he/she has done. It may also include the child apologising for their actions.

Parents/carers will be informed if their child is unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with in the setting at the time. Parents/carers may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the setting. In some cases, we may request additional advice and support from other professionals, such as an early year's adviser or educational psychologist.

Children need to develop non-aggressive strategies to manage their feelings. They need to be given opportunities to release their feelings more creatively.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.

Confidential records will be kept on any negative behaviour that has taken place.

Parents/carers will be informed and asked to read and sign any entries concerning their child.

If a child requires help to develop positive behaviour, every effort will be made to provide for their needs. Through partnership with parents and formal observations, staff will make every effort to identify any behavioural concerns and the causes of

that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented.

In the event where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. the manager will complete risk assessments identifying any potential triggers or warning signs ensuring other children and staff safety at all times. Children will be distracted from the negative situation and supported in a different activity or invited to 'take a break' if necessary for their own well-being and that of others in the group.

When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner at a level appropriate to age and stage of development.

Staff will encourage and facilitate mediation between children appropriate to their age and stage of development to try to resolve conflicts by discussion and negotiation.

## **Promoting Positive Behaviour**

We believe that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the setting we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We recognise that children may experience difficulty maintaining their self-control and may need the time and space to manage their emotions and calm down. We will ensure

- Children have an identified space where they can go to reflect on their actions.
- This is not a punishment but a tool to allow the child to regulate their own self-control.
- Children can choose to use the area on their own where they can be quiet

We aim to:

- Recognise the individuality of all our children and that some behaviours are normal in young children.
- Encourage self-discipline, consideration for each other, our surroundings and property.
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills.
- Ensure that all staff act as positive role models for children.
- Work in partnership with parents by communicating openly.
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them.
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and ensuring they are consistent.
- Promote non-violence and encourage children to deal with conflict peacefully.

We are concerned with safety, care and respect for each other. Children who behave inappropriately by physically hurting another child or adult e.g. biting, hitting, verbal name calling etc., will be required to talk through these actions and apologise where appropriate. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge when a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.

## **Complaints / Comments Policy**

At Holy Trinity After School Club we are committed to listening to the views of others about our service. We value the right of each child, parent / carer and member of staff to make a complaint. A complaint is viewed as an opportunity to improve our level of service and assists accountability within that service. We will use any information, wherever possible, to help maintain and improve our After School Club. We encourage and welcome all comments and views, both positive and negative. All complaints will be dealt with in confidence and in accordance with the complaints procedure.

This policy is designed to establish a clear mechanism for resolution of complaints which can be verbal or written. For our comment / complaints policy, please see below.

### **Informal (Stage 1)**

Refers to verbal complaints which can be dealt with immediately. These complaints will be recorded in the complaints log. A cooperative approach should mean most complaints can be dealt with in this way but complainants should be given the opportunity to make a formal complaint if they wish.

### **Informal (Stage 2)**

Refers to a verbal complaint made to the manager. The manager will then schedule a meeting with the complainant, discuss the issues and implement any agreements.

### **Formal (Stage 3)**

Refers to a signed written complaint made to the manager. This complaint will be acknowledged within 10 days and the complaint will be investigated. Any changes or agreements will be implemented. Any outcomes will be confirmed in writing within 20 days.

### **Formal (Stage 4)**

Refers to formal written complaints made to the Chairperson / Management Committee. Receipt of the complaint will be acknowledged within 10 working days. A meeting will be arranged with the complainant and any issues will be investigated. Any changes or agreements will be implemented. Any outcomes will be confirmed in writing within 25 working days.

### **Appeals Process**

A written request can be made to have a case heard by the full Management Committee. Receipt of the complaint will be acknowledged within 10 working days. A meeting will be arranged with the complainant within 30 working days. All issues will be considered. Any changes or agreements will be implemented. Outcomes will be confirmed in writing by the 40<sup>th</sup> working day.

All complaints which reach stage 3 will be reported to the Management Committee. Where complaints are dealt with at a lower stage these will only be discussed by the Management Committee where they require changes to our current policies/procedures.



