



Feltham Fun Holiday Club

Policies and Procedures

Organisation: Feltham Fun Holiday Club
Document Title: Policies and Procedures

Date: 2024/2025
Approved By: Elvia Acosta and Vanashree Trivedi

Contact Information

Address: Belvedere House Community Resource Centre, Lemon Grove, Feltham, London
TW13 4DH
Email: contact@felthamfunholidayclub.uk
Website: www.felthamfunholidayclub.uk

Mission Statement

"Empowering Children Through Play"

At Feltham Fun Holiday Club, we are dedicated to:

Affordable Excellence

Providing high-quality holiday care that supports working families and values every child's time

Child-Led Creativity

Giving children the freedom to shape their own fun and express themselves authentically

Emotional Development

Encouraging social and emotional growth through group play, collaboration, and connection

Cognitive Growth

Supporting learning through hands-on, imaginative activities that challenge and inspire

Safe Haven

Offering a welcoming, screen-free space where children can unplug and truly thrive

Feltham Fun Holiday Club

Arrivals and Departures

Feltham Fun Holiday Club recognises the importance of having robust and transparent systems in place to ensure the **safe arrival and departure of all children** in our care.

The Manager will ensure that an accurate record is kept of all children attending the Club, and that every arrival and departure is promptly recorded in the register. The register will be kept in an accessible location on the premises at all times. Regular headcounts will be conducted throughout each session to maintain children's safety and supervision.

Arrivals

Our staff will greet each child warmly upon arrival at the Club and will immediately record the child's attendance in the daily register, including the time of arrival and the full name of the person dropping them off.

- All attendance records will include the date, full name of the child, time of arrival, and the signature or initials of the staff member recording the entry. Records will be maintained securely for a minimum of three years in line with Ofsted and EYFS requirements.
- If a child arrives later than the normal session start time, staff must record the reason for late arrival and confirm that the parent or carer has informed the Club in advance.
- Staff must remain vigilant for any safeguarding concerns during handover and will follow the Club's Safeguarding Policy if a child presents as distressed, injured, or unusually withdrawn on arrival.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children may only be collected by an adult authorised on the child's registration form.
- In exceptional circumstances, if a parent or carer requires another person (not listed on the registration form) to collect their child, the Club must be informed in advance. A description of the person and a collection password must be provided.
- If the Manager or staff have any concerns regarding the person collecting the child, the main parent or carer will be contacted for immediate confirmation.
- Photographic identification must be checked, submitted by parents prior to collection through email for any new or unfamiliar authorised collector before the child is released.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the Uncollected Children Policy will be followed.
- Children are **not permitted** to leave the Club unaccompanied under any circumstances.

- Staff will remain with children at all times until they have been safely collected. Under no circumstances will a child be released to an unauthorised person or to anyone under the age of 16.
- In line with current safeguarding guidance, a record of all late collections and unauthorised collection attempts will be logged and monitored by the Designated Safeguarding Lead (DSL). Persistent issues will be referred to the Local Authority Designated Officer (LADO) if necessary.

Absences

- If a child will be absent from a session, parents or carers must notify the Club in advance.
- If a child is absent without explanation, staff will contact the parents or carers.
- The Club will work to understand the causes of any prolonged or unexplained absences. Regular absences may indicate that a child or their family needs additional support.
- All unexplained absences will be recorded and followed up in line with the Club's Safeguarding and Attendance Monitoring Procedures. Repeated absences may trigger a safeguarding review and liaison with the school or social care as appropriate.
- Where a child is known to a social worker or is subject to a Child Protection Plan, any unexplained absence must be reported to the allocated social worker without delay.

This policy was adopted by: Feltham Fun Holiday Club LTD.	Date:07.02.2025 reviewed October 2025
To be reviewed: April 2026	Signed: Managers Of Feltham Fun holiday Club LTD. Vanashree Trivedi and Elvia Acosta

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Organising premises for confidentiality and safeguarding [3.72] Information and Record Keeping [3.77], Information for Parents and Carers [3.82]

Feltham Fun Holiday Club

Data Protection Policy

1. Policy Statement

At **Feltham Fun Holiday Club**, we are fully committed to protecting the privacy, confidentiality, and personal data of every **child, parent/carer, staff member, volunteer, and partner organisation** that interacts with our Club.

We understand that safeguarding personal data is essential to maintaining trust, complying with the **UK General Data Protection Regulation (UK GDPR)** and **Data Protection Act 2018**, and meeting Ofsted and safeguarding expectations.

Any person who has access to, or handles, personal data relating to our Club is bound by this policy. This includes staff, volunteers, students, contractors, partner schools, and external service providers.

Any misuse, unauthorised sharing, or breach of this policy will be treated as a serious disciplinary and/or legal matter and may lead to dismissal, removal, contract termination, and/or referral to the relevant authorities, including the ICO, Ofsted, or the police.

The **Data Protection Lead** for Feltham Fun Holiday Club is **Vanashree Trivedi**. Vanashree ensures compliance with UK GDPR requirements, responds to subject access requests, manages data breaches, and liaises with statutory bodies as required.

2. Scope

This policy applies to all personal data, whether held electronically, on paper, or in any other format, that relates to:

- Children and their families
- Staff and volunteers
- Visitors, contractors, and partner agencies
- Enquiries and service users

It covers **all stages** of data processing — from collection and storage to sharing, retention, and destruction.

3. Confidentiality Principles

All users of personal data must ensure that:

- Information is shared **only when there is a legitimate reason** and in line with our lawful bases under GDPR.
- Data is accessed **only by authorised persons** and **only for the purpose** for which it was collected.

- Information is **not shared, copied, or stored** on personal devices or platforms (e.g. private email, USB sticks, WhatsApp).
- Personal conversations or identifiable data are **never discussed** in public areas or with unauthorised persons.
- When disposing of data, all paper records are shredded and all digital files are permanently deleted.

Breach of confidentiality — whether intentional or accidental — will result in a formal investigation. Serious or repeated breaches may result in disciplinary action, withdrawal of access privileges, or termination of contracts.

4. Information We Collect and Why

We collect and store personal data necessary to:

- Provide safe and effective childcare
- Meet our legal and safeguarding obligations
- Manage staff employment and training
- Administer Club operations, including fees and communication

Children and Parents

Data collected includes:

- Registration details, contact and emergency information
- Medical, allergy, and special needs information
- Attendance, accident, and incident records
- Authorised collectors and consent forms

Our **lawful basis** for processing this data is the **fulfilment of our childcare contract** and **compliance with legal duties** (e.g. safeguarding, Ofsted, health and safety).

Our condition for processing health data is to ensure the **vital interests and wellbeing** of the child.

Once a child leaves the Club, only statutory and legally required data is retained for the prescribed period (usually six years). All other data is securely destroyed or returned to parents.

Staff

We hold:

- Employment, payroll, tax, and training details
- DBS checks and safeguarding records
- Emergency and health information

Our **lawful basis** is to meet **employment, legal, and regulatory obligations**. Data is retained in line with statutory employment law and then securely deleted or destroyed.

5. Sharing Data with Third Parties

We will only share information:

- With **consent** from parents or staff, or
- When there is a **legal or safeguarding requirement** to do so, or
- When it is **necessary to deliver our services** and the recipient complies with UK GDPR.

