



ALL POLICIES

2025/26

Informed by:

Keeping Children Safe in Education (2025) [for information version]

Early Years Foundation Stage Statutory Framework (2014)

Working Together to Safeguard Children (2023)

Out of School Settings: Safeguarding Guidance for Providers (2020)

The Health and Safety at Work Act (1974)

Workplace (Health, Safety and Welfare) Regulations (1992)

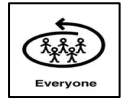
Signed: Samantha Hill, July 2025

A small white rectangular box containing a handwritten signature in black ink that reads 'S Hill'.

SAFEGUARDING AND CHILD PROTECTION POLICY



CHILDREN ARE AT THE HEART OF ALL OUR DECISIONS



SAFEGUARDING IS EVERYONE'S RESPONSIBILITY



DESIGNATED SAFEGUARDING LEAD (DSL). The DSL is Samantha Hill, with a team of Deputy DSLs which include the Manager and Deputy Manager of each club.



TRAINING. All members of staff undertake annual safeguarding training and read Part 1 of Keeping Children Safe in Education. The club owners, managers and deputies undertake DSL training every 2 years. The DSL team takes part in regular safeguarding training and reading. All members of staff are trained in types of abuse, vulnerabilities, how to respond to a disclosure, and signs and symptoms that a child may be in need.



PROFESSIONAL CURIOSITY. All members of staff are trained in professional curiosity and the idea that "it could happen here". This includes ensuring and promoting the welfare and safety of all children at our club, in their homes, in the community, with Spring adults, with visitors, and with other children.



PROMPT RESPONSE. Any child protection or safeguarding concerns are reported directly to the Manager on site and a prompt (same day) response is expected to occur. Robust logs are kept of any disclosures, concerns and actions. Appropriate referrals, e.g. to the LADO or to MAS, will take place when necessary, and professional advice will be followed.



SAFER RECRUITMENT. Safer recruitment guidelines are followed in full, including collection of ID and DBS details, collection of 2 appropriate references, and an online check of applicant details.



COMMUNICATION AND PARTNERSHIP. Spring works in close partnership with families, schools and, where relevant, social services. Communication is expected to be prompt, clear and robust, holding the welfare of the child at the heart of all actions.

KEY DOCUMENTS:

Keeping Children Safe in Education (2025); Working Together to Safeguard Children (2023); Out of School Settings: Safeguarding Guidance for Providers (2020)

KEY CONTACTS:

MASH: 020 7364 5006, Option 2 or 3 MASH out of hours emergency contact: 020 7364 4079

LADO (Local Authority Designated Officer): LADO@towerhamlets.gov.uk

Local Authority Prevent Co-ordinator: 020 7364 6221. Police: 101/999. Anti-terrorist hotline: 0800 789 321

Ofsted: 0300 123 1231

ADMINISTERING MEDICATION POLICY



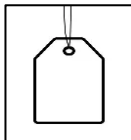
HOME IS BEST. Where possible, children should take medication before coming to the club



RESPONSIBILITY. Children will take responsibility for their own medication where appropriate.



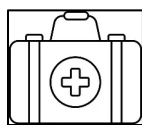
CONSENT. Parent consent needed. Staff will not administer any medication without written consent.



LABELS. All medication must be labelled with the child's name and details of dose, including asthma pumps and EpiPens.



DOCTOR. Prescription medications must be prescribed by a doctor. Non-prescription medicines will be considered on a case-by-case basis.



STORAGE. Where appropriate (for example, with asthma pumps for older children), children will keep medication in their personal belongings. Medication which needs to be kept safe will be stored in the medical box.



RECORDS. A First Aider will administer or witness administration of medication and will record this on an Administration Of Medication form. If a child refuses to take medication, Spring staff will not force them to do so.



INFORMATION. Information about medical conditions, medication and care plans will be updated by parents on Magic Booking and directly to club staff, as appropriate.

POSITIVE RELATIONSHIPS AND BEHAVIOUR POLICY

BE READY, BE KIND, BE SAFE



Children will: Be friendly, calm and polite. Treat adults, children and property with respect. Follow adult instructions. Stay where they are expected to be. Act in a way which keeps themselves and others safe.

Families will: Be friendly, calm and polite. Make expectations clear to their children. Provide information and work in partnership with their child and the club

Spring adults will: Be friendly, calm and polite. Make routines and expectations clear. Build positive relationships. Get to know and understand the children in their care. De-escalate, distract and repair. Plan and teach well.



POSITIVE RELATIONSHIPS. Spring staff will work hard to build positive relationships with all children, and to help all children find a good friend.



ROUTINES AND RHYTHMS. Clear routines and clear expectations will be established from Day 1.



GOOD PLANNING, GOOD TEACHING. Interesting activities will be offered to all.



MODELLING. Adults model respectful, kind and calm behaviour. SPRING staff do not shout, do not issue punishments and treat children and other adults with respect and kindness. Ours is a praise-based, positive environment.



DE-ESCALATION, DISTRACTION AND REPAIR. Spring staff will be careful to spot potential triggers and escalation and work to de-escalate and avoid larger issues. After any incident, Spring staff will repair relationships and re-establish expectations.



