



Welcome to **The Parent Pack**

We are so glad to have you consider us as the out of school care provider for your child! This guide is meant to provide specific information to help you and your child get to know us better.

The Big Space

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WHO WE ARE

Our mission

The Big Space promotes the care and education of children in need of care during out of school hours and school holidays.

We work to provide children with a safe and stimulating environment in which they can choose from a variety of activities and equipment to occupy their time, support their education and interact with their peers and wider community. Not only is The Big Space an out of school club, it is a family of supportive individuals, who take pride in their achievements, share their experiences and have the opportunities to grow in our personal and collective endeavours.

The team

We are a professional team working to recognised industry standards, and welcome you with warm and open arms. The Big Space prides itself on the relationships that we have developed and the long standing position in the community. We are lucky enough to be able to be placed in the school, and work closely with the Head Teacher to ensure compliance and consistency of approaches in childcare and respect for property.

Please take the time to acquaint yourself with the other members of the team and the environment for your child. Every person is unique and we want staff and children alike to continue to enjoy their time at The Big Space and be enthusiastic about working together for a bright future.

The Big Space is overseen by a Committee of volunteers, headed by a Chairperson, to whom the Manager is responsible. As a childcare provider operating in the community we are regulated and inspected by the SSSC and Care Inspectorate.

GIRFEC (Getting it Right for Every Child) stems from the **Children and Young People's Act 2014** and is the national approach in Scotland to supporting the wellbeing of children and young people.

WHAT WE DO

Aims and Objectives

The Big Space pride ourselves on providing quality, fun, active and affordable childcare during the times parents need it most; before school, after school and during the school Holidays. We believe that children need time to formulate their own ideas and build relationships with others in their own ways. We follow Getting It Right For Every Child (GIRFEC).

We aim to keep parents informed by:

- Inviting parents to visit the Club before their children start.
- Giving all parents a copy of our Parent Pack which outlines how the club operates and includes contact details.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Producing a termly e-newsletter as well as other regular updates to keep parents up to date with news, events, new staff, and changes to fees, etc.
- Communicating with parents daily about their child's time at the club and any development updates or if specific needs are identified.

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

- We collect information from parents which will help their child to settle at the club (via the Registration and Medical forms).
- We involve parents in settling their children in at the Club, if required.
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc.).
- We conduct satisfaction surveys with parents and children at the Club to gain regular feedback.
- We always seek and obtain parental permission for, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy.

Admissions

The Big Space is open to children aged from P1 to P7 attending Melrose Primary School. Children are welcomed from all social, cultural and religious backgrounds. Admission of children with additional needs will need to be assessed on an individual basis after consultation with the parents and staff to ensure that all needs can be met within staff ratios. Children will be admitted providing the Manager and The Big Space staff are confident that the Club can meet their needs without jeopardizing the service in accordance with the Disability Discrimination Act. A child requiring further support may be admitted if a parent/carers can provide a Key Worker to work with the team and provide appropriate care whilst the child attends the After School/holiday Club. Every effort will be made to accommodate children with additional needs.

Opening Hours

The Big Space Out-of-School Club is open daily during term-time (38 weeks) from 7.45am until 8.45am Monday to Friday, and from 3.15pm until 6pm Monday to Thursday and 12.15pm until 6pm Friday.

The Big Space Holiday Club aims to open for as many of the school holidays and in-service days as demand dictates, although this is subject to change. The holiday club opening hours are between 7.45am to 6.00pm Monday to Friday.

Snacks

At Breakfast Club children can choose to eat from a range of fruit, yoghurt, toast with low fat spread or honey, or a selection of breakfast cereals, with milk.

After school offerings are made in consultation with the children, where a weekly snack menu is planned based on the national guidelines 'Setting the Table'. The format is always the same, including vegetables, fruit and a carbohydrate.

Drinks for both sessions are milk or water. There are no sugary or fizzy drinks at The Big Space and there is a strong emphasis on seasonal, local produce wherever possible.

