

SUPERSTARS

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This book contains the policies and procedures for our holiday camps.
Please ensure that you have read and understood the contents of this book.
This book must remain on site for the duration of the Holiday Club Provision.

You can refer to this book to assist with any queries you may receive at Holiday Club please direct them to our website or Head Office will happily send them a copy – email address info@littlesuperstars.co.uk

SAFEGUARDING POLICY

Name: Louise Nicholson

Role: Managing Director

Contact Details: louise.nicholson@littlesuperstars.co.uk / 01925 555859

Adopted by: Superstars Holiday Club Ltd, Unit 8 Craven Court, Winwick Quay, Warrington WA2 8QU

Review Date : 27 January 2026

Related policies and publications

- ***Working together to safeguard children (Government Website)***

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[https://](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf)

[assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf)

[Working_together_to_safeguard_children_inter_agency_guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf)

- ***Keeping children safe in education (Government Website)***

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[https://](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1021914/KCSIE_2021_September_guidance.pdf)

assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1021914/KCSIE_2021_September_guidance.pdf

- ***Prevent (Government Website)***

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<https://www.gov.uk/government/publications/prevent-duty-guidance>

- ***Prevent Guidance for Further Education Institutions (Government Website)***

-

<https://www.gov.uk/government/publications/prevent-duty-guidance/prevent-duty-guidance-for-further-education-institutions-in-england-and-wales>

- ***Equality & Diversity Policy***

- ***Data Protection Policy***

- ***DBS & Update Service Policy***

The Designated Safeguarding Officer for Superstars is Louise Nicholson. Deputy Safeguarding Leads has been put in place of Grace Large when the Lead cannot be contacted for any reason (annual leave or sickness)

Superstars Safeguarding Policy

Every young person that takes part in a Superstars programme should do so in an environment where they are safe and protected from harm. Child protection is of paramount importance to us.

Superstars' Child Protection Statement

This Safeguarding Policy applies to all Superstars owners, staff whether paid or volunteers who come into contact with children and young people at any event organised by or held under the authority of and/or any other body affiliated, or representative of Superstars. As part of Superstars' commitment to best practice in the care of children, Superstars expects all staff to comply with the Policy and the

regulations contained within it. For the purposes of this Safeguarding Policy, a child or young person or vulnerable adult is any individual under the age of 18 OR anyone over 18 who is attending a Superstars course, provision or training programme as a participant.

Superstars believe:

- That the safety and welfare of children, young people and vulnerable adults should always be of paramount importance, whatever the circumstances.
- That everyone with a role in working with children, young people and vulnerable adults has a moral and arguably a legal responsibility to safeguard and promote an individual's welfare particularly when it comes to protecting children or young people from abuse.
- That special care is needed in dealing with children, young people and vulnerable adults whose age, inexperience or physical state makes them particularly vulnerable to abuse.

Superstars has therefore adopted this Safeguarding Policy to ensure that the welfare and safety of children, young people and vulnerable adults in Superstars care or custody is always the primary consideration. Superstars are committed to providing an environment where children and young people can learn about, participate in and enjoy sports, education and activities free from harassment or abuse.

The Policy is predicated on the following three principles:

1. An individual's welfare is the paramount consideration.
 2. An individual regardless of age, ability, gender, racial origin, religious belief and sexual orientation has a right to be protected from abuse in accordance with the Equality Act.
 3. The rights, dignity and worth of an individual should always be respected.
- The Children Act 1989 (as amended by The Children Act 2004) states that anyone who is involved in the care of children should "do what is reasonable in the circumstances for the purpose of safeguarding or promoting the child's welfare".

Introduction

Superstars priority is to ensure the safety and protection of all its children and staff taking part in direct provision or by contractors. All staff have a duty to safeguard learners, to be alert to signs of abuse and take action where abuse is reported. Superstars has developed its own policy which follows the most up to date government guidance in the **Working together to safeguard children** and **Keeping children safe in education** documents (see above links to these documents).

Statement of Intent

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Zero Tolerance

Superstars will provide guidance to all staff, contractors and volunteers and ensure robust procedures are in place to cover the points outlined below. Superstars will closely monitor compliance in these areas.

Promote the Health, Safety and Welfare of children, young people and vulnerable adults by providing opportunities for them to undertake their training safely.

Respect and promote the rights, wishes and feelings of children, young people and vulnerable adults.

Promote and implement appropriate procedures to safeguard the well-being of children, young people and vulnerable adults.

Protect children, young people and vulnerable adults from abuse.

Staff are aware of how to instruct children to be safe online.

Staff are trained to recognise signs of extremism and radicalisation in learners and how to raise concerns.

Recruit, train and support staff to adopt good practice to safeguard and protect children young people and vulnerable adults from abuse and to minimise the risk to themselves.

Staff should have relevant safeguarding training including extremism and radicalisation and understand how to report concerns.

Respond to any allegations of misconduct or abuse of children, young people and vulnerable adults in line with this guidance document and the procedures set within as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.

Ensure through recruitment and selection processes, DBS checks and references that refer to candidates' suitability to have substantial access to children, young people and vulnerable adults are taken up for all appropriate posts.

Deal with complaints of abuse, harassment and bullying promptly, sensitively and confidentially. And where appropriate to share this information in line with this policy.

Provide an environment where staff and learners are safe and confident. Education establishments, contractors and employers' premises comply with health & safety regulations as outlined by the Superstars Health & Safety Team. Ensure learners receive a full induction and understand the safeguarding policy and how to seek help.

Review and evaluate this policy annually.

Definitions Of Terms

Children and Young People: Anyone under the age of 18 years

Vulnerable Adults: Anyone over the age of 18 who is

- In need of community care services
- Unable to care for themselves
- Unable to protect themselves against

Significant harm or exploitation

Staff: Anyone working for, or on behalf of Superstars – whether paid or voluntary.