*All third-party processors (e.g. booking systems, accountants, IT providers) must sign a **Data Processing Agreement (DPA)** confirming they will handle all data lawfully, securely, and only under our instruction.*

No data shall be shared with any external party unless:

- A **written agreement** is in place
- The Data Protection Lead has verified the provider's security measures
- The minimum data necessary is shared, and it is accurate and up-to-date

If information is shared for safeguarding reasons, it will be done in accordance with the **Government's "Information Sharing Advice for Safeguarding Practitioners"** (DfE, 2024). All such decisions will be recorded with reasons and authorisation.

6. Responsibilities of All Users of Data

Every person who accesses, views, or processes Club data must:

1. Complete GDPR and data security training before handling personal information.
2. Report any suspected **data breach or loss** immediately to the Data Protection Lead (within one hour if possible).
3. Ensure personal devices (phones, laptops, USBs) are **never used** to store or transmit Club data.
4. Maintain **strict confidentiality** during and after their employment, placement, or partnership with the Club.
5. Sign and comply with the **Club's Confidentiality and Data Access Agreement**.
6. Understand that unauthorised access or sharing is a **criminal offence** under the Data Protection Act 2018.

Any external contractor, volunteer, or student found breaching these responsibilities will have their access revoked immediately and may be reported to the ICO or law enforcement.

7. Subject Access Requests (SARs)

- Parents, carers, staff, and volunteers may request access to their own personal data (“Subject Access Request”).
- Requests must be made in writing to the Data Protection Lead.
- The Club will respond **within one month** (or sooner when possible).
- If information is inaccurate, we will correct it promptly.
- We may not be able to delete certain data where there is a **legal, safeguarding, or insurance requirement** to retain it.

All SARs will be recorded in the Club's Data Request Log and verified through identity checks before release to ensure security.

If any person is unhappy with how their data has been handled, they can contact:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

8. Data Security and Breach Management

We take all reasonable steps to protect personal data:

- Access to files is restricted to authorised staff only.
- Paper files are stored in locked cabinets.
- Club computers and tablets are password-protected, encrypted, and updated regularly.
- Data is backed up securely and access is monitored.
- Staff are prohibited from taking personal data off-site without written authorisation.

Any suspected or confirmed data breach (loss, theft, unauthorised access, accidental disclosure) must be reported immediately to the Data Protection Lead. Serious breaches will be reported to the ICO within 72 hours, and affected individuals will be notified where appropriate.

9. Accountability and Record Keeping

Feltham Fun Holiday Club demonstrates accountability through:

- Maintaining a **Personal Data Matrix** documenting all data types and retention periods
- Conducting annual **Data Protection Audits**
- Keeping a **Data Breach and Request Log**
- Providing ongoing staff training
- Reviewing this policy and all data-related procedures annually

Failure by any staff, partner, or third-party provider to cooperate with an investigation into a data issue will be treated as a compliance breach and escalated to the relevant authority.

10. Policy Review

This policy will be reviewed **annually** or sooner if legislation, Ofsted requirements, or Club operations change.

The review will be led by **Vanashree Trivedi (Data Protection Lead)** with the **Club Manager** and designated safeguarding team.

11. Statement of Compliance

All staff, contractors, volunteers, and partners who access, process, or store data for Feltham Fun Holiday Club must sign a declaration confirming they have read, understood, and will comply with this policy. Failure to do so may result in the immediate withdrawal of access, disciplinary action, or contract termination.

This policy was adopted by: Feltham Fun Holiday Club LTD.	Date: 07.02.2025 Reviewed October 2025
To be reviewed: April 2026	Signed: Managers of Feltham Fun Holiday club LTD. Vanashree Trivedi and Elvia Acosta

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024):
Safeguarding and Welfare Requirements: Information and Record Keeping [3.77- 3.81]

Feltham Fun Holiday Club

Emergency Evacuation/Closure Procedure

Feltham Fun Holiday Club is committed to maintaining a **safe, secure, and consistent environment** for all children, parents, and staff. Every reasonable effort will be made to keep the Club open and running as normal. However, in **exceptional circumstances**, it may be necessary to **close the Club at short notice** to protect the safety and welfare of everyone on the premises.

Possible Reasons for Emergency Closure

Emergency closure may occur due to circumstances beyond the Club's control, including but not limited to:

- Serious weather conditions (e.g. snow, flood, storm, extreme heat).
- Heating system failure or electrical power outage.
- Burst water pipes or loss of water supply.
- Fire, explosion, or bomb threat.
- Serious accident, illness, or medical emergency.
- Assault or threat to the safety of a child, staff member, or visitor.
- Death of a member of staff or child.
- Security threat, gas leak, chemical hazard, or environmental contamination on or near the premises.
- Public health emergency (e.g. infectious disease outbreak) as directed by local authority or Public Health England.

Primary Duty of Care

Our **primary concern** during any emergency will always be the **immediate safety and welfare of children and staff**. All decisions will prioritise safe evacuation, supervision, and communication with parents and emergency services.

The Manager (or in their absence, the Deputy) will assume emergency leadership responsibilities, coordinating all actions and ensuring accurate record-keeping throughout the incident.

Evacuation Procedure

If evacuation is necessary, the following steps will be taken:

1. The Manager or session supervisor will assess the situation and, if appropriate, **contact the emergency services** immediately (999).
2. All children will be **escorted calmly and quickly** from the building to the designated **assembly point: Boiler room next to parking**, using the nearest **safe exit route**.
3. No one will attempt to collect personal belongings or re-enter the building after evacuation.

4. A staff member located nearest to the file storage box will, if it is safe to do so, **collect the register and emergency contact details**.
5. Before leaving the building, the **Health and Safety Officer, Elvia Acosta**, will close all accessible doors and windows if it is safe to do so.
6. Once assembled at the meeting point, the **Manager or delegated staff member will take the register** to ensure that all children, staff, and visitors are accounted for.
7. If anyone is found missing, **the emergency services will be informed immediately**, with full details of the person's name, age, and last known location.
8. The **Manager will contact parents or carers** to collect their children.
 - If the register is not available, the Manager will use the **secure online emergency contact list**.
9. All children will remain under full staff supervision until they have been safely collected by an authorised adult.
10. If parents or carers cannot be contacted after repeated attempts, the Club will follow its **Uncollected Child Policy**.

The Manager will ensure that all staff and children are familiar with evacuation routes and procedures through termly fire drills and emergency scenario training.

A backup copy of the emergency contact list will be stored on a secure, password-protected device accessible offsite by management in the event of physical file loss.

After the Emergency

- No one will re-enter the premises until emergency services confirm that it is safe to do so.
- The Manager will record a full written report of the incident within 24 hours, including times, decisions made, and persons involved.
- Any injuries or serious incidents will be reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) where applicable.
- A debriefing session will be held with staff to review response effectiveness and identify any improvements required.
- If the emergency has caused distress to staff or children, emotional support and signposting to wellbeing services will be offered.

Temporary Closure or Alternative Premises

If the Club must close temporarily or operate from alternative premises due to damage, safety risk, or access restriction:

- Parents and carers will be informed as soon as possible by phone, email, and social media (if applicable).
- Updates will be provided regularly until the Club reopens.
- The Club will **notify Ofsted** and any other relevant authorities immediately if the closure extends beyond 24 hours or affects the Club's ability to meet registration requirements.

Ofsted Contact Details:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

Records of closure, communication with parents, and correspondence with Ofsted will be retained for a minimum of three years for compliance evidence.

Policy Review and Compliance

This policy will be reviewed annually or following any real emergency or regulatory change. The review will be led by the Health and Safety Officer and Manager to ensure that all staff remain fully trained, equipment is operational, and contact details are current.

Failure to follow emergency or closure procedures will be treated as a serious breach of health and safety policy and may lead to disciplinary action.

