

# Holiday Activities and Food Programme

## Provider Agreement

**2026 – 2027**



Section	Contents	Page
	Contents	<a href="#"><u>2</u></a>
<b>1. Overview</b>		
	About this Agreement	<a href="#"><u>3</u></a>
<b>2.Provider Agreement Requirements</b>		<a href="#"><u>4</u></a>
	Introduction	
<b>3. Key Local Authority Responsibilities</b>		
	Commissioning	<a href="#"><u>5</u></a>
	Delivery and compliance	<a href="#"><u>6</u></a>
	Booking System	<a href="#"><u>7</u></a>
<b>4. Key Provider Responsibilities</b>		<a href="#"><u>8</u></a>
	Delivery requirements	<a href="#"><u>8</u></a>
	Holiday Activities Booking System	<a href="#"><u>8</u></a>
	Policies & Procedures	<a href="#"><u>9</u></a>
	Safeguarding	<a href="#"><u>10</u></a>
	Ofsted	<a href="#"><u>13</u></a>
	Code of conduct	<a href="#"><u>13</u></a>
	Safer Recruitment	<a href="#"><u>13</u></a>
	Enrichment Activities	<a href="#"><u>14</u></a>
	Physical Activities	<a href="#"><u>14</u></a>
	Food	<a href="#"><u>15</u></a>
	Increasing awareness of healthy eating, healthy lifestyles and positive behaviours	<a href="#"><u>16</u></a>
	Signposting and referrals – supporting families	<a href="#"><u>16</u></a>
	Marketing and effective communication	<a href="#"><u>18</u></a>
	Discretionary Fund	<a href="#"><u>18</u></a>
	Special educational needs and disabilities	<a href="#"><u>18</u></a>
	Eligibility for benefit related free school meals	<a href="#"><u>20</u></a>
	Free School meals for families with no recourse to public funds (NRPF)	<a href="#"><u>21</u></a>
	Partnership Working	<a href="#"><u>22</u></a>
	Quality	<a href="#"><u>23</u></a>
	Business Planning & funding process	<a href="#"><u>23</u></a>
	Cancellations/ no shows	<a href="#"><u>25</u></a>
	Cancellation Policy	<a href="#"><u>26</u></a>
	Compliance	<a href="#"><u>27</u></a>
	Appeals process	<a href="#"><u>28</u></a>
	Complaints process	<a href="#"><u>28</u></a>
	Contact details	<a href="#"><u>29</u></a>
<b>3. Appendices and Forms</b>		
Appendix A	Multi-agency Referral Form (MARF)	<a href="#"><u>30</u></a>
Appendix B	LADO Form	<a href="#"><u>33</u></a>
Appendix C	Data Protection, Freedom of Information & Anti-discrimination	<a href="#"><u>36</u></a>

Section	Contents	Page
Appendix D	Provider Declaration – Easter Delivery	<a href="#">38</a>
Appendix G	Frequently asked questions	<a href="#">41</a>

<b>Section 1</b>	<b>Overview</b>
------------------	-----------------

## About this Agreement

This provider agreement sets out how Slough Borough Council (the council) and providers offering holiday provision in Slough will deliver the HAF Programme for eligible children. It sets out the requirements and constraints that the council and providers must adhere to. The agreement meets the Department for Education's expectations regarding the HAF programme as per the guidance:

[Holiday activities and food programme 2026 to 2027 - GOV.UK](#)

This provider agreement is for:

- Slough Borough Council
- Providers offering HAF Places

All providers commissioned by the Local Authority must comply with this agreement.

### Preliminary

A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.

The local authority reserves the right to vary this agreement in response to changes in legislation and guidance issued by the Department for Education.

Failure to exercise, or any delay in exercising, any right or remedy provided under this agreement or by law shall not constitute a waiver of that (or any other) right or remedy, nor shall it preclude or restrict any further exercise of that (or any other) right or remedy.

No single or partial exercise of any right or remedy provided under this agreement or by law shall preclude or restrict the further exercise of that right or remedy.

A waiver (which may be given subject to conditions) of any right or remedy provided under this agreement or by law shall only be effective if it is in writing. It shall apply only to the party to whom it is addressed and for the specific circumstances for which it is given. It shall not prevent the party who has given the waiver from subsequently relying on the right or remedy in other circumstances.

Unless specifically provided otherwise, rights arising under this agreement are cumulative and do not exclude rights provided by law.