Substantial Access: Where an individual is regularly caring for, training or supervising a child, young person or vulnerable adult.

Where, an individual has sole charge of a child, Young person or vulnerable adult.

Manager: The term Manager refers to those adults who have a responsibility for managing services including the supervision.

Child Protection and Safeguarding:

The process of protecting children young people and vulnerable adults from abuse or neglect:

preventing impairment of their health and development, and ensuring that they are learning in a safe learning and effective environment.

How will this Policy be communicated?

This policy will be issued to all staff on commencement of their employment with Superstars. The Designated Safeguarding Leads will also hold a hard copy for reference purposes and there will be one hard copy at every Wraparound site.

Responsibilities

The Directors and Heads of Department have overall responsibility for Safeguarding within Superstars. The Role of the Designated Safeguarding Lead (DSL)

- Actively promote the consistent use of this safeguarding policy and these guidelines across LMP and sub-contractors.
- Act as a professional advisor for Superstars staff on the protection of children and vulnerable adults.
- Ensure that any necessary local training is provided.
- Provide and arrange for support of staff, and others on how to follow these guidelines and procedures.
- Contribute to the ongoing review of this policy and guidance to procedures, along with the identification of associated training needs.

Ensure that all incidents are reported to the Company Director.

- Retain a central record (Safeguarding log) of all incidents and allegations including records of the actions taken.

Copies of reports and notes will be kept secure at all times, but will be shared in accordance with the Data Protection Act 1998.

Staff Responsibilities

- Have a responsibility to protect children, young people and vulnerable adults, but are not responsible for deciding whether abuse is taking place.
- Be aware of this policy and the Superstars Equality & Diversity policy.
- Attend appropriate safeguarding training every 2 years if their role involves

substantial access to children, young people or vulnerable adults. This training will form part of the overall staff training plan managed by the Heads of Department.

- Should NOT begin any unsupervised activity involving substantial access to children, young people or vulnerable adults prior to Superstars receiving a satisfactory return of a DBS check.
- Be aware of appropriate and inappropriate behaviour for employees in charge of children, young people or vulnerable adults.
- Have a responsibility to inform their departments DSL of any concerns, signs or allegations of abuse.
- Have a responsibility to highlight any concerns or risks to the safeguarding and child protection of children, young people and vulnerable adults.

Managers Responsibilities

- Are responsible for making sure that their staff are aware of, understand and act in accordance with this policy and related guidance, regardless of the hours they work.
- Make sure that any contractors, agents or other representatives whom they engage with or undertake duties on their behalf, which involves contact with children, young people or vulnerable adults, understand and comply with this policy in full.
- Will in conjunction with the Recruitment Team through recruitment and selection processes, ensure DBS checks are taken up for all appropriate posts.
- Ensure Safeguarding is a primary agenda items at meetings.

Information, Instruction and Training

Appropriate training will be provided to all employees who could potentially come into contact with children, young people and adults. The level of training required will be identified in accordance with the responsibilities of the post.

For new employees training will be provided at Induction and additional training as soon as possible after commencement, in all cases within 2 months. Refresher training will be provided every 3 years; however there will be regular updates provided throughout the term of employment.

Staff will receive training on:

- extremism and radicalisation
- equality and diversity
- safeguarding focused on the learner

Staff who can provide evidence that they have attended an approved training course in safeguarding children, young people and vulnerable adults may be exempt from this training. Self-employed coaches (if applicable) have an obligation to provide similar training in the three areas listed above and provide evidence employees have undertaken training.

Safer Recruitment

To adhere to the Superstars current guidance on safer recruitment for staff working

with children and young people and vulnerable adults.

To comply Human Resources will keep a central record which shows the recruitment and DBS check, which are undertaken before employment, relating to staff identity, qualifications and criminal records. The record must include:

- Identity – name, address, DOB
 - Qualification checks
 - Evidence of permission to work in the UK
 - DBS certificate number and date of issue
 - In addition, reference checks on previous employment must be carried out
- Superstars will keep a central register of DBS certificate numbers and date of issue and training records for Superstars staff and contractors. All staff must have training in the following: safeguarding, equality and diversity and extremism and radicalisation. Some identified staff such as managers and the Superstars main coaches will have additional training as agreed by the Director.
- Superstars request all of its self-employed coaches and placement providers to have carried out a rigorous staff selection and recruitment process and confirm in writing to Superstars that this has been done, (this is to include volunteers where they are required to work with children, young people and vulnerable adults).

DBS Policy Statement

As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, Superstars complies fully with the code of practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information.

It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access

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

Handling

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

Usage

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

Retention

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

Disposal

Once the retention period has elapsed, we will ensure that any DBS certificate information is immediately destroyed by secure means, for example by shredding, pulping or burning. While awaiting destruction, certificate information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the certificate or any copy or representation of the contents of a certificate. However, notwithstanding the above, we may keep a record of the date of issue of a certificate, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the recruitment decision taken.

Working with Self Employed Coaches and Partner Organisations

Any subcontractor, engaged by Superstars in areas where workers are likely to come into contact with children, young people or vulnerable adults should have their own safeguarding policy or failing this will be asked to fully comply with the terms of Superstars' policy.

Recognising Signs of Abuse & Areas of Concern

It needs to be recognised that the term '**abuse**' can be subject to wide interpretation.

The starting point for a definition is the following statement:

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a

vulnerable person is persuaded to enter into a financial or sexual transaction to which he

or she has not consented or cannot consent.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Below are forms of abuse and areas of concern:

➤ **Physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

➤ **Sexual abuse**, including female genital mutilation, child sexual exploitation and trafficking and impact of new technologies on sexual behaviour, for example sexting.

➤ **Psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

➤ **Radicalisation or extremism behaviour.**

➤

Bullying, including online bullying and prejudice-based bullying.

➤ **Gender-based** violence / violence against women and girls.