This policy was adopted by: Feltham Fun Holiday Club LTD.	Date: 07.02.2025 Reviewed October 2025
To be reviewed: April 2026	Signed: Managers of Feltham Fun Holiday club LTD. Vanashree Trivedi and Elvia Acosta

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024):
Safeguarding and Welfare Requirements: Safeguarding and Welfare Requirements: Safety and suitability of premises environment and equipment [3.64-3.65].

Feltham Fun Holiday Club

Equalities Policy

At Feltham Fun Holiday Club, we are committed to taking **all reasonable measures** to ensure that we provide a **safe, inclusive, and caring environment**, free from discrimination, harassment, or bias. This commitment applies to every member of our community — children, parents, carers, staff, and visitors — including those with **additional needs or disabilities**.

We celebrate diversity and actively promote equality of opportunity, ensuring that everyone feels valued, respected, and supported to reach their full potential.

Our Club recognises that equality is not simply about treating everyone the same — it is about recognising and responding to individual needs, removing barriers, and creating fair access for all.

Our Commitments

To achieve our goal of creating an environment free from discrimination and welcoming to all, the Club will:

- Respect and reflect the different racial origins, religions, cultures, and languages within our multi-ethnic community, so that each child is valued as an individual, free from racial or gender stereotyping.
- Not discriminate against children, parents, carers, or staff on the grounds of **disability, sexual orientation, gender reassignment, marital or family status, class, religion or belief, race, age, or any other protected characteristic** under the Equality Act 2010.
- Support all children to celebrate and express their cultural and religious identity by providing a wide range of inclusive and developmentally appropriate resources and activities.
- Strive to ensure that all children develop **positive self-esteem** and respect for others by celebrating difference and individuality.
- Ensure that our services remain **accessible and welcoming** to all families within the local community.
- Ensure that recruitment, selection, and promotion procedures for staff are **open, transparent, and non-discriminatory**.
- Work to fulfil and exceed all legal requirements under the **Equality Act 2010, Children and Families Act 2014, and SEND Code of Practice (2015)**.
- *Monitor and review policies, practice, and resources regularly to ensure they reflect equality principles and do not inadvertently disadvantage any group.*
- *Provide regular staff training on inclusion, unconscious bias, cultural awareness, and reasonable adjustments to maintain a genuinely inclusive practice.*

Challenging Inappropriate Attitudes and Practices

We will **actively challenge** all forms of discrimination, prejudice, and stereotyping through:

- Positive discussions with children and adults to raise awareness and understanding.
- Providing **inclusive resources and visual displays** that reflect diversity and challenge stereotypes.
- Staff modelling **anti-discriminatory and respectful behaviour** at all times.

- Encouraging children to express their feelings safely and to learn empathy, fairness, and respect.

All incidents of discriminatory behaviour or language will be recorded, reported to the Manager and DSL, and followed up with appropriate action and communication with parents where necessary.

Harassment and Discrimination

Feltham Fun Holiday Club has a **zero-tolerance policy** for any form of harassment or discrimination.

We will challenge and report all racist, sexist, homophobic, transphobic, ableist, or discriminatory remarks, behaviours, or attitudes from **children, staff, visitors, or parents/carers** on the premises.

Any serious or repeated breach of this policy by staff or adults will be treated as a disciplinary matter and may be referred to Ofsted or the Local Authority Designated Officer (LADO) if safeguarding concerns arise.

All reported incidents of discrimination or harassment will be logged and reviewed termly by management to identify any patterns and ensure effective preventive measures are in place.

Promoting Equal Opportunities

Our Club's **Designated Safeguarding Lead (DSL)**, **Vanashree Trivedi**, holds responsibility for ensuring that:

- All staff receive **relevant, current, and inclusive training** on equality, diversity, inclusion, and safeguarding.
- This policy remains consistent with current legislation, Ofsted expectations, and local authority guidance.
- Prompt and appropriate action is taken whenever discriminatory behaviour, language, or attitudes occur.
- *All staff are confident and competent in recognising and addressing discriminatory incidents in line with safeguarding reporting protocols.*

Children with Additional Needs

Feltham Fun Holiday Club recognises that some children may have **Special Educational Needs and Disabilities (SEND)** or other additional needs that require individualised support and reasonable adjustments.

To ensure inclusion and safety:

- Each child's individual needs will be **assessed in consultation with parents/carers** before they start attending the Club.
- A **Personal Support Plan (PSP)** will be created where necessary to identify adjustments, resources, and strategies.
- Where appropriate, the Club will provide **additional adult support**, adapted activities, and accessible environments.
- We will work in partnership with parents, schools, and relevant professionals to meet children's needs effectively.

- *All reasonable adjustments will be documented, monitored, and reviewed regularly to ensure effectiveness and compliance with the Equality Act 2010 and SEND Code of Practice.*
- *The Club will maintain confidentiality regarding a child's additional needs while ensuring staff have the necessary information to provide safe, appropriate care.*

Special Educational Needs Coordinator (SENCO)

The Club's **SENCO, Elvia Acosta**, is responsible for:

- Managing and coordinating provision for children with additional needs or disabilities.
- Accessing, attending, and disseminating training on inclusive practice and SEND support.
- Ensuring appropriate liaison with parents, schools, and outside agencies.
- Maintaining individual support plans and ensuring that adjustments are consistently applied in practice.
- *Reviewing the inclusion and accessibility of the Club environment at least annually, identifying and addressing any barriers to participation.*
- *Supporting all staff in understanding and meeting children's needs with sensitivity, dignity, and equality.*

All staff will assist the SENCO in supporting children with additional needs or disabilities, following their individual support plans and upholding the principles of this policy.

Accountability and Review

The Manager and DSL are jointly responsible for ensuring full compliance with this policy and for maintaining an inclusive culture throughout the Club.

This policy will be reviewed annually, or sooner if legislation, guidance, or practice changes, with input from staff, parents, and children where appropriate.

Failure by any staff member to uphold this policy will be addressed under the Club's disciplinary procedures.

This policy was adopted by: Feltham Fun Holiday Club LTD.	Date: 07.02.2025 Reviewed October 2025
To be reviewed: April 2026	Signed: Managers of Feltham Fun Holiday club LTD. Vanashree Trivedi and Elvia Acosta

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): learning and development concerns [1.31]. Safeguarding and Welfare requirements: SEND [3.61], Information for parents and carers [3.82], Qualifications, training, support and skills [3.23], Outside Access [3.68].

Feltham Fun Holiday Club

Payment of Fees and Refund Policy

Feltham Fun Holiday Club is committed to providing a safe and enjoyable environment for all children. This policy sets out the terms for payment of fees, cancellations, and refunds.

1. Payment of Fees

- 1.1 All fees for sessions must be **paid in advance** to secure a child's place at the Club.
- 1.2 Payment methods accepted include **bank transfer, online payment ONLY**.
- 1.3 Fees must be paid **by the due date** stated on the invoice or booking confirmation.
- 1.4 If payment is not received by the due date, the Club reserves the right to **withdraw the child's place** until the account is settled.
- 1.5 Late payments may incur an additional **administration fee**, as determined by the Club.

2. Booking Confirmations

- 2.1 Bookings are only confirmed **once payment has been received in full**.
- 2.2 The Club reserves the right to **refuse or cancel any booking** if payment is not made or if the booking form is incomplete.

