



Key Policies Booklet

This Key Policies booklet is designed to help you as parents with some of your frequently asked questions about our policies and procedures, how we do things at Artisan Kidz. These policies are reviewed at least annually and we welcome any comments or suggestions to include for next time.

If you have any questions about this booklet please contact Heidi Khandji, Club Manager

Contact details;

Administration office;	020 8699 6242
	admin@artisankidz.co.uk
Club Manager, Heidi Khandji	as above

Abbreviations

AK = Artisan Kidz



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Admissions for Artisan Kidz

- Once a contract has been requested through the booking system we will review the details and check availability on the day/s requested
- If a place is available we will approve the booking and further details will be sent via email
- If there is no place available we will decline the contract and invite you to add your child's name to our waiting list
- Places are offered based on our priorities of siblings, length of time on waiting list & availability
- We group children in different rooms according to age, ability & number of children attending on any specific day. This enables our artists to tailor their teaching to develop art skills at the appropriate levels and manage child to artist ratios effectively. Please be aware that siblings/friends may be separated

Waiting List

- Waiting list places are offered as and when places become available and are based on our priorities of siblings, length of time on waiting list

Collections

- We currently offer to collect groups of children from 2 local schools to reduce congestion. We review the schools we collect from each year based on demand.
- No scooters or bikes are to be used/carried en-route from the school to the studio when being collected. Parents are free to drop bikes & scooters to the studio during the day if needed for after the art session.

Attendance

- The admin team must be informed in advance if your child will not attend the AK session for any reason (ie sickness, holiday). We need as much notice as possible so that the changes can be communicated well in advance to our team.
- If you need to ask for a change to the usual pickup or a different arrangement, please email the AK admin team any time until 14:00 that day, to ensure the message is delivered in time to the team. In some cases, you may need to also inform the school to avoid any confusion. We cannot guarantee that messages sent after 14:00 will get to the relevant team; alternative arrangements may need to be made by you.

Swapping Days

- We are not able to offer a swap to your contracted days.
- We may be able to offer additional days subject to availability

Leaving AK After School Club

- For any changes to the committed days we will need at least a half terms notice (6 weeks) at the start or end of a half term, in writing. If the full notice is not provided then fees will still be payable for this time.

Changes to personal details:

- We expect you to update any changes to your personal details on the booking system. Failure to do so may result in us not being able to contact you in an emergency.



Fees:

- As we are independent and not affiliated with any schools fees are payable during times of absence and school closures

Inset Days & Holiday Camps:

- We do not accept children under the age of Reception age (4+)
- Bookings are made via the booking system and payment is requested to confirm the booking
- Once booked you will receive a booking confirmation via email
- We do not offer refunds once a booking is confirmed
- We group children in different rooms according to age and the number of children attending on any specific day. This enables our artists to tailor their teaching to develop art skills at the appropriate levels and manage child to artist ratios effectively.
Please be aware that siblings/friends may be separated, even if they are booked together.

Birthday Parties:

- Once we receive an inquiry for a specific date via the booking website will send you a booking form and information via email.
- To confirm a booking, payment must be received in full
- Once payment has been received – we will confirm booking and set up meeting with artist to discuss party details
- We welcome constructive feedback at the end of the party.

Health & safety and Infection control

We believe the risks in the club environment are low and we will maintain the maximum protection for children, colleagues and parents. The club will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable and remain clear always
- Regularly check the premises
- Ensure that all colleagues, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out once a year
- Have the appropriate fire detection and control equipment which is checked regularly by the school to make sure it is in working order
- Ensure that all members of colleagues are aware of the procedure to follow in case of accidents for colleagues, visitors and children
- Ensure that all members of colleagues take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Ensure there are suitable hygienic toilet and washing hands facilities
- Prohibit smoking on the Club premises
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge
- Encourage children to manage risks safely and prohibit running inside the premises unless in designated areas
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the rooms
- Ensure all cleaning materials are placed out of the reach of children and kept in locked cupboard in the kitchen



- Prohibit certain foods that may relate to children's allergies, e.g. peanuts are not allowed in the club (refer to Allergy Policy)
- Follow the allergies and allergic reactions policy for children who have allergies
- Ensure risk assessments are undertaken on the storage and preparation of snacks produce within the club
- Familiarise all colleagues and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Provide appropriately stocked first aid boxes and check their contents regularly
- Ensure children are supervised at all times
- At least one member of colleagues at each venue are first aid trained.
- We are aware that the type of tools and materials used at the club will require extra measures and awareness from children and adults (paint, scissors)

Children's Sickness

We try to ensure that sick children are well cared for here at AK until their parent arrives to collect them. We also try to prevent contagious illnesses from spreading and refer to the guidance given by Public Health England and NHS.UK. Please see individual policies below.

