



Specification

2024 (V5)



Department
for Education



Solihull
METROPOLITAN
BOROUGH COUNCIL

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Section 1 – About HAF

1.1 Background

The Holiday Activities and Food (HAF) Programme is funded by the Department for Education (DfE). The free to access holiday club places must be targeted at children who are in receipt of benefits-related free school meals (FSM). Up to 15% of the programme funding can be used to provide places for children who are not in receipt of benefits-related free school meals but who are considered to be vulnerable and have been professionally referred in via an online webform (See section 1.4).

Research has shown that the school holidays can be pressure points for some families. For some children that can lead to a holiday experience gap, with children from low-income households being:

- less likely to access organised out-of-school activities
- more likely to experience ‘unhealthy holidays’ in terms of nutrition and physical health
- more likely to experience social isolation

The HAF programme is a response to this issue with evidence showing that free holiday clubs can have a positive impact on children and young people and that they work best when they:

- provide consistent and easily accessible enrichment activities
- cover more than just breakfast or lunch
- involve children (and parents) in food preparation
- use local partnerships and connections, particularly with the VCSO sector

Visit the [government HAF webpages](#) for further information.

1.2 Aims of the programme

There are many benefits for children who attend the HAF programme. We want to encourage all HAF providers to ensure a high quality experience that will result in children:

- receiving healthy and nutritious meals
- maintaining a healthy level of physical activity
- being happy, having fun and meeting new friends
- developing a greater understanding of food, nutrition and other health-related issues
- taking part in fun and engaging activities that support their development
- feeling safe and secure
- getting access to the right support services
- returning to school feeling engaged and ready to learn

We also want to ensure that the families who participate in this programme:

- develop their understanding of nutrition and food budgeting through cookery classes
- are signposted towards other information and support, for example, health, employment, and education

1.3 Who is the programme for?

Holiday provision is for school aged children from Reception to Year 11 (inclusive) who receive benefits-related free school meals. Benefits-related free school meals (referred to as FSM) are available to pupils if their parents are in receipt of one of the qualifying benefits and have a claim

verified by their Local Authority. As of November 2023, there were 9665 children who attend a Solihull school, registered as FSM from Reception to Year 11.

Providers are asked to ensure that the offer of free holiday club provision is available for all children in receipt of FSM in their area, though this does not mean we expect all to attend as the provision is voluntary.

All children in reception, year 1 and year 2 in England's state-funded schools receive a free meal under the Department for Education's universal infant free school meal (UIFSM) policy. Infant pupils who receive a free meal under UIFSM must also be eligible for benefits-related FSM to be able to access a place on the HAF programme.

1.4 Can children attend who are not FSM?

HAF funded places can be offered alongside paid for places. We would encourage that providers do this so that provision is inclusive and accessible to all.

We can use up to a maximum 15% of funding to provide free or subsidised holiday club places for children who are not in receipt of benefits-related free school meals. The number of children that you can support under this category will be agreed prior to the holiday period. These children must be identified by a professional and referred into the programme through [a referral form](#) – they will also be issued with a unique code that will need to be recorded on your register, the code will have the letter "S" at the end so you can identify that the code is from a child that is classed as non-free school meals. The list of professionals that can refer children in is exclusive for the following organisations:

- Designated Safeguarding Leads in Solihull Schools – not all school staff
- Police
- Violence Reduction Partnership
- Youth Justice System
- Alternative Provision
- Carers Trust
- SISS
- CAMHS
- Solar
- Social Care staff including family Support Workers
- Children's disability Team
- Education Service for Children Out of School

The code will remain in place for the 2023/24 academic year, at which point the professional will have to refer the child in again for the following academic year if they meet the criteria.

1.5 When should sessions run?

As a minimum, we expect providers to offer 4-hour sessions only at Easter, summer, and Christmas to the equivalent of six weeks' holiday provision per calendar year. However, we are aware that some providers are able to deliver more than the minimum requirement by extending the sessions and days within the funding.

- Easter: at least a week of face-to-face provision, which should be for a minimum of four days.

- Summer: at least four weeks of face-to-face provision, which cover a minimum of 16 days.
- Christmas: at least a week of support which covers a minimum of 4 days.

1.6 How many sessions can children attend?

As detailed above, the maximum sessions that a child can attend is four sessions at Easter, 16 during summer and four at Christmas. To maximise the number of children that we are able to support, we instruct providers who deliver more than the minimum number of sessions to allow different children to attend. For example, if you are running 8 sessions over Easter for 20 children in each session you will be able to support 40 unique children in total, as each child attends 4 sessions each.

We know that many providers will continue to provide sessions that run for more hours, days and weeks than our minimum expectation and we encourage this to continue where budget allows. Although, we are unable to support activities out of the HAF scope and this includes outside of holiday periods detailed above.

Section 2: HAF Framework Standards

This section sets out the standards we expect for all HAF providers which includes seven essential criteria:

1. Food provision
2. Enriching activities
3. Physical activities
4. Nutritional education
5. Signposting and referrals
6. Policies and procedures
7. Environmental Sustainability

It is an expectation that all eligible children and their families should benefit from all aspects of the programme above. Therefore, we will work with providers to either develop your offer or add to your offer from other partners. This will ensure that children and families can access different aspects of the programme through different providers.