3. Refunds and Cancellations

3.1 Cancellation by Parents/Carers:

- If you cancel a booking **more than [X] days in advance** of the session, a **full refund minus any non-refundable deposit** (if applicable) will be provided.
- If cancellation is made **less than [X] days in advance**, no refund will be given, except in exceptional circumstances at the Club's discretion.

3.2 Cancellation by the Club:

- The Club reserves the right to **cancel a session** due to unforeseen circumstances, such as emergencies, or unsafe conditions.
- In such cases, parents will be offered either:
 - A **full refund** of fees paid for the cancelled session, or
 - A **credit toward future sessions**.

3.3 Non-attendance:

- Fees are **non-refundable** for children who do not attend a session without prior cancellation, as places are reserved and staff ratios are planned in advance.

4. Changes to Sessions

4.1 Requests to **change booked sessions** must be made in writing to the Club **at least [X] days in advance**.

4.2 Any change is **subject to availability**, and additional fees may apply if upgrading to higher-priced sessions.

5. Exceptional Circumstances

5.1 In cases of illness, bereavement, or other exceptional circumstances, the Club may consider a **partial refund or credit** at its discretion.

5.2 Supporting documentation (e.g., medical note) may be required for consideration.

6. Payment Disputes

6.1 Any disputes regarding fees or refunds must be raised **in writing** within **14 days** of the invoice date.

6.2 The Club will investigate disputes promptly, and its **decision is final**.

7. Legal Protection

7.1 All fees charged by Feltham Fun Holiday Club are **binding** once a booking is confirmed.

7.2 Parents/carers remain **legally responsible for full payment** of booked sessions, even if the child does not attend, except in cases covered under this policy.

Contact:

For queries regarding payments, cancellations, or refunds:

Email: contact@felthamfunholidayclub.uk

This policy was adopted by: Feltham Fun Holiday Club LTD.	Date: 07.02.2025 Reviewed October 2025
To be reviewed: April 2026	Signed: Managers of Feltham Fun Holiday club LTD. Vanashree Trivedi and Elvia Acosta

Feltham Fun Holiday Club Mobile Phone & Wearable Technology Policy

Feltham Fun Holiday Club accepts that mobile and digital technology is an integral part of the modern world. However, our highest priority remains the **safeguarding and welfare of all children** in our care.

We are committed to fostering a **culture of digital safety** in which children, staff, parents, and visitors understand and adhere to clear expectations for the use of mobile phones, tablets, and wearable devices on Club premises.

Abiding by the terms of this policy ensures that we all:

- Protect children from harm, abuse, and exploitation
- Maintain privacy and uphold online safety
- Prevent staff from being placed in compromising or vulnerable situations
- Support staff to remain focused on their professional responsibilities
- Promote an open, transparent, and accountable environment

This policy applies to all staff, volunteers, contractors, children, parents, and visitors at Feltham Fun Holiday Club and covers the use of any device capable of taking images, recording sound, or accessing the internet.

1. Staff Use of Mobile Phones, Tablets, and Wearable Technology

- Personal mobile phones, tablets, and smart devices belonging to staff must be **switched off** and **stored securely** in the designated cupboard or staff area, along with personal belongings, during working hours.
- Only Club-owned mobile phones, tablets, and computers—maintained and monitored by the management—are permitted for use on site. These devices are password protected, encrypted, and subject to regular audits to ensure compliance with safeguarding and data protection standards.
- Wearable technology such as **smartwatches, Fitbits, or similar devices (this list is not exhaustive)** must **not be worn** by staff during working hours.

Any staff member found to be using personal devices inappropriately or breaching this policy will be subject to the Club's disciplinary procedure and safeguarding protocols.

- If a member of staff needs to make or receive an urgent personal call, they may use the Club phone or, with prior permission from the Manager or Deputy, make the call in a private area away from the children.
- If a staff member needs to keep their personal phone accessible due to a family emergency or similar reason, this must be agreed in advance with the Manager or Deputy, who will record the reason and duration of the exception.
- Under no circumstances may staff use personal devices to take photographs, videos, or audio recordings of children, staff, or the premises.

Staff are reminded that the unauthorised creation, storage, or sharing of images or personal data relating to children is a serious safeguarding and GDPR breach and may result in dismissal and/or referral to the Local Authority Designated Officer (LADO) and Ofsted.

2. Children's Use of Mobile Phones, Tablets, and Wearable Technology

We recognise that some children may have access to mobile devices or smart technology. However:

- Children are **not permitted** to use mobile phones, tablets, or wearable technology (e.g. smartwatches) during Club sessions.
- All such devices must be **switched off and kept in their bags** while at the Club.
- The Club will not accept responsibility for any loss or damage to personal devices brought onto the premises.

If a child is found using a device during Club time, it will be stored securely by staff and returned to the parent or carer at collection.

Any device capable of capturing images or accessing the internet will be treated as a safeguarding concern if used inappropriately, and appropriate action will be taken under the Safeguarding Policy.

3. Parents' and Visitors' Use of Mobile Phones and Devices

To maintain a safe and secure environment:

- Parents and visitors are **not permitted** to use mobile phones or other digital devices on Club premises, particularly in areas where children are present.
- Taking photographs or videos of children by parents or visitors is **strictly prohibited**.
- If a parent would like a photograph of their child during an activity, they may request that a member of staff take one using the **Club's designated camera**, subject to appropriate consent.

Visitors and contractors will be reminded of this policy upon entry and required to switch off or store their devices securely. Failure to comply may result in being asked to leave the premises.

4. Use of Club-Owned Devices

- Only Club-authorised devices may be used to capture photographs or videos for official purposes, such as displays, newsletters, or the Club's secure communication platforms.
- Images will only be taken with **written parental consent**, stored securely, and deleted in line with our **Data Protection and Retention Policy**.
- No images will be shared via social media or personal messaging platforms.

All digital content created or stored on Club devices remains the property of Feltham Fun Holiday Club and must not be transferred, copied, or removed without authorisation from the Manager.

5. Monitoring and Compliance

- The Manager and Designated Safeguarding Lead (DSL) are responsible for overseeing compliance with this policy.
- Regular spot checks will be conducted to ensure personal devices are stored securely and that Club-owned devices are used appropriately.
- Any breach of this policy will be investigated immediately, and appropriate action will be taken in line with safeguarding and disciplinary procedures.

Any incident involving the misuse of mobile technology will be recorded, reported to the DSL, and, where necessary, escalated to the LADO, Ofsted, or the police.

6. Guidance and Training

All staff will receive regular training and updates on:

- Online safety and digital safeguarding
- The appropriate use of technology in childcare settings
- Data protection and confidentiality obligations

Staff are encouraged to refer to the DfE guidance “Safeguarding children and protecting professionals in early years settings: online safety considerations” (latest version available at www.gov.uk).

7. Related Policies

This policy should be read in conjunction with:

- Safeguarding and Child Protection Policy
- Data Protection and Confidentiality Policy
- Photography and Image Use Policy
- Staff Code of Conduct
- Behaviour and Anti-Bullying Policy

Policy Review

This policy will be reviewed **annually** or sooner if there are updates to statutory guidance, safeguarding requirements, or Club procedures.

The review will be led by the Manager in consultation with the DSL and staff team to ensure it reflects current digital safety standards.

This policy was adopted by: Feltham Fun Holiday Club LTD.	Date: 07.02.2025 Reviewed October 2025
To be reviewed: April 2026	Signed: Managers of Feltham Fun Holiday club LTD. Vanashree Trivedi and Elvia Acosta

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: Safeguarding Policies and Procedures [3.6]*.