If any court or competent authority finds that any provision of this agreement (or part of any provision) is invalid, illegal, or unenforceable, that provision or part-provision shall, to the

extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this agreement shall not be affected.

If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable, and legal if some part of it were deleted, the parties shall negotiate in good faith to amend such provision such that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the parties' original intention.

This agreement and any documents referred to in it constitute the entire agreement between the parties and supersede and extinguish all previous drafts, arrangements, understandings, or agreements between them, whether written or oral, relating to the subject matter of this agreement.

Each party agrees that it shall have no remedies in respect of any representation or warranty (whether made innocently or negligently) that is not set out in this agreement. Nothing in this clause shall limit or exclude any liability for fraud.

Nothing in this agreement is intended to, or shall operate to, create a partnership between the parties, or to authorise either party to act as agent for the other, and neither party shall have authority to act in the name or on behalf of or otherwise to bind the other in any way.

A person who is not a party to this agreement shall not have any rights under or in connection with it.

Freedom of Information requests are responded to in line with [Slough Borough Council procedures](#)

## Section 2

## Provider Agreement Requirements

### Introduction

The Holiday Activities and Food (HAF) programme, funded by the Department for Education (DfE), aims to support children and young people through the school holidays by providing healthy meals, enriching activities, and free childcare places for children from low-income families. The programme helps to improve health, wellbeing and learning outcomes while reducing holiday hunger and inequalities.

This Provider Agreement is currently underpinned by the following frameworks and legislation:

- DfE HAF Programme guidance [Holiday activities and food programme 2026 to 2027 - GOV.UK](#)
- HAF Framework of Standards
- School food standards
- Local Government Act 2003 (S31 Grants)
- Childrens Act 1989
- Equality Act 2010
- [Working together to safeguard children 2023](#)
- [Out-of-school settings: safeguarding guidance for providers - GOV.UK](#)
- [Special educational needs and disability code of practice: 0-25 years 2015](#)
- Data Protection Act 2018

- General Data Protection Regulation (GDPR)
- Ofsted/ Childcare regulations

## Key local authority responsibilities

Slough Borough Council is responsible for the commissioning of the HAF programme and will:

- Commission & fund HAF places based on previous take up and identified local need, with the available funding allocated by the DfE to ensure sufficient provision for eligible children across the borough.
- Monitor delivery and compliance. The Slough HAF Team will support the continuous improvement of provision across the local area by ensuring providers deliver the Holiday Activities and Food Programme in line with the framework of standards set by the DfE.
- Provide access to the Holiday Activities booking platform
- Report outcomes to the DfE

## Commissioning

The HAF team will map where eligible children live, previous take up levels across the borough at Ward level and when commissioning places use this data to inform commissioning decisions. This information will be shared with providers in the form of a Commissioning Framework document and made available via the SBC website:

### [Holiday Activities and Food Programme – Slough Borough Council](#)

Providers are encouraged to review the number of required places for the locality in which they wish to deliver provision within and review the number of places required by Primary/ Secondary age groups.

Applications will be made available via an online Expression of Interest (EOI) form and further rounds will open as and when required. Within the commissioning framework providers will be notified of key dates and expectations including notification of successful applications and next steps.

The Slough HAF Team will ensure that the SBC website is kept up to date and relevant, making changes as required. Providers will be kept informed with regular communication from the HAF Team, such as the opening of further funding rounds later in the year for additional periods subject to demand.