Snacks can be provided by parents and are at the parents' discretion, but we encourage you to follow this example if possible, by offering a healthy, balanced choice.

CLUB RULES

Bookings

Bookings into the Club can be made 24 hrs a day, and must be made via our booking website:

thebigspace.schoolipal.co.uk

which is available 24hrs a day, or using the corresponding App. If you have any issues or concerns in completing online registration and booking, please contact one of our team by email to info@thebigspace.org.uk or by calling 01896 822638 during opening hours. Sessions must be booked in advance.

Booked sessions are paid for in advance at time of booking, or in monthly installments where long term bookings are made.

Cancellations and Refunds

Minimum 24 hours notice is required when cancelling sessions, or you will not receive a refund.

In the event that the Club has to close due to unforeseen circumstances, the following applies:

1. Shortage of staff: sessions will be refunded to your online wallet for use at a later date or withdrawal to your bank account.
2. Resilient Schools (adverse weather) or School decision to close (e.g. boiler failure or strike action): please note that our insurance policy requires that the Club can only operate if the school is open, however, we commit to honouring staff pay.
3. Parents/Carers are responsible for informing the Club Manager on 01896 822 638 on the day if the child is unable to attend the session, for example, absence due to illness.

After School Club

In the event of a child being listed on the register but not arriving and the club have not been informed the manager of the club will need to:

- Visually check whether the child is attending another activity club before arriving with us.
- Check the child's classroom and school reception and any other relevant areas.
- Call parent/carer to inform them that the child has not arrived at the club and the club has not been informed of an expected non-attendance.
- The Club Manager will make contact with parents using existing contact information. If the parents know where the child is they will be removed from the register for the day.
- In any instance where a child does not attend the session and staff cannot account for the child's whereabouts the Club Manager must be informed so appropriate action can be taken. The Club Manager would call the parent/carer but if they cannot be contacted then we will inform the Police.

Arriving and Departure

The Big Space recognises that the safe arrival and departure of the children in our care is paramount. The Manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts throughout the session/day.

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

Parents must complete a registration form prior to their child starting which also confirms the parent is happy to follow our medical processes in case of an emergency. Parents must update any changes to contact information, medical information or other details by updating their child's information on their account.

If a child arrives at the Club and is not on the register, staff must check with the school and the parent before turning the child away.

The After School club Staff will ensure the safe collection of children from Primary 1 and Primary 2 classes at Melrose Primary School. Parents/Carers must ensure that their children know they are to attend the Club on a given day. The Big Space Practitioners will escort the children to the school hall door where they will be met by a member of the Club staff.

Children who are 8 and over are responsible for making their own way directly to the school hall promptly after school, taking their bags and belongings with them.

Children attending after-school activities are responsible for making their own way to the Club when the activity has ended.

The register will be available for the duration of the session and the children will be signed out by the parent or carer on collection.

At no point during the session will a child be allowed to leave the premises unless they are with a member of staff from the Club or are being collected by a parent/carer.

The only exception to this is if the child is in Primary 7 and express permission has been given by the parent/carer and a letter has been written by the parent/carer giving specific instruction for their child to make their own way home.

Children will not be allowed to leave with adults other than parents/carer unless authorisation has been received from the parent/carer.

Late Collection

Children must be collected **PROMPTLY** at the end of the session.

- For late collection after a part session, the full session fee will be incurred.
- If a child is not collected from the Club by 10 minutes after the end of the session and no notification has been received, the Club Manager will try to contact the parents/carers or emergency contacts given on the Registration Form.
- If the parents/carers/or emergency contacts cannot be contacted, then an Incident Report will be written and a Club Committee member will be notified.
- If by 6.30pm the child has not been collected, Social Services will be informed. Two members of the Club Staff (or one member of Club Staff and a Committee Member) will be present until the child is collected.

