SHARES Lancashire

Holiday Club & HAF Policies

Behaviour, Anti-Bullying, Attendance, Collection & Non-Compliance

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1. Purpose

SHARES Lancashire is committed to providing a safe, inclusive, respectful and well-managed environment for all children attending SHARES Holiday Clubs and HAF provision.
These policies ensure consistent expectations, safeguarding-led decision making, and fair access to funded places.

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2. Behaviour & Anti-Bullying Policy

2.1 Behaviour Expectations

All children are expected to:

- Follow staff instructions
- Treat others with kindness and respect
- Use equipment safely and appropriately
- Engage positively in activities

Staff will:

- Set clear expectations at the start of every session
- Model positive behaviour at all times
- Reinforce that bullying, foul language and disruptive behaviour are not tolerated

2.2 Unacceptable Behaviour Includes

- Bullying (verbal, physical, emotional or online)

- Aggressive behaviour (hitting, kicking, pushing, violence)
- Foul or inappropriate language
- Disrespect towards staff or peers
- Deliberate damage to equipment or facilities
- Purposeful vandalism or misuse of property

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3. Behaviour Management Procedure

Step 1 – Verbal Warning

- Calm discussion with the child
- Explanation of why behaviour is unacceptable
- Clear guidance on expected behaviour
- Incident recorded in behaviour log
- Parent/carer informed at pick-up

Aggressive behaviour:
Parents/carers will be contacted immediately.
All children involved will be excluded for the remainder of the day.
Collection must take place within 30 minutes (or at the discretion of the area manager).
Failure to collect may result in exclusion the following day.

Step 2 – Temporary Suspension (1–2 Days)

- Enforced by the Site Manager following consultation with the Area Manager
- Child sent home for the remainder of the day and the following day
- Incident recorded on an incident form
- Parent/carer informed verbally
- No refunds issued

Step 3 – One-Week Suspension

- Implemented if behaviour persists
- Site Manager and Area Manager informed immediately

- Suspension discussed with parents (particularly for late-week incidents)
- Behaviour log updated
- No refunds issued

Step 4 – Permanent Exclusion

- Escalated to the Area Manager
- Child permanently removed from SHARES Holiday Club / HAF
- Refund decision made by CEO and Area Manager

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4. Attendance & Non-Attendance Policy

4.1 Attendance

- Registers taken at the start of every session
- Attendance recorded in line with HAF requirements
- Persistent absence treated as a funding and safeguarding concern

4.2 Non-Attendance Without Notice

Day 1

- Parent/carer contacted
- Absence logged
- Reported to Senior Project Lead / DSL

Repeated Non-Attendance

- Further contact with parent/carer
- Warning issued
- Place may be withdrawn and reallocated
- Escalation to LCC HAF team if required

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5. Child Collection & Late Collection Policy

5.1 Authorised Collection

- Children released only to named adults on consent forms
- Photo ID may be requested
- Children remain supervised until safely collected

5.2 Late Collection – 3-Strike Rule

Strike 1

- Parent contacted
- Verbal reminder
- Incident logged

Strike 2

- Written warning
- Discussion to identify barriers
- Incident logged

Strike 3

- Final written warning
- Place reviewed
- Possible removal from future sessions
- Escalation to Senior Project Lead / DSL / LCC HAF

5.3 Uncollected Child (30+ Minutes)

- Two staff remain with child
- Emergency contacts attempted
- Emma Hart informed immediately
- Escalation to Children's Social Care or Police if required

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6. Personal Possessions

- Children must not bring mobile phones, toys, money or fidget items
- Items stored safely and returned at pick-up

- SHARES Lancashire accepts no responsibility for loss or damage
- Nut-free policy enforced – items containing nuts will be confiscated and returned at the end of the day

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7. Payments & Refunds

- All bookings must be paid in advance
- Refund requests referred to the Area Manager
- Refunds only considered if requested at least 3 days before start date
- No refunds for suspensions or exclusions

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8. Parent Concerns & Complaints

- Concerns handled respectfully and confidentially
- Staff must not promise refunds or outcomes
- All complaints documented and escalated to management

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9. Safeguarding & Vulnerable Children

- Safeguarding underpins all decisions
- Additional care taken for vulnerable children
- No child will ever be left unsupervised
- All unexplained absence treated as a safeguarding concern

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10. Reporting & Key Contacts

All incidents, behaviour concerns, attendance issues and safeguarding matters must be reported immediately to:

Emma Hart
Senior Project Lead / DSL / Area Manager
07521 506102

Emergency Contacts

- Emergency Services: 999
- Police (Non-Emergency): 101
- Lancashire Children's Social Care: 0300 123 6720

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11. Policy Review

- Reviewed annually or sooner if guidance changes, 27/01/2026
- Aligned with:
    - DfE HAF Guidance
    - Lancashire County Council HAF Framework
    - *Working Together to Safeguard Children*