2.1 Food provision

The requirement is that at least one meal a day (breakfast, lunch or tea) is given per four-hour session. All food provided at the holiday club (including snacks) must meet [school food standards](#). Our expectation is that the majority of food served by providers should be hot, however, we acknowledge that there will be exceptional circumstances when this is not possible and cold food should be used where it is appropriate. This must be agreed in advance.

All food provided as part of the programme must:

- Meet food safety standards
- Pass food hygiene requirements
- comply with regulations on food preparation, including Natasha's Law From 1 October 2021
- take into account allergies and dietary requirements (see the [allergy guidance for schools](#))
- take into account any religious or cultural requirements for food

There is flexibility in the design of the food provision which should always be tailored to ensure that all food meets the dietary needs of the children and families who attend. The food served should also be appropriate for the nature of the session, for example, offering cold packed lunches for parks or outdoor venues or for day trips.

We would expect for you to:

- provide an opportunity to involve children in the preparation of food
- provide an opportunity to engage children in sharing information about nutrition
- involve children in designing menus
- encourage children to try new and healthier food.

SMBC will be working with providers to develop this area of work as the research shows that such a developmental approach is key to effecting long-term change in engagement with food and nutrition.

The [provider webpage](#) has useful links to meal ideas and current HAF food standards.

2.2 Enrichment activities

Holiday clubs must provide fun and enriching activities that provide children with opportunities to:

- develop new skills or knowledge
- consolidate existing skills and knowledge
- try out new experiences
- have fun and socialise

This could include but is not limited to:

- physical activities, for example, football, swimming, table tennis or cricket
- creative activities, for example, putting on a play, junk modelling or drumming workshops
- experiences, for example, a nature walk or visiting a city farm
- free play, for example, fun and freedom to relax and enjoy themselves

2.3 Physical activities

Holiday clubs must provide activities that meet the [physical activity guidelines](#) on a daily basis. In line with those guidelines, we expect:

- All children and young people participating in the HAF programme should engage in moderate-to-vigorous physical activity for an average of at least 60 minutes per day. It should be noted that this does not have to be in the form of a structured activity session, but can include active travel, free play and sports.
- Children and young people participating in the HAF programme should engage in a variety of types and intensities of physical activity to develop movement skills, muscular fitness, and bone strength.
- Children and young people should aim to minimise the amount of time spent being sedentary, and when physically possible should break up long periods of not moving with at least light physical activity.

The HAF [provider webpage](#) is regularly updated with useful links to activities and ideas.

2.4 Nutritional education

Providers must include an element of nutritional education each day aimed at improving the knowledge and awareness of healthy eating for children. These do not need to be formal learning activities and could for example include activities such as:

- getting children involved in food preparation and cooking
- growing fruit and vegetables
- taste tests
- discussing food and nutrition
- including food and nutrition in other activities

We would expect to see providers using their own resources and a variety of already existing materials such as:

- NHS Food Scanner resources
- Eat Well Move More Guide
- Healthy recipe handouts

SMBC, Public Health Team will be facilitating information sessions for providers to learn about delivering nutritional education for children and families. Contact us for further information on training or for support around nutritional education.

2.5 Signposting and referrals

HAF providers should be able to provide information, signpost or refer families to other services and support that would benefit the children who attend their provision. This could include:

- Citizen's Advice
- school nurses, dentists or other healthcare practitioners
- family support services or children's services
- housing support officers
- Jobcentre Plus
- Food Banks
- organisations providing debt and money advice, and financial education
- Family Information Service – early years and childcare information including help with childcare costs (e.g. [Tax Free Childcare](#))

Additional support can be found on our [Here 2 Help website](#).

A list of key contacts is available in Appendix B.

There are many ways that providers can meet this element of the programme, for example;

- Through trained and knowledgeable staff engaging with families during drop-off and pick-up times.
- Provide weekly training and advice sessions for parents, carers or other family members on cooking nutritious low-cost meals
- By inviting children and their families to prepare and eat a meal together at a HAF session.
- By providing participating children with ingredients and recipes to take away and try at home with their families.

2.6 Policies and procedures

All providers must be able to demonstrate that they meet the minimum requirements and have in place relevant and appropriate policies and procedures for:

- Safeguarding, (Level 3) including the recruitment of staff and volunteers and DBS information (Appendix A)
- Health and Safety, policy and risk assessments which cover all locations, activities and preparation of food.
- Paediatric First Aid qualification that is held by at least one member of staff that will be present during sessions.
- Data Protection Policy and appropriate procedures and practices which ensure compliance. Information Security Self Assessment must be completed to demonstrate that adequate safeguards are in place to ensure the information is kept safe and secure.
- Equality and Diversity
- Relevant insurance policies for Public Liability and Employers Liability
- Hygiene certificates from food providers and third party suppliers
- Accessibility and inclusiveness policies
- Complaints Procedures

As part of your Safer Recruitment Policy, all staff must be aware of the safeguarding procedures, risk assessments, fire procedures and be suitably vetted through a DBS check.

