



Holiday Club Safeguarding Policy

Last updated for Holiday Club: Summer Holiday Club 2024

Statement

Oakwood will work with the parents, children and staff to ensure their rights and safety are upheld while in our care at Oakwood. All our staff understand and implement the policy, creating a positive culture and ethos, and making safeguarding an important part of our Holiday Club.

Staffing structure of Holiday Club

The Holiday Club has, every day:

Reception Manager: Responsibility for the sports centre and its customers

Holiday Club Manager: Responsibility for the overall running of the Holiday Club on a given shift

Activity Leader: Responsibility for running a scheduled activity

Activity Assistant: Responsibility for assisting the Activity Leader in running a scheduled activity

Our designated safeguarding officer is the Holiday Club Manager on a given day of operation.

The sports centre also has an Operations Manager and General Manager. These staff are not part of the daily Holiday Club team but are contactable, as necessary (see complaint/allegation process below).

DBS

The Holiday Club Managers have enhanced DBS disclosures.

First Aid

We ensure we always have at least one staff, qualified in first aid on site at all times. Any provision of first aid is recorded and reported to the parent (minor incidents are reported on collection, major incidents (including any accidents involving head) are reported by telephone to parent immediately.

Signing in and out process

We register children on arrival, and sign children out at collection. We take regular checks of registers throughout the day.

Photos and recording of video

We offer parents opportunities to opt out of photos and video recording when booking a space online, and also at drop off. We take photos and video recordings of children whose parents have not opted out, to be used in holiday club marketing activities.

Toilets and changing areas

We use changing and toilet areas in two areas of the facility (sports centre and school PE areas). We ensure children are supervised when travelling between a play space and a changing/toilet space.

Suspicion of abuse

When children are suffering from abuse, this may be demonstrated through:

- Significant changes in behaviour
- Their comments, or things they say (disclosure)
- Unexplained bruising (observation)

When a child gives a staff cause for concern, the staff will:

1. Listen to the child
2. Make a written record of the observation or disclosure
3. Inform the Holiday Club Manager at the earliest opportunity

Referring suspicion of abuse

Our referral process will be advised by Surrey C-SPA (Children's Single Point of Access) professionals, contacted on 0300 470 9100 or cspa@surreycc.gov.uk

Informing parents

Parents are normally the first point of contact. We will discuss concerns with parents to get their view, unless we feel this might put the child in further danger.

1. Holiday Club Manager will inform and discuss with parent
2. Make written record
3. If suspicion of abuse warrants referral to social care, parent will be informed at same time, except where guidance from C-SPA does not allow for this, for example where it is believed the parent is the abuser, leading to increased risk of further abuse.
4. In this case, social care will inform the parent.

Allegations and complaints against staff

Parents can make an allegation or complaint against a member of staff using our online form, accessed from the Holiday Club page of our website. We respond to any and all allegations of inappropriate behaviour of staff towards children attending Holiday Club using the following criteria:

- Where staff behaved in a way that harmed or may have harmed a child
- Where staff may have committed a criminal offence, related to a child
- Where staff have behaved in a way that indicated they may cause harm to a child

Reporting and process

Complaints from parents are made electronically, and are received directly by the Operations Manager and General Manager only.

1. We will follow guidance issued by Surrey Children's Services
2. If appropriate to do so, staff in question will be suspended on full pay, while disciplinary process is followed.

If a parent would like to discuss any area of our safeguarding policy, suggest a change or improvement, or discuss anything else in relation to our Holiday Club we can be contacted by telephone (01293 822238) or email (reception@oakwoodsportscentre.com). Confidential

communications can also be submitted using the online complaint form on the Holiday Club page of our website.