

Fiesta Kids+
Naseby C of E Primary School
Parents' Handbook

Book online:

<https://fiestasportscoaching.magicbooking.co.uk>

Email:

info@fiestasportscoaching.co.uk

Phone:

01536 906685

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ABOUT THE PROVISION

Fiesta Kids+ is registered with Ofsted (Registration No 2633876) (Setting Reference Number: 2740290) and is based in Naseby C of E Primary School. The provision is open from 8am until 5.30pm weekdays, during term time.

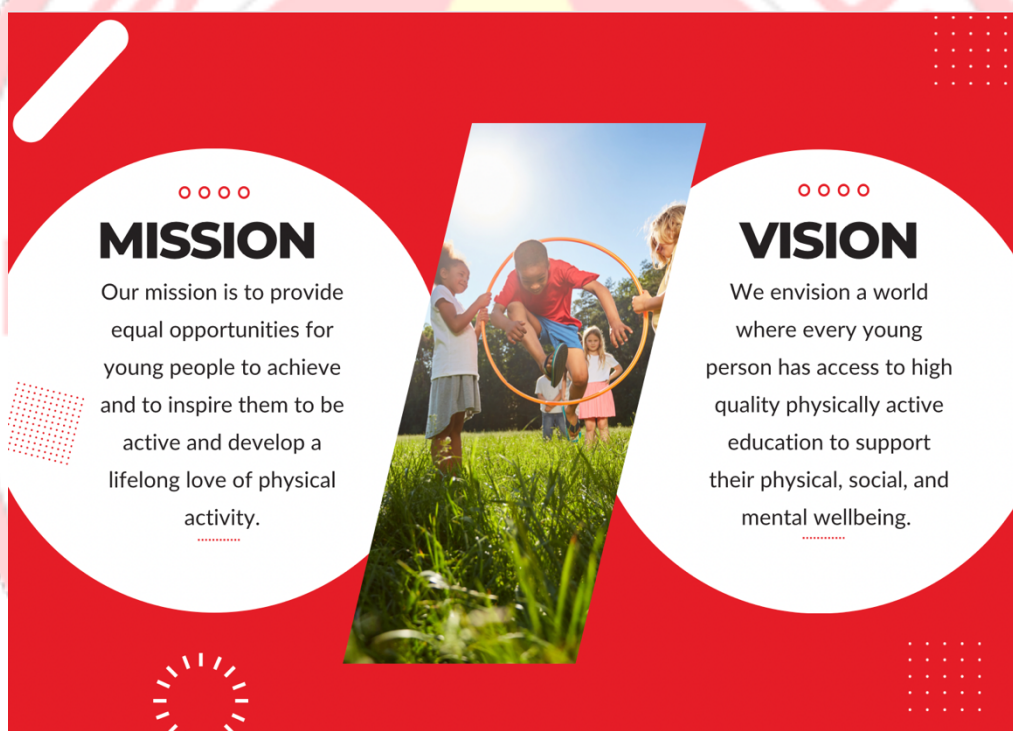
We are based at the school and have access to two classrooms. We also have use of the school hall and playground for sports, games, and outdoor learning opportunities and creative play.

Organisation

Fiesta Kids+ is run as a private business. We enjoy a close working relationship with Naseby C of E primary School to ensure continuity of care, and to maintain good communication links.

Aims

At Fiesta Kids+ we aim to provide a safe, secure, and relaxed environment, offering a range of activities to reflect the interests of the children in our care.



What we offer

Our provision follows our child centred principles. Pupil voice is collected to help identify specific activities the children would like to participate in. This data is used to create our provision timetables to provide a fun and engaging environment. Decisions will be based on what the majority of the children select. This includes sports, arts & crafts, construction (design & technology), computer games, quiet reading area, role play, discovery, and investigation (science), and creative play.

Creative play: children will be given a selection of equipment to choose from and based on the majority. Examples: Playground games, play within the themed area around the room (i.e. crafts, role play, construction, Discovery, etc), watch a film, play computer, iPad time, garden area, scooter time, board or card games, ball games and much more.

Children who are booked on for wrap around times can choose between the club or provision activity or creative play.

What we provide

The food we provide at the provision is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

We have scheduled afternoon snack times:

Small Snack 1: On arrive in the afternoon provision

Main Snack 2: Will be offered between 4:15pm-4:30pm

Children will be requested to eat at a snack table.

Afternoon snacks are charged at £2 and can be booked through our [magic booking portal](https://fiestasportscoaching.magicbooking.co.uk).
<https://fiestasportscoaching.magicbooking.co.uk>

Staffing

Our provision is managed by **Georgia Coulson**.

Our provisions will be run with adult to child ratios in mind.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks.

If you have a query or concern at any time, please speak to a member of staff at the venue when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the manager (contact details are at the back of this Handbook).

Policies and procedures

Please see below for our policies and procedures. Copies of the full policies can be found on our website and are available for parents to consult at all times.

Play Policy

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

According to the *Statutory Framework for the Early Years Foundation Stage (2021)*, "Play is essential for children's development, building their confidence as they learn to explore, to

think about problems, and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults.”

