



Holiday Camp

Overview of the key policies and procedures supporting the camp



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Date of Review: 22nd May 2023
Next review: 22nd May 2024

Our policies and procedures provide our staff with the necessary guidance and support to ensure the welfare and care of the children who attend our holiday camp. They also assist camp staff when making decisions to offer both consistency and fairness.

These policies and procedures work alongside all established school procedures and are reviewed annually.

1. Attendance Policy

a. Admission and Cancellation

- *Bookings:* Places will be allocated on a first come, first served basis. Bookings should be made on Magic Booking for both Elmhurst and non-Elmhurst children. If there are no places available, the child will be placed on a waiting list and the parent / carer informed when a place becomes available.
- *Cut off dates:* We operate a 24-hour cut off period for each Holiday Camp day session to ensure activities and resources are adequately prepared to cater for the number of children attending on the day. It also means we have the appropriate number of activity coordinators on site to ensure your child is safe and supervised to the high standards Elmhurst strives to provide at all times. For new children who wish to come back the next day, we ask the parent / carer to contact the Holiday Camp Manager as soon as possible. Next day booking will depend on the number of children already attending the session. We will try our very best to help you book the session you require but we cannot guarantee there will be a space for your child.
- *Cancellations and changing your booking:* As food orders are confirmed with the supplier two weeks in advance, late hot food and cold tea booking alterations or cancellations will not be possible. For holiday camp bookings, once a place is booked these allocated days will be charged for unless you contact Holiday Camp to cancel the place for that day with a minimum of 48 hours' notice. Alterations may be made subject to availability and with a minimum of 48 hours' notice. A credit note will be given to you for any future camps. Any notice given out of the two-day window will result in no credit and will be charged at the normal rate, regardless of the reasons for absence. Any exception to this will be at the discretion of the Holiday Camp manager.

b. Drop off and Collection

- *Drop off:* Our team will greet each child on their arrival at the camp and will record the child's attendance in the daily register, including the time of arrival. They will also record the time of collection. Children must be collected by an adult who has been authorised on the registration form.
- *Password:* If the parent/carers requires another person to collect their child, they must inform the holiday camp in advance and provide a description of the person and a password that they will use. If the Camp Coordinator has any concerns regarding the person collecting, he/she will contact the main parent or carer for confirmation. For the welfare of the child, the child will not be released from the holiday camp until the parent / carer on the registration form has been contacted.
- *Late collection:* The parent / carer is asked to provide at least two contact numbers and must notify Holiday Camp if they will be late collecting their child after 17h (or 18h if they opted for extended pick up). Attempts will be made by the Camp Coordinator to contact the child's parent(s) / carer(s) in sequence using the contact numbers provided on the registration form. Members of staff will stay with the child until they have been collected by an authorised parent / carer. If over 15 minutes late, the Camp Coordinator will try to contact them and will leave a message if there is no response from the parent or carer. Over half an hour, if contact with the parent / carer has not been established, then the Holiday Camp Manager will contact the police to explore reasons why they may have failed to make contact and take advice from them for further action. A discretionary late pick-up charge of £15 to apply every 15mins to cover the additional staffing cost. Holiday Camp reserves the right to refuse future bookings from parents who continually pick up late.

c. Settling

- Holiday Camp will work to ensure that children settle quickly and easily. We want children to feel safe, stimulated and happy at Holiday Camp whilst feeling secure and comfortable with staff. Consideration will be given to the individual needs and circumstances of children and their families. Parents / carers are welcome to visit Holiday Camp with their children before booking a space or contact the Holiday Camp Manager for further information at holidayclub@elmhurstschool.net

d. Absences

- If a child is going to be absent, the parent /carer must notify Holiday Camp to allow us to update our records.
- e. Missing child
- In the event of a missing child, the Head will be informed and the [missing child policy](#) will be followed.
- f. Lost Property
- Please ensure that children do not bring valuable toys and belongings when attending Holiday Camp as we cannot be held responsible if they go missing. We cannot guarantee the return of lost property but will endeavour to return items on request which we are able to identify. Holiday Camp will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, we will distribute the lost property to local charities.

2. Safeguarding Policy

a. Introduction

- *Our Aim:* To ensure that Holiday Camp maintains the highest possible standards to meet its responsibility to protect and safeguard those children for whom it has responsibility. This policy details the procedures to be followed when there is concern about a child's welfare. It also provides information to ensure that members of staff do not put children at risk. It is designed to protect both those in a position of trust and those for whom they have responsibility.
- *Our Commitment:* to maintain a 'culture of safety' in which the children in our care are protected from abuse and harm. Holiday Camp will respond promptly and appropriately to all incidents or concerns of abuse that may occur. The Holiday Camp's child protection procedures comply with all relevant legislation and with guidance issued by the relevant local bodies.
- The school's safeguarding policy can be found [here](#) and details the procedures followed.

b. All holiday camp staff will use school procedures to log any incident.