➤ **Forced marriage.**

➤ **Racist, disability and homophobic or transphobic abuse.**

➤ **Risks of internet abuse** including grooming and abuse.

➤ **Substance misuse.**

➤ **Teenage relationship abuse.**

➤ **Financial abuse**, including theft, fraud, exploitation relating to property, inheritance, benefits, financial transactions, misappropriation of property and possessions

Neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, withholding the necessities of life, such as medication, adequate nutrition and heating.

➤ **Domestic violence.**

➤ **Fabricated or induced illness.**

➤ **Poor parenting**, particularly in relation to babies and young children.

➤ **Issues specific to a local area or population, for example gang activity and youth violence.**

Any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

How to React to a Disclosure

It is important to listen carefully to the information a child, young person or adult discloses. When listening, the following good practice is required:

➤ React calmly so as not to frighten the child, young person or vulnerable adult.

➤ Listen to the child, young person or vulnerable adult.

➤ Empathise with the child and show that you believe them.

➤ Tell the child, young person or vulnerable adult that he/she is not to blame and that he/she was right to tell.

➤ Take the information seriously, recognising the difficulties in interpreting what a child, young person or vulnerable adult says.

➤ Always avoid projecting your own reactions.

➤ Keep questioning to a minimum to ensure clear and accurate understanding of what has been said.

➤ Listen but do not probe, speculate or ask for additional information.

➤ Use open-ended questions, non-leading questions. Good examples include

who, what, why, when and tell me, explain to me, describe to me.

- Do not introduce personal information from your own experiences.
- Do not introduce personal information from your own experiences.
- Reassure the child, young person or vulnerable adult.
- Do not approach an alleged abuser.
- Do not guarantee confidentiality.

What if a Member of Staff is Accused of Abuse?

When reporting an allegation, the DSL or Company Director should be informed immediately. In the event of the allegation being related to a DSL or company director

the staff member should contact the LADO directly.

The DSL will contact the Local Authority Designated Officer **immediately** for advice and

if the member of staff should be suspended. Notification of the suspension and reasons

will be conveyed in writing to the member of staff in accordance with Superstars disciplinary procedures.

There will be no internal investigation before interaction with the LADO and Superstars will act accordingly on the advice provided.

LADOS detail in our Wraparound areas

Area Telephone Number Email Address

Warrington 01925 442079 LADO@warrington.gov.uk

Skelmesdale (part of Lancashire) LADO.Admin@lancashire.gov.uk

Trafford 0161 9125125 FirstResponse@trafford.gov.uk

Manchester 0161 2341214 Quality.assurance@manchester.gov.uk

Oldham 0161 7708870 colePe.morris@oldham.gov.uk

Tameside 0161 3484398 tania.brown@tameside.gov.uk

Stockport 0161 4745657 stockport.lado@stockport.gov.uk

St Helens 01744 671262 sthelenslado@sthelens.gov.uk

Sefton 0151 934 3783 safeguardingunitadmin@sefton.gov.uk

Liverpool 01512 330840 lado@liverpool.gov.uk

Wigan 01942 486042 lado@wigan.gov.uk

Chester, Helsby & Northwich safeguardinglado@cheshirewestandchester.gov.uk

Reporting & Recording an Incident

As part of your job role within Superstars, children, young people and adults may disclose information to you about a person that leads to a suspicion or allegation of inappropriate behaviour.

This disclosure may be about an incident that occurred during working hours or outside the workplace:

1. Listen to the child, young person or adult.
2. Acknowledge the information received.
3. You need a reasonable suspicion not definite proof at this stage.
4. Inform the DSL, your manager or Head of SUPERSTARS IMMEDIATELY.
5. If the child or young person is in immediate danger contact the police.
6. Is there a need to protect evidence?
7. Make a full written record of the disclosure on the day you receive it

using the individual's own words.

8. Complete an incident referral form, date and sign and pass to the DSL, your manager or Head of Superstars.

9. Self-employed coaches must inform Superstars of any incidents.

10. All cases of suspected abuse MUST be notified to the DSL and Directors immediately. Please follow the safeguarding report flow chart included in this policy.

The DSL will clarify the basic facts to establish whether there is a reasonable cause to suspect or believe that misconduct has occurred. If the basic facts support a suspicion of misconduct by a member of staff, the matter will be dealt with in accordance with the disciplinary procedures.

SAFEGUARDING REPORT FLOW CHART (example from Warrington Borough Council)

How Young People Report an Incident

The young person must know how to report an incident and be assured they can talk to

a coach or another member of staff with any concerns. This must be covered in the young person's induction and the learners should be given practical examples covering

safeguarding and equality and diversity:

- Child speaks to the coach
- If the coach is part of the problem
- Then contact the Head of Superstars

One to One Working

Staff should take all reasonable precautions to ensure their own and others safety is addressed at all times by:

- Avoid working in rooms where you cannot be seen by others.
- Avoid being alone with unknown individuals if possible.
- Make sure all areas in which you need to work are well lit. Avoid physical contact at all times.

Prevent Strategy

Prevent is a strand of the Government counter terrorism strategy. The UK faces a range of terrorist threats. All the terrorist groups who pose a threat to us seek to radicalise and recruit people to their cause. **The Prevent strategy seeks to:**

- Respond to the ideological challenge of terrorism and aspects of extremism, and the threat we face from those who promote these views
- Provide practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- Work with a wide range of sectors where there are risks of radicalisation which needs to be addressed, including education, criminal justice, faith, charities, the internet and health

A system of threat level has been created which represents the likelihood of an attack

in the near future. **The five levels are:**

1. 2. 3. 4. 5. Critical- an attack is expected imminently

Severe – an attack is highly likely

Substantial – an attack is a strong possibility

Moderate – an attack is possible but not likely

Low – an attack is unlikely

The current threat level from international terrorism in the UK and in the London is substantial which means that a terrorist attack is likely.