At Fiesta Kids+ we recognise the importance of play to a child’s development and follow the Playworker Principles. As employee’s we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play but allow children to initiate and direct the experience for themselves.

Facilitating play (Creative play)

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up the provision 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. Play areas and equipment
- All indoor and outdoor play areas are checked, and risk assessed daily before the children arrive in accordance with our Risk Assessment policy.
- The provision keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
- Children are involved in selecting additional equipment and resources for use at the provision.
- The resources used at the provision promote positive images of different ethnic backgrounds, religions, and abilities, in line with our Equalities policy.
- The provision has a selection of fiction and non-fiction books, suitable for all age ranges.

Booking terms and conditions policy (payment, refund and credit):

Fiesta Kids+ is registered with Ofsted (Registration No 2633876) (**Setting Reference Number: 2740290**). We provide childcare for children at **Naseby C of E Primary School** children aged between 4-11 years old.

Places are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established, with the following order of priority:

1. Siblings of children already attending
2. Those requiring the greatest number of sessions/hours per week

Booking procedure:

Parents must create an account on magic booking <https://fiestasportscoaching.magicbooking.co.uk> and complete the necessary account set up process, i.e. parent details, child details, medical, privacy notice and photo permission consent, before booking their child.

I hereby acknowledge that Fiesta Sports Coaching Ltd cannot be held responsible for any loss of, or damage to property, or injury sustained. I can confirm that my child is to the best of my knowledge medically fit to take part in moderate to high level physical activity and that I have fully disclosed any medical conditions/ disabilities/ allergies that my child has before starting the course. I authorise Fiesta Sports Coaching Ltd staff (who are first aid trained, qualified, insured and DBS checked) to administer first aid and to arrange transport to hospital should a medical emergency occur.

Payment:

The current prices are

Morning: £4 from 8am to 8:50am

Afternoon slots: £5.50, from 3:30pm – 4:30pm. £9.50 from 3:30pm – 5:30pm.

Payments are payable at the time of booking by card, (instalment plans can be set up during the payment process), Tax-Free Childcare, or childcare vouchers.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge for bank holidays and professional training days.

Please ensure that payments are paid promptly. Non-payment for more than one month may result in your place being terminated.

Changes to days and cancelling your place

You must give us one week's notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact info@fiestasportscoaching.co.uk. We try to accommodate such changes wherever possible.

Credit notes and refunds:

Credit Notes:

We will offer a credit note for wraparound ONLY if you give a full week's notice for needing to cancel your booking. Additionally, we may provide a credit note for strike days/additional bank holidays. This credit note will be issued against your magic booking account.

Circumstances where we will NOT refund

We are unable to offer a refund for every instance where a participant misses a session due to illness, holiday, other family commitments or doctor's appointments. We are a service-based company and have to cover costs such as hire of venues and payment of coaches. Nor can we offer a refund because a participant decides that they don't wish to attend anymore.

We are unable to offer a refund for an event that is no fault of either party (Service Provider or the customer). Examples of this are measures enforced by the government preventing us from delivering the session planned, natural disasters (e.g floods, earthquakes etc.) AND Damage to the venue we planned to use for the session (e.g. caused by a fire, vandalism etc.). We will try and reschedule the session planned however, due to future sessions already being in place and staff's time being occupied by this, we may be unable to reschedule the session and it will be cancelled indefinitely.

Circumstances where we MAY offer a refund

We may offer a refund in extreme circumstances if the child cannot take part because the family is moving far away or to another country. Additionally, if there was a safeguarding issue where it was no longer safe for the child to take part, then we could offer a refund for the sessions missed. We also reserve the right to decline this offer if we feel the system is being abused/ taken advantage of.

Circumstances where we WILL offer a refund

If for any reason we as a company are unable to fulfil the allotted sessions (e.g., if the coach was ill and we were unable to find a suitable replacement), then we would initially attempt to run the session at an alternate date OR extend time of remaining sessions OR offer a refund for the sessions missed. This would also include instances where the venue became unusable due to an event like flooding where the sports facility was out of action for several weeks.

Temporary changes

Please remember that we need to know if your child will not be attending for any reason. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

Arrivals and departures

Our staff collect children from **Naseby C of E Primary School** and escort them to the provision. A register is taken when children are collected.

When registering and making any new booking for any of our wrap-around care, clubs/ camps, or courses, it is the parent's responsibility to ensure that a participant is collected at the correct time each week.

Protected time: This is our protected club time. This means that between end of the school day and 4.30pm no collection of children is available. We apologise for any inconvenience.

We expect that your child will normally be collected by the people you have named on your magic booking account. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

Late collections

EXAMPLES:

1st Late Collection: Your collection time was at **4:30pm**, and you are delayed. Please call the provision number to inform a member of staff.

2nd Late Collection: Your collection time was at **4:30pm**, and you are delayed. Please call the provision number to inform a member of staff. However, you will be charged a late payment fee; for every 5 minutes £2.50 or £10 per every 15 minutes.

If you collect after 5.30pm you may also be asked to contribute towards any extra staff wages and transport costs incurred.

If your child remains uncollected after **6.pm [30 minutes after the provision closes]** and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts we will contact the Social Care team.