Regular late collection will result in the following procedure:

1. There will be an initial discussion between the Club Manager and the parent/carer involved and a verbal warning will be issued.
2. If the late collection persists, the matter will be referred to the Club Committee and a written warning will be issued.
3. Continual late collection will result in registration of the Club being withdrawn.

Lost Children

In the event that a child who is due to attend the Club does not appear, the Club Manager will contact the parent/carer to establish if there is a change to the arrangement. If the child should be attending the session but has not appeared, then a member of the Club staff will talk to the child's teacher and will coordinate a search for the child. If the child still cannot be found following a search, then the parent/carer will be informed and a Club Committee member notified. Emergency procedures should then be followed.

Mobile Phones & Tablets

Neither staff, children or visitors may use their mobile phones or tablets while attending The Big Space. We have made this decision for the safety and wellbeing of all users of the service.

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. The club phones and camera will be checked regularly for their content, used only for the purposes of the club and club phones will be carried by staff when outside the normal grounds in case of an emergency e.g. holiday club outings or community walks.

Responsibilities of Parents/Carers

It is the responsibility of parents/carers:

- To ensure details given on the Registration form are kept up-to-date and that any relevant changes of personal details contact numbers or medical details are immediately notified to the Club Manager.
- To ensure that the Club Manager is kept informed of all persons authorised to collect their child/children.
- To ensure that fees are paid on time.
- To inform the Club Manager if their child will be unable to attend a session for any reason.
- To ensure that their child/children know when they will attend the Club and to advise their child/children to go straight to the Big Space Hall as soon as school has finished.
- To have read the Big Space Policies and abide by them.

Registration of the Big Space Club may be withdrawn if parents/carers fail to meet the above responsibilities.

POLICIES & PROCEDURES

Administering Medication

The Big Space will only give your child medication that has been prescribed by the child's GP or hospital doctor. It must be clearly labelled with the prescribed notice, indicating contents, dosage and the child's name in full.

Staff are willing to provide this service on a voluntary basis and are able to refuse if they are uncomfortable, or do not feel that they are being provided with enough information about the medication.

Medication will not be accepted by the club unless the Administration of Prescribed Medication form is completed and signed by the parent or legal guardian of the child.

Health & Safety

The Big Space considers health and safety to be of utmost importance. We comply with the Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Children are not allowed to leave the club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities). Staff monitor the entrances and exits to the setting throughout the session and no children are left unsupervised at any time.

You can read our full Health and Safety policy at The Big Space Information Area during opening hours. This covers the responsibilities of the staff and manager, security, toys and equipment, food and personal hygiene and staffing levels. Other related documents available to view are Safeguarding, Risk Assessments, Fire Safety and Visitor procedures.

Play Policy

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves. At our clubs we recognise the importance of play to a child's development. We support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

"Play is essential for children's development building their confidence as they learn to explore to think about problems and relate to others. Children learn by leading their own play and by taking part in play that is guided by adults." **Playwork Principles- Play Scotland**

We support and facilitate play by:

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

This policy was adopted by: The Big Space on 21/05/18	Last updated/checked: 8th June 2019
To be reviewed: 8th June 2020	Signed: Chairperson

Behaviour Management

We use effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to encourage socially acceptable behaviour using clear, consistent and positive strategies. The club rules are compiled with the children and are discussed regularly.

Whilst at The Big Space we expect both children and adults to:

- Use socially acceptable behaviour
- Comply with the Big Space policies and procedures
- Respect one another, accepting differences of race, gender, ability, age and religion
- Ask for assistance if needed

The club will promote and actively encourage good behaviour by leading by example and by staff respecting each other and the children. It is believed that by adopting a culture of sharing and caring, engaging rules of action and consequence and by the adults leading by example, any incidents of bullying, name calling, or aggression will be minimised. By establishing clear boundaries according to the child's level of understanding, children become aware of routines and settings and know what is expected of them. One child's behaviour must not be allowed to endanger the other children in the group by absorbing or distracting the supervising staff. Parents are expected to provide suitable detail in terms of behavioural traits of their children when registering their child or when there is a significant change.