This strategy has five key objectives:

1. To promote and reinforce shared values; to create space for free and open debate and to listen and support the learner voice.

2. To break down segregation among different student communities including by supporting inter-faith and inter-cultural dialogue and understanding, and to engage all students in playing a full and active role in wider engagement in society.

3. To ensure children safety and that Superstars is free from bullying, harassment and discrimination

4. To provide support for students who may be at risk and appropriate sources of advice and guidance.

5. To ensure that students and staff are aware of their roles and responsibilities in preventing violent extremism.

In order to achieve these objectives, the strategy will concentrate on four areas;

Leadership and Values

To provide an ethos which upholds core values of shared responsibility and wellbeing for

all children, staff and visitors and promotes respect, equality and diversity and understanding. This will be achieved through:

Promoting core values of respect, equality and diversity, democratic society, child's voice and participation

- Building staff and children understanding of the issues and confidence to deal with them

- Deepening engagement with local communities

- Actively working with local schools, local authorities, police and other Agencies

Teaching and Learning

To provide a curriculum which promotes knowledge, skills and understanding to build the resilience of children, by undermining extremist ideology and supporting the learner voice. This will be achieved through:

- Embedding equality, diversity and inclusion, wellbeing and community cohesion

- Promoting wider skill development such as social and emotional aspects of learning

- A curriculum adapted to recognise local needs, challenge extremist narratives and promote universal rights

- Teaching and learning strategies which explore controversial issues in a way which promotes critical analysis and pro social values

Child Support

To ensure that staff are confident to take preventative and responsive steps working with partner professionals, families and communities. This will be achieved through:

- Establishing strong and effective student support services
- Listening to what is happening within Superstars and the community
- Implementing anti-bullying strategies and challenging discriminatory behaviour
- Helping children and staff know how to access support in Superstars and or through community partners
- Supporting problem solving and repair of harm
- Supporting at risk children through safeguarding and crime prevention processes
- Focussing on narrowing the attainment gap for all children

Managing Risks and Responding to Events

To ensure that the Superstars monitors risks and is ready to deal appropriately with issues which arise. It will do this through:

- Understanding the nature of the threat from violent extremism and how this may impact directly or indirectly on Superstars.
- Understanding and managing potential risks within Superstars and from external influences.
- Responding appropriately to events in local, national or international news that may impact on children and communities.
- Ensuring measures are in place to minimise the potential for acts of violent extremist within Superstars.
- Ensuring plans are in place to respond appropriately to a threat or incident within Superstars.

Developing effective ITC security and responsible user policies

If you have the slightest suspicion that one of our children or anyone that is associated with one of our children is at risk from any sort of influence from a terrorist group or ideology, this must be immediately reported to the Superstars Designated Safeguarding Officers as above of the Company Director immediately.

What to do if you have a concern

- **Contact a Designated Safeguarding Lead** - if a member of staff has a concern about a particular person, they should follow our usual safeguarding procedures, including discussing with the Designated Safeguarding Lead, and where deemed necessary, with children's social care.
- **Contact the Prevent Lead from the Local Authority** - in Prevent priority areas, the local authority will have a Prevent lead who can also provide support. You can also contact your local police force or dial 101 (the non-emergency number). They can talk to you in confidence about your concerns and help you gain access to support and advice.
- **Contact the Department for Education's Dedicated Helpline: 020 7340 7264** – this will enable staff to raise concerns relating to extremism directly. Concerns can also be raised by email to counter.extremism@education.gsi.gov.uk. Please note that the helpline is not intended for use in emergency situations, such as a child being at immediate risk of harm or a security incident, in which case the normal emergency

procedures should be followed.

More information here about the Prevent Duty and advice for schools and childcare providers:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/439598/prevent-duty-departmental-advice-v6.pdf -

(Department for Education, June 2015).

HEALTH AND SAFETY POLICY

1 Policy Statement

It is the objective of Superstars Holiday Club Limited that the children in its care, its employees, volunteer workers and others be protected; so far as is reasonably practicable, from risks to health and safety arising from the everyday activities of the Club.

This will be achieved by adopting a safety management strategy, which includes the provision of safe working systems and appropriate procedures to cover all significant risks.

The policy will be supported by issuing safety rules and procedure guidelines. These will each be subject to review and revision by the Club's Management Committee.

The safety organization and arrangements for implementing this policy will be publicised to all employees, volunteer workers and Club members.

The responsibility for achieving and adhering to acceptable safety standards rests not only with the Club's Management Committee, but also with employees, volunteer workers, site authorities, and suppliers of materials to be used by the Club.

The children attending the Club have responsibility to comply with instructions from members of staff, which relate to their health and welfare and also to behave in a manner, which is in accordance with Club policies applicable to them. Employers are required by law to publish this safety policy. It is the duty of all employees not only to read this document carefully, but also take an active interest in achieving safety at work. The successful implementation of this policy depends upon the wholehearted co-operation of all employees, volunteers and management. This statement of policy will be reviewed and revised as appropriate to take account of changes in circumstances, or in legal requirements.

Summary of Responsibilities

2.1 The overall legal responsibility for Health and Safety of Louise Nicholson Managing Director, Superstars Holiday Club Limited.

2.2 The Director of Superstars Holiday Club Limited is responsible for ensuring the Club has suitable insurance cover for all activities and liabilities involving the Club's operation.

2.3 The governing body of facility that we are providing the sessions within are responsible for maintenance of the physical structure, integrity and fire safety precautions of the site.

2.4 The Supervisor is responsible for overseeing first aid treatment, with the assistance of suitably qualified assistants.