Feltham Fun Holiday Club

Privacy Policy

At **Feltham Fun Holiday Club**, we are committed to protecting the privacy, confidentiality, and personal data of all children, parents, staff, volunteers, and partners. This Privacy Policy explains how we collect, store, use, and share personal information, and how we ensure it is secure.

1. Who We Are

Feltham Fun Holiday Club is a provider of holiday and out-of-school childcare.

Our **Data Protection Lead** is **Vanashree Trivedi**, who ensures the Club complies with **UK GDPR** and the **Data Protection Act 2018**, handles subject access requests, and liaises with statutory authorities if necessary.

2. What Information We Collect

We collect only the information needed to provide safe, effective childcare and operate the Club.

Children and Families:

- Name, date of birth, gender
- Emergency contacts and parent/carer information
- Medical details, allergies, dietary requirements
- Attendance records, incidents, accidents
- Consent forms and permissions

Staff and Volunteers:

- Employment and payroll records
- DBS and safeguarding checks
- Training records and qualifications
- Health and emergency information

Visitors and Contractors:

- Contact details
- Authorisation to access premises when relevant

3. How We Use Personal Information

We use personal information for:

- Providing care and activities for children
- Ensuring children's safety and wellbeing
- Meeting safeguarding and legal obligations
- Managing staff, volunteers, and contractors
- Communicating with parents/carers
- Maintaining Club records and compliance

We never use personal data for marketing without explicit consent.

4. Lawful Basis for Processing Data

We process data because:

- It is necessary to provide childcare (contractual necessity)

- It is necessary to comply with legal obligations (employment, safeguarding, health and safety)
- We have the consent of the data subject for specific purposes (photographs, special activities)

5. Sharing Information

We only share personal information:

- With parents about their own child
- With statutory bodies (e.g., Ofsted, police, HMRC) if required by law
- With partner schools or providers to support the child's care and learning (with parental consent)
- With authorised third-party service providers (e.g., booking systems, payroll) under strict GDPR-compliant agreements

No information is shared with commercial organisations or outside parties for marketing purposes.

6. Data Retention

We keep personal data only as long as necessary:

- Children's records: for statutory, safeguarding, and insurance purposes (usually 6 years after leaving the Club)
- Staff records: for employment law compliance and statutory obligations (retention periods vary)
- Visitor and contractor records: retained for a limited period, then securely destroyed

All data is securely stored in **locked cabinets** or **password-protected systems**, with strict access controls.

7. Security Measures

We take all reasonable steps to protect personal data:

- Restricted access for authorised personnel only
- Password protection and encryption for digital records
- Secure storage and shredding of paper documents
- No personal devices are used to store or transmit Club data without approval
- Staff training on confidentiality, data protection, and online safety

Any breach of data security will be investigated, recorded, and reported to the ICO if required.

8. Your Rights

Parents, staff, and volunteers have the following rights:

- Access their personal information (Subject Access Request)
- Request correction of inaccurate or incomplete data
- Request deletion of data (subject to legal obligations)
- Restrict or object to processing in certain situations
- Withdraw consent at any time (for data processed based on consent)

Requests must be made in writing to the **Data Protection Lead**. We will respond within **one month**.

9. Confidentiality

- Staff, volunteers, and contractors are required to maintain strict confidentiality at all times.
- Child information is only shared with those who need to know for care, safeguarding, or operational purposes.
- Conversations about children are only for planning, supervision, or safeguarding and never shared outside the Club.

Any breach of confidentiality will be treated seriously and may lead to disciplinary or legal action.

10. Contact and Complaints

For questions or complaints about this policy or our handling of personal data, contact:

Vanashree Trivedi – Data Protection Lead

Email: contact@felthamfunholidayclub.uk

Phone: 07405337104

If you remain unsatisfied, you can contact the **Information Commissioner's Office (ICO)**:

Website: www.ico.org.uk

Phone: 0303 123 1113

11. Policy Review

This Privacy Policy is reviewed **annually** or sooner if legislation, Ofsted guidance, or Club operations change.

Statement of Compliance

By enrolling in, working with, or providing services to **Feltham Fun Holiday Club**, all users of personal data agree to comply fully with this Privacy Policy.

Failure to follow this policy may result in withdrawal of access, disciplinary action, or legal consequences.

This policy was adopted by: Feltham Fun Holiday Club LTD.	Date:07.02.2025 reviewed October 2025
To be reviewed: April 2026	Signed: Managers Of Feltham Fun holiday Club LTD. Vanashree Trivedi and Elvia Acosta

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Organising premises for confidentiality and safeguarding [3.72] Information and Record Keeping [3.77], Information for Parents and Carers [3.82]

Feltham Fun Holiday Club

Health and Safety Policy

Feltham Fun Holiday Club is fully committed to ensuring the health, safety, and well-being of all children, staff, and visitors. We recognize that providing a safe environment is not only a legal requirement but also fundamental to the successful operation of our service. The Club adheres strictly to the Health and Safety at Work Act 1974, the Workplace (Health, Safety and Welfare) Regulations 1992, and all relevant legislation governing child care, safety, and welfare.

Health and Safety Compliance

We ensure that all activities and operations comply with health and safety regulations and guidelines. This includes maintaining a comprehensive health and safety policy, implementing preventative measures, and keeping up-to-date with any relevant changes in legislation.

1. Insurance

The Club holds full insurance coverage, including Employer's Liability Insurance and Public Liability Insurance, to protect against risks associated with our activities.

2. Health and Safety Officer

The Club's designated Health and Safety Officer is Elvia Acosta Collazo, who is responsible for overseeing all aspects of health and safety and ensuring compliance with this policy.

3. Staff Responsibilities

All members of staff are trained and fully briefed on the Club's health and safety policy, and they are expected to:

- Maintain a safe environment for both staff and children
- Take reasonable care for their own health and safety and that of others.
- Report all accidents and incidents that cause injury, damage, or have the potential to do so in the future.
- Undertake relevant training when required by management to ensure compliance with health and safety standards.
- Failure to follow health and safety procedures may lead to disciplinary action.

4. Registered Person's Responsibilities

The Registered Person is the individual ultimately responsible for the safe operation of the Club and will:

Ensure the appointment of a qualified Health and Safety Officer (currently Elvia Acosta Collazo).

- Display the Health and Safety at Work Act poster prominently on the premises.
- Ensure that all staff are provided with information and training regarding health and safety matters.
- Regularly review and update the Club's Health and Safety policies and procedures.
- Ensure resources are in place to meet the Club's health and safety obligations, such as evacuation plans, fire safety measures, and emergency resources.
- Report any accidents, incidents, and dangerous occurrences to the relevant authorities, including Ofsted, the Health and Safety Executive (HSE), and child protection agencies, as required under the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).
- Review all reported incidents to ensure that preventative measures are in place to reduce future risks.

5. Manager's Responsibilities

The Club Manager is responsible for ensuring the effective operation of health and safety practices during each session, including but not limited to:

- Premises: Ensuring the environment is clean, well-lit, adequately ventilated, and maintained at a comfortable temperature.
- Security: Ensuring that the premises are secure and that children cannot leave without an authorized adult. During operating hours, external doors remain locked, except for fire exits, which are alarmed.
- Storage and Equipment: Ensuring all equipment is securely stored, and that any potentially hazardous materials (e.g., cleaning products) are properly labelled and stored out of children's reach.
- Safety Checks: Ensuring regular checks of emergency evacuation routes, security systems, and all safety measures.
- Kitchen and Food Safety: Ensuring that children are not allowed access to the kitchen, and that all food preparation areas and equipment meet food safety standards.
- Mobile Phones: Ensuring that staff have access to a working mobile phone for emergencies, and that any photos taken of children are done with explicit parental consent.

