POLICY DOCUMENT

The Recharge Club™

Communication During a Session Policy

Keeping Families Reassured and Informed While Their Child Is in Our Care

Document Owner:	Mrs Michaela Cmorej, Director and Designated Safeguarding Lead
Company Name:	NutriDive Ltd
Company Number:	16659858
Trading Name:	The Recharge Club™
Registered Office Address:	39 Coltsfoot Drive, Chorley, PR6 0JP
Designated Safeguarding Lead:	Mrs Michaela Cmorej, Director
Deputy Designated Safeguarding Lead:	Mr Michal Cmorej, Deputy Director
Status:	Mandatory Policy — applicable to all staff, bank staff and volunteers
Date Adopted:	1st August 2026
Review Frequency:	Annually, and immediately following any related concern or change in statutory guidance
Next Review Due:	Twelve months from the date of adoption
Related Policy:	This policy is read alongside the Online Safety and Acceptable Use Policy, the Child Protection and Safeguarding Policy, and the Data Protection Policy and Privacy Notice for Families

1. Policy Statement

The Recharge Club™ recognises that leaving a child in someone else's care for up to twelve hours can be difficult, particularly for families who are used to being their child's primary source of support and communication. Families should never feel they are left wondering how their child is getting on.

The Recharge Club™ provides every family with a dedicated organisational mobile telephone number, and welcomes a call from a family at any point during a session for an update, without needing a reason. This policy sets out how that contact is managed safely, consistently, and without compromising the supervision of the children in our care.

> ***A family never needs a reason to call for an update, and is never made to feel they are checking up on us. Equally, if The Recharge Club™ ever needs to reach a family, whether for something routine or something urgent, we always call directly and immediately.***

2. Purpose and Scope

This policy applies to every incoming call or message from a family during a session, and every outgoing call or message made by The Recharge Club™ to a family. It applies to every member of staff, bank worker and volunteer who may be asked to answer the organisational mobile telephone. It should be read alongside the Online Safety and Acceptable Use Policy, the Child Protection and Safeguarding Policy, and the Data Protection Policy and Privacy Notice for Families.

3. Legal and Regulatory Framework

This policy has been written with regard to the following legislation and statutory guidance:

- The Children Act 1989 and the Children Act 2004
- Working Together to Safeguard Children, the statutory guidance on inter-agency working to safeguard and promote the welfare of children
- The United Kingdom General Data Protection Regulation and the Data Protection Act 2018, in respect of personal information about a child discussed or disclosed by telephone
- Guidance issued by the Office for Standards in Education, Children's Services and Skills for providers registered on the Voluntary Childcare Register

4. The Recharge Club™ Mobile Telephone

The Recharge Club™ maintains a single, dedicated organisational mobile telephone for the purpose of communication with families during a session. This number is given to every family once their child is registered, and is used for this purpose only.

- The organisational mobile telephone is a device owned by The Recharge Club™, kept on-site during every session, and is never a member of staff's personal telephone or personal number, in line with the Online Safety and Acceptable Use Policy
- The device is password-protected, and any message or call log relating to a child is treated as part of that child's confidential records
- The organisational mobile telephone number is not shared, published, or used for any purpose other than direct communication with the families of children currently registered with The Recharge Club™

5. Families' Right to Request an Update

Any parent or carer may call the organisational mobile telephone at any point during their child's session to ask how their child is getting on. No reason is required, and a family is never made to feel this is an inconvenience or a sign of mistrust. The Recharge Club™ recognises that some families, particularly during a child's first few sessions, may simply want the reassurance of knowing their child is settled and safe.

6. How Calls Are Answered

Because staff's full attention during a session is on the children in their care, a call may not always be answered the moment it comes in. The following approach applies:

- Wherever a member of staff is free to do so without leaving a child unsupervised or a supervision ratio compromised, the call is answered directly
- Where no member of staff is immediately free, the call is allowed to go to voicemail, or the family may leave a text message, and a member of staff returns the call as soon as they are reasonably able to do so, and in any event within thirty minutes wherever possible
- At each natural transition point in the session, such as a change of activity or a meal, a member of staff checks the organisational mobile telephone for any missed call or message and responds promptly
- No child is ever left unsupervised, and no staff-to-child ratio is ever reduced, in order to answer or return a call

7. Verifying the Caller's Identity

Before discussing any information about a child, the member of staff answering the call confirms they are speaking to a parent, carer, or other individual authorised on that child's Individual Support Plan. Where a call is received from an unrecognised number, or where anything about the call raises doubt as to the caller's identity, the member of staff does not discuss the child's information, and instead offers to call back on the number held on file for the family.

8. What Can Be Shared by Telephone

Routine, reassuring information about a child's day, such as their mood, what activities they have taken part in, whether they have eaten, and how they are settling, is shared openly and warmly with an authorised family member who calls for an update.

Information of a safeguarding nature, a significant incident, or anything requiring a detailed or sensitive conversation is not discussed over the telephone in response to a routine update call. Where a family calls and a matter of this kind needs to be raised, the member of staff lets the family know that the Designated Safeguarding Lead will call them back directly and promptly to discuss it properly, in line with the Child Protection and Safeguarding Policy, rather than attempting to cover it in a brief call between other duties.

9. Outgoing Calls to Families

Where The Recharge Club™ needs to contact a family during a session, whether for a routine matter, such as confirming a small change to the day, or for something urgent, such as an accident, illness, or safeguarding concern, the family is always called directly and promptly using the number held on file, rather than waiting for the family to call in. Urgent matters, including any medical emergency, missing child incident, or safeguarding concern, are communicated immediately, in line with the relevant policy governing that situation, and always take precedence over this policy's routine call-handling arrangements.

10. Recording of Contact

A brief written note is kept of every call or message exchanged with a family during a session, including the time, who called, and a short summary of what was discussed. This is kept as part of the child's day record, and is not a transcript or recording of the call itself. Where a call touches on a safeguarding matter, it is additionally recorded in line with the Child Protection and Safeguarding Policy.

11. Roles and Responsibilities

Designated Safeguarding Lead	Mrs Michaela Cmorej, Director. Takes any call involving a safeguarding matter or significant incident personally, and oversees how the organisational mobile telephone is used and secured.

Deputy Designated Safeguarding Lead	Mr Michal Cmorej, Deputy Director. Deputises fully for the Designated Safeguarding Lead in respect of this policy in their absence.
All Staff, Bank Staff and Volunteers	Answer or return calls promptly wherever supervision allows, verify a caller's identity before sharing information, and pass on any safeguarding-related call to the Designated Safeguarding Lead without attempting to handle it themselves.

12. Data Protection Considerations

Information about a child shared or received by telephone is personal data, and, where it touches on health, behaviour, or safeguarding, special category data, under the United Kingdom General Data Protection Regulation. The safeguards set out in this policy, including verifying the caller's identity and using only the organisational device, exist to ensure this information is shared only with the right person and recorded securely, in line with the Data Protection Policy and Privacy Notice for Families.

13. Training

All staff, bank staff and volunteers are briefed on this policy at induction, including how to verify a caller's identity, what can and cannot be discussed by telephone, and when to pass a call to the Designated Safeguarding Lead.

14. Monitoring, Review and Related Policies

This policy is reviewed at least annually, and immediately following any related concern or change in statutory guidance. This policy should be read alongside the following related policies and documents:

- Online Safety and Acceptable Use Policy
- Child Protection and Safeguarding Policy
- Data Protection Policy and Privacy Notice for Families
- Drop-Off, Collection and Late Collection Policy

This policy has been approved by the Director of The Recharge Club™ and forms part of the organisation's statutory compliance framework.