2.5 The Supervisor is responsible for investigating, recording and reporting accidents and incidents, including violence

In addition the supervisor is given the responsibility for ensuring the day-to-day implementation of this policy. This includes the following responsibilities:

a) implementing this policy in the Club and ensuring all employees and volunteers are aware of same;

b) compliance with applicable safety precautions;

c) ensuring that all new employees and volunteers are properly inducted into the Club, including awareness of all precautions and procedures applicable to the job and the emergency procedures;

d) ensuring that all staff are aware of the fire evacuation procedure, the location of fire fighting equipment and of fire alarm points and are conversant with their effective use;

e) ensuring that no person is permitted to work at any kind of hazardous task, unless she or he has been properly and fully instructed;

f) ensuring that any legal requirements relating to the Club's operation within the site are complied with, including:

- necessary safety training for staff;
- statutory inspections of equipment;
- arrangements for cleaning;

g) ensuring that any responsibilities delegated to staff are clearly identified;

h) ensuring that suitable arrangements are in place to safeguard the premises against intruders.

2.7 Every employee is responsible for her or his own acts, or omissions and the effect

these may have upon the safety of themselves or any other persons;

a) employees must use safety equipment and clothing in the proper manner and for the purpose intended;

b) employees who intentionally, or recklessly, misuse anything supplied in the interests of health and safety will be subject to disciplinary procedures;

c) employees must work in accordance with any health and safety instruction, or training that has been given;

d) no employee may undertake any task that includes a perceptible element of risk for

which they have not been authorised, and for which they are not adequately trained;

e) every employee is required to bring to the attention of the supervisor or a suitable responsible person any perceived shortcomings in the Club's safety arrangements;

f) all employees are under a duty to familiarise themselves with this policy.

3 Rules and Regulations

3.1 Insurance

The current certificate of Employers Liability insurance will be displayed along with the Public liability insurance.

3.2 Accident reporting and First Aid

The supervisor is designated the Responsible Person for First Aid. also undergo appropriate training to assist the supervisor.

Other staff should

First Aid box will be kept in a designated area, together with the Accident Record book. All injuries or accidents whatsoever should be recorded in this book and reported to the supervisor within 24 hours of the incident.

A record should also be made of any child arriving at the Club with evidence of an injury sustained during the school day prior to arrival at the Club. This should also be entered into the Accident Report book.

Any accidents or incidents recorded in the Accident Record book should be reported to the parent or guardian on the same day and an entry to that effect made in the Accident Report book.

In the event of a major accident or incident occurring, the supervisor should ensure the emergency services are contacted, followed by a parent or guardian and finally the Management Committee should be informed.

The supervisor must notify the Management Committee if an incident or accident occurs which requires reporting under RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, 1995).

Note that the First Aid kit must not contain any medicines or tablets.

Superstars Holiday Club Limited will not administer any medication.

All such medications should be stored appropriately and clearly labelled with the child's name, the medication and the dosage.

3.3 Hazardous substances

Smoking is not permitted within the premises.

3.4 Maintenance and Housekeeping

The responsibility for the structural integrity of the premises rests with both the governing body of the facility Little Superstars Sports Club and Superstars Sports Club. However, it is the responsibility of all staff to report any issues that could present an avoidable, or unnecessary risk to any persons using the Club.

All areas used by the Club should be kept in a clean, tidy and safe manner, to ensure no incidents arise from poor housekeeping issues. In practice where areas are often shared with other groups this may be limited to ensuring that items belonging to the club do not present a hazard and that areas used by the Club are checked by the supervisor, or delegated member of staff immediately prior to use. Spillages will be cleaned up as soon as possible after the event. Storage areas will be kept tidy. be used. Where shelving or cupboard space is available this will

Toilets and washing facilities should be checked at the start of each session by the supervisor or a delegate; to ensure they are clean and have sufficient toilet tissue and paper towels. This check should be repeated at intervals.

Damage or maintenance issues will be reported immediately.

General Electrical

Where electrical sockets or power points are present in areas readily accessed by children they should be covered by suitable protective plug fascias when not in use. Any electrical equipment used in the Club should be visually checked before use to ensure that plugs and cabling are in a safe condition.

Electrical equipment should be subject to an annual portable electrical appliances test.

3.6 Training and Protective Equipment

Where specific training is required to perform a task the supervisor will ensure all employees have adequate training.

For any activity, which requires specific equipment, (*e.g.* aprons, gloves etc) this should be made available in advance of the activity.

3.7 Activities

Wherever issues arise which involve children directly or indirectly the guidelines laid down under the Children's Act 1989 should be followed in relation to levels of supervision and safe environment.

4 Risk Assessment and Control

Risks are evaluated as arising in two main categories: either from issues that impact people universally, or from the specific activities undertaken during the Club's operation. Many of the subcategories specified apply to staff; volunteers and children - although sometimes differently.

In the case of children, under the 1989 Children's Act observation of some forms of activity should be treated as if they are harmful to a child's health. In particular children's observation of swearing, violence and sexual activity are considered risks (and not for adults).

Individual policies may be implemented to cover specific issues as required.

5. Supervision of Activities and storage

Toys and equipment will be regularly cleaned as required, and checked for breakages or damages. Broken equipment will be discarded and replaced. Toys and equipment will be appropriate for the age and stage of development of the child.

LONE WORKING POLICY

At Superstars Holiday Club Limited, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

Preparation and planning

The Manager must approve all instances of lone working in advance and such instances will be recorded on the staff rota.

Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.

There will always be another person on site who can be summoned in case of emergencies (Manager, Church or school caretaker, etc). In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session.

Suitable staff

Staff members who are suitable for lone working will be approved in advance. Staff

members approved for lone working must have all the relevant qualifications, training and skills. For example:

- First aid certificate
- Child protection training
- Competent use of English
- The necessary skills and experience to supervise the children alone (eg holds a relevant childcare or playwork qualification)
- Does not have any medical condition that might affect their suitability to work alone
- Is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.

When a member of staff is working alone, they must still keep all children “within sight or hearing at all times” as required by EYFS 2017. Therefore all essential resources must be readily to hand and not kept in a separate part of the building.