Procedure if a parent or carer has concerns:

I have a concern about my/another child's safety.
I can talk to the Room Leaders - Caitlin Beresford - Cora Cox - Dilan Fee - Eoghan Smyth
If I am still concerned, I can talk to Deputy Manager Caitlin Beresford (Deputy Child Protection Officer) 07834543170
If I am still concerned, I can talk to the Manager Sarina Markey (Child Protection Officer) 07834543170
At any time, I can talk to the Gateway Team 028 71314090, Early Years Team 02866327734, PSNI 0845 600 8000 or Regional Social Services 02895049999 after 5pm, weekends and bank holidays.

## **Infection Prevention and Control**

Holy Trinity After School Club believes that the health and safety of children is of paramount importance. We work closely with parents/carers to ensure that children can attend the setting each day. However, it will sometimes be necessary to require a sick child to be collected early from a session or be kept at home while they get better to minimise the risk of infection spreading.

If any infectious or communicable disease is detected on the premises, the Manager will inform parents/carers personally in writing as soon as possible. The Early Years Link Social worker and Public Health Agency will also be informed if appropriate.

Where infectious conditions are identified we seek advice from the medical professionals and implement the recommended exclusion periods.

- If a child appears to be unwell during the day – has a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – parents/carers will be contacted.
- If a child has a temperature, they will be kept cool, by removing top clothing, sponging their heads with cool water and kept away from draughts.
- Temperatures will be taken using a thermometer from the first aid kit.
- In extreme cases of emergency, a member of staff will phone for an ambulance and the parent/carer will be informed.
- After sickness or diarrhoea, parents/carers are asked to keep the child home for 48 hours after the last bout of sickness or until a formed stool is passed.
- The setting has a list of excludable diseases and current exclusion times in accordance with the public health agency.
- Parents/Carers are asked to inform the setting if their child has any illness such as measles or chicken pox.
- Women who are pregnant are made aware of the following infections: chicken pox/shingles, rubella, slapped cheek syndrome and measles.

The After School setting is registered with the local Environmental Health Department and implements all guidance relating to the storage and preparation of food within the premises. All staff have undertaken Basic Food Hygiene Training. We also implement the WHSCT 'Infection Control Guidelines for Child Care Settings.'

### **Exclusion of staff**

A staff member who has an infection can place children and others at risk, therefore staff suffering from particular conditions must be excluded from their work in accordance with Health Protection Agency Guidelines.

Any staff member who handles food and becomes sick with diarrhoea, vomiting or infected skin problems such as wounds or boils must report this to the manager.

Those with diarrhoea or vomiting should be excluded from work until at least 48 hours after symptoms have stopped. They should seek medical advice. Staff with infected wounds or skin infections on exposed parts of their bodies should be similarly excluded until the lesions are healed or they have been advised that it is safe to return to work by the GP.

Staff with other conditions which could spread infections, such as the common cold, should take sensible precautions and inform the manager.

**Reporting of 'notifiable disease'**

If a child or adult is diagnosed as suffering from a notifiable disease under the Public Health (Infectious Diseases) Regulations 1988, the GP will report this to the Public Health Agency, Health Protection Service.

When the setting becomes aware, or is formally informed of the notifiable disease, the manager will inform the Early Years Team and ensure that the setting acts on any advice given by the Health Protection Agency.

## **Additional Needs Policy**

Places for children with Additional Needs are available, provided that the After School Club has the resources for the children and that we can also provide for the efficient care of the other children in the setting.

Parents/Carers are advised to inform the Room Leader or Manager if their child has special needs or is receiving help such as Speech Therapy, Occupational Therapy or has been assessed by the Psychology Service. Information shared will be taken into account when meeting the needs of the child. We encourage close liaison between our setting and the home and this is valued and viewed as an important step in meeting the needs of the child. If there are any particular problems concerning a child, parents are encouraged to contact the child's room leader or the manager. Sometimes we may feel that a child may have a problem which requires expert help. In this instance we will consult with the parent/carer before making a referral.

Where appropriate, staff will consult with school staff, including the SENCO to seek advice on how best to meet the needs of the child.