It is mandatory that the designated member of staff for safeguarding is trained to Module 2 level and/or has undertaken an annual refresher course. Other staff should be trained in safeguarding awareness in which the refresher course should be taken every three years.

If you need support in developing any part of your organisation then please see section 3.19.

2.7 Environmental Sustainability

We are committed to sustainable development practices and we would like providers to consider sustainable practices and their impact on the environment. Some practices that providers may wish to consider are:

- minimising the use of single-use plastics
- where possible using locally sourced food and ingredients
- making use of food surplus organisations
- ensuring there is a wide range of recycling and compost facilities for waste
- growing fruit and vegetables and showing how they can be used and cooked
- encouraging uniform banks and exchange schemes to prevent goods going to landfill

This list is not exhaustive and HAF providers are encouraged to reflect on their settings and consider ways that their programmes can be more environmentally friendly and sustainable.

Section 3 - Other Important Aspects of the Programme

3.1 Expectations on SEND Provision

As per the Equality Act (2010) and the Public Sector Equality Duty (2011), it is expected that all holiday provision will be accessible to children and young people with special educational needs, disabilities, who are vulnerable or who have additional needs.

We will be working in partnership with experienced providers to develop a training package to support providers to improve accessibility. Some of these courses are mandatory for providers to attend.

Best practice for inclusion

- At the point of booking, ask parents if their child/ren has a special educational need or disability – families should be able to self-determine this
- It is also useful to understand if children have an EHCP in place
- Providers to communicate with the parents and carers of children with SEND prior to attendance, if possible through a face-to-face meeting
- To understand if any adjustments or accommodations can be made to meet the child's needs

3.2 Financial support for SEND

HAF providers are able to request additional funding to support children who have SEND or additional needs. They may require reasonable adjustments, additional equipment or 1:1 staffing (or higher staffing ratio). This should be identified at the point of booking, so that providers can put in place support. To request this, you must complete the estimated costs on the Stage 2 competition. Please email hafsolihull@solihull.gov.uk to request the form.

3.3 Training and Development

As part of the legacy of the Solihull HAF programme we would like to develop and strengthen the services, organisations and groups around youth provision and family support. Therefore, we will be exploring a range of free training courses for providers to access to gain new skills, increase sustainability and higher the quality of provision. We will run, or make available, mandatory training for all providers. This will include Safeguarding training, Nutritional education, paediatric First Aid and courses around SEND and inclusion. There will also be optional courses that we will encourage providers to attend which will continue to grow the sector, staff and volunteers.

Why should I attend training?

Some training courses will be mandatory as we need to know that HAF providers meet the minimum standards around safeguarding and Inclusion. As HAF progresses we will develop a system which shows families what training providers have undertaken. This will help them to choose suitable settings and be assured on the quality of provision.

Available courses can be found on the [provider webpage](#).

3.4 Youth Sector Partnership

Youth Opportunities Board Solihull (YOBS) will be holding a number of sessions to support partnership working and collaboration. As a relatively new organisation in Solihull, their remit is to bring together and support all those working with children and young people in the borough.

If you are not engaged in YOBS then please get in touch for further details:

Chair: Ali Wood

Email: yobsolihull@gmail.com

Website: www.yobsolihull.com

3.5 Promotion and Marketing

We would encourage that when promoting and advertising your activities, great care is taken to ensure that the children and families who could benefit from the HAF programme do not feel stigmatised and that the language used is celebratory, aspirational and focuses on the positives.

Reaching out to FSM children

It is important that on your promotional materials you make clear reference to free places for children who are in receipt of benefit-related Free School Meals. Feedback from parents suggests that they will not book or enquire into a place if this is not clear from the outset. As they would be embarrassed to ask or concerned about being asked for payment.

Logos

Providers must make it clear in their communications that the HAF programme is funded by the Department for Education and both the [DfE logo and Solihull HAF logo](#) should be used for this purpose. If a logo cannot be used on promotional activity such as in press releases, then please acknowledge the source of funding with reference to the DfE and SMBC.

Social Media

This year, to raise the profile of the programme we will use **#HAF2024** and **#SolihullHAF** – and we encourage all providers to use these across their social media channels.

Promote your activity offer

There are a number of methods you can use to let eligible families know about your activities. These include;

- social media
- emailing existing/new potential families where you have contact details
- producing a hard copy and/or electronic flyer
- on your website
- working directly with schools and other local organisations

Support and Training

Where possible we will support providers to promote their holiday activities. If this is required, please email HAFSolihull@Solihull.gov.uk to request support. We will also be exploring opportunities for providers to gain additional skills around marketing and promotion. Please check the [Provider webpage](#) for up-to-date information on training courses available.