Further agreement:

Once the maximum number of participants at our services has been reached, we will then operate a waiting list on a first come, first served basis in case any additional places become available (e.g. due to drop outs or because we are able to expand the capacity).

Fiesta Sports Coaching Ltd takes your privacy very seriously.

Our privacy and GDPR policy can be seen on the Guides/ Policies section of the website <https://www.fiestasportscoaching.co.uk/policies/> and sets out how we use and look after the personal information we collect from you. We are the data controller, responsible for the processing of any personal data you give us. We take reasonable care to keep your information secure and to prevent any unauthorised access to or use of it. Our online booking system generates a password protected register which will need to be shared a) with the office staff at the school hosting any after school club and b) with the staff in charge of the session. We will not share your personal data with any other third parties (unless you have given us specific permission to do so).

Fiesta Sports Coaching must ensure that when personal data is no longer needed for specified purposes, it is deleted or anonymised. We will ensure that personal data we hold is accurate and kept up to date. We will check the accuracy of any personal data at the point of collection and at the start of each academic year (1st August). We will take all reasonable steps to destroy or amend inaccurate or out-of-date data.

Communications to parents may be sent periodically by email/ text/ Magicbooking account/ booking descriptions/ parent handbooks/ Newsletters/ our social media pages/ venue gates. These will be relevant and informative, and you have the freedom to unsubscribe at any point. These communications will involve Fiesta Sports Coaching Ltd Activities.

Fiesta Sports Coaching Ltd reserves the right to exclude a child from our services if there is persistent bad behaviour or there is an immediate safeguarding risk to either other children or staff on site with no refund. Our staff are experienced and trained in behaviour management, but we expect high levels of behaviour and teamwork from our participants.

Fiesta Sports Coaching Ltd has clear safeguarding, anti-bullying and anti-racism policies and we take these issues very seriously. All participants, parents and staff at our courses have the right to enjoy taking part without fear or intolerance because of their ethnicity, religion, sexuality, size, shape, gender or economic background. We reserve the right to remove a participant from one of our courses if there has been a breach of our high expectations (e.g. related to racism, bullying or homophobia) with no refund. Any queries should be directed to info@fiestasportscoaching.co.uk Safeguarding concerns should be directed to the Directors at Fiesta Sports Coaching in the first instance.

Alternatively please refer all cases of suspected abuse or neglect to the Multi Agency Safeguarding Hub (MASH), Police (cases where a crime may have been committed) and to the Channel programme where there is a radicalisation concern. Safeguarding Referrals must be made in one of the following ways:

- By telephone contact to the Multi-Agency Safeguarding Hub (MASH): 0300 126 1000 (Option 1)

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- By e-mail to: MASH@northamptonshire.gcsx.gov.uk
- By using the online referral form found at:

<http://www.northamptonshirescb.org.uk/more/borough-and-district-councils/how-to-make-an-online-referral/>

In an emergency outside office hours, contact children's social care out of hours team on 01604 626938 or the Police. If a child is in immediate danger at any time, left alone or missing, you should contact the police directly and/or an ambulance using 999.

Participants should not be allowed to chew gum during sessions due to the danger of choking. For the safety and wellbeing of participants the wearing of earrings, ear studs or other jewellery (metal or plastics) should not be permitted during our services. We will ask children to remove these items (strictly not to be removed by staff, but by the participants themselves) in order for the children to participate.

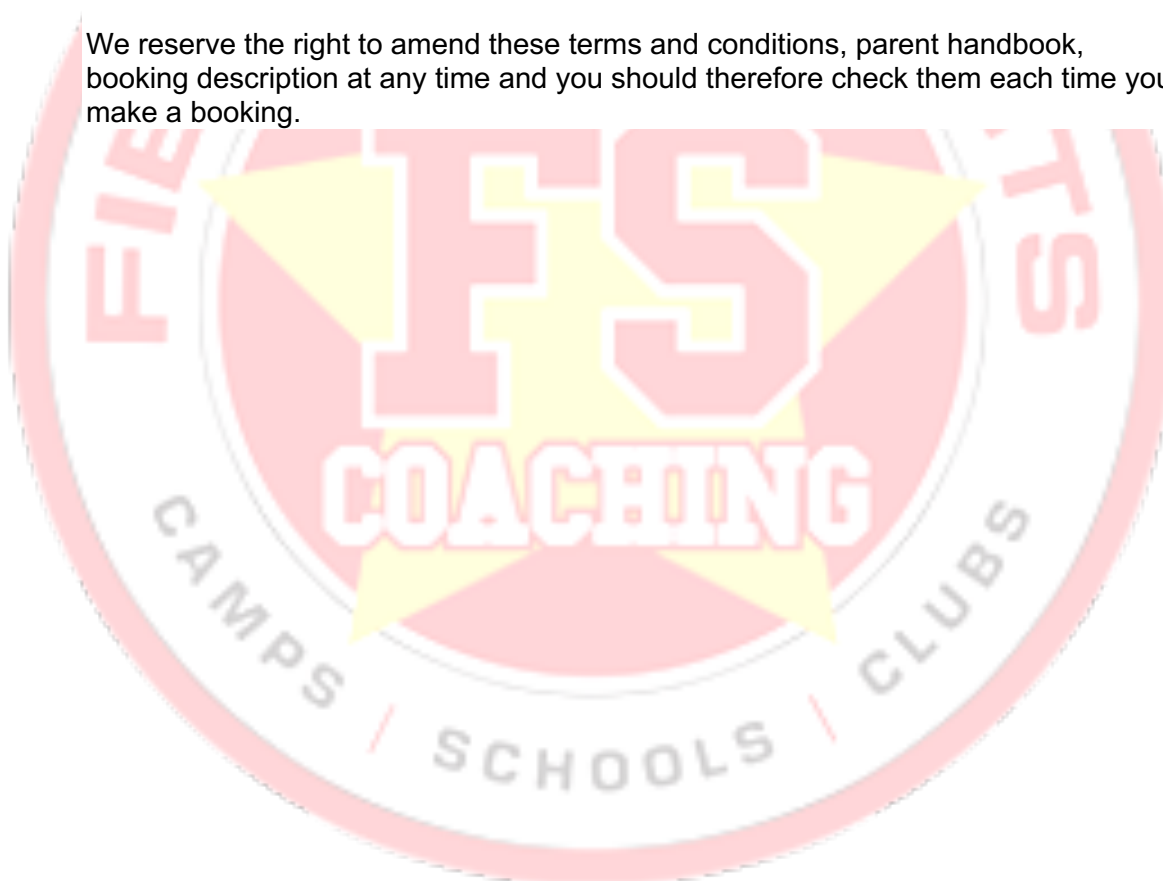
For our bookings, it is vital that parents follow our recommendations for clothing, footwear and food. We always recommend that participants have warm weather clothing such as a coat/ waterproof, hat and gloves. All participants should also have a refillable drinks bottle. On holiday camps, parents should ensure that their child brings a packed lunch and wears a hat/ sunscreen if the weather is expected to be