For example:

- child records
- emergency contact details
- first aid kit
- club mobile phone
- any forms that may be required during a session, eg accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc
- cleaning products/sick bowl

Lone worker will not provide intimate care until another staff member or parent/carer of child is present, unless in emergency and health risk to child. If intimate care is given, a record will be made using an Incident log and parents will be asked to sign this on collection of their child. See Risk Assessment.

TOILET POLICY

Superstars Holiday Cub Limited where possible have toilets away from the general public. Children are taken to area outside the toilet areas, and must go in on their own (the same sex toilets, with same sex other children) toilets.

If the toilets are used by the general public make sure the area is reasonable safe i.e. no one undressing, no one of the opposite sex unless under 8 year old.

Make sure on each break children are offered the toilet as well as at the end of the session and the beginning. Take into account that younger children must not go to the toileting area unaccompanied.

Any issues report to the supervisor of the Superstars Holiday Club Limited

EQUAL OPPORTUNITIES POLICY

1. PRINCIPLES

- Superstars Holiday Club Limited welcomes ALL children
- Every child is of equal value, irrespective of race, gender, ability, disability, culture, religion or other differences
- All children have a right to equality of opportunity
- Children learn through example and participate within the principles of fairness, respect, tolerance, acceptance and inclusion whilst at our club
- The individuality of each child should be valued

- Discriminatory behaviour from anyone at the play setting is unacceptable

2. POLICY & PRACTICE

Superstars Holiday Club Limited aim to do the following:

2.1 Admissions

- Operate an inclusive Admissions Policy
- Take positive action wherever necessary to help ensure that equality of access is provided to all children

2.2 Premises

- Ensure that, as far as possible the premises are physically accessible to all members of the community

2.3 Review & Evaluation

- The methods used to implement the principles and policy within our setting and their effectiveness will be monitored and reviewed regularly. From this process any areas requiring attention will be acted upon swiftly

We believe that our group activities should be open to all children aged between 4 and 14 years and to all adults committed to their welfare. We aim to ensure that all who attend and work at Superstars Holiday Club Limited have Equal Opportunities.

3. ADMISSIONS

Our Holiday club is open to all children regardless of school.

4. EMPLOYMENT

Superstars Holiday Club Limited will always appoint the best person for each job and will treat all applicants fairly. We welcome job applications from all, irrespective of race, gender, ability, disability, culture, religion, sexual orientation or any other differences.

Superstars aims to create a staff team which positively reflects the local community. We will ensure that all staff are kept up to date with relevant Equal Opportunities training to promote and enhance good practice.

5. FAMILIES

Children from all different cultural, social, racial and economic backgrounds are welcome at our clubs, and will all be cared for and respected in the same way.

6. RESOURCES

We aim to give the children a balanced view of the world we live in and develop an appreciation of the rich diversity of our multi-cultural society.

Appropriate resources and materials are selected to help children respect themselves and other people by avoiding stereotypes and derogatory messages about other cultural or social groups.

7. SPECIAL NEEDS

We recognise the wide range of special/additional needs of children and families in the community, and we aim to play whatever part we can in meeting these needs.

Superstars are happy to be approached to organise a 1-1 if need be so that all children can have access to the wraparound care (we must be given a weeks notice and an additional charge for the coach is charged to parent).

DATA PROTECTION POLICY

We are Superstars Holiday Club Limited are a data controller for the purposes of the Data Protection Act. We collect information from you. We hold this personal data and use it to:

- Provide appropriate pastoral care
- Medical information
- Drop off and collection child purposes
- Contact details

This information includes your contact details, doctors details along with medical information and who can not pick up your child, any special needs.

We will not give information about you to anyone outside of Superstars Holiday Club without your consent unless the law and our rules require it.

We are required by law to pass some information about you to the Local Authority if requested.

DROP OFF AND COLLECTION POLICY

Superstars Holiday Club Limited are responsible for the children in their care from the

moment the child arrives at the club until they are collected by their parent/carer or designated person at the end of their time with the club.

Parents need to make arrangements at registration if the child is not being picked up by their usual person, so the staff are fully aware. In the event arrangements change during The day, parents must email the office on info@littlesuperstars.co.uk with child's name and who is picking up. information will be forwarded to the appropriate camp Superstars Holiday Club registration form has a place to put down anyone who cannot pick up the child.

If a child is not collected from the club by closing time the designated late pick up member of staff will use the information on the register to find out the situation i.e. whether the person collecting is stuck in traffic/ an emergency has taken place. If none of the people on the register can be contacted after a duration of 1 hour then the only solution may be to contact the local social services. Head office must be informed at 6pm many children still being supervised.

LOST CHILD POLICY

We aim at all times to keep children safe and secure whilst in the care of Superstars Holiday Club Limited.

We take all reasonable precautions to ensure the safety of the children.

In the event that a child goes missing from our care the following will be adhered too:

The person in charge will carry out a thorough search of the building and grounds.

The register is checked to make sure no other child has also gone astray.

Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.

Person in charge talks to staff to establish what happened

If the child is not found the parent is contacted by Superstars HQ and the missing child is reported to the police.

The investigation

Louise Nicholson carries out a full investigation taking written statements from all staff present at the time.

The key person/ staff member writes an incident report detailing: - the date and time of the report;

- what staff/ children were in the group or outing;

- when the child was last seen in the group/ outing;
- what has taken place in the group/outing since then; and - the time it is estimated that the child went missing.

A conclusion is drawn as to how the breach of security happened.

If the incident warrants a police investigation all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff.

Social Services may be involved if it seems likely that there is a child protection issue to address.

BEHAVIOUR MANAGEMENT

Superstars Holiday Club Ltd. uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly. The Club's designated member of staff responsible for behaviour management is The Club Manager.