Children with additional needs, like all other children, will be admitted into the group after consultation between parents/carers and the manager. If other childcare professionals are already involved with the family, any relevant information will be used, to ensure consistency of care. We are committed to the inclusion of children and parents within our setting and will seek resources and advice to make the relationships successful. We will therefore:

- Endeavour to obtain suitable equipment to enable those with disabilities to be correctly supported and enabling them to make full use of activities.
- Ensure all children have full access to the play opportunities offered within the setting.
- Select resources which portray positive images of people with disabilities.
- Welcome the opportunity to work and liaise with other professionals in order to meet the child's specific needs.
- Monitor and record children's progress on an individual basis to ensure planning is appropriate to age and stage of development.
- Ensure that all staff working with the children have appropriate skills and training.

## **Management of Records and Retention and Storage of Records**

Holy Trinity Afterschool retain a number of records which relate to children attending the service, parents/carers of children attending the service, staff details and more.

At all times we ensure that the records which are maintained are designed to meet the needs of the service provided and are maintained only for the purpose for which they are created. An indication of the type of records maintained is as follows:

**Parents:** Data is held regarding addresses/ telephone contacts, payments owed/made for the service, permissions provided information of a child protection nature etc.

**Children:** Data is held regarding names, addresses, special needs/ specific requirements, medical information, attendance etc.

**Staff:** Data is held regarding recruitment, vetting, attendance, salaries, disciplinary matters etc.

All of this information is maintained securely, with the level of access to the information varying; with some information available to all staff and some specific to the Leader/Manager/Registered Person/ Management Committee.

The information is maintained in a manner which provides access as required. Information is only retained for as long as is necessary. All records relating to the child are available for the parents to access at reasonable notice.

### **Parents**

Records will be used as a baseline for discussion with parents about their child's progress and to support the parents with strategies to help their child's development if appropriate.

### **Child Protection**

Whether your child protection records are electronic or paper-based, they will be kept confidential and stored securely. Electronic files will be password protected and stored on computers with protection against hackers and viruses.

- Information about child protection concerns and referrals will be kept in a separate child protection file for each child, rather than in one 'concern log'. The child protection file will be started as soon as we become aware of any concerns.
- It is good practice to keep child protection files separate from a child's general records and therefore we mark the general record to indicate that there is a separate child protection file.
- If we need to share records (within our own organisation or externally), we ensure they are kept confidential. We use passwords and encryption when sharing electronic files.
- If our staff and volunteers use their personal computers to make and store records, we make a clear agreement to ensure the records are being stored securely.

- If the person responsible for managing our child protection records leaves our organisation, we make sure to appoint somebody to take over their role and arrange a proper handover.

In Northern Ireland, the government recommends that child protection files should be kept until the child's 30th birthday (Department of Education, 2016).

### **Accidents, Incidents and Child Arriving With an Injury**

An **accident** is an unfortunate event or occurrence that happens unexpectedly and unintentionally, typically resulting in an injury, for example tripping over and hurting your knee.

An **Incident** is an event or occurrence that is related to another person, typically resulting in an injury, for example being pushed over and hurting your knee.

A **Child Arriving with an Injury** is when the child arrives to our setting with either a visible injury or an injury they tell us about.

- We keep written records of all accidents, incidents, or children arriving with injury to a child together with any first aid treatment given. Any event, however minor, is recorded by completion of an "accident/incident report" and the procedure is the same for both types of events as follows:
- An accident/incident/child arriving with an injury report is completed by a member of staff who witnessed the event and co-signed by a colleague who was present.
- The form must be written accurately and clearly.
- Accident, incident and child arriving with an injury forms are readily available for staff to complete immediately.