- All information about the suspected abuse or disclosure must be recorded by logging a concern form on iSAMs or Myconcern as soon as possible after the event.
- The record should include:
 - o A verbatim record of the child's disclosure. Therefore, the record must be drafted in the child's words and should not include the assumptions or opinions of others.
 - o A nature of the allegation or concern
 - o A description of any visible physical injury (clothing should not be removed to inspect the child)
 - o The child's account of what has occurred
 - o Any dates, times or places and any other potentially useful information
 - o A date and signature of the person who recorded the information
- The record will be given to the duty designated safeguarding lead who will decide on the best course of action in response to the situation.
- Holiday Camp staff are expected to report any incidents to the Holiday Camp Manager.

c. Role of the parent /carer

- The parent / carer must report any existing injuries to their child to a member of staff and fill in an existing injuries form prior to leaving their child in Holiday Camp.

d. Use of mobile phones and cameras

- Written consent via Magic Booking for Elmhurst children or on the online booking form for non-Elmhurst children must be obtained from the parent/ carer before photographs or videos of children will be taken or used for online and offline marketing purposes.
- Camp Coordinators will ensure that children are at ease and comfortable with images and videos being taken.
- Every effort will be made by Holiday Camp to prevent capturing of the image of any child who should not be identified. A list of all such children is included in the Holiday Camp register.
- Child's mobile phones or any other electronic equipment should not be brought to Holiday Camp.
- The use of a mobile phone by staff must not detract from the quality of supervision and care of children.

3. Health and Safety Policy

a. Overview

- Each member of staff and/or volunteer follows [Elmhurst School Health and Safety policy](#) and is responsible for:
 - o Maintaining a safe environment
 - o Taking reasonable care for the health and safety of themselves and others attending Holiday Camp
 - o Reporting all accidents and incidents which have caused injury or damage or may do so in the future
 - o Undertaking relevant health and safety training when required to do so.

b. Staff responsibilities

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature.
- The premises are used by and solely available to Holiday Camp during opening hours.
- All the Holiday Camp equipment is safely and securely stored.
- Children are only allowed in the kitchen if properly supervised (e.g. for a cooking activity).
- Daily site checks will be conducted.

c. Security

- Children are not allowed to leave the Holiday Camp premises during the session unless prior permission has been given by the parents.
- During Holiday Camp, all external doors are kept locked, with the exception of fire doors which cannot be opened from outside. The Camp staff will ensure all entrances and exits to the premises are kept secure throughout the day.

d. Toys and equipment

- All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

e. Food, drink and personal hygiene

- Holiday Camp staff maintain high standards of personal hygiene and take all practicable steps to prevent and control the spread of infection.
- A clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Staff understand food hygiene and follow appropriate guidelines
- Waste is disposed of safely and all bins are kept covered
- Staff ensure that children wash their hands before handling food or drink and after using the toilet
- Cuts and abrasions (whether on children or staff) are kept covered
- Drinking water is available on all camps, which the children may access at all times.
- Where provided, parents / carers provide a healthy packed lunch (nuts free) for their child/children in a self-chilled container. Although Holiday Camp endeavours to store pack-lunch bags in a cool, dry environment, they do not provide refrigeration so advise all food is brought on camp in a self-chilled container. Children should also be provided with a mid-morning and afternoon snack for break times
- At lunch time children will be supervised at all times whilst eating and will be encouraged to eat what is in their packed-lunch or lunch provided by Holiday Camp. Children should not be forced or punished in any way for not eating what is in their lunch-box. Should a child refuse to eat what is in their lunch-box it will be returned home uneaten, or part eaten so that the parent / carer can see for themselves. The Camp Coordinator will highlight this to them at collection time.
- Camp Coordinator to encourage children to take drink breaks at frequent intervals. This is a high priority for all staff, especially on hot days throughout the summer
- Allergy and special dietary requirements are requested at the time of booking and recorded on the register
- Due to the seriousness of food allergies and special dietary requirements, children should not share or swap food.

f. Staffing levels

- Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

g. Sickness

- Children who are ill or infectious must be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.
- In the event of sickness, the child will be removed from the group and made comfortable in an area where they can rest and be supervised until they can be collected by the child's parent / carer contacted by the Camp Coordinator.
- The Camp Coordinator / first aider will continue to monitor the condition of the child and make them comfortable until the parent / carer comes to collect them.
- If at any time the child's condition deteriorates and requires immediate medical attention the Holiday Camp Manager will inform the parents / carer and call for an ambulance if necessary .
- In the event of head lice being suspected, the holiday camp will inform the parent / carer if a child is suspected to have head lice to apply the appropriate treatment.

h. No Smoking policy

- Holiday Camp operates a no smoking policy and believes children should be in a smoke-free environment. Smoking is prohibited in and around Elmhurst School at all times.

i. Sun safety

- The sun safety policy promotes the self-administration of sunscreen by pupils. Most children, apart from the very youngest and those with special needs, will be able to do so under supervision. Parents should apply sunscreen before bringing the pupil to camp. Only where deemed necessary should parents send in suitable sunscreen for their children, which should be labelled with the pupil's name.
- Camp Coordinators will actively encourage all children to wear a hat when they play outside. On hot days camp leaders may stop a child playing outside if no suitable hat has been worn.