What SMBC are doing to promote the HAF programme

- A regular HAF Provider newsletter sent out to all providers to communicate on the programme and other related topics
- Communicating with schools through a variety of platforms including liaising with various school contacts
- A dedicated [Solihull HAF website](#) with information for all stakeholders
- An email containing each child's HAF code is sent directly to all eligible households with links to the HAF parent/carer information page and the directory of activities.
- A directory on the [Family Information Service \(FIS\) webpages](#) for parents that shows all activities
- Creation of a dedicated HAF Stay Connected bulletin – encouraging sign-up from eligible families so that we can inform more families about the programme and ongoing activities
- General and targeted social media awareness raising
- Communications to Solihull Council staff, which includes all Children's Services Directorate staff

3.6 Schools Catering Service

We are no longer able to support providers with food through the schools catering service. If you are unable to provide your own food, then please get in touch and we will support you in finding a food supplier who is suitable.

3.7 Data Protection and GDPR

The UK General Data Protection Regulations will define you as a 'controller' for the personal information you collect and process. You are responsible for its use and must safeguard it. The following [guidance](#) can help you understand your data protection responsibilities:

As part of the reporting for HAF we will ask you to submit the following information after each holiday period.

- Child's unique HAF code (ALL CHILDREN MUST HAVE A CODE)
- child's name
- date of birth
- school
- postcode
- If they are in receipt of benefit related Free School Meals
- SEND
- Parents email address

When collecting personal information, you must explain how you will use the information, whom you may pass it to and why. This is often achieved by including a statement on forms and is referred to as a Privacy Notice.

We have provided the following [Privacy Notice](#) template to support the collection of this information.

Photographs

We also expect providers to have in place a system to collect consent for photographs and videos.

3.8 Costs and Pricing

Most of the provision that we fund will be based on an agreed cost per child per session. Costs vary based on the venue, location or activities on offer. Costs are expected to be no greater than £25 per child for sessions with hot meals and activities. You will be able to invoice based on the number of booked sessions (See section 3.11 for 'no shows').

We also support provision which is bespoke through a grant application process. This is in addition to the Flexible Contract Arrangement (FCA). This includes family activities, targeted SEND provision, trips and days out, and activities for teenagers (11+). We realise that the costs of these activities will vary, and we will discuss and agree these prior to starting if you fall in any of these categories.

3.9 Eligibility Checks

It is critical that we can evidence that children who have attended the provision are all eligible. All FSM eligible children, who attend a school in Solihull, will have received an email OR letter which shows proof of entitlement to HAF provision and has a unique code for each child. Providers will need to have sight of this email and record the unique code at the time of booking or prior to the

first session. This does not have to be checked face-to-face and can be checked through a screenshot, photograph or scanned copy. The names and address on the letter must match the names of the children attending.

Children who are non-FSM but in need of a place can gain a code through their professional referral (See section 1.4).

All funded children must have a code. If you are unsure on this then please get in touch prior to the holiday period.

3.10 Children who attend school outside of Solihull

Eligible children who attend school in Coventry, Warwickshire or Birmingham are allocated codes which will be displayed and provided on a letter, text message or email. Providers should ask parents for sight of this code at the point of booking or before the first session. Please record the code along with the child's details as this must be provided on the returned register for all children who do not attend school in Solihull. If you are unsure on a child's eligibility for FSM then please email the HAF inbox. Children that attend school in Worcestershire will not be allocated a code, please check their letter from the local authority containing the child/ren's details of eligibility.

3.11 Bookings and 'no shows'

We suggest that you have several options for parents to book sessions, as online only bookings can be a barrier for some families to attend. Making it easy for potential attendees to see what activities you are offering, on which days and how to book, will help you fill your places more easily. It is useful to publish a phone number or email address for parents to contact you if they have issues booking online to ensure this is not a barrier to booking a place.

Limiting 'no shows'

It is best practice to send reminders to families in the weeks and days before sessions are due. Also, providing a simple system for parents to cancel places, particularly if you have waiting lists with children ready to attend in their place.

If a child does not arrive for a pre-booked session, it is the expectation that providers will make contact with parents or carers to understand the reason for the 'no show'. This will allow you to understand if the family require additional support to attend or if the place needs to be allocated to someone else. Spaces for HAF and funding is limited and we encourage communication with parents to ensure that 'no shows' are limited as much as possible.

Costs for non-attendance

We will not pay for any session which has not been filled or booked. We will then only pay a maximum of 25% of non-attended sessions. These are sessions which have been booked and either; not attended or cancelled without sufficient notification.

For Example, you have 4 sessions/days running over the Easter holiday and have agreed, at Stage 2, to provide 25 places per day. In total, you have 100 sessions agreed. All of the 100 sessions were booked prior to the holiday starting but every day 10 children did not show, despite sending reminders and attempts to contact the families. This means that 40 (40%) of sessions were 'no shows'. In this situation we would pay full costs for 60 sessions but would only pay 25% of the non-attendance sessions which would be 25. In total, costs for 85 sessions have been awarded.

3.12 Waiting Lists

There is likely to be a high demand for HAF spaces and we encourage providers to start a waiting list once all their HAF funded spaces are full. Having a waiting list will allow children to access provision if another child cancels or if other providers have spaces, we may be able to refer and signpost.