Whilst at Superstars Holiday Club Limited. we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club Encouraging positive behaviour at Superstars Holiday Club Ltd. positive behaviour is encouraged by:
 - Staff acting as positive role models
 - Praising appropriate behaviour
 - Sticker rewards (where appropriate)
 - Informing parents about individual achievements
 - Certificates for exceptional accomplishments

Offering a variety of play opportunities to meet the needs of the children attending the Club, it is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring. At the start of each session the rules of the club will be shown and discussed with children. The consequences of behaviours will be explained as follows.

- In the first instance of negative behaviour, the child will be shown a yellow card and the behaviour will be discussed with the child, offering a more positive way of dealing with their emotions.
- On the second instance of negative behaviour a red card will be shown and the child will be given time out to reflect on their behaviour for 1 minute per year of their age. EG- if the child is 5 years old the child will have 5 minutes reflective thinking time.

- The behaviour is to be discussed with the child at the end of their reflection time and support given to how to promote positive behaviour.
- Should the behaviour continue a courtesy call is to be made to the child's parents to inform them of their behaviour.

All children are to be treated as individuals. Supporting the children is vital and understanding if the child has any SEND needs, they are taken into consideration and adjustments are to be made to encourage them to understand the behaviour they are displaying is unacceptable.

Staff actions:

- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Challenging behaviour will be addressed in a calm, firm and positive manner.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

Parental Support:

By booking a place for a child at a Superstars Holiday Club Limited setting, parents acknowledge that they have read and agreed to the following agreements.

- Parents will work with the members of staff and Manager within the setting to agree and support appropriate support to encourage positive behaviour.
- Behaviour support plans will be implemented and discussed with the child's parents/carers including strategies to support the child's behaviour to provide a uniformed approach.
- If requested, parents will ensure that their child is collected from club within a timely manner.
- If parents refuse to collect their child after a serious incident or their behaviour warrants collecting, Superstars Holiday Club Limited will refuse to accept withstanding or future bookings for their child to attend our provisions.

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our Suspensions and Exclusions policy. The reasons and processes involved will be clearly explained to the child.

Physical intervention

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

be discussed with the parent or carer as soon as possible. If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police. All serious incidents will be recorded on an Incident record and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our Safeguarding policy.

Corporal punishment

Corporal punishment or the threat of corporal punishment will never be used at the Club. We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises. Any data that is recorded will be kept in accordance with the General Data Protection Regulation (GDPR) 2018. Superstars Holiday Club Limited ensures any personal data collected will be retained securely for as long as necessary and only used for legitimate childcare related activities to facilitate the delivery of childcare services, or for the purpose of preventing and/or detecting fraud and/or crime, in accordance with the General Data Protection Regulation (GDPR) 2018. Superstars Holiday Club Limited's Data Protection Policy is available from the website at www.superstarscamps.co.uk.

INCLUSION POLICY

Superstars Holiday Club Limited understands that, under the Equality Act 2010, it has a duty to:

- Eliminate unlawful discrimination, harassment and victimisation.
- Advance equality between different groups.
- Foster good relations between different groups.
- Promote mental health and wellbeing.

Superstars Holiday Club Limited will ensure that all wraparound makes childcare inclusive and accessible for all children, including children with SEND and children considered vulnerable.

Superstars Holiday Club Limited will make sure that wraparound childcare provision is inclusive and considers the following:

- Having an appropriate offer for children with SEND, including appropriate staff-to-child ratios
- Making sure all staff are appropriately trained to deliver high quality, accessible and inclusive provision
- Having a plan to ensure it can identify the needs of children with SEND – this may include working with school SENCOs
- Understanding its responsibility to have arrangements in place to safeguard and promote the welfare of children
- Having properly vetted staff, both paid and voluntary, before they care for children
- Ensuring all staff are appropriately trained to deliver high quality, accessible and inclusive provision.
- Speaking to families regularly to understand individual needs and how these may change.

Where necessary, Superstars Holiday Club Limited will make reasonable adjustments for children with disabilities to access the provision.

ILLNESS AND INJURY POLICY

In the event of illness or injury, Superstars Holiday Club Limited will act in accordance with the Health and Safety Policy and the First Aid Policy.

All members of staff will be trained in first aid and will be made aware of their duties if a child is injured or becomes

ill. In cases of minor illness or injury, the following procedures will be adhered to:

- If a child becomes ill, the parents will be contacted and asked to collect their child
- If a child is complaining of illness, but the member of staff does not believe it is serious, they will monitor the child until the end of the session

- If a child suffers a minor injury, first aid will be administered and the child will be closely monitored for the rest of the session

If a child suffers a major injury or becomes seriously ill, the following procedures will be implemented:

- If a child needs to go to the hospital, an ambulance will be called and a member of staff will accompany them
- The parents of the child will be notified immediately
- Following the incident, members of staff will conduct a review of the incident in order to prevent any such incident from occurring in the future

MEDICATION POLICY

Members of staff will be made aware of the importance of administering prescribed medication to children. The school and its clubs will understand that parental consent is crucial and will have the following rules in place for administering medication to pupils:

- Before any medication is given, the child's medical forms will be checked to see if the medication has been approved by the parent.
- When a member of staff administers medication, another member of staff will witness the process.
- Details of the process will be recorded on the child's medication form.
- If a child refuses to take the medication, the member of staff will not administer it. The parent will be notified immediately.
- If a certain medication requires training to administer, only members of staff with the relevant training will administer it.
- If there are changes to the dosage or frequency of the medication, the changes will be recorded on the medical forms. Parents will be required to sign the forms again before any change in procedure is agreed.

EMERGENCY EVACUATION / CLOSURE

In exceptional circumstances, such as adverse weather conditions, heating failure or serious illness, the wraparound care clubs will be closed.