hot. Fiesta Sports Coaching staff will not administer sunscreen for safeguarding reasons. This will have to be administered by the parent or the child themselves. Fiesta Sports Coaching Ltd reserves the right to refuse access to our services if a child does not have adequate kit to ensure they can take part in the activity safely.

Fiesta Sports Coaching Ltd. cannot be held accountable for any illness that is possibly obtained from one of our services. Whether this be from another child or a staff member. You (the customer), when booking a participant onto a service accept the risks of the situation mentioned above. You (the customer) are responsible for following government guidelines and by booking a participant onto our services are confirming that the participant is fit and healthy up to government standard to participate onto our services. Our staff members will be held to and conform to these standards also.

By rebooking a participant on to one of our services we understand that you have read through all the terms and conditions, booking description, parents handbook and agree to abide by everything described in these terms and conditions, booking description and parent handbook.

We reserve the right to amend these terms and conditions, parent handbook, booking description at any time and you should therefore check them each time you make a booking.



Safeguarding and Child protection Policy

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy (Visit website)**.

Missing Child Procedure

At Fiesta Kids+ we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (e.g., walking from the school to the provision).

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The staff will then contact the child's parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The manager will liaise with the police and the child's parent or carer.

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police were involved in the incident, we will also inform Ofsted.

Useful numbers

Police: 999

Ofsted: 0300 123 1231

Lone Working Policy

At Fiesta Kids+, 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.

Parents will be notified if only one member of staff will be on duty for a session or part of a session.

A full risk assessment for lone working must be carried out before lone working is approved.

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 [Headteacher or school caretaker]

In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session. The 'on call' person must be able to be on site within 20 minutes.

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:

- current 12 hour paediatric first aid certificate
- child protection training
- food handling and hygiene certificate
- competent use of English
- the necessary skills and experience to supervise the children alone [eg holds a relevant NGB Qualification, CIMSPA qualification, 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.

Working practices

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 2021. This includes whilst children are eating. 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
- provision 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
- spills box / cleaning products / sick bowl

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.

Equality, diversity, and inclusion policy:

Our provision provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures, and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices.
- We will not tolerate any form of racial harassment.

Fiesta Sports Coaching Ltd is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

- The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.
- The organisation - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of customers or the public.
- The policy's purpose is to:
- provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
- not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities
- Fiesta Sports Coaching commits to:
- Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense

Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.

Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).

Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.

Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

We make every effort to accommodate and welcome any child with additional needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the provision limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety so please call prior to booking.

Our staff training programme includes specific elements relating to children with special needs.

A number of strategies will be integrated within the learning for pupils including those with SEND some of these include; explicit instruction e.g., Visuals and modelling. Cognitive and metacognitive strategies e.g. introducing content in small steps and frequently asking children to recall previously taught content. Visual scaffolding e.g. using key words and partially completed tasks.

We also use the STEP model to differentiate sessions according to

Space- adapt the space to be bigger or smaller

Task- change the task for learners of different needs- could there be multiple task within the activity? Or modify the rules.