3.13 Primary or Secondary Provision

Feedback suggests that children prefer to attend sessions with children of similar ages, so that activities can be specific to their interests and abilities. If your session is aimed at 5-16 year olds you will need to provide details on how the different age groups will be managed. For example, you may have a morning session for 5-10 year olds and a later session for 11+, or you may have one session for all age groups to attend but you are able to split them up into smaller groups within the activity.

We are keen to have quality provision across all age ranges.

3.14 Reporting and Monitoring

We require you to submit the following documents at the end of each holiday period:

- HAF Attendance Register (spreadsheet)
- End of Holiday Report (Word Doc)
- Photographs (please ensure that you have consent from all children)
- Feedback from parents and children

The main part of the reporting is the attendance register, which includes the details in the table below. All the columns must be completed including the child's school, as this will allow us to check the FSM database. A code is required for all children that attend, please see section 3.10 and 3.11 on eligibility checks and children from outside of Solihull. This will need to be returned before the given deadline.

Unique and Individual children that have attended funded places

HAF Code (if applicable)	First Name	Surname	DOB	Postcode of home address	School attending	Primary or Secondary age	FSM or Non-FSM eligible	SEND	How many sessions have they attended	How many sessions booked BUT did not attend?

Monitoring of provision will also take place through:

- Monitoring meetings will be held regularly between provider and the Council, either 1:1 or through Network meetings
- Site visits by the council to activity sessions
- An annual review meeting between the providers Senior Officer and the council.

3.15 Service Levels

Service activity/requirement	To be implemented by
To confirm to SMBC prior to each holiday period your proposed number of places, sessions and if there are any changes to your provision. You can apply for sessions before each holiday period via a stage 2 form.	3 months prior to each holiday period.

To promote and market your service to reach eligible children acknowledging funding from both the DfE and Solihull HAF. Providers must include the DfE & Solihull HAF logos on all promotion material. DfE and the Council guidelines should be followed - please refer the DfE HAF Communication Toolkit and Sections 40-44 – “Acknowledgement and Publicity” of the Grant Terms & Conditions attached.	At each holiday period
Delivery of HAF sessions	At all or any of the holiday periods- Christmas, Easter and Summer

3.16 Key Performance Indicators

Outcome area	Outcome	Evidence and Measures	Threshold
Delivery	Children who are in receipt of FSM are provided sessions during Easter and summer holidays	Complete register including codes name, Date of Birth, Postcode and School of all funded children	85-100% (of funded places)
Delivery	Children who are identified as vulnerable and referred into the programme from a professional are provided with sessions during Easter and summer holidays. Non-fsm codes to be recorded on register, SMBC to instruct on the non-fsm codes for the academic year.	Complete register including codes name, Date of Birth, Postcode and School of all funded children	0-15% (of funded places)
Delivery	There must be a maximum of 25% non-attendances. SMBC will not pay for more than 25% of non-attendances Places should not be booked without a code. .	Complete register and include number of days funded children attended and did not attend	75%
Reporting	A monitoring report form & attendance register must be completed and submitted at the end of each holiday period. All codes have to be recorded.	All children details should be recorded in the attendance registers, without any missing codes.	100%
Activities	Children attend provision which provides a mix of enriching and physical activities	Monitoring reports and visits	100%
Policies and Procedures	The provider meets all of the Safeguarding Level 3 (Appendix A) criteria	Monitoring reports and visits Safeguarding Policy	100%
Policies and Procedures	Safe recruitment procedures are in place. All relevant staff & volunteers have an up-to-date Criminal Records Bureau check (DBS)	Monitoring reports and visits	100%
Policies and Procedures	Health & Safety Policy is in place and all activities and venues have	Monitoring reports and visits	100%

	relevant and appropriate risk assessments	Health & Safety Policy Risk Assessments	
Policies and Procedures	The organisation understands their obligations under the UK General Data Protection Regulations and Data Protection Regulations data protection legislation and have in place Data Protection Policy and appropriate procedures and practices which ensure compliance.	Monitoring reports and visits Data Protection Policy Information Security Self Assessment	100%
Policies and Procedures	The organisation has adequate insurance at renewal which is £5million for Public Liability & £5million for Employers Liability	Copies of up-to-date insurance certificates	100%
Training and Development	Providers have attended all SMBC mandatory training sessions.	Training registers	100%
Training and Development	At least one member of staff to hold a Paediatric First Aid qualification and will be present during sessions	Monitoring reports, visits and training registers	100%
Food Provision	All funded children must receive one hot meal that meets school food standards for each 4 hour session attended	Monitoring reports and visits	100%
Food Provision	Food Hygiene standards/requirements must be in place whether providing food in-house or using a sub-contractor	Monitoring reports and visits	100%
Nutritional Education	Providers deliver an element of nutritional education each day aimed at improving the knowledge and awareness of healthy eating for children	Monitoring reports and visits	100%
Signposting and referrals	HAF providers to provide information, signpost or refer families to other services and support that would benefit the children who attend their provision	Monitoring reports and visits	100% (where need is identified)
Inclusion and accessibility	As per the Equality Act (2010) and the Public Sector Equality Duty (2011), all holiday provision will be accessible to children and young people with special educational needs, disabilities (SEND)	Complete registers Attendance to training Monitoring reports and visits Equality and Diversity Policy Accessibility Statement	100%
Financial	Spend is as agreed	Register and invoice	100%
Customer Satisfaction	Children and families that attend complete a survey to share views and opinions on the service received	Survey	80%
Customer Satisfaction	Children and families that complete the survey express that they are happy with the service received	Survey	90%