In the case of an emergency, the following procedures will be followed:

- Emergency services will be contacted

- All children will be evacuated from the building and taken to the designated emergency assembly point – currently, on the playground.
- A member of staff will collect the register and check that all the children are at the emergency assembly point
- If a child is missing from the emergency assembly point, the emergency services will be informed immediately
- Parents will be contacted and asked to collect their children
- All children will remain at the emergency assembly point until they are collected by their parent

Social Media Policy

This policy is one element of our overall safeguarding strategy and should be read in conjunction with our other policies, especially:

- Safeguarding • E-safety
- ICT Usage
- Anti-Bullying

General principles regarding staff use of e-communications and social media

Staff members must be conscious at all times of the need to keep their personal and professional lives separate. Staff can only use e work tablets, work email accounts or approved professional social media accounts when engaging with Superstars participants. Texting and instant messaging (whats app) with young people must be avoided.

Personal Twitter, Facebook and other social media accounts

Staff should not use their personal Facebook, Twitter or other social media accounts to communicate with young people from any Superstars programme whatsoever. Caution is advised when inviting work colleagues to be 'friends' in personal social networking sites. Social networking sites blur the line between work and personal lives. It may be difficult to maintain professional relationships or it might be embarrassing if too much personal information is known in the work place. Staff must be cautious regarding their online presence on the internet; it is recommended that privacy settings are such that personal photographs and private information are concealed from general view.

Research shows that young people are safest when they develop internet safety skills through managed systems. All staff must endeavour to incorporate safeguarding messages in their lessons, classes and sessions wherever possible.

The principles set out in this policy are designed to ensure that staff members use social media responsibly so that confidentiality of young people and other staff and the reputation of the Superstars organisation are safeguarded.

Professional Social Media Accounts

The use of social media as a tool for teaching and learning is encouraged. Facebook, Twitter and other social media have vast potential to aide learning, or for a tool to develop a sense of community and belonging. Every social media and online platform is unique, and staff should be aware that the guidance is to safeguard young people and staff and is based on the principle of transparency and using social media for learning.

Staff who wish to set up professional Twitter, Facebook, Linked-In and other social media accounts must seek written permission from the Company Director.

The DSL or other designated personnel will check all staff professional accounts on a weekly basis: 1. Checking there are no private messages between staff and young people.

1. Texting via SIMS is permitted
2. Discussions in groups promote the vision and values of the Superstars organisation.
3. Communications of staff are of appropriate content and tone.
4. Check staff privacy for personal accounts is highlighted should any issue arise (personnel will not search for personal social media accounts, rather note any associated links).
5. Checking cyberbullying or any worrying young person's activity related to extremism and radicalisation, or grooming.
6. Checking young people and staff are not 'friends' on Facebook or not 'connected' on Linked-in.
7. The DSL must be alerted with any concerns and address them as required, closing any accounts as required.

Staff in a teaching or coaching role should not have young people or parents as 'Friends' on Facebook – it is better to set up groups and pages for learning and community that are open for all to belong to. All comments and discussions should be posted visibly in forums or groups, and not privately which may be construed as informal dialogue in this medium.

Staff cannot set up Facebook groups / pages.

Staff are encouraged to 'like' helpful organisations such as Childline and internet safety sites. Staff should not 'like' political parties, religious sites, or anything that may sway opinion or cause offense. Staff should be aware of the Prevent procedures and notify the DSL with any concerns about radical, provocative or sensitive activity of staff, young people or those associated with the Superstars

Staff are not to Instant Message individuals. Staff should not attempt to settle disputes or confront issues online. Incidents of online bullying must be reported and copies made of the comments.

Staff should not post photographs of young people on any work Social Media sites unless approved by the DSL or a member of management from head office. Staff are not allowed to share photographs of young people on personal Social Media or distribute in any way.

Staff who see any inappropriate materials, bullying, racism, or any content or activities prohibited by Superstars must report it to the DSL immediately.

Emails

Staff work emails may be checked should any safeguarding concerns come to light, and staff should ensure that all work emails are of a professional nature. Staff should assume that emails may not remain private and therefore no emails should be sent which would cause harm or embarrassment to young people, staff or to Superstars if subsequently made public.

In accordance with the Data Protection Act, any recorded discussions about a young person may be requested and shared with parents, the young person and other stakeholders, including discussions on email. Staff are advised to take note of this and record the full name of a young person during email dialogue, and use professional discourse at all times.

Photographs

Please note that any photographs taken should be for work purposes only and staff should upload all photos onto the designated section on the Superstars tablet.

Staff should use their professional judgement when using a camera for work purposes.

No photographs should be taken when children are in swimwear without the prior permission of the DSL.

Parents may not wish for their children to have their photographs used internally within the Superstars organisation, in promotional literature (prospectus, newsletters, posters, etc.) or on the company website. There must be a way to opt out of published photography on all application forms.

Dating Apps

All staff should switch off any personal dating apps (such as Tinder) whilst in work. This is to protect staff from having their profiles seen by course participants and children that might also be on similar apps.

Equality & Diversity

At Superstars equality and diversity is central to all practices and policies; please see our equality and diversity policy in our handbook on our intranet.

We will offer a diverse curriculum that is sensitive to differences and promotes an open and honest culture and celebrate British values. We will provide a supportive environment for staff and learners that affirms the rights of individuals to be treated fairly and with respect.

COMPLAINTS PROCEDURE

At Superstars Holiday Club Limited we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request. The manager on site will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter.

Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- if appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager.

The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 20 days.
- Send a full response in writing, to all relevant parties, including details of any recommended

changes to be made to the Club's practices or policies as a result of the complaint.

- Meet relevant parties to discuss the Club's response to the complaint, either

together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, Louise Nicholson, who will then contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

All complaints will be kept on file for 3 years.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Superstars Holiday Club at any time. Ofsted will consider and investigate all complaints. Ofsted's address is:

Ofsted,

Piccadilly Gate,

Store Street,

Manchester

M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

www.ofsted.gov.uk