Equipment- use of equipment to aid people of different abilities

People- number of participants can be changed to make easier or more difficult

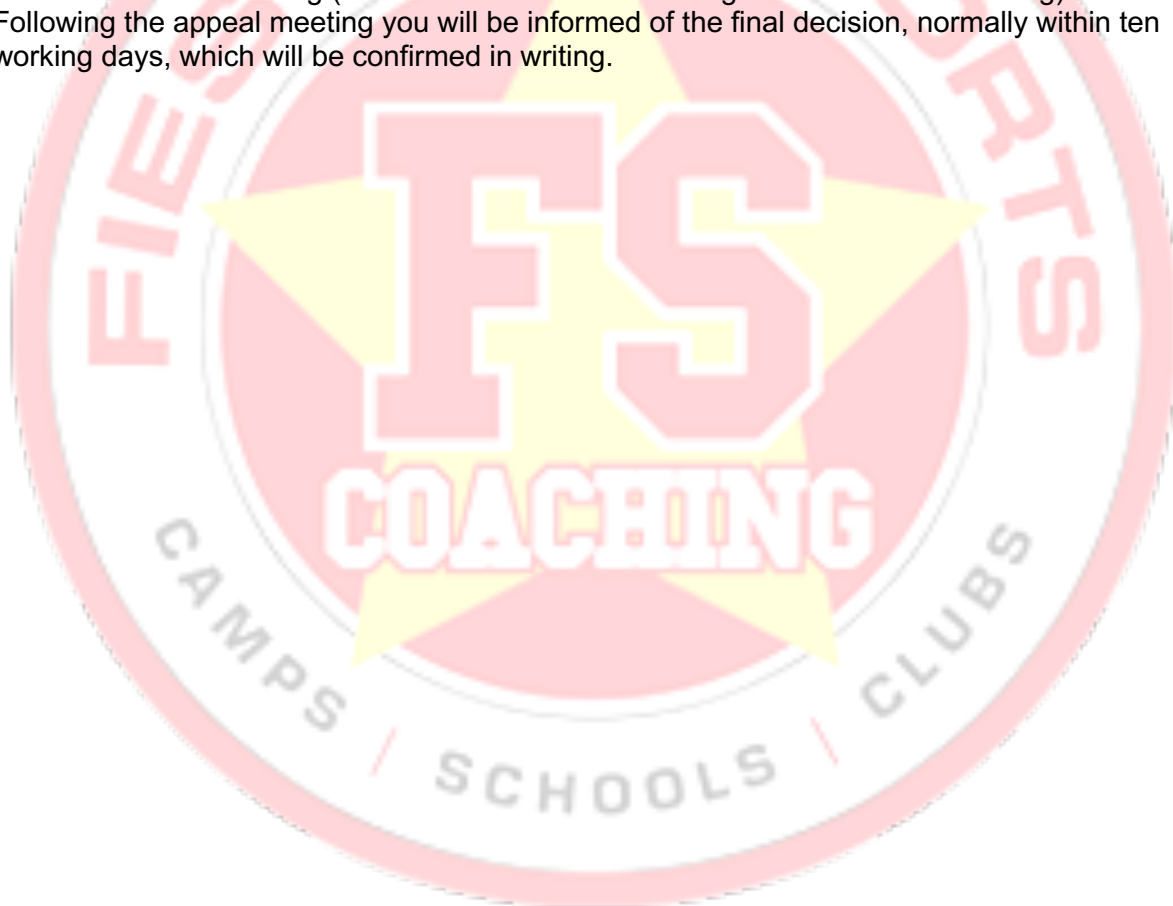
The equality, diversity and inclusion policy is fully supported by the company and has been formulated following trade union good practice guidelines and employee representatives. Details of the organisation's grievance and disciplinary policies and procedures can be found at **in our Fiesta Grievance Policy**. This includes with whom an parents should raise a grievance – usually one of the company managers.

Grievance Policy

It is important that if you feel dissatisfied with any matter relating to the service we offer, you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

If you feel aggrieved at any matter, you should first raise the matter to John Mulholland, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal. If you wish to appeal, you must inform a director within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the Company will be represented by a more Senior Manager than attended the first meeting (unless the most Senior Manager attended that meeting). Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.



Adult Aggressive Behaviour Policy

Fiesta Kids+ does not tolerate from any person, whether a parent, carer, or visitor: bullying; aggressive, confrontational, or threatening behaviour; or behaviour intended to result in

conflict. Our provision is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable behaviour

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

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

At Fiesta Kids+ we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

Procedure

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

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

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

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

We use effective behaviour management strategies to promote the welfare and enjoyment of children who attend. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies, and with adults modelling positive behaviour. The provision rules are clearly displayed at every venue and are discussed regularly. We also follow the school rules and behaviour management strategies.

Whilst at Kids+ we expect children to:

- Use socially acceptable behaviour
- Comply with the company and school rules, which are compiled by the children attending
- 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 provision.

Encouraging positive behaviour

At Kids+ positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the provision.

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 provision will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

Bullying and Harassment:

Bullying is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Bullying can include the use of personal strength or the power to coerce through fear or intimidation, not necessarily from someone in a position of authority.

Bullying may be physical, verbal or non-verbal. It can include conduct that is not face-to-face, including via text message, email and social media.

Bullying and harassment are not tolerated in our provision and all customers, staff and visitors are required to treat each other with dignity and respect.

If you believe you are being harassed or bullied you should raise the matter formally under our grievance procedure. All complaints will be investigated in accordance with our grievance procedure

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm, and positive manner.
- In the first instance, the child will be temporarily removed from the activity.