6. Security Procedures

- Child Supervision: Children are not allowed to leave the Club premises during a session unless accompanied by an authorized adult.
- Visitor Management: All visitors to the Club must sign the Visitor Log, indicating the purpose of their visit. Visitors are never left unsupervised with the children.
- Review of Security Procedures: Security protocols are regularly reviewed in consultation with staff, parents, and relevant authorities to ensure ongoing safety and effectiveness.

7. Toys, Equipment, and Resources

- All toys and equipment used by children are carefully selected and regularly checked for safety. Risk assessments are carried out before introducing new toys or materials, and any broken items are removed immediately.
- All resources used in arts and crafts are age-appropriate, with particular attention given to choking hazards and other potential dangers.
- Scissors, child-friendly knives, and other tools will be used under adult supervision at all times.

8. Food Hygiene and Personal Hygiene

At Feltham Fun Holiday Club, we place great importance on personal hygiene and food safety, taking steps to minimize the spread of infection:

- Cleanliness: The environment is maintained to a high standard of cleanliness, with particular attention paid to toilets, play areas, and food preparation spaces.
- Food Hygiene: Staff are trained in food hygiene practices and follow strict guidelines to prevent contamination.
- Hand Washing: Children and staff wash hands regularly, especially before meals and after using the toilet.

- Waste Management: Waste is disposed of safely, with all bins kept covered and emptied regularly.
- PPE: Personal Protective Equipment (PPE), such as gloves, aprons, and hairnets, is worn by staff when handling food or cleaning.
- Cuts and Wounds: Any cuts or abrasions are covered with waterproof bandages to prevent infection.

9. Dealing with Body Fluids

In the event of spillages of blood, vomit, urine, or faeces, staff will follow the Club's Intimate Care Policy to ensure proper and safe cleaning procedures. Designated cleaning buckets and materials will be used for handling body fluids. Parents will be informed of any incidents involving body fluids in a timely manner.

10. Staffing Levels and Ratios

The Club is committed to ensuring adequate staffing levels to maintain a safe and supportive environment for all children. We will adhere to the staff-to-child ratio requirements as stipulated by Ofsted and other relevant regulatory bodies, adjusting staffing levels as needed to ensure safety and well-being. For children aged 5 to 11 in a holiday club setting, the recommended adult-to-child ratio is typically 1:8, meaning one adult for every eight children.

Staff will be trained and regularly updated on health and safety matters to ensure they are equipped to respond to any emergency or safety concern that may arise during club sessions.

Conclusion

Feltham Fun Holiday Club is dedicated to providing a safe, enjoyable, and supportive environment for children. We are committed to maintaining high standards of health and safety across all aspects of our operations and continuously reviewing and improving our practices in response to feedback and changes in regulations.

Related policies

See also our related policies: Illness and Accidents, Emergency Evacuation, Safeguarding, Administering Medication, Risk Assessment, Manual Handling, Fire Safety, and Intimate Care, Visitor.

This policy was adopted by: Feltham Fun Holiday Club LTD	Date: 22.03.2025 Reviewed October 2025
To be reviewed: April 2026	Signed: Managers of Feltham Fun Holiday Club LTD Vanashree Trivedi and Elvia Acosta

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.63 – 3.69]

Feltham Fun Holiday Club

Missing Child Procedure

At Feltham Fun Holiday Club, the safety and wellbeing of all children in our care is our highest priority. We remain vigilant to the possibility that a child may go missing during a session and have robust procedures in place to prevent and respond to such incidents.

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 manager 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.

The investigation

- Ofsted are informed as soon as possible and kept up-to-date with the investigation.
- Vanashree Trivedi our DSL carries out a full investigation, taking written statements from all our staff and volunteers who were present.
- The Managers will speak with the parent(s) and explain the process of the investigation.
- The parent(s) may also raise a complaint with us or Ofsted.
- Each member of staff present writes an incident report detailing:
 - The date and time of the incident.
 - Where the child went missing from e.g. the setting or an outing venue.
 - Which staff/children were in the premises/on the outing and the name of the staff member who was designated as responsible for the missing child.
 - When the child was last seen in the premises/or on the outing, including the time it is estimated that the child went missing.
 - What has taken place in the premises or on the outing since the child went missing.
 - The report is counter-signed by the senior member of staff and the date and time added.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation, all our staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff and parents. Children's social care may be involved if it seems likely that there is a child protection issue to address.
- In the event of disciplinary action needing to be taken, Ofsted are advised.
- The Club's insurance provider is notified.

Useful contacts

Police: 02085771212

Ofsted: 0300 123 1231

This policy was adopted by: Feltham Fun Holiday Club LTD	Date: 22.03.25 Reviewed: 28-Oct-2025
To be reviewed: April 2026	Signed: Managers of Feltham Fun Holiday Club LTD, Vanashree Trivedi, Elvia Acosta

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Organising premises for confidentiality and safeguarding [3.72], Information for Parents and Carers [3.82]*

Feltham Fun Holiday Club LTD

Risk Assessment Policy

Feltham Fun Holiday Club uses its risk assessment systems to ensure that the Club is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the **Statutory Framework for the Early Years Foundation Stage (2024)**, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored, and acted upon.

Risk Assessments

Feltham Fun Holiday Club ensures that staff members carry out risk assessments for work practices, including:

- Whenever there is any change to equipment or resources.
- When there is any change to the Club's premises.
- When the particular needs of a child necessitate this.
- When we take the children on an outing or visit, a risk assessment will be conducted prior to the visit.
- Preparation and serving of food/drink for children.
- For children with allergies; we must have information regarding children's food allergies and any medication such as an EpiPen if needed on site.
- Cooking activities with children; always ensure adult supervision when using knives or foods with choking hazards, such as grapes.
- Supervising outdoor play and indoor/outdoor climbing equipment.
- The use and storage of substances that may be hazardous to health, such as cleaning chemicals.
- Following any incidents involving threats against staff or volunteers.

The risk assessment is written and reviewed regularly by the **Managers of Feltham Fun Holiday Club, Vanashree Trivedi and Elvia Acosta**.

We maintain lists of health and safety issues, which are checked daily before the session begins, as well as those that are checked on a termly basis when a full risk assessment is carried out.

Our club staff ensures that staff members carry out risk assessments that include relevant aspects of **fire safety** and **food safety** for all areas of the premises.

Risk assessments related to employment and the working environment will always be recorded in writing so that staff can refer to them.

If changes are required to Feltham Fun Holiday Club policies or procedures as a result of the risk assessment, the manager will update the relevant documents, inform all staff, and record the changes.

Daily Checks

Before the children arrive at the club each day, we will complete a daily check form, including a **visual inspection** of:

- Corridor
- Lobby
- Main activity room
- Children's toilet
- Little pantry
- Store room door
- Six windows
- Adult toilet

We will ensure:

- The front door is always closed.
- All windows are locked using the key windows.
- A risk assessment of toys, materials, tables, and chairs is conducted.
- Children will not be allowed inside the kitchen.
- Children may only use scissors for arts and crafts activities and knives for cooking activities under staff supervision.
- Daily checks confirm that plugs are covered and there are no damaged wires or exposed electrical equipment.
- Staff will remain alert to any potential risks to health and safety throughout the session.
- The daily checklist will be signed by the staff member who completed the risk assessment and the managers.