Children will be made aware of the effects of their behaviour on others and methods of discussion and distraction shall be used when confronting behaviour issues. No undue stress shall be placed on the child in terms of humiliation, segregation or any form of physical punishment. Incident sheets will be used to record any incident where handling or physical intervention is needed. Sheets will be kept on file and copies made available to parents.

Anti-Bullying



Anti Bullying Policy

Statement of Intent

We are committed to providing a caring, friendly and safe environment for all the children in our care so that they can play and learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our setting. If bullying does occur, all children should be able to and know that any incident will be dealt with promptly and effectively. This means that anyone who knows that bullying is happening is expected to tell the staff.

What is Bullying?

Bullying is the use of aggression with the intention of hurting another person.

Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional – being unfriendly, excluding, tormenting (e.g. hiding possessions or threatening gestures)
- Physical – pushing, kicking, hitting, punching or any use of violence, racial taunts, graffiti
- Racist – racial taunts or gestures.
- Sexual – unwanted physical contact or sexually abusive comments.
- Homophobic – because of, or focusing on the issue of sexuality.
- Verbal – name-calling, sarcasm, spreading rumours, teasing.
- Cyber – all areas of internet, such as emails & internet chat rooms misuse. Mobile phone text messaging & calls. Misuse of camera phones & video facilities.

Why is it important to respond to bullying?

Everybody has the right to be treated with respect. Children who are bullying need to learn different ways of behaving. The Club has a responsibility to respond promptly and effectively to issues of bullying.

Policy Objectives

All staff, children and parents should have an understanding of what bullying is.

All staff involved in the care of children should know what the club policy is on bullying, and follow it when bullying is reported.

All children and parents should know what the policy is on bullying and what they should do if bullying arises.

The Big Space takes bullying seriously. Children and parents should be assured that they will be supported when bullying is reported.

Bullying will not be tolerated.

Signs and Symptoms

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- is frightened of walking to or from the Club
- changes their usual routine
- does not want to come to the Club
- attendance becomes erratic
- becomes withdrawn, anxious or lacking in confidence
- starts stammering
- attempts or threatens to self-harm or run away
- cries themselves to sleep at night or has nightmares
- feels ill in the morning
- begins to do poorly in school work or in the Club
- has possessions or monies which are damaged or go 'missing'
- has unexplained cuts or bruises
- comes to the club starving (money or lunch been stolen)
- is bullying other children or siblings
- stops eating
- is frightened to say what is wrong
- gives improbable excuses for any of the above

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated.

Procedures

1. Report bullying incidents to staff who should record in an incident log.
2. In cases of serious bullying, the incidents will be recorded by staff and discussed with the Manager or Chair of the Committee.
3. In serious cases parents should be informed and will be asked to come in to a meeting to discuss the problem.
4. If necessary and appropriate, police will be consulted.
5. The bullying behaviour or bullying threats must be investigated and be stopped quickly.
6. An attempt will be made to help the bully (bullies) change their behaviour.

Outcomes

1. The bully or bullies may be asked to genuinely apologise. Other consequences may take place.
2. In serious cases, suspension or even exclusion will be considered.
3. If possible the children will be reconciled.
4. After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

Prevention

We aim to help by:

Writing a set of club rules

Writing stories, poems or drawing pictures about bullying

Reading stories about bullying or having them read to children individually and in groups

Making up role play

Having discussions about bullying and why it matters

Encouraging values such as respect

Model fair and respectful behaviour and leadership.

Challenge all forms of prejudice and promote equality.

Discourage children and young people from colluding with bullying.

This policy was adopted by: The Big Space on 21/05/18	Last updated/checked: 8th June 2019
To be reviewed: 8th June 2020	Signed: Chairperson

Child Protection

The Big Space is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation. The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur.

All staff are PVG registered and members of the Scottish Social Services Council. They also undertake annual updates to their Child Protection training.