COMMUNICATATION. Spring staff will communicate and work with families and schools to ensure children are well understood and appropriate strategies to meet children's needs. Spring staff will communicate any challenges with families.

TRANSITIONS, COLLECTIONS AND MISSING CHILD POLICY



START OF DAY. Children will be met at the main gate and escorted to classrooms. If a child has SEND, where possible a familiar adult will meet and escort them to their classroom.



REGISTERS. Registers will be taken in classrooms using MagicBooking.



TRANSITIONS. Children are to be moved calmly from space to space, escorted by an appropriate number of adults. Counts should take place before and after a transition. All spaces, including toilets, should be checked to ensure no child is left behind.



END OF DAY. At the end of the day, children will be escorted to the main gate when called. Children will be stopped at the gate and an identity check of the adult collecting will take place. If there is any doubt about the collecting adult, Spring staff will call the child's main contact for clarification.



PUNCTUALITY. Children can be dropped off and collected at any time during club hours. Children must be collected promptly at the end of the day. If there is an unusual circumstance which prevents timely collection, the parent/guardian should contact the club and update regularly. A late fee may be applied. Spring reserves the right to cancel a child's place if a parent is regularly late collecting their child.



MISSING CHILD. If a child cannot be located, staff will conduct a thorough search of the premises. If the child cannot be located after ten minutes, the police will be called and then the child's parents/guardians. The manager will liaise with the police and staff will continue to search. The incident will be logged and reviewed.



UNCOLLECTED CHILD. Spring staff will repeatedly attempt to contact the parents/guardians of an uncollected child using the details provided in Magic Booking. If a child remains uncollected and no contact has been made after 30 minutes, then Spring will contact child protection services for advice.

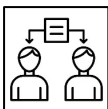
EYFS (EARLY YEARS FOUNDATION STAGE) POLICY



KEY DOCUMENT: Early Years Foundation Stage Statutory Framework



DESIGNATED EYFS CO-ORDINATOR: Samantha Hill



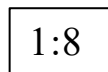
INFORMATION SHARING. EYFS children are assigned to Nursery or Reception classes. Information on MagicBooking identifies the child's primary EYFS provider (typically the child's school) and details key information about the child. The club liaises with the main providers and in some cases may visit the child in their main setting.



COMMUNICATION. We use Class Dojo to share messages and information with parents and carers.



KEY PERSON. Each child will be assigned a Key Worker



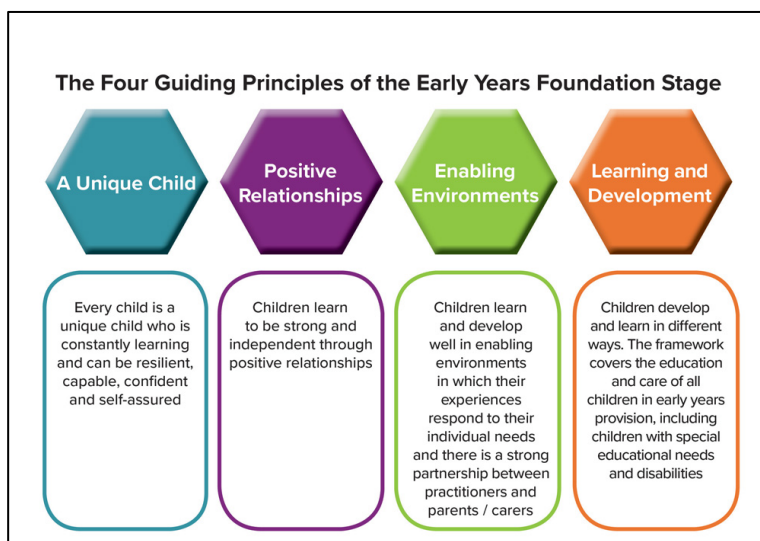
RATIOS. We maintain at least a 1:8 ratio at all times and ensure over half our adults are qualified to either Level 3+ Early Years Educator or Qualified Teacher Status. At least one member of staff is a qualified Paediatric First Aider.



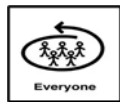
ACTIVITIES. The Club employs a mixture of adult and child led activities, often creating opportunities which are matched to children's interests.

THE FOUR GUIDING PRINCIPLES OF EYFS

We recognise and uphold the four Guiding Principles of EYFS:



HEALTH AND SAFETY POLICY



EVERYONE'S RESPONSIBILITY. Maintaining a safe environment is everyone's responsibility



DESIGNATED HEALTH AND SAFETY OFFICER. The designated person is Samantha Hill, together with the Club Manager and the school Premises Manager



INSURANCE. Spring has appropriate public liability and employer's liability insurance in place through Morton Michel



TRAINING. Spring staff undertake annual training in ensuring a safe environment.



RISK ASSESSMENTS. The Manager will undertake a daily check of the environment. Room Leads will undertake a daily check of their classrooms and play spaces. Risk assessments will be collected and shared for special events.