If a hazard is discovered during the session, staff will make the area safe (e.g., by cordoning it off) and notify the manager. The manager will ensure any immediate actions needed to mitigate the hazard are taken and will implement measures to prevent recurrence.

Recording Dangerous Events

The managers of Feltham Fun Holiday Club will record all accidents and dangerous events on the **Incident or Accident Record sheets** as soon as possible after the incident. If the incident affected a child, the record will be kept in the child's file. The Club will monitor **Incident and Accident Records** to identify patterns and take necessary preventative action.

Fire Arrangements

Feltham Fun Holiday Club has comprehensive fire safety arrangements to ensure the protection of children, staff, and visitors. These include:

- Fire risk assessments are conducted regularly and updated as needed.
- Our Fire Marshal - Vanashree Trivedi updates all members of staff for fire safety by discussing and providing resources to read.
- Regular fire drills to familiarize children and staff with emergency procedures are in place.
- Clearly marked fire exits that are never obstructed even in the activity room, toilets, and children's toilets.
- Smoke detectors and fire alarms that meet **BS EN standards**, are installed in key risk areas and tested regularly by FCDA Belvedere House authorised person.
- Firefighting equipment that conforms to industry standards and is maintained as per manufacturer specifications.
- Fire extinguisher places are one in the pantry, one in the activity room behind the main door, and two in the corridor from the FDCA Belvedere House
- Any faulty electrical equipment is removed from use and either repaired or replaced.
- Ensuring that electrical sockets are covered to prevent accidental hazards.

Emergency Evacuation Procedures

- Children are familiar with the sound of the fire alarm.
- All children, staff, and parents know where the fire exits are. And first reminder will be given immediately when we start sessions.
- Children are led from the building to the **assembly point a car park next to the boiler room.**
- The managers, **Vanashree Trivedi and Elvia Acosta** will account for all children.

Hazard Identification, Risks, and Control Measures

General Information

Location: Room 1 with adjacent facilities

Facilities: 3 children toilets, 1 pantry room, 1 storage room and 1 adult toilet

Occupants: Children, teachers, cleaning staff

Hazard Identified	Risks	Severity (Low/Medium/High)	Control Measures	Review Date
Corridor & Lobby	Slips, trips, falls due to clutter or wet floors.	Medium	Daily checks for clear pathways, and immediate cleaning of spills.	15-10-2025
Main Activity Room	Injury from unsafe equipment, choking hazards, unsafe play Furniture Setup (High & Low Tables) Hazards Tripping over uneven table legs or clutter around tables Strain or discomfort from inappropriate table height for users Risk of falling from high chairs Sharp tools (scissors, cutters, craft knives) Inhalation or skin contact with paints, glues	High	Regular inspections of toys, proper storage Ensure tables are stable and placed with adequate spacing Assign appropriate seating based on user height and age Use chairs with back support Supervise younger children when using high tables Store sharp tools in locked containers when not in use Use non-toxic, child-safe art materials Clearly label allergens and provide alternatives	15-10-2025

Children's Toilet	<p>Slippery floors due to water spills</p> <p>Poor ventilation leading to odour and mould</p> <p>Inadequate hygiene supplies (soap, toilet paper)</p> <p>Blocked drains.</p>	High	<p>Ensure regular cleaning and maintenance</p> <p>Provide adequate lighting and ventilation</p> <p>Monitor usage during school hours</p>	15-10 2025
Little Pantry	<p>Fire risk from electrical appliances (kettle, microwave)</p> <p>Food contamination due to improper storage</p> <p>Allergens (e.g., nuts, dairy) not clearly labelled</p> <p>Sharp objects (knives, scissors)</p>	High	<p>Conduct regular appliance safety checks</p> <p>Store food in sealed, labelled containers</p> <p>Display allergen warnings</p> <p>Lock away sharp tools when not in use</p>	15-10 2025
Store Room Door	<p>Access to hazardous cleaning products or supplies.</p> <p>Trip hazards from clutter or poorly stacked items</p> <p>Heavy lifting injuries</p> <p>Restricted access leading to unsupervised behavior</p> <p>Fire hazard from flammable materials</p>	High	<p>Always locked, and only accessible to staff.</p> <p>Organize and label storage areas clearly</p> <p>Train staff on safe lifting techniques</p> <p>Restrict access to authorized personnel only</p>	15-10 2025

			Install fire extinguishers	
Six Windows	Falls if not locked, Broken glass causing injury.	High	Regular locking checks, and immediate repair of broken glass.	15-10 2025
Adult Toilet	Slippery floors due to water spills Poor ventilation leading to odour and mould Inadequate hygiene supplies (soap, toilet paper) Risk of bullying or inappropriate behavior in unsupervised areas	Medium	Regular cleaning and maintenance checks. Provide adequate lighting and ventilation Monitor usage during school hours	15-10 2025
Main room, behind from door	Door stopper	High	Covered with a safety cone to make it very visible to children and adults	15-10 2025

Overall Recommendations: Conduct regular safety audits and inspections, provide staff training on emergency procedures, maintain clear signage for hazards and exits. Ensure all rooms are compliant with health and safety regulation

This policy ensures that **Feltham Fun Holiday Club LTD** provides a **safe and secure environment** for children, staff, and visitors while maintaining high standards of **health, safety, and hygiene**.

Fun holiday Club LTD	Updated 15 October 2025
To be reviewed, April 2026	Signed: Managers of Feltham Fun Holiday Club LTD Vanashree Trivedi and Elvia Acosta

Feltham Fun Holiday Club LTD.

Safeguarding Policy

Feltham Fun Holiday Club LTD. 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 Hounslow Safeguarding Children Partnership.

There is a Designated Safeguarding Lead (DSL) available at all times while the Club is in session. The DSL coordinates safeguarding and child protection issues, supports practitioners with safeguarding concerns and liaises with external agencies (e.g Social Care and Ofsted).

The Club's designated DSL is Vanashree Trivedi. The Deputy DSL is Elvia Acosta.

Safeguarding and promoting the welfare of children is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing the impairment of children's mental and physical health and development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Child abuse, neglect and exploitation

Child abuse, neglect and exploitation is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse, neglect or exploit a child directly, or by failing to protect them from harm. Some forms of child abuse, neglect and exploitation 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.
- **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.
- **Domestic Abuse:** Psychological, physical, sexual, financial, and emotional.

Signs of child abuse, neglect and exploitation

Signs of possible abuse, neglect and exploitation 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 (FGM), or that the child may have witnessed or be living with 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 straight away 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.

All staff recognise that children may not feel ready or know how to tell someone that they are being abused, exploited or neglected and/or they may not recognise their experiences as harmful. This could be due to their vulnerability, disability or language barriers. They may also feel embarrassed, humiliated or are being threatened. Our staff recognise this and where they have any concerns about a child they will raise these with the designated safeguarding lead (DSL) without unreasonable delay.

Female genital mutilation (FGM)

FGM is an illegal, extremely harmful practice and a form of child abuse and violence against women and girls. FGM is therefore dealt with as part of our existing safeguarding procedures. All of our staff receive training in how to recognise when girls are at risk of FGM or may have been subjected to it.

If FGM is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse and will make a report to Children's Social Care directly.

Child-on-Child abuse

Children are vulnerable to abuse by their peers. Child-on-Child 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 technology and the internet 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 (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If child-on-child 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, e.g:

- 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 DSL.