- Staff will discuss why the behaviour displayed is deemed inappropriate.
- 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.
- No staff member will ever threaten any punishment that could adversely affect a child's well-being (e.g., withdrawal of food or drink).
- However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the provision immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the provision. See our **Suspensions and Exclusions Policy** for full details.

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.



Suspensions and Exclusions Policy

Fiesta will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

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

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

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

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

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

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

Temporary suspensions

Temporary suspensions will be applied in the following situations:

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

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

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

Permanent exclusion

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

If a child is excluded from the provision, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. They have the right to appeal to the manager against the exclusion within 14 days of receiving written notification of the exclusion.

Administering Medication Policy

If a child attending any Fiesta Kids+ provision requires medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the provision will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the provision. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), the staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Prescription medication

Fiesta Kids+ staff will normally only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin, we can only administer it if it has been prescribed by a doctor. All prescription medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

Non-prescription medication

If a child requires a non-prescription medication to be administered, we will consider this on a case-by-case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non-prescription medication. Non-prescription medicine does not require a GP prescription before Fiesta Kids+ can administer.

Procedure for administering medication

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the company has received written consent
- Take steps to check when the last dosage was given
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the **Record of Medication Given** form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**.

Specialist training

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

Changes to medication

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency) and the **Medication Log** must be updated

Long term conditions

If a child suffers from a long term medical condition the provision will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.



Intimate Care Policy:

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at Fiesta Kids who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can. If help is needed please make another member of staff aware and ask them to be close by.

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

Protecting children

Staff are familiar with guidance from the local Safeguarding Partnership (formerly the LSCB). The Club's procedures reflect the guidance in *Working Together to Safeguard Children (2018)* and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Fiesta Kids will maintain high standards of personal hygiene and will take all practicable steps to prevent and control the spread of infection.

Illness and Accidents

At provision we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **medical information on the booking process** when registering their child, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

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

Kids+ cannot accept children who are ill. If any children are ill when they first arrive at the provision we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

First aid

On site will be a minimum of 1 staff member who holds a paediatric first aid certificate. First aid training will be renewed every three years. To ensure that there is a qualified first aider present and available at all times when the provision is running. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

Fiesta Coaches all have first aid bags, and one will be in the provision. All staff will regularly check the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

Staff will ensure that a first aid kit is taken on all outings.

Procedure for a minor injury or illness

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

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

Procedure for a major injury or serious illness

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

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's **Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the **Medical Form**).
- We will contact the child's parents or carers, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident the manager and staff will review the events and consider whether any changes need to be made to the company policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

Communicable diseases and conditions

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

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

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

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

Please inform info@fiestasportscoaching.co.uk of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him or her to the Club for 48 hours after the illness has ceased

Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	Until all vesicles (spots) have crusted over
Cold Sores	None. Avoid contact with sores
Conjunctivitis	None
Diphtheria*	Exclusion always necessary, consult local Health Protection Team
Diarrhoea and Vomiting	48 hours after last episode of diarrhoea or vomiting
Glandular Fever	None
Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	48 hours after last episode of diarrhoea – further exclusion may be required for some children
Hand, Foot and Mouth disease	None
Hepatitis A*	Until 7 days after onset of jaundice
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment
Influenza	Until recovered
Measles*	4 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	None
Pertussis* (Whooping cough)	5 days from commencing antibiotic treatment or 21 days from the onset if antibiotics not given
Ringworm	Exclusion not usually required
Rubella* (German Measles)	4 days from onset of rash
Scabies	Until first treatment has been given
Scarlet fever*	24 hours after starting antibiotic treatment
Slapped Check, Fifth Disease	None (once rash has developed)
Threadworms	None
Tonsillitis	None
Tuberculosis*	Consult local Health Protection Team
Typhoid*, Paratyphoid*	48 hours after last episode of diarrhoea – further exclusion may be required for some children
Warts (including Verruca)	None. Verruca sufferers should keep feet covered

* Denotes a notifiable disease.

If in any doubt contact local health services for further information

Dangerous Plants Policy

Fiesta Kids+ recognises that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants shown below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

The outside play area at the Club has also been checked for the dangerous plants listed below. Where a potentially dangerous plant exists and we are unable to remove it, we have conducted a risk assessment which takes into account:

- the ages and maturity of the children
- the degree of supervision required
- whether we need to restrict access to affected areas
- how children with allergies might be affected.

The following is a list of the most commonly found plants that staff should be aware of as posing a possible hazard. Note that this list is *not* fully comprehensive.