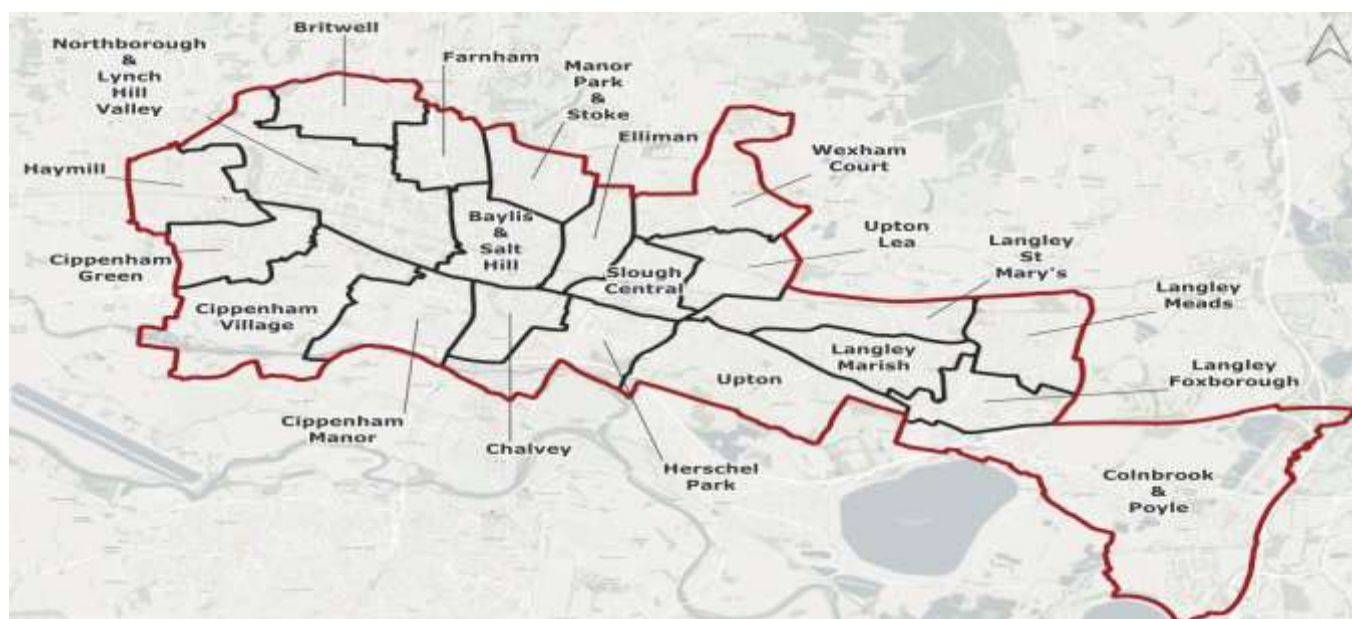
The HAF Team has grouped wards into locality numbers as per the table below. Providers are encouraged to review this information prior to submitting their application for delivery. Information on specific numbers will be provided within the commissioning framework.

Locality Group Number	Wards
1	Upton Lea Wexham Court Slough Central Elliman



2	Colnbrook & Poyle Langley Foxborough Langley Marish Langley Meads Langley St Mary's
3	Herschel Park Upton Chalvey
4	Cippenham Manor Cippenham Green Cippenham Village
5	Haymill Britwell Northborough & Lynch Hill Valley
6	Baylis & Salt Hill Farnham Manor Park & Stoke

## Locality Map



Where a provider may be unsure of their locality area, we encourage them to reach out to the HAF team for guidance, either via email or telephone.

Email – [HAFProviders@slough.gov.uk](mailto:HAFProviders@slough.gov.uk)

Phone – 01753 875006

## Delivery and compliance

The HAF Team will provide support to providers by:

- Holding provider training sessions for the use of the Holiday Activities booking system
- Initiate the process for setting up provider accounts
- Provide advice and guidance as and when required
- Support by providing bespoke training through Families First CIC at no cost to the provider.

- The HAF team will continue to offer relevant training opportunities and ongoing guidance to providers.
- Provide Free Designated Safeguarding Lead (DSL) training which is mandatory
- Provide support, advice and guidance on SEN through The Principal Area SENDCo
- The Local Authority will publish the Local offer information & HAF Programme details via Slough's Family Information Service (FIS) and make it available through the [Slough Family Information Service website](#)
- Monitoring by way of quality assurance visits where we will review practice and/or offer any support required, ensuring that HAF funded providers are meeting the expected standards for the programme and providing a high quality, accessible and inclusive experience for children, as outlined in this provider agreement.

Providers can expect a minimum of one assurance visit per year to ensure compliance with the programme's framework of standards. Areas of focus for assurance visits include:

- food provision
- awareness and understanding of healthy eating
- signposting and referrals
- physical and enriching activities
- accessibility and inclusiveness
- safeguarding
- policies and procedures
- The local authority has overarching responsibility for safeguarding and promoting the welfare of all children and young people in their area. The LA has statutory functions under the 1989 and 2004 Children Acts which make this clear, and the ['Working Together to Safeguard Children' 2023](#) guidance sets these out in detail.

## Booking System

The Local Authority will ensure that a provider is able to set up their account with the Holiday Activities booking platform, and ensure adequate training is provided to enable a provider to navigate the system and update their profile, including:

- Add / manage activities by adding locations, photos and activity details.
- Access registers, individual information and parent contact details.