3.17 Payments and Invoicing

Payment for the service is made on successful delivery at each holiday period. Firstly, you will need to return all your monitoring as detailed above. Once your monitoring information has been checked and your registers verified, we will send you confirmation and details of the final amount. You can then send your invoice. Your invoice must reference the PO number in order to be paid. Please be aware that payments can take up to 30 days to process.

Payments in advance will only be approved if your organisation does not have sufficient cashflow to bankroll the project. If you think this is required, you must submit your latest set of accounts, bank statements and financial forecasting to HAFSolihull@Solihull.gov.uk for this to be approved.

3.18 Council Key Personnel

Named contact	Job title	Contract role(s)	Contact details
Emma McKay	Projects and Programmes Manager	Lead Programme Manager	emma.mckay@solihull.gov.uk 07799 519996
Elvira Wilson	Contract, Grants and Projects Officer	Grants and Contract Manager	Elvira.wilson@solihull.gov.uk 07771 035228
Tom Eley	Programme Support Officer	Operational Lead / Monitoring Officer	tom.eley@solihull.gov.uk 07554306645
Gehan Raslan	Management Support Assistant	Support	gehan.raslan@solihull.gov.uk

3.19 Other support

Community Development Team (CDT)

SMBC has a team of Community Development Officers who are able to support with making community connections and links to other services and providers. To contact your local Community Development Officer please email cdt@solihull.gov.uk or download the [CDT map here](#).

Community and Voluntary Action (CAVA)

Warwickshire & Solihull CAVA are the local VCS Infrastructure Organisation for Warwickshire & Solihull. They provide vital, free to access, support to the volunteers, groups, organisations, CICs, enterprises and charities who are working across Solihull communities.

For further information please contact by email solihullinfo@wcava.org.uk, or telephone 07966380213 or visit the [website](#).

3.20 Parent's and Children's Feedback

We welcome feedback from parents, children and families that have received HAF provision. We have an [online survey](#) for parents which can be found on the website. Please share this with parents.

3.21 Safeguarding

Safeguarding resources, training opportunities and information to support with reporting a concern are all available of the HAF [provider webpage](#).

As a person who works (paid or unpaid) with children and young people, you have a duty to refer any concerns you may have regarding the welfare of a child or young person in accordance with Solihull LSCP Multi-agency Procedures.

You must refer your concerns to Solihull Children's Social Work Services using the multi-agency referral form below and if you are concerned about the immediate safety of a child or young person you should contact the **Police on 999**

You can access the multi-agency referral form by clicking [here](#)

More information

[Safeguarding children and young people in Solihull](#)

[Solihull Local Safeguarding Children Partnership \(LSCP\)](#)

Appendix A

SMBC Safeguarding Requirements

Table 1 – Safeguarding requirements based on the level of contact with children, young people or adults with care and support needs.

Level	Level of contact with adults, children & young people	Safeguarding Requirements
1	All services where the general day to day activities does NOT bring them into contact with the public	<ul style="list-style-type: none"> • Advised of the commissioning organisation’s safeguarding responsibilities and requested to raise any issues re: safety of vulnerable individuals with Contract Manager • In the event of any one-off contact this should be managed via the organisations/ settings safeguarding policy e.g. visitor’s book and no unsupervised contact with children and young people.
2	Services that have contact with the public but do NOT provide a direct service to them e.g. electricians, refuse collections OR services that have access to sensitive information e.g. ICT contractors.	<ul style="list-style-type: none"> • Code of Conduct • Safeguarding policy • Disciplinary Policy • Safe recruitment procedures • Staff and volunteers receive regular safeguarding training
3	<p>Services that have frequent contact with the public and are providing direct, unsupervised and/or support services. All contracts in Health, Social Care, Public Health, Education, and Housing & Social Inclusion.</p> <p>This includes regulatory services.</p>	<ul style="list-style-type: none"> • Code of Conduct • Safeguarding policy and procedure • Disciplinary Policy • Safe recruitment procedures & compliance with DBS • Domestic Abuse policy • Organisational safeguarding training plan • Appointed safeguarding lead to respond to concerns • Range of supporting procedures e.g. Supervision, whistle blowing, complaints etc. • Compliance with relevant regulatory requirements • Safe use of digital technology- (should include personal devices and social media use within or linked to work environment)



Solihull Local Safeguarding Children Board Safeguarding Standards (as referred to in Table 1)

Standard 1 – All partner organisations/services have a senior manager/individual with lead responsibility for safeguarding and promoting welfare activities

Standard 2 – All partner organisations/services have a clear statement of their responsibilities towards children and young people available for all

Standard 3 – All partner organisations/services have an accountability structure that ensures that all staff, management and governance committees are aware of their accountability to safeguard and promote the welfare of children and young people

Standard 4 – All partner organisations/services ensure they have a culture of listening to children young people and families and taking account of their wishes and feelings, both in individual decisions and the development of service to safeguard and promote the welfare of children and young people

Standard 5 – All partner organisations/services ensure personnel receive an induction which includes familiarization with child protection responsibilities and the procedures to be followed if anyone has any concerns about a child's safety or welfare and are trained and updated in safeguarding and promoting the welfare of children and young people.