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm.

If you are caught up or involved in an incident, we will continue to care for your child until you are able to return or a designated person from the pickup list can collect them. We will try our best to keep in contact via landline, mobile or email.

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Safeguarding Policy

The Big Space is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

The Manager is the Child Protection Officer (CPO) and is available at all times while the Club is in session. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, LSCB and Ofsted).

Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- *Emotional abuse* is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- *Physical abuse* can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- *Sexual abuse* involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.

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- *Neglect* is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation, or that the child may have witnessed domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see Logging an incident below).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the Logging a concern form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If peer-on-peer abuse is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse.

Extremism and radicalisation

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

Signs of radicalisation

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a Logging a concern form, and refer the matter to the CPO.

Logging a concern

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the Logging a concern form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to the Club's CPO who will decide on the appropriate course of action. For concerns about child abuse, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly. For minor concerns regarding radicalisation, the CPO will contact the Local Safeguarding Children Board (LSCB). For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an Incident record form. Any witnesses to the incident should sign and date the entry to confirm it.
 - The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
 - Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
 - If appropriate, the Club will make a referral to the Disclosure and Barring Service.
- Promoting awareness among staff

The Club promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:

- the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed regularly
- safe recruitment practices are followed for all new staff
- all staff have a copy of this Safeguarding policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept in The Big Space
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and staff are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones to take photographs at the Club. For more details see our Mobile Phone Policy.

This policy was adopted by: The Big Space on 21/05/18	Last updated/checked: 8th June 2019
To be reviewed: 8th June 2020	Signed: Chairperson

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Child Protection [3.4-3.8] and Suitable People [3.9-3.13].

GDPR- Collecting and Using Your Data



Data Protection Policy

At The Big Space we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at The Big Space can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is Zoe Presslie, Manager of The Big Space. The lead person ensures that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within the Club we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Club staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our Safeguarding Policy).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable filing cabinet, on a password protected computer and passcode-locked phone.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

Information that we keep

The items of personal data that we keep about individuals are documented on our personal data matrix. The personal data matrix is reviewed annually to ensure that any new data types are included.

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Once a child leaves our care we retain only the data required by statutory legislation and industry

best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. We retain the information after a member of staff has left our employment for the recommended period of time, then it is deleted or destroyed as necessary.

Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (e.g. Police, HMRC, etc.). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

Subject access requests

- Parents /carers can ask to see the information and records relating to their child, and /or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

This policy was adopted by: The Big Space on 21/05/18	Last updated/checked: 8th June 2019
To be reviewed: 8th June 2020	Signed: Chairperson

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68 -3.71]*.

Complaints Procedure

The Big Space staff work in partnership with parents to meet the needs of the children, both individually and as a group. Information is shared with those on a need to know basis, but always where possible with parents. The aim of this document is to clarify the preferred procedure that any complainant should take in order to have their concern dealt with promptly and appropriately.

Any complaint regarding any aspect of the Club's service should be made in writing to the Manager within 3 days of the incident/attending date of the child. The details of the incident/allegation should be as full as possible to allow a comprehensive investigation to be carried out.

Depending on the severity of a complaint, this may be dealt with the Manager. If the complaint is about the Manager, this will be dealt with by the Chairperson. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed.

Any complaints will be dealt with in the following manner:

Stage one

Complaints about aspects of club activity:

- The Club 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, we will encourage the parent to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Manager or head office if it's about the manger. We will then discuss the complaint with the individual concerned 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 Chair of the Committee.

If child protection issues are raised, the Manager will refer the situation to the Chairperson, who will then contact Social Care and follow the procedures of the **Safeguarding and Protecting Children Policy**. If a criminal act may have been committed, Manager will contact the police.

Making a complaint to the Care Inspectorate

Any parent or carer can submit a complaint to The Care Inspectorate at any time. Their contact details are:

The Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Tel: 01382 207100