Refresher training will also be made available for providers to go through any platform changes and FAQs.

Q&A sessions are available for providers to sign up for which are held weekly in the run up to each holiday period.

Providers can log in to the system online by accessing the webpage below:

[HolidayActivities](#)

## Attendance

Providers must record attendance on the booking system on a daily basis and ensure that records are accurate and up to date.

Attendance cannot be added to the system post session; providers need to ensure that the attendance is updated on the same day.

The deposit payment of 70% will be honoured, even if the bookings and attendance are less than 70%. However, payments over 70% will be based on attendance only, not bookings. See [funding section](#) for further details.

## **Key provider responsibilities**

### **Delivery Requirements**

When considering applying to become a HAF provider, providers are encouraged to review the commissioning document and consider the number of places required for the locality in which their programme will operate, reviewing the places required for primary and secondary aged children.

Providers must deliver the number of HAF places agreed within the commissioning arrangement and ensure that all provision is delivered in accordance with the requirements of the HAF programme set out in the DfE framework of standards and any local guidance issued by Slough Borough Council.

Provision must be in line with delivery requirements:

- Easter 2026 – deliver 4 hours per day for 4 days
- Summer 2026 – deliver 4 hours per day for 16 days
- Winter 2026 – deliver 4 hours per day for 4 days

Should a provider wish to offer less than the above number of days per holiday period, they can and will be required to state the number of days within the Expression of Interest (EOI) form.

Providers will not be funded to deliver for more than a maximum of 24 days per year.

Whilst a session must be a minimum of 4 hours per day, a provider can offer an extended day should they wish; however, no additional funding can be offered for this. For example, Provider A offers 4 days of provision at Easter, with the extended offer running from 9.30am to 3.30pm, at no extra cost to the parent/carer.

Providers are encouraged to consider their offer of paid-for provision for children who are not eligible for a free HAF placement. This offer may support the overall sustainability of the programme and will encourage a wider reach to all children, young people and their families, ensuring a more equitable offer. In the expression of interest it would be helpful for providers to include how many places they are offering at a cost alongside HAF funded places.

## **Holiday Activities Booking System**

Providers must use the booking platform provided by the Local Authority for the management of bookings and attendance. Whilst some providers may have their own systems in place, it is a requirement that providers use Holiday Activities for the delivery of the HAF programme.



## **“Go Live” Dates and deadlines**

Prior to the commencement of a delivery period, providers are expected to update their listing so that when parents/carers are booking activities, all of the information is available to them.

Providers will update the system by logging in via [HolidayActivities](#).

Information on how to log in can be found below:

[How to log in to your account – Holiday Activities](#)

There are deadlines for providers to update their listing and publish their information, as the HAF team will need some time to carry out checks and ensure all listings are correctly published. These can be found in the commissioning framework.

## **Creating Activities**

### **Single day**

Providers are expected to add each activity day as a single day, this gives the parent/guardian the option to choose which days their child will attend, booking each one individually.

### **Courses**

Courses should only be created for activities where it is essential that pupil's book/attend every date. The parents will only be able to book onto the course if they have enough credits for every day and they will not be able to cancel individual dates.

The HAF Team will review activity listings, and will remove incorrect listings, and will require the provider to upload the information in the correct format.

## **Policies & Procedures**

Providers are expected to have policies and procedures in place and to share these with all staff.

The following must be in place prior to a provider being commissioned to deliver the programme:

- Public Liability Insurance
- Employers Liability Insurance
- Attendance policy
- Safeguarding Policy (including safer recruitment of staff and volunteers)
- Whistleblowing Policy
- Complaints Policy
- Site Security Policy covering access and supervision
- Lockdown Policy
- Inclusion, Accessibility, Equality and SEND Policy
- Health and Safety Policy
- Food Hygiene Certificate (Level 2 or above)
- Food Safety Rating (if applicable)
- Sample Menu (where food is provided)
- Risk Assessment and Transition Plans for children with SEND

Copies of this documentation will be requested following a successful application and must be submitted alongside the provider declaration.

## Safeguarding

Safeguarding children and young people in HAF activities is a key responsibility of everyone working on HAF.