Standard 6 – All partner organisations/services ensure that all staff with access to children and young people are properly recruited, selected and vetted to ensure inappropriate individuals do not gain access to children or young people.

Standard 7 – Partner organisations/services demonstrate effective inter-agency working to safeguard children and young people, and the ability to use the dispute resolution/ escalation procedures effectively when a disagreement between professionals occurs

Standard 8 – Partner organisations/agencies have arrangements in place for secure and effective record keeping and information sharing.

Standard 9 - All partner organisations/service address issues of diversity in their work to safeguard children and young people.

Standard 10 - All partner organisations/service work closely and effectively with Solihull LSCP through agreed mechanisms to monitor their performance in safeguarding and promoting the welfare of children and young people and evaluate effectiveness of the standards in this document.

Standard 11 - All partner organisations/service have in place written procedures for handling complaints and allegations against staff or people in a “position of trust” and make it clear that your organisation will refer to the DBS and Local Designated Officer (LADO) when appropriate.

Standard 12 - All partner organisations/service have health & safety, managing difficult behaviour, whistleblowing, intimate care, digital safety and anti-bullying processes and procedures and a code of conduct in place so a safe working environment is created and maintained for staff and children & young people accessing services.



Solihull Safeguarding Adults Board Safeguarding Standards (as referred to in Table 1)

All partner organisations/agencies:-

Standard 1 – Identify a senior manager/individual responsible for ensuring safeguarding adult arrangements are in place and the promotion of independence, wellbeing and choice.

Standard 2 – Demonstrate their organisations/agencies responsibilities under the Care Act 2014.

Standard 3 – Have a robust safeguarding adult's procedure, which are compatible with national guidance, legislation and Multi Agency procedures used in Solihull and detail clear lines of accountability.

Standard 4 – Have robust policies and procedures to prevent abuse and harm including vigorous recruitment practices.

Standard 5 – Are committed to the “Making Safeguarding Personal” approach which means all care and support is person-led and outcomes focused.

Standard 6 – Ensure staff working with adults at risk have the relevant qualifications, knowledge, skills and experience to carry out their role.

Standard 7 – Have arrangement in place for effective information sharing and partnership working.

Standard 8 – Recognise and respond appropriately to issues of diversity in their safeguarding practices.

Standard 9 – Are committed to maximising dignity, choice, control and inclusion and protecting individual's human rights.

Standard 10 – Follow the 5 principles of The Mental Capacity Act 2005.

Standard 11 – Have in place procedures for handling complaints, allegations against staff and whistleblowing.

Standard 12 –Ensure service development takes account of the need to safeguard adults with care and support needs, promote independence, wellbeing and choice, and is informed by the views of people who use the service.

West Midlands Domestic Violence and Abuse Standards 2015

Standard 1: Organisations address domestic violence & abuse within their policies

Standard 2: Organisations have pathways and procedures to respond to domestic violence & abuse

Standard 3: Staff are trained, supervised and supported in domestic violence & abuse commensurate with their role

Standard 4: Information about domestic abuse is public spaces and via websites and the access to a safe and confidential space for victims to discuss their experience and information

Standard 5: Avoid unsafe responses such as mediation, conciliation and family therapy

Standard 6: Respond to Diversity

Standard 7: Domestic abuse perpetrators are held accountable for their actions

Standard 8: Organisations providing direct services to domestic violence and abuse victims undertake multi-agency working

Standard 9: Agencies providing direct services have systems in place to generate data and information on domestic violence & abuse

Standard 10: Workplace Policy

Standard 11: Agencies take account of these Domestic Violence & Abuse Standards when commissioning, contracting or designing services which may impact upon domestic violence & abuse victims and children.

Table 2 – Safeguarding Training Levels

This table details the minimum requirement of the safeguarding training required as detailed in Table 1.