Common name	Latin name	Harmful
Indoor Plants		
Angels' Trumpets	(Brugmansia or Datura)	E
German Primula	(Primula Obconica)	T
Lantana	(Lantana)	E / T
Leopard Lily	(Dieffenbachia)	E / T
Oleander	(Nerium Oleander)	E
Rosy Periwinkle	(Catharanthus Roseus)	E
Umbrella Tree	(Schefflera)	T
Bulbs eg Daffodils & Hyacinths	(Narcissus) (Hyacinthus)	E / T
Cut flowers eg Daffodils, Monkshood, Mistletoe	(Narcissus) (Aconitum) (Viscum Album)	E / T
Garden Plants		
Autumn Crocus	(Colchicum Autumnale)	E
Castor Oil Plant	(Ricinus Communis)	E / T
Foxglove	(Digitalis Purpurea)	E
Freemontodendron	(Fremontodendron)	T
Ivy	(Hedera Helix)	E / T
Laburnum	(Laburnum Anagyroides)	E
Leyland Cypress	(X Cupressocyparis)	T
Lily-of-the-Valley	(Convallaria Majalis)	E
Lupins	(Lupinus)	E
Mezereum	(Daphne Mezereum)	E / T
Monkshood	(Aconitum Napellus)	E / T
Pokeweed	(Phytolacca)	E / T
Rue	(Ruta Graveolens)	T

Spurge	(Euphorbia)	E / T
Yew	(Taxus Baccata)	E
Wild and native plants		
Black Bryony	(Tamus Communis)	E
Black Nightshade	(Solamum Nigrum)	E
Cherry Laurel	(Prunus Laurocerasus)	E
Deadly Nightshade	(Atropa Belladonna)	E
Giant Hogweed	(Heracleum Mantegazzianum)	T
Hemlock	(Conium Maculatum)	E
Hemlock Water Dropwort	(Oenanthe Crocata)	E
Horse Chestnut	(Aesculus Hippocastanum)	E
Lords-and-Ladies	(Arum Maculatum)	E
Mistletoe	(Viscum Album)	E
Snowberry	(Symphoricarpos Albus)	E
Wild Privet	(Ligustrum Vulgare)	E
Woody Nightshade	(Solanum Dulcamara)	E

Key: E = Harmful if eaten, T = Harmful if touched

Food Policy

Fiesta Sports Coaching is committed to encouraging and developing positive attitudes towards food and a healthy diet. Promoting a healthy lifestyle is integral to our ethos.

We believe that adults (staff, parents, and carers) should be good role models and should support the children in understanding how balanced nutrition contributes to a person's health, happiness, and general well-being.

Healthy Eating Choices

To ensure consistency across our services, children will be encouraged to eat fruit and vegetables at snack times, our £2 snack which are provided will be based on this.

All children are encouraged to bring in a water bottle so they can have access to water throughout the day. Water fountains are also provided in the school for additional access to drinking water.

Chocolate, sweets, biscuits, crisps, and cakes are actively discouraged as everyday snacks in school or as part of lunch boxes. Chewing gum and fizzy drinks are not permitted on the venue premises. Cereal bars are also discouraged because these can often contain as much sugar as chocolate bars.

Pupils' lunch boxes should offer balanced nutrition. Because we recognise that there is no such thing as "bad food", we teach the children to enjoy treats in moderation.

Allergies

Fiesta Sports Coaching is aware of the possibility of food allergies within the school population, particularly nut allergies. Parents or carers of children who are on special diets for medical or religious reasons, or who have allergies, will be asked to provide as much information as possible about which foods are suitable or foods which must be avoided, on the **Dietary information sheet**.

Children are asked not to share packed lunches and parents are reminded about the need to avoid sending in packed lunches containing nuts. However, we cannot guarantee that all parents will comply with the request and for that reason the club does not purport to be "nut free".

Further, advice from allergies websites suggest that it is in the interest of children's longer-term safety, that they learn to be aware of the risks of cross contamination and that they learn to manage the risks themselves.

Portions

No child is made to finish all the food that they are offered because we know that appetites vary from person to person. However, we do actively encourage the children to "try a little bit more" if they can to ensure that they are not hungry later on in the day.

Packed Lunches

We do not prepare food ourselves but use a registered, quality catering provider(s) to provide school lunch standard packed lunches to our Free School Meals participants e.g. on HAF camps. Food items are carefully labelled to ensure that pupils with allergies do not eat something they would be allergic to. Pupils are given water and are encouraged to drink plenty and to refill their water bottle at one of the water fountains

Complaints procedure

Fiesta Sports Coaching Ltd strives to provide excellent customer service and maintains a healthy customer relationship at all levels from the Directors down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the staff on site, the Manager, or email.

We want to resolve your complaints as soon as possible. Please Email info@fiestasportscoaching.co.uk and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly review our complaints so that we can improve our standard of customer service.

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter within 2 business days.
- We will keep you informed of the progress of your complaint, proposed actions, and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records that are more than 24 months old.
- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies: Alternatively The Information Commissioner's Office can be contacted by visiting <https://ico.org.uk/>

OTHER

For certain telecommunications and trade practices issues, you may lodge a complaint to:

The Financial Ombudsman [Financial Ombudsman Service: our homepage \(www.financial-ombudsman.org.uk\)](http://www.financial-ombudsman.org.uk)

Privacy Notice

At Fiesta Kids+ we respect the privacy of the children attending the provision and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our provision

We will use the contact details you give us to contact you via phone, email, social media, and post so that we can send you information about your child, our provision and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

E-Safety Policy

E-Safety encompasses internet technologies and electronic communications such as mobile phones and wireless technology. It highlights the need to educate children and young people about the benefits and risks of using new technology and provides safeguard and awareness for users to enable them to control their online experiences.