The expectations are clearly set out within legislation and guidance documents listed below:

- [‘Working Together to Safeguard Children’ 2023](#)
- [After-school clubs, community activities, and tuition - safeguarding guidance for providers](#)
- <https://www.gov.uk/government/publications/keeping-children-safe-in-out-of-school-settings-code-of-practice/keeping-children-safe-during-community-activities-after-school-clubs-and-tuition-non-statutory-guidance-for-providers-running-out-of-school-settings>

All providers must ensure staff and managers are able to recognise, identify and respond appropriately to safeguarding concerns and signs of potential abuse or exploitation.

A Level 3 qualified DSL must be on-site for each day of programme delivery.

It is mandatory for the DSL to attend the HAF DSL Training offered by the Local Authority regardless of whether or not they have already completed a Level 3 DSL Training elsewhere

As set out in Working Together to Safeguard Children, safeguarding is defined for the purposes of this guidance as:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing impairment of children’s mental and physical health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Promoting the upbringing of children with their birth parents, or otherwise their family network, through a kinship care arrangement, whenever possible and where this is in the best interests of the children
- Taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children’s Social Care National Framework

## Reporting responsibilities

Providers must report serious accidents, injuries, or illnesses involving children to the HAF team as soon as possible, and at the latest within 14 days. We have outlined some examples below please note that this is not an exhaustive list.

### Definition of Serious Accidents/Incidents (Reporting Required):

- **Death of a child** on-site or later due to an incident in care.
- **Hospitalization:** Admittance to hospital for more than 24 hours.
- **Injuries:** Broken bones/fractures, dislocation of major joints (shoulder, elbow, hip, knee), or loss of vision.

- **Medical Emergencies:** Anything requiring resuscitation, severe breathing difficulties (asphyxia), or loss of consciousness.
- **Illness/Exposure:** Heat-induced illness, hypothermia, or serious chemical/electrical incidents.
- **Food Poisoning:** Affecting at least two children.

**Other Significant Events:** A child going missing, a child being left unsupervised, allegations of serious harm, or police/social services involvement, security breach for example unauthorised access to the setting.

### Reporting Procedures

- For providers registered with Ofsted, reporting to Ofsted within the required timescales.
- **HAF Team:** Must be notified within 14 days of the incident
- **Parents/Carers:** Must be informed on the same day or as soon as reasonably practical.
- **Local Child Protection Agencies:** Slough Children's First Front Door, LADO - Must be informed of serious accidents/injuries.
- **RIDDOR:** Specific injuries or dangerous occurrences must be reported to the Health and Safety Executive (HSE).
- **Documentation:** All accidents, however minor, must be recorded in an accident book/system.

### Non-Reportable (But Recordable) Accidents

- Minor cuts, grazes, or bruises.
- Minor insect bites, stings
- Sprains/strains from minor trips.
- Routine doctor/hospital visits not related to a serious incident.

### Key Considerations

- **Risk Assessment:** Regularly review risk assessments to prevent recurrence.
- **Staffing:** Ensure adequate supervision to prevent accidents.
- **Procedures:** Clear procedures should exist for when a child needs emergency treatment

### Allegations against people in a position of trust

Providers should have clear policies for dealing with allegations against people who work with children and a clear policy for Whistleblowing.

If a provider has to make a referral to Social Care or the LADO, we expect the provider to also notify the HAF team as soon as reasonably practicable.

Please note LADO referrals must be made within 24 hours of the incident.

Following a referral a provider must complete the LADO Referral form & the MARF form (Appendix A & B)

The Slough Local Authority Designated Officer (LADO) is responsible for overseeing the management of allegations against people in a position of trust working in Slough with

Children, directly or indirectly, in a paid or voluntary position when that person has or may have:

- Behaved in a way that has harmed a child
- Committed an offence against or related to a child
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- Behaved in a way that indicates they may be unsuitable to work with children

LADO contact details	
<b>Mobile</b> 07927 681858	<b>Email</b> <a href="mailto:LADO@sloughchildrenfirst.co.uk">LADO@sloughchildrenfirst.co.uk</a>
<b>For emergencies outside of Monday to Friday, 9am-5pm:</b> <ul style="list-style-type: none"><li>• Call the Emergency Duty Team on 01344 351999</li><li>• email <a href="mailto:EDT@bracknell-forest.gov.uk">EDT@bracknell-forest.gov.uk</a> or dial 999.</li></ul>	

Providers must have clear safeguarding policies and procedures in place that link to the local authority's guidance for recognising, responding to, reporting and recording suspected or actual abuse. [Slough Multi-Agency Safeguarding Children Partnership Procedures](#) are available online.

