**POLICIES**

**Emergency Contact:**

In the event of an emergency, outside of the normal Kids Club Southport hours stated above, please contact:

Susan Moir on the email above or:

Phone Number: 07951 540919

**OFSTED Registration Number: 2540634**

**Orientation and Policies**

Welcome to our Kids Club Southport service. We hope the following information gives you a greater understanding of the operations of our programmes and sessions of care. Please read this handbook carefully and refer to the centres Policies and Procedures Manual which is always available for viewing at our service if you have any questions.

**Families and Communities**

Parent participation and community involvement is encouraged at the programme. Parents are welcome to make suggestions in the development of the programme. The programme management will work in collaboration with the school community for better programme outcomes for the children.

**Code of Conduct**

Kids Club Southport is about providing a safe and caring environment for your children. We wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the programme. Our Code of Conduct is designed to help us, as individuals, children and our staff team, make appropriate decisions about behaviour choices and to demonstrate the core values of integrity, respect, performance, professionalism and privacy. Any issues or information should be discussed in the first instance with the Programme Manager or myself, the owner of the service. Our ‘Code of Conduct’ is kept in the centre Policies and Procedures Manual.

**Privacy Policy**

Kids Club Southport will collect, use, disclose and hold information in accordance with the *EU General Data Protection Regulations (EU) 2016/679* and the *Data Protection Act 2018*. We will only use the information collected for the purposes which it was obtained. In addition, we will only disclose personal information to third parties such as government departments who require this information by law. These may include but are not limited to:

* Department of Education, Employment and Workplace Relations
* OFSTED
* Family Assistance Office
* Insurance Agencies
* Tax Office

The safety of your data is important to us and therefore we ensure that there are procedures in place to protect your data and to keep it accurate and up to date.

To find out more information on how we look after your data and what rights you have please read our full Privacy Policy which can be found in our Policies and Procedures Manual.

**Public Liability Insurance**

All children in our care are covered by our Public Liability Insurance. Kids Club Southport does not accept any responsibility for loss, injury or death of any participants unless caused by the proven negligence of the company or its servants.

**Lost Property**

Our staff endeavour to assist children in looking after their personal belongings. We encourage personal responsibility by the children and cannot accept responsibility for any items lost or left in the school grounds. Unnamed property left on site will be kept in a safe place until claimed.

**Personal Belongings**

We recommend children do not bring mobile phones, iPods, electronic games, toys or money to the club. The staff cannot take responsibility if these items are lost, stolen or damaged.

**Damage to Property**

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents or guardians may be liable for replacement costs of equipment or property damaged by their child(ren)

**Complaints and Complaints Procedure**

We welcome the feedback of any parent, carer or member of the Kids Club Southport community or host school. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision.

Please notify the Programme Manager if there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form (please ask staff for a Complaints/Compliments Form.) The Programme Manager will follow up as soon as the matter is brought to their attention outside of the programme hours.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the Programme Manager in the first instance it should be escalated to the Owner.

At any time, you may choose to complain to OFSTED, who will investigate any complaint and publish the results of the investigation, along with action we may be required to take, on their website.

The phone number for OFSTED complaints is: 0300 123 4666

**Communication**

Information regarding our staff, policies, fees, upcoming programme activities and special events is communicated via the school website. We also will reflect on the fun that we have had in our programme and share any ideas and community information that you may find useful. We also have notice boards and display areas which contain information you will find useful such as staff & weekly theme information, the weekly menu and examples of children’s activities, so please take the time to check these regularly.

**No Smoking**

Staff, parents and visitors to our service are not permitted to smoke at any time at our service site or anywhere on the school grounds.

**Sun Smart Policy**

Kids Club Southport’s outdoor activities are guided by advice issued by Cancer Research UK under its Sun Smart code:

* Spend time in the shade between 11 and 3pm.
* Make sure you never burn
* Aim to cover up with a t-shirt, hat and sunglasses
* Remember to take extra care with children
* Then use 15+ sunscreen