Children Training Level	Adults Training levels	Who	Minimum requirement	How	How Often
Single Agency	Induction/ Foundation	For all employees	Must include – what is abuse (types), where abuse can happen, who abuses and how to report concerns.	Minimum of 30mins briefing OR leaflet.	To be undertaken within first month of employment.
	Level 1	For staff who have infrequent contact with children/young people/ adults with care and support needs or are employed by an organisation with a statutory duty to safeguard.	Must include – what is abuse (types), where abuse can happen, who abuses and how to report concerns.	Minimum of 2 hours course attendance or an On-line learning programme.	To be undertaken within 6 months of employments – updated every 3 years
Module 2	Level 2	For staff who have contact with children, young people or adults with care and support needs but do NOT provide a direct service to them/carry out assessments, have designated or named responsibilities for safeguarding or contribute to safeguarding investigations.	Topic based training that is specific to the job role, responsibilities and legislative updates (specific subjects relevant to service covered in modules 5-9 of Solihull LSCB training programme).	Classroom/course or conference attendance, reading, reflective practice.	Within 6 months of employments – updated every 3 years
	Level 3	For staff who have frequent contact with children, young people or adults with care and support needs and provide direct services to them/ the service may fall within a regulatory framework of CQC, Ofsted/managers and senior staff supporting Level 2 staff.	Topic based training that is specific to the job role, responsibilities and legislative updates. Specific Domestic Abuse training.	Classroom/course or conference attendance, periodic or other evidence based reading, reflective practice.	Within 6 months of employments – updated every 3 years
LSCB Training – ‘Managing Allegations Against Staff’	Level 4	For senior managers within organisations.	Areas specific to the job role and legislative updates.	Classroom/course, conference attendance, periodic or other evidence based reading or research.	Updated every 3 years

Appendix B

Solihull Quick Reference Signposting Info Sheet

This is only a guide; it does not cover every support service available. Please research online for alternatives

Housing

Solihull Community Housing – 0121 717 1515 or <https://www.solihullcommunityhousing.org.uk/tenants/money-advice/>

Housing Benefit – 0121 704 8200 or www.solihull.gov.uk/Resident/Benefits/housingbenefit

Citizens Advice - 0300 330 9026

Debt and Money Advice

Act On Energy - help with fuel bills, meters and oil supplies for households experiencing hardship. Phone 0800 988 2881

Age UK Solihull Winter Warmth and Emergency Funds provides one-off funding for emergency items, fuel bills and meters, electrical items and blankets for the over 60s and vulnerable groups. 0121 709 7590 or email admin@solihullcommunityhub.org.uk

Council Tax Reduction - 0121 704 8200 or www.solihull.gov.uk/Resident/Benefits/housingbenefit

Free Schools Meals – call the Family Information Service on 0800 389 8667 or email familyinfo@solihull.gov.uk

Housing Benefit – 0121 704 8200 or www.solihull.gov.uk/Resident/Benefits/housingbenefit

Solihull Council's Discretionary Crisis Fund provides help with food, fuel and items like white goods and beds for households experiencing financial hardship. Phone 0121 704 8264.

Solihull Council's Discretionary Housing Payments provides help with rent for households in receipt of housing benefit and experiencing financial hardship. Phone 0121 704 6202.

Solihull Community Housing Hardship Fund provides emergency help for tenants with urgent financial needs. 0121 717 1515 or moneyadvice@solihullcommunityhousing.org.uk

Universal Credit Helpline – 0800 144 8444

Income and Employment Advice

Citizens Advice Solihull - help with volunteering. 0121 788 6527 kturmer@casb.org.uk or for employment advice - 0808 2787976

Colebridge Trust help with employment and skills. 0121 448 0720

Solihull Council - help with employment. People under 30 years old - 07468 354929. People 30 years and over - 07468 354928. Email - Employmentandskillsteam@solihull.gov.uk

Jobcentre Plus - 0800 055 6688

Universal Credit helpline - 0800 144 8444

ACAS helpline (advice for employees) - 0300 123 1100

Substance Misuse and Addiction

SIAS Solihull - 0121 301 4141 or enquiries@sias-solihull.org.uk

Talk to Frank (advice for young people or parents) – 0300 123 6600

Drinkline (advice about your own or someone's drinking) – 0300 123 1110

DrugFAM (support for people affected by someone's addiction) – 0300 888 3853

GamCare (24-hour helpline for people affected by gambling) – 0808 8020 133

Domestic Abuse

Birmingham & Solihull Women's Aid - 0808 800 0028

Talk it over (For men) - 0808 801 0327

Women's Aid (24-hour helpline) - 0808 2000 247

National Domestic Abuse Helpline (24-hour helpline) - 0808 2000 247

Safeguarding Concerns

If you feel a child is in immediate danger, please call 999.

Multi Agency Safeguarding Hub - 0121 788 4300 (outside office hours in an emergency: 0121 605 6060)

Reporting a concern - Solihull Children's Social Work Services by calling the MASH Team on 0121 788 4300.

If you need to report concerns out of office hours, then please contact the Emergency Duty Team (EDT) on 0121 605 6060

NSPCC - 0808 800 5000

ChildLine - 0800 1111

Mental Health

Mental Health Helpline - 0121 262 3555 or 0800 915 9292

Samaritans (24-hour helpline) – 116123

Food and Wellbeing

Solihull Connect - 0121 704 8001 can provide details on food banks

Community Advice Hub - 0121 709 7590

Parenting and Family Advice

Solihull Parenting Team - 0121 301 2773 or via email bsmhft.parenting@nhs.net

Solihull Family Information Service - 0800 389 8667 or email familyinfo@solihull.gov.uk

Healthcare

For non-emergency information and advice call - 111 or your GP practice

Healthwatch Solihull - 0808 196 3912 or enquiries@healthwatchsolihull.org.uk