Other relevant guidance:

[Out-of-school settings: safeguarding guidance for providers - GOV.UK](#)

Slough is part of the Pan Berkshire Safeguarding Children Board which provides safeguarding procedures and information on its website. The Slough Procedures can be accessed at: [Procedures Online](#).

Slough safeguarding partnership 01753 875362

Slough Children First provides a contact point for anyone concerned about a child's safety, at: [Slough Children First](#).

**Other useful contact numbers:**

Thames Valley Police (Emergency) 999

Thames Valley Police (Non-Emergency) 101

NSPCC Helpline 0808 800 5000

Parent line Plus 0808 800 2222

Ofsted Number 0300 123 4666

Ofsted Whistleblowing hotline 0300 1233155 (Monday-Friday 8am-6pm for Childcare Settings) Don't think "What if I'm wrong?" ..... think "What if I'm right?"

## Ofsted

Providers are not required to register with Ofsted in order to deliver the HAF programme, however we would recommend registration with Ofsted to maintain quality and strengthen safeguarding during the delivery of the HAF programme.

Please refer to the guidance [register with Ofsted](#)

You may also find the below information useful:

[The Holiday Activities and Food programme – when you need to register with Ofsted](#)

Some Providers may be exempt from registration with Ofsted however, we would recommend registration. Please refer to the guidance [exempt from registration](#)

Registration offers benefits to families, such as eligibility for Tax-Free Childcare or the childcare costs element of Universal Credit. This can allow families to claim back up to 85% of childcare costs <https://www.gov.uk/help-with-childcare-costs/universalcredit> when using Ofsted registered settings.

The local authority will check with all HAF providers that they are appropriately registered.

Further support and guidance can be offered by contacting the HAF team by emailing [HAFProviders@Slough.gov.uk](mailto:HAFProviders@Slough.gov.uk)

## Code of conduct

The provider/ organisation must have a code of conduct which all staff must adhere to. The code of conduct must build on the core principle that the children's welfare is paramount. It should provide clear guidance on professional boundaries, expected behaviours, and procedures for reporting concerns, both inside and outside the workplace. All staff working in a HAF provision must be made aware of reportable incidents to their employer which may bring their professional conduct into disrepute. Providers must ensure that employees are aware of their responsibilities.

It is important that staff and volunteers are aware that they may be seen as role models by children and young people and must always act in an appropriate manner.

## Safer recruitment

Providers should refer to part 3 of the guidance below when considering recruitment:

[Keeping children safe in education 2025](#)

Providers must ensure all staff including volunteers have the appropriate level of DBS check carried out. Providers must carry out risk assessments when deciding on the employability of staff to work with children and young people. Providers should seek advice from the DBS service where required.

## Ratios

Providers must take Staff to Child ratios into consideration.

Providers should consider a 1:8 ratio for children aged 5 - 8 years in line with the minimum standards outlined in the Ofsted Childcare Register requirements

Typical staffing levels for activity clubs range from around 1:10 up to 1:15, but you should consider the age-range and maturity of the children attending, the nature of the activity you will be providing, and the layout of your premises, when deciding on numbers of staff.

The following guidelines may be useful [Recommended adult to child ratios for working with children | NSPCC Learning](#)

## Enrichment activities

HAF providers must take into consideration how they will offer fun and enriching activities that allow children 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, traditional sports like football, swimming, cricket; and non-traditional activities like climbing, roller-skating, self-defence.
  - creative activities, for example, putting on a play, junk modelling or drumming workshops
  - free play, for example, fun and freedom to relax and enjoy themselves

We expect all HAF providers to provide a balanced programme. For providers whose primary focus is set around a specific activity or sport, we expect them to ensure that children attending their provision benefit from a holistic and varied experience.

## Physical activities

It is a priority for Slough that all HAF providers enable a continuation of daily physical activity as part of their programmes in holiday periods – facilitating a minimum of **60 minutes** of moderate or vigorous activity for all attendees, and pro-active encouragement of active travel to and from sites. Note, the physical activity requirement does not have to be in the form of a traditional sport session.

Providers must enable children and young people 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.

Providers should take into consideration inclusivity and make reasonable adjustments to physical activities where required.

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.