j. Emergency and evacuation

- In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. Where necessary the [critical incident policy](#) or [lockdown policies](#) will be followed.
- If it is necessary to evacuate Holiday Camp, the following steps will be taken:
 - o If appropriate the Activity Coordinator or Holiday Camp Manager will contact the emergency services. In the event of fire, the person discovering the fire must immediately sound the alarm.
 - o All children will be escorted from the building to the assembly point using the nearest safe exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
 - o A nominated member of staff and/or volunteers will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
 - o Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
 - o The register will be taken, and all children and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately.
 - o The Holiday Camp Manager will contact parents to collect their children. If the register is not available, the coordinator will use the emergency contacts list (which is kept off site)
 - o All children will be supervised until they are safely collected.
 - o If after every attempt, a child's parent or carers cannot be contacted, the Camp Coordinator to follow the Uncollected Child procedures.

4. Intimate Care Policy

- Toilet training: children attending camp have been toilet-trained. If a child is still in nappies, he/she is unsuitable for camp activities and therefore should not be booked onto camp.
- Any intimate care needs for pupils of the school will be met by a member of the school staff in line with school policies. Parents of other camp children will be contacted for intimate care needs.

5. Illness and Accidents Policy

- Any illness or injury occurring while children are in Holiday Camp should be dealt promptly and effectively as follows:
- All parents / carers must complete the Medical Form when their child joins Holiday Camp, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.
- We will record any accidents or illnesses, together with any treatment given, on an Incident Record or Accident Record sheet as appropriate located in the Medical Room on the first floor and communicated to the parent / carer accordingly on collection.
- Children who are ill should not come to Holiday Camp and only return when they have fully recovered, or until after the minimum exclusion period has expired for infectious conditions and diseases.

a. First aid

- The holiday Camp designated First Aiders are Mrs Charlotte King (Head of Early Years, Little Elms) and Ms Sharmina Karim (Holiday Camp Manager). The designated First Aider has a current first aid certificate and has attended a Paediatrics' First Aid Course. First aid training will be renewed every three years. To ensure that there is a qualified first aider present and available at all times when the Holiday Camp is running, other members of staff and/or volunteers will also receive first aid training.
- The locations of the first aid box and a list of qualified first aiders are clearly displayed in the ASC.
- The holiday camp will follow the school's [first aid policy](#).

6. Access and Inclusion policy

At Holiday Camp, we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs. In order to do so, we will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals
- Ensure that its services are available to all parents/carers and children in the local community
- Ensure that the Holiday Camp's recruitment policies and procedures are open, fair and non-discriminatory
- Work to fulfil all the legal requirements of the Equality Act 2010
- Challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times
- Challenge racist and discriminatory remarks, attitudes and behaviour from the children at Holiday Camp, from staff and/or volunteers and from any other adults on premises such as parent / carer collecting children
- Recognise that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending Holiday Camp and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome
- Promote equal opportunities by ensuring that:
 - o staff and/or volunteers receive relevant and appropriate training
 - o equalities policy is consistent with current legislation and guidance
 - o appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

7. Complaints Policy

Holiday Camp wishes to ensure that it maintains the highest possible standards to meet its responsibility to protect and safeguard those children for whom it has responsibility. We view all complaints as an opportunity to develop and improve our services, as well as a chance to put things right for the person that has made the complaint.

- Confidentiality: All complaint information will be handled sensitively, talking to those who need to know and following any relevant data protection requirements.
- Procedure:

- o Any issues to be discussed with the Holiday Camp Manager who is responsible for the day to day operations of the camp.
- o The [school complaints procedure](#) should be used when informal attempts to resolve problems have been unsuccessful.

8. Data Protection Policy

At Holiday Camp, we respect the privacy of the children attending the Camp and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Holiday Camp can do so with confidence.

a. Confidentiality: at Holiday Camp, we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child
- Information given by parents to Holiday Camp staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our Safeguarding Policy)
- Concerns or evidence relating to a child's safety will be kept in a confidential file and will not be shared within Holiday Camp
- Staff to only discuss individual children for purposes of planning and group management
- Staff are made aware of the importance of confidentiality during their induction process
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions
- Confidential records are stored securely.

b. Data Protection Policy

- The Holiday Camp Manager is responsible for ensuring the safe storage and access to any confidential documents relating to both parents and children. All staff are aware that the disclosure of any confidential information contravenes the Data Protection Act 1998 (GDPR from 25th May 2018) and any such disclosure may result in disciplinary action.
- Manager, if, due to emergency, another member of staff need to access the information they will ensure confidentiality of information at all times
- Data stored electronically will be password protected and accessed only by the Holiday Camp Manager
- It is not Holiday Camp Policy to disclose any client data to third parties unless such requests are made by legal authorities.