Fiesta's e-safety policy will operate with other policies including those for behaviour, bullying and safeguarding.

Good Habits:

E-safety depends on effective practice at a number of levels;

- Responsible ICT use by staff and children

- Restrictions placed by effective management of content filtering
- Prevention of gaining unauthorised content

Why is internet use important?

The purpose of the internet in Kids+ is to raise educational standards and a necessary tool for learning. Access to the internet is therefore an entitlement for children who show a responsible and mature approach to its use. Our provision has a duty to provide children with quality internet access.

Children will use the internet outside of the club and will need to learn how to evaluate internet information and to take care of their own safety and security.

How can internet use enhance learning?

The provision internet access will be designed expressly for children's use and includes filtering appropriate to the age of the children.

Children will be taught what internet use is acceptable and what is not and given clear objectives for internet use

Staff should guide children in online activities that will support learning outcomes planned for the child's age and maturity

Children will be educated in the effective use of the internet

World Wide Web

If staff or children discover unsuitable sites, time and content must be reported to the manager so action can be taken. Staff will ensure that the use of internet derived materials by children, and staff complies with copyright law.

Email

- Children do not have access to e-mail accounts on the fiesta system
- Children are advised to immediately tell an adult if they receive offensive email at home or at school
- Children are advised not to reveal personal details of themselves or others in email communication or arrange to meet anyone without specific permission.
- The forwarding of chain letters is not permitted

Social Networking

- The provision should block/filter access to social networking sites and newsgroups unless a specific use is approved
- Children will be advised never to give out personal details of any kind which may identify them or their location
- Children should be advised not to place personal photos on any social networking space
- Children should be advised on security and encouraged to set passwords, deny access to unknown individuals. Children should be encouraged to invite known friends only and deny access to others
- If staff are contacted by children or parents through the use of social networking sites it should be reported to the manager and logged.

Filtering

The club will work in partnership with the primary school and the local authority to ensure filtering systems are in place.

Managing emerging technologies

Emerging technologies will be examined for educational benefit and risk assessment will be carried out before use in the club is allowed.

Mobile phones:

Fiesta Sports Coaching has a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

If a member of staff needs to make an urgent personal call they can make a personal call from their mobile in the staff room/kitchen or outside in their car, but not while in the provision.

Staff may carry their mobile phones in their pocket but they must be on silent and only used in the case of an emergency; calling 999 or a line manager on duty if lone working.

Mobile phones are not allowed in the club with children. If a child is found with a mobile phone it will be taken from them and placed in a locked cupboard and given back at the end of the session.

Staff use of iPad's:

Each staff member will be given a Fiesta iPad to use for work purposes only. The camera can be used to take pictures of children within our provisions partaking in activities, whose parents have given consent, such photos must not be used for personal use only.

Visitors use of mobile phones:

Parents and all other visitors must not use their mobile phone – or any other device - to take photographs within the club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the club camera.

Published content and the school website

The contact details of the website should be the clubs address, email, and telephone number. Staff or children's personal information will not be published. The Manager or nominee will take overall editorial responsibility and ensure that content is accurate and appropriate.

Information system security

Virus protection will be installed and updated regularly.
Security strategies will be discussed with the local authority.

Protecting personal data

Personal data will be recorded, processed, transferred, and made available according to the Data Protection Act 1998.

Assessing Risks

The club will take reasonable precautions to prevent access to inappropriate material. However, due to the international scale and linked internet content, it is not possible to guarantee that unsuitable material will never appear on the clubs computer. The club cannot accept liability for the material accessed or any consequences of internet access. The club

should audit ICT use to establish if the e-safety policy is adequate and that the implementation of the e-safety policy is appropriate.

Handling e-safety complaints

- Complaints of internet misuse will be dealt with by the manager.
- Complaints of a child protection nature must be dealt with in accordance with the club's child protection procedures
- Children and parents will be informed of the complaint's procedure

E-Safety Rules

These e-safety rules help to protect children and the club and describe acceptable and unacceptable computer use.

Fiesta owns the computer network and can set rules for its use.

- It is a criminal offence to use a computer or network for a purpose not permitted by the Fiesta.
- Irresponsible use may result in the loss of network or internet access
- Network access must be made via the users authorised account and password, which must not be given out to any other person
- All network and internet use must be appropriate to education
- Copyright and intellectual property rights must be respected
- Messages shall be written carefully and politely, particularly as email could be forwarded to unintended readers
- Anonymous messages and chain letters are not permitted
- Users take care not to reveal personal information through email, publishing, blogs, or messaging
- Use for personal financial gain, gambling, political activity, advertising, or illegal purposes is not permitted.

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, payments and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the provision

- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.



CONTACT INFORMATION

Naseby C of E Primary School
School Lane
Naseby
Northants
NN6 6BZ

Provision mobile number:

Ofsted Registration No: 2633876

Setting Reference Number: 2740290

Correspondence Address:

Fiesta Sports Coaching Ltd, Oakley House, Headway Business Park, 3 Saxon Way West,
Corby, NN18 9EZ

Tel (Admin Centre): 01536906685

Provision Staff

Manager: Georgia Coulson
Operational Manager

Sports Coaches: Oscar J

Max M

Harry F

Playworkers: Catharine B

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231