HAF providers are also required to provide information to young people introduced to an activity that they enjoy with information on where they can continue participating locally.

Providers will need to demonstrate how they will create an environment that enables these physical activity objectives to be achieved.

More information about child physical activity - [Physical activity guidelines for children and young people - NHS](#)

## **Food**

All providers must provide at least one meal a day (breakfast, lunch or an evening meal) and all food provided at HAF clubs (including snacks) must meet school food standards.

For some children, the opportunity to enjoy a hot meal at a HAF club is important, and our aspiration is that providers should, where possible, try to offer hot meals to children attending HAF clubs. All food provided as part of the HAF programme must:

- comply with regulations on food preparation
- take into account allergies and dietary requirements (see the allergy guidance for schools)
- take into account any religious or cultural requirements for food

Providers must 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.

## **Food Arrangements**

Providers are encouraged to prepare food on site, as this can also create opportunities to engage children and families in food preparation and learning about nutrition.

Providers have reported that when children are involved in designing menus and preparing food, they are more engaged and willing to try new and healthier foods. We encourage providers to prioritise approaches that involve them and the children in the planning and preparation of food, as this can drive long-term improvements in nutrition and food engagement. Providers who adopt this approach will need to be registered as a food business; this category includes anyone preparing, cooking, storing, handling or distributing food. Further information is available below:

[Food business registration - GOV.UK](#)

Alternatively, providers can choose to use an external catering service, which they will need to ensure meets the Food Hygiene & Safety standard rating of 3 or above.

## **Other guidance documents**

Food information regulations - Natasha's Law

[The Food Information Regulations 2014](#)

Food Information Regulations 2014 PPD

[Prepacked for direct sale \(PPDS\) allergen labelling changes for schools, colleges and nurseries | Food Standards Agency](#)

## **Increasing awareness of healthy eating, healthy lifestyles, and positive behaviours**

Providers are expected to incorporate helping children to understand more about the benefits of healthy eating and nutrition into their programme. These do not need to be formal learning activities and could include:

- Getting children involved in food preparation and cooking
- Growing fruit and vegetables
- Taste tests
- Discussing food and healthy eating during mealtimes
- Including food and nutrition in other activities

Offering positive learning and development through HAF activities creates stigma-free opportunities to support children and young people in learning about healthy lifestyles and exercise. This could cover, for example, the use of vapes, cigarettes, drugs, and how this can lead to issues including:

- Economic
- Social
- Personal Safety
- Exploitation
- Criminality

## **Signposting, referrals and Supporting families**

HAF providers must be able to offer information, signposting or referrals to other services and support, that would benefit the children who attend their provision and their families. Other services and support could include:

- Citizens Advice
- school nurses, dentists, or other healthcare practitioners
- family support services or children's services
- housing support officers
- Jobcentre Plus
- organisations providing financial education
- Best Start Family Hubs – [Best Start in Life](#)

Some of the local services for support are listed below:

- Slough Food Bank
- Slough Domestic Abuse Support Service (DASS) – Cranstoun
- Slough Community Support Café
- Salvation Army
- SHOC
- Baby Bank
- Green Doctors
- Information on GP Surgeries in Slough
- Home Start Slough
- Slough Outreach
- Citizens Advice East Berkshire
- Slough FIS
- Slough Refugee Support
- Slough Family Hubs

The HAF Team will endeavour to provide a support pack with an outline of more detailed information prior to the commencement of each programme, which providers will be able to use to directly support individual children and young people and their families should they require specific intervention.

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 or sending information home with the children or young person.

We know that many HAF providers have worked to provide weekly training and advice sessions for parents, carers or other family members. We encourage providers who want to do so to continue to offer those sessions.

These sessions could provide advice on how to source, prepare and cook nutritious and low-cost food. This could be combined with the increasing awareness and understanding of healthy eating aspect of the programme, for example, by inviting children and their families to prepare and eat a meal together at a HAF session.

There are alternative ways of delivering this, for example, by providing participating children with ingredients and recipes to take away and try at home with their families.

For advice and support when seeking to arrange training for practitioners and for further information and advice regarding Safer Recruitment please contact Slough HAF Programme [Hafproviders@slough.gov.uk](mailto:Hafproviders@slough.gov.uk)

## Marketing and effective communication

We know that where providers build working relationships with schools and community groups, they are successful in supporting families to book and attend activities. There is an expectation that all providers are responsible for marketing their provision and engaging with local schools and community groups.