At Feltham Fun Holiday Club all staff are aware that abuse, neglect, exploitation and safeguarding issues are rarely stand-alone issues and events. In most cases multiple issues will overlap. Staff recognise that children might be at risk of harm inside and outside of their time in our club/setting, inside and outside of their home and whilst online. Our team exercise professional curiosity to help identify early signs of abuse, neglect and exploitation and act early in cases where children might need our help or protection.

All staff at Feltham Fun Holiday Club are aware of the indicators of abuse, neglect and understand that children can be at risk of harm inside and outside of the school/college, inside and outside of home, and online.

Staff exercising professional curiosity and knowing what to look for is vital for the early identification of abuse and neglect so that staff are able to identify cases of children who may be in need of help or protection.

All staff, but especially the designated safeguarding lead (and deputies) should consider whether children are at risk of abuse or exploitation in situations outside their families. Extra familial harms take a variety of different forms and children can be vulnerable to multiple harms including (but not limited to) sexual abuse (including harassment and exploitation), domestic abuse in their own intimate relationships (teenage relationship abuse), criminal exploitation, serious youth violence, county lines and radicalisation.

All staff at Feltham Fun Holiday Club are aware that technology is a significant component in many safeguarding and wellbeing issues. Children are at risk of abuse and other risks online as well as face to face. In many cases abuse and other risks will take place concurrently both online and offline. Children can also abuse other children online, this can take the form of abusive, harassing, and misogynistic/misandrist messages, the non-consensual sharing of indecent images, especially around chat groups, and the sharing of abusive images and pornography to those who do not want to receive such content. In all cases, if staff are unsure, they always speak to the designated safeguarding lead or a deputy.

Logging a concern

All information about the suspected abuse, disclosure or concern, 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 DSL who will decide on the appropriate course of action.

For concerns about **child abuse**, the DSL will contact Social Care immediately in line with the local reporting procedures. The DSL 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 DSL will contact Hounslow Child protection Frontline staff. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL 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) immediately 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 DSL 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 every three years
- 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 how to respond in a timely way at the earliest opportunity
- 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 ensuring staff receive at least annual safeguarding updates.
- all staff receive basic training in the Prevent Duty
- staff are supported to understand how to keep themselves safe and how to blow the whistle should they be concerned about another adults behaviour or practise.
- staff are familiar with the Safeguarding File which is kept our emergency folder
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2023)' and staff are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Safe collection and drop off

To ensure the highest level of safety and security for all children at Feltham Fun Holiday Club care, the following collection and drop-off procedures are in place and must be **strictly adhered to** at all times:

- Children will only be released to individuals named on the official registration form submitted by the parent or legal guardian.
- A pre-agreed, secure password must be provided at every collection, regardless of whether the collector is known to staff.
- **No exceptions will be made.** If the correct password is not provided, the child will not be released under any circumstances.
- Staff are not authorised to use discretion or make exceptions to this policy. In cases where the collector is not listed or is unable to provide the correct password, the child will remain safely in our care until the parent or legal guardian can be contacted.
- If the collector is not recognised by staff, a valid form of photo identification will be required — even if the correct password is given.
- **Any changes to collection arrangements must be communicated directly by the parent or guardian in writing and photo or photoID of new collector via email -prior to collection.**
- Verbal instructions from children regarding changes to collection or authorised persons will not be accepted under any circumstances.

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 or wearable technology such as smart watches to take photographs at the Club. For more details see our Mobile Phone, Tablet Computers and Wearable Technology Policy.

Contact numbers

Social Care: Children's Social Care-Child protection (LBH)

Social Care out of hours contact: 02085836600, out of hours (after 5 pm weekdays and weekends) 02085832222

LADO (Local Authority Designated Officer): Grace Murphy 02085834933

Sarah Paltenghi Monday to Wednesday 02085833423

Local Authority Prevent Co-ordinator: Najeeb Ahmed 07890540433

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

This policy ensures that Feltham Fun Holiday Club LTD provides a safe and secure Environment for children, staff, and visitors while maintaining high standards of health, safety, and hygiene.

This policy was adopted by: Feltham Fun Holiday Club LTD.	Date : 13/03/2025 Updated Date: 15/10/2025
To be reviewed: April 2026	Signed: Managers of Feltham Fun Holiday Club LTD. Vanashree Trivedi and Elvia

	Acosta
--	---------------

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: Safeguarding policies and procedures [3.4-3.6] and Suitable People [3.8-3.15] Safeguarding training [3.24- 3.25]*.

Feltham Fun Holiday Club

Smoking, Alcohol and Drugs

Smoking

Smoking is not permitted anywhere on the premises of Feltham Fun Holiday Club including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors. This includes Vaping and E-cigarettes

If we discover that a child has cigarettes, tobacco products or e-cigarettes in their possession while at the Club, we will confiscate the items and notify their parent or carer at the end of the session.

Staff are asked not to bring cigarettes, tobacco products or e-cigarettes onto the Club's premises.

Alcohol

Anyone who arrives at the Club clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at the Club, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto the Club's premises.

Drugs and Medication

Anyone who arrives at the Club clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.

If we discover that a child has illegal drugs in their possession while at the Club, we will inform their parent or carer immediately.

If a member of staff is taking prescription drugs that may affect their ability to care for children effectively, they must inform the managers as soon as possible and seek medical advice. The manager will then complete a risk assessment and seek advice.

Staff must only work directly with children if the medical advice received confirms that the medication is unlikely to impair their ability to look after children properly. Staff medication on the premises will be stored securely and out of reach of children at all times in the medicine cupboard inside the kitchen.

Safeguarding children

All members of staff have a duty to inform the Club manager and the Designated Safeguarding Lead DSL Vanashree Trivedi if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and DSL will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them or living the premises. If necessary the police will be called.

Related policies

Safeguarding policy.

This policy was adopted by: Feltham Fun Holiday Club LTD	Date:22.03.2025 Reviewed: Oct-2025
To be reviewed; April 2026	Signed: Managers of Feltham Fun Holiday Club LTD Vanashree Trivedi and Elvia Acosta

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: smoking and vaping [3.22], Disqualification [3.16]*

Feltham Fun Holiday Club

Uncollected Children Policy

To ensure the safety and well-being of all children in our care, this policy outlines the procedures to follow when a child is not collected at the agreed time. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Scope

This policy applies to all staff, parents/guardians, and children enrolled in Feltham Fun Holiday Club.

Children must be collected promptly at the end of their scheduled session.

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged, if applicable (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff accompany by manager.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged if applicable (except in exceptional circumstances).

Over 1 hour late

- If the manager has been unable to contact the child's parents or carers after one hour, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Club's staff and with manager at all the time, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers.

Parents/guardians who are repeatedly late may be subject to:

A formal warning

Late collection fees (if applicable)

Possible suspension from the club

Communication

Parents/guardians must inform the club as soon as possible if they anticipate being late.

Alternative authorized collectors must be communicated in advance.

Safeguarding

Staff will never release a child to an unauthorized person.

Staff will never release a child to children under 16 years old (e.g. siblings)

If a parent/guardian appears unfit to safely collect the child (e.g., under the influence of alcohol, drugs), staff will follow safeguarding procedures.

Useful contacts

Social Care: Children's Social Care-Child protection (LBH)

Social Care out of hours contact: 02085836600, out of hours (after 5 pm weekdays and weekends) 02085832222

This policy was adopted by: Feltham Fun Holiday Club LTD	Date: 22.03.2025 Reviewed October- 2025
To be reviewed; April 2026	Signed: Managers of Feltham Fun Holiday Club LTD Vanashree Trivedi and Elvia Acosta

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information for parents and carers [3.82]*