The form must include:

- Whether it is an accident, incident or the child arrived with the injury that is being recorded.
- Date of accident/incident or that the child arrived with the injury.
- Time of accident/incident or when the child arrived with the injury.
- Name and signature of person who dealt with the accident/incident or child who arrived with an injury and a co signature or a colleague who was also present at the time.
- Description of accident/incident or injury the child arrived with.
- Description of care given (i.e first aid provided, comfort and reassurance etc)
- Name of person who gave care (this must be a paediatric first aid qualified member of staff)
- Description of injury (if applicable)
- Witness signature
- Counter signature (must be qualified practitioner)
- Signature of parent/carer
- Whether follow up medical advice is needed
- Follow on checks that are take place, by who and what time

Accident, Incident and child arriving with an injury forms are kept on file for at least 21 years and 3 months

### **Attendance Records**

A daily register is kept of all children attending the setting and all staff working each day within the setting. Daily Time Sheets are also kept for all staff.

All registers and time sheets are kept stored in a secure file for 12 months at a time.

### **Visitor Records**

All visitors to the building must sign in and out using the digital signing in and out system. Records of all visitors are stored securely on this system for up to 5 years.

### **Insurance Certificates**

All insurance certificates and relevant documentation are stored in a secure file. The current insurance certificates are displayed on the parent notice board. All insurance certificates are kept on file for 5 years.

### **Risk Assessments**

A daily records is kept of daily check risk assessments carried out before children enter any of our spaces within the setting. More robust risk assessments on each area we use in the setting are kept in a secure file and these are reviewed and updated annually or more frequently as and when needed. These records are retained on file for 12 month periods.

### **Funding Applications**

We do not currently have any funding applications on file as we are not very often meeting the requirements for funding applications.

If a funding application is made all information will be kept in a secure file and retained for us to 5 years.

## **Confidentiality**

Holy Trinity After School Club respects the right for all information and records to be treated with respect and with due attention to confidentiality and privacy. However, the legal principle that 'the welfare of the child is paramount' (Children Order NI) means that confidentiality comes second to the right of the child to be protected from harm.

### **Management of Records:**

- All registration forms and children's records will be kept in a locked filing cabinet.
- Parents may have access to records of their own child only.
- Information may be shared in relation to Child Protection concerns. Parental consent will be obtained beforehand, if appropriate.
- Information may be shared with Social Services. Parental consent will be obtained beforehand, if appropriate.
- All issues pertaining to the employment of staff will remain confidential to those persons who are directly involved with personal decisions.
- Any breach of confidentiality by a member of staff, student or volunteer may lead to disciplinary action.
- Staff will not discuss individual children other than for the purposes of planning and group management, with people other than the parents/carers of that child.
- All records relating to children will be kept in a secure place. Records of a general nature will be destroyed after the child leaves the service or if records have been updated. Some records will be passed on at the request or agreement from parents.
- Children's records are always available for parents and inspection by Social Services Early Years Team.
- Staff records are always available for each individual staff member to view their only records only and staff records are also made available to the Early Years Team during our Social Services Inspection.



## **Data Protection Policy**

### **Data Protection:**

Holy Trinity After School Club will only hold and maintain records which are required by law and Registration requirements. We will operate within the GDPR and Data Protection Act (2018)

Our Data Protection Policy sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data.

Personal data will be:

- Obtained and processed fairly and lawfully
- Held only for purposes described in the data users register entry
- Used only for purposes, and disclosed only to those people, described in the register entry.
- Adequate, relevant and not excessive in relation to the purpose for which they are held
- Accurate and where necessary, kept up to date
- Held no longer than is necessary for the register purpose
- Accessible to the individual concerned who, where appropriate, has the right to have the information about themselves corrected or erased.
- Surrounded by proper security
- Ensure that all staff are made aware of good practice in Data Protection.
- Ensure that adequate training will be provided for all staff responsible for personal data.
- Ensure that everyone handling personal data will know where to find further guidance.
- Ensure that queries relating to data protection, internal and external to the organisation, is dealt with effectively and promptly.
- Data Protection Procedures and guidelines will be regularly reviewed within the organisation.
- All records on staff and children in the setting are available to the Early Years Team for our Social Services Inspections.

## **Parents Access to Records**

Holy Trinity After School recognises that parents/carers are the first educators of their children and our aim is to work in partnership with parents and carers in providing an environment that supports that and promotes the best interests of the children in our care.

We will involve parents/carers in the record keeping about their child, either formally or informally and ensure they are aware they can have access to their child's records and ensure them that they can discuss any information about their child at any time.