BUILDING WORKS. Schools will sometimes schedule building works during club sessions. The Designated Officer will liaise with the school Premises Manager and contractors to plan for conducting a safe club during any works. The Designated Officer will communicate information and plans to the club staff. Club staff are trained to ensure walkways, classrooms and play areas remain safe, that tools are not left within reach of children, and that any contractors are supervised while in club areas.



REPORTING. Any unsafe item or situation should be reported to the Club Manager and to the Designated Officer. Any accident (child or adult) will be reported to and logged by the Club Manager/Designated Officer.



SECURITY. The main gate and club gate should remain locked or supervised at all times. Any visitors must be challenged.



SAFE STORAGE OF MEDICINES AND CHEMICALS. All medicines and chemicals will be stored safely out of reach of children.



CLEANLINESS AND GOOD WORKING ORDER. All items used by children will be kept clean and checked for good working order. Toilets will be checked daily and stocked with soap. Bins will be emptied daily.



BODILY FLUIDS. Spillages of urine, faeces, vomit or blood will be cleaned up immediately. Gloves and appropriate cleaning materials must be used.



SUPERVISION AND STAFFING LEVELS. Children must be adequately supervised at all times. In EYFS, ratios of 1:8 must be maintained at all times.

KEY DOCUMENTS:

The Health and Safety at Work Act 1974; Workplace (Health, Safety and Welfare) Regulations 1992

EMERGENCY EVACUATION POLICY

EMERGENCY CLOSURE



In exceptional circumstances we may need to close at short notice. Possible reasons for emergency closure include severe weather conditions, a premises failure or safety issue, serious accident or illness, or fire.

EVACUATION REHEARSALS



Each Room will conduct an evacuation rehearsal on the first Monday of each holiday week, leading the children to the Assembly Point and taking the register.

EVACUATION



In the event of an emergency, our primary concern will be to keep the children and members of staff safe. If it is necessary to evacuate the building, the following will happen:

- The manager will contact the emergency services
- Room Leads will escort their classes to the Assembly Point using the nearest safe exit. No attempt will be made to collect personal belongings or re-enter the building
- The Manager and Deputy Manager will act as Fire Marshalls and will conduct a swift search of the building, including toilets, to ensure nobody remains behind. They will close all accessible doors and windows and collect registers, if it is safe to do so
- Room Leads will use the MagicBooking register to ensure all children and members if staff are accounted for. If any person is missing, the emergency services will be informed immediately
- The Club Manager will liaise with the Emergency Services to decide if the club is able to re-enter the premises. If they cannot, the club staff will contact parents to collect their children.
- If the club has to close or temporarily operate from alternative premises, Ofsted will be notified: 0300 123 1231

STAFF BEHAVIOUR POLICY

All members of Spring staff are expected to **BE READY, BE KIND, BE SAFE**.

If the behaviour of any member of staff causes concern this will be dealt with informally in the first instance by the Club Manager. Continuing or serious concerns will be escalated to the Club Owners/Overall Managers and disciplinary procedures may apply.

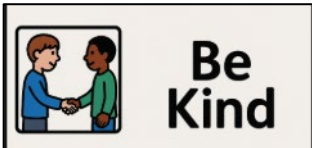
BE READY

- Plan and prepare well
- Attend training and read all staff communications
- Be punctual
- Get to know the children in your care
- Show initiative. Interact, play, create, and look for ways to create joy
- Communicate well with families
- Make routines and expectations clear



BE KIND

- Be kind and encourage kindness
- Model respectful behaviour towards all adults and all children
- Praise often
- Build positive relationships
- Help each child find a friend
- Understand and meet children's needs
- De-escalate, distract and repair



BE SAFE

- Report any safeguarding or health and safety concerns immediately
- Be vigilant and brave
- Take registers and maintain logs effectively
- Ensure spaces and resources used are checked and are safe
- Ensure children are calm during transitions
- Ensure supervision levels are maintained at all times
- Conduct regular headcounts and checks
- Ensure children receive first aid treatment when needed, and that families are contacted in the event of an injury to the head or face
- Act in a consistently trustworthy, reliable and responsible manner



COMPLAINTS POLICY



INFORMAL COMPLAINT

Complaints and concerns should be raised informally with the Club Manager in the first instance



FORMAL COMPLAINT

If a satisfactory resolution cannot be reached, parents/carers should put their complaint in writing and email to admin@springasc.co.uk FAO Samantha Hill (club owner/overall manager). We will:

- Acknowledge receipt of the letter within 7 days
- Investigate the matter and notify the complainant of the outcome within 28 days of receipt of the written complaint.
- Send a full response in writing to all relevant parties, including details of any recommended changes to be made
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis. If child protection or wider safeguarding issues are raised, the manager will refer the situation to the Club's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.



OFSTED COMPLAINT

Any parent or carer can submit a complaint to Ofsted at any time if they believe that we are not meeting the requirements of our registration. Ofsted will consider and investigate all complaints.

Ofsted's email address is: enquiries@ofsted.gov.uk

Telephone: 0300 123 4666 (complaints)



FEEDBACK.

We are always keen to further improve every aspect of our service and welcome all feedback at any time.