

My HELM – Code of Conduct Policy

The manager will ensure that an accurate record is kept of all children in My HELM, and that any arrivals or departures are recorded in the register. The register is always kept in an accessible location on the premises. In addition, we conduct regular headcounts during the session.

Arrivals

Our staff will greet each child warmly on their arrival at My HELM and will record the child's attendance in the daily register straightaway.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so on their registration form.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform My HELM in advance and provide a description of the person and a password that they will use. If the manager has any concerns regarding the person collecting, he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify My HELM if they will be late collecting their child. If My HELM is not informed, the **Uncollected Children Policy** will be followed.
- Children over the age of eleven will only be allowed to leave My HELM alone at the end of the session if My HELM has discussed this with the child's parents and has received their written consent.

Absences

- If a child is going to be absent from a session, parents must notify My HELM in advance, no later than 9am on the day of absence.
- If a child is absent without explanation, staff will contact the parents or carers to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents, the manager will contact the police.

Uncollected Children Policy

My Helm endeavours to ensure that all children are collected by a parent or carer at the end of each session. 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:

Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call My HELM to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (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 My HELM 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.
- When the parent or carer arrives, they will be reminded that they must call My HELM to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of My HELM's staff, on My HELM'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 My HELM's premises, a note will be left on the door of My HELM informing the child's parent or carer where the child has been taken (e.g., 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 and carers will be reminded that if they persistently collect their child late, they may lose their place at My HELM.

Behaviour

My Helm uses effective behaviour management strategies to promote the welfare and enjoyment of children attending My HELM. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies, and with adults modelling positive behaviour. My HELM rules are clearly repeated at every session and are discussed regularly.

Whilst at My Helm we expect children to:

- Use socially acceptable behaviour
- Comply with My HELM rules, which are compiled by the children attending My HELM
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at My HELM.

Encouraging positive behaviour

At My Helm positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending My HELM.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at My HELM will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- No staff member will ever threaten any punishment that could adversely affect a child's well-being (e.g., withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, My HELM may decide to exclude the child

in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff must physically restrain a child, the manager will be notified, and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at My HELM.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

Children's use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within My HELM.

My HELM does not accept any responsibility for loss or damage to mobile phones brought to My HELM by the children.

Children must not use their mobile phone to take photographs of any kind whilst at My HELM. If they want a photograph of a particular activity, they can ask a member of staff to take one using My HELM camera.

Visitors' use of mobile phones

In the interest of safeguarding, we ask all parents and visitors not to use their phones or other mobile devices in the workshops. Taking of photographs by parents or visitors is **strictly prohibited**. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff to take one using My HELM camera.

Guidance

To safeguard children and practitioners online, our staff will be encouraged to refer to “Safeguarding children and protecting professionals in settings: online safety considerations”. (<https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations>)

Data Protection

At My Helm we respect the privacy of the children attending My HELM and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at My Helm can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is Laura Foster. The lead person ensures that My HELM meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within My HELM 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 Club 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 My HELM, except with the designated Child Protection Officer and the manager.
- Staff 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.
- All personal data is stored securely in a lockable file and/or on a password protected computer

Information that we keep

We hold only the information necessary to provide a tutoring service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child’s parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate

care to the child. Once a child leaves our care, we retain only the data required by statutory legislation, insurance requirements and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely or returned to parents.