Participation with parents/carers:

All parents/carers are informed about the setting, how it operates, opening times and policies and procedures through written information, newsletters, notice boards and informal communication. Parents are made aware that they are welcome to contribute and make suggestions that they feel would benefit the setting.

- Staff will provide information on the fee structure and payment agreement and listen to parents' feedback and act on this where appropriate.
- All parents/carers will have access to the complaints procedure and we will ensure that any complaints are dealt with affectively in accordance with the complaints procedure.
- We will keep parents/carers informed of activities through verbal communication and through the monthly newsletters.
- We will listen to all suggestions and acknowledge that all children, parents and staff have the right to be consulted and to be heard.
- We will ensure that all aspects of the child's achievements, experiences and friendships are shared and discussed with parents. We welcome parents at any time to come and meet with a member of staff or the manager if they would like to engage in further discussions about their child.

## Activities

In Holy Trinity After School Club we provide a wide range of activities, whilst also promoting children's choice. Activities include:

- Free Play
- Table Top Activities
- Role Play and Performances
- Messy Play
- Arts and Crafts
- Physical Play
- Outdoor Play
- Singing and Dancing
- Story Time
- Sports and Games
- Cookery
- Gardening
- Science Experiments
- Trips and Outings
- Themes focusing on special occasions

The children enjoy the wide range of activities provided and the children are also encouraged to give ideas on things that they would like to do.

We have a large range of resources available including:

- Outdoor play areas and toys for outdoor play
- A variety of age appropriate toys in each room to allow children to have free play opportunities. We also use real objects such as real tea sets that staff bring in from home so that children have a chance to experience play using realistic objects
- Gardening equipment
- Cookery equipment
- Board Games and Puzzles
- Gym equipment for indoor physical play and games.
- Computer suite
- A large range of arts and crafts supplies
- Story books
- Music equipment and age appropriate music to dance and sing along with
- Small World toys and resources

Deployment of staff  
**Holy Trinity Kids Club**  
**Proposed Leadership and Management Structure**

**Management Committee**

**Registered Person**  
**Brian Treacy**

**Manager of Holy Trinity Kids Club**  
**& Designated Child Protection Officer**  
**Sarina Markey**

**Deputy Managers of Holy Trinity Kids Club**  
**& Deputy Designated Child Protection Officer's**  
**Caitlin Beresford**

**Room Leaders**  
**Caitlin Beresford / Cora Cox / Eoghan Smyth /**  
**Dilan Fee /**  
**Relief Leaders: Sarah Cole / Rachel Wheeler / Katie**  
**Maguire**

**Assistants**  
**Katie Maguire / Sarah Cole / Kim Thompson / Ann-Marie**  
**Kirkup / Joe Quinn / Rebecca Mc Keever / Aimee Southam**

**Relief Staff**  
**Rachel Wheeler / Chantelle Boyd /**  
**Abbie Mc Fettridge / Kalisha Reilly**

## **Role of the Western Health and Social Care Trust**

Early Years Teams are specialist teams of social workers within Health and Social Care (HSC) Trusts who are responsible for the registration, inspection, monitoring and support of childminders and day care providers.

### ***Registration and inspection system***

By law, Social Services must operate a registration and inspection system for the following types of childcare services

- day nurseries
- playgroups
- out-of-school care
- childminders
- summer and holiday schemes
- crèches

For group daycare settings, such as day nurseries, playgroups and out-of-school care, social workers within Early Years Teams inspect premises at least annually.

They will check:

- the suitability of the premises, ensuring that they are safe to be used as a facility to provide care to children
- the suitability of the persons providing care, ensuring that there is no known reason why they are not able to work with children
- that the standard of care offered is in keeping with that which is required by any registered facility
- the suitability of equipment

### ***Help for parents***

Early Years Teams can help parents by:

- providing information and advice on day care services in their area
- making available annual inspection reports of daycare facilities and childminders
- ensuring that standards in daycare settings are at an acceptable level

For more information, contact the Early Years team in your local Health & Social Care Trust. (02866 327734)