Temperature:

If your child has a temperature; they should not be at Artisan Kidz. If your child was sent home from school or AK due to illness/temperature, we ask they do not return the next day in order to recover. If your child develops a temperature while they are at the art club we will administer Calpol, keep a record of the temperature (taken 3 times), complete a non-prescribed medication form that will be filled by the team and signed by parents. All records will be kept in the child's personal file at the admin office.

Sickness and Diarrhoea:

If your child is sick or has had diarrhoea they should not be at Artisan Kidz.

If sickness or diarrhoea develops at AK and we suspect it is due to illness we will call you to arrange for their collection ASAP. Children should not return until they have been clear for at least 48 hours from the last occurrence, to ensure the child is well and to prevent cross infection.

Medication:

We will only use prescribed medication, in original containers, labelled with the child's details. We ask that you talk to us so we understand how and when to administer it. Artisan Kidz will not administer a dosage that exceeds the recommended dose unless accompanied by a written letter from the GP. We ask that children on antibiotics should not come to AK for the first 24 hours of the course, in case of a reaction. The parent/carer must give written permission for its administration. We log this on a Prescribed Medication Form and ask that you sign it at the end of each day. Tell us if medication has already been given at home that day. If a child refuses to take the medication, we make a note and we will call you. If your child is prescribed an inhaler/epi-pen/Eczema cream, we will expect parents to bring this so that it is kept at AK at all times. We will use the inhaler/epi-pen etc in line with the child's Management Plan. It is parents' responsibility to ask for the medication back at the end of the day (please make a note on the sign-in/out register as your reminder) It is parent's responsibility to keep AK informed of any changes to the child's health, including allergies and health needs so we can act accordingly.



Allergies and allergic reactions

It is vital that AK is aware of any allergies, intolerances or dietary requirements, and is kept updated so that we can work together to make the necessary adjustments and ensure the child is safe. Colleagues have an awareness of signs and symptoms of possible reactions and have received training on using an epi-pen. If a child has a known allergy; We will ask you to provide more information and will make a plan before your child joins the art club, or as soon as possible after we are made aware. The child cannot be at AK unless they have the appropriate/prescribed medication and their hospital plan if applicable. We remind parents to renew the children's medication before it expires. The child's individual medication is clearly labelled and stored in a secure box. It is taken out on visits and outing. Parents must update us with ANY changes so we can act accordingly. Children can develop new reactions and allergies at any time. If a child develops a reaction or allergy, we expect parents to inform us so we can meet to put a plan in place urgently. If a child develops a new allergy whilst at AK we will call parents in the first instance and may have to seek medical advice.

Accidents inside and outside AK

All children's accidents in AK, are logged on an Accident Form. If the child needs hospital medical treatment, we will notify parents and expect you to collect your child as soon as possible. If it is more serious we will call for an ambulance and a familiar face will accompany the child taking relevant information. Parents should inform AK in writing via email if a serious accident occurs outside of AK and inform us of any advice/medication or treatment that might be required.

Arrivals and departures

Colleagues are asked to use the sign-in sheet to register the child's arrival and we ask parents to sign them out at collection each day. Children must be collected by an adult, children are not permitted to leave on their own, or with an older sibling under the age of 16, unless permission has already been provided. Colleagues can advise you of the register's location.

Late collection: If you are going to be late parents must inform the club on 0208 699 6242 and a plan will be discussed with you. We will ensure that the child stays at the studio with two members of staff.

If we don't hear from you by 6.30pm we will call your emergency contacts. If the child hasn't been collected by 7pm and we have not been able to make contact with you or any of the emergency contacts, we will contact social services.

Safeguarding children/Child protection:

We are committed to safeguarding children, providing a safe and secure environment. We have robust procedures in place regarding our children, the adults that work here and the families we work with. We operate a safe and secure building and ensure that only known people are allowed in.

As a parent, you also have a responsibility *not to allow anyone into the venue* as you enter and leave. Visitors are only admitted by prior appointment. All colleagues have appropriate safeguarding training and DBS. The safeguarding officer is Heidi Khandji and can be contacted for any concerns by parents and colleagues.

Policy intention



To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where colleagues are confident to raise concerns about professional conduct
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Always listen to children
- Help children to understand how they can influence and participate in decision-making and how to promote British values through discussion and role modelling
- Share information with other agencies as appropriate.

The club is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our colleagues have a duty to protect and promote the welfare of children. Our prime responsibility is the welfare and well-being of each child at the club. As such we believe we have a duty to the children, parents and colleagues to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All colleagues will work with other agencies including as part of a multi-agency team, where needed, in the best interests of the child.

The club aims to:

- Keep the child at the centre of all we do
- Ensure colleagues are trained right from induction to understand the safeguarding policy and procedures, are alert to identify possible signs of abuse, understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND) and other vulnerable or isolated families and children
- Ensure colleagues understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all colleagues feel confident and supported to act in the best interest of the child share information and seek the help that the child may need
- Ensure that all colleagues are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures including thorough annual safeguarding newsletters updates or training sessions
- Make any referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the *Lewisham Safeguarding Children Board*
- Ensure that information is shared only with those people who need to know to protect the child and act in their best interest
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure that children are never placed at risk while at the club
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
- Take any appropriate action relating to allegations of serious harm or abuse against any person working at the club.
- Ensure parents are fully aware of child protection policies and procedures when they register with the club and are kept informed of all updates when they occur



- Regularly review and update this policy with colleagues and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the Lewisham Safeguarding Children Board.

We will support children by offering reassurance, comfort and sensitive interactions. We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group and support them to learn how to keep themselves safe

Promoting positive behaviour

At Artisan Kidz, we believe that children flourish best when they know how they and others are expected to behave. Children gain respect through interaction with caring adults who act as good role models, show them respect and value their individual personalities.

Artisan Kidz praises positive, caring and polite behaviour at all times. Children need to have set boundaries of behaviour for their own safety and the safety of their peers.

We aim to promote positive behaviour by

- Ensuring all colleagues act as positive role models for children.
- Praising children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them.
- Encouraging consideration for each other and appreciation/celebration of artistic achievements.
- Working in partnership with parents by communicating openly
- Having a club manager that has overall responsibility for behaviour management.

If a child is not following our policies we will contact parents and try to resolve this by setting up an agreement with the parents and child. If this agreement doesn't work we reserve the right to give notice and terminate your contract.

Dealing with discriminatory behaviour

At Artisan Kidz we do not tolerate discriminatory behaviour and act to tackle discrimination. We believe that parents have a right to know if discrimination occurs and what actions the club will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents any perceived or actual relating to discrimination on any grounds and report these where relevant to children's parents, the Artisan Kidz Club Manager.

Using cameras, photos, mobile phones and other recording devices

Parents are not permitted to use their mobile phone, any recording device or camera on the club premises. This is as a courtesy to children and colleagues and to ensure all photographs taken are in line with parental choice.

Children who bring their mobiles/devices to AK will be asked to keep them in a designated, secure, area and must not use them at Artisan Village.

At social events we realise that parents like to take photos of their children and their artwork to capture the moment. We ask that;

- parents only take photos of their own children, unless you have the consent of the other parent involved



- photos with children at such events are not posted on any social media/websites/email without permission from parents of all the children included in the photo.

Colleagues are not permitted;

- to take photographs or recordings of a child on their own cameras, mobiles or other devices
- to use or access their own phone/tablet or similar for any reason *unless there is an emergency*, during the club's opening hours.

Colleagues mobiles & devices will be kept in a designated, secure, area.

Social Networking

Artisan Kidz has its own Facebook page which we welcome you to like and share, where we share children's artwork publicly. AK may use a closed Facebook group or similar, for parents, to communicate and update you with regular news. We do not use or share photos of children through the group.

Colleagues are equally welcome to like and share our page and we encourage colleagues to check their privacy settings. We ask that colleagues and parents do not become 'friends' on Facebook and similar, to ensure professionalism.

We request that parents and carers *do not post* publicly or privately information about any child or colleague on social media sites such as Facebook or Twitter, or share such information, to respect their privacy.

Artisan Kidz team uses a What's App group as communication between the teams, for artists to share planning, ideas for projects, inspiration and children's artwork. We never discuss or share individual children's details or photos. Artists are removed from the group on leaving.

Babysitting

We do not permit our colleagues to babysit for families at our club and we ask that parents understand our reasons behind this policy and respectfully do not ask our colleagues.

Clothing

All children are expected to wear AK aprons during the session.

The art club cannot be held responsible for any damage ie stains to school uniform/clothing.

Complaints and compliments

We welcome any suggestions from parents on how we can improve our services. If you have a concern or complaint, they will be dealt with professionally and promptly to ensure that any issues arising are handled effectively.

We ask you to contact our admin team via email in the first instance, your concern will be looked into and we aim to get back to you within 5 working days. Where this is not resolved we have a formal procedure.