Providers must consider that 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.

The [Slough Information Services \(FIS\) Website](#) is an online one-stop-shop for information on services for families in Slough and provides **free** advertising for service providers.

To ensure families can self-access information, the Local Authority expects providers to register for an account. Providers can do this by visiting - [Slough Information and Services Guide | Create account](#) add details of their service and review the information every term. This includes adding details of the facilities and services offered for children and young people with special educational needs and/or disabilities (SEND), in the SEND Local Offer section.

## Special Educational Needs and Disabilities

All providers offering HAF funded places are expected to be inclusive and provide for all children, including those with SEND. Providers must have regard to the [special educational needs and disability \(SEND\) code of practice: 0-25 years: \(January 2015\)](#).

As a provider you must ensure owners and all staff members are aware of their duties in relation to the SEND Code of Practice and the Equality Act 2010.

Providers may request additional funding support regarding inclusion and provision however this funding is not guaranteed.

Funding can be requested for additional support for children with significant/complex special educational needs and/or disability (SEND). This is for use in the HAF setting that the child attends and will be given to the provider to be used to support the needs of individual children with SEN.

Once a provider is commissioned they can request this funding by completing an online application form known as the “Engagement support Application”. When applying for this funding, providers are expected to complete the Engagement Support form and undertake a risk assessment. These applications will be processed and assessed on the information provided and on pupil records.

Application must be submitted prior to the commencement of a programme or as a minimum before the child starts their placement.

Payments for 1:1 staffing or other additional SEND related costs will not be agreed retrospectively after the holiday period and must be agreed in advance.

The Principal Area SENDCo will hold a SEND /Inclusion support surgery prior to the delivery of each programme, offering advice and guidance to providers about matters relating to inclusion and provision for specific needs.

The Principal Area SENDCo offers support to providers about matters relating to inclusion and provision for specific needs.

A HAF SEND Toolkit is also available to support settings to manage the individual needs of children (add toolkit to The Link)

The Local Authority will explore SEND specialist provision to support children with additional needs & SEND.

## Discretionary fund

We believe that every child deserves the opportunity to enjoy safe, enriching, and supportive holiday experiences that promote their wellbeing and development. While the Slough HAF Programme is primarily funded for children eligible for benefit-related Free School Meals, we have a limited discretionary fund available for children who do not meet this eligibility but who would significantly benefit from participation.

For the financial year 2026-27 due to the high number of free school meal eligible children we have allocated a reduced amount of 2% which equates to £12,840.60p of the HAF funding. However, we will prioritise HAF eligible children in the first instance.

The HAF Programme is designed to provide children and young people with enriching experiences during school holidays. Our goals include:

- Promoting a greater understanding of food, nutrition, and health-related issues
- Offering fun, engaging activities that support overall development and wellbeing
- Encouraging healthy lifestyle habits
- Ensuring access to the right support services

This guidance is designed to support professionals referring children who fall outside the standard eligibility criteria. We aim to be inclusive while ensuring that the fund reaches those with the greatest need.

## Our Tiered Approach to Referrals

To help guide decision-making, we are using a tiered pyramid framework for prioritising discretionary fund referrals:

### Tier 1

Referrals in this tier are more likely to be prioritised for support, particularly where more than one of the following factors is present. However, inclusion in this list **does not guarantee approval**, and all applications will be assessed based on individual circumstances and available funding.

- Children experiencing challenges with emotional wellbeing, mental health, or low school attendance (persistent or severe absence).
- Children with limited access to physical activity, or who would benefit from developing healthy habits through movement and play.
- Children who have recently experienced the bereavement of a close family member, where this is affecting their emotional wellbeing.
- Families facing temporary but significant financial hardship (unrelated to general cost-of-living pressures)
- Children from refugee or asylum-seeking families who are adjusting to new environments and may benefit from social, emotional, and educational support.

### Tier 2

Referrals in this category may be considered where these children demonstrate **more than** one of the below:

- Children experiencing short-term instability or change in home circumstances, such as parental illness, housing issues, or separation, where they are not currently supported by Social Care such as CIN, CP & CLA
- Children with an EHCP (Education, Health and Care Plan)
- Children in families with No Recourse to Public Funds (NRPF), unless additional needs are identified.
- Children already open to Social Care or on Child Protection Plans – Section 17 funding should be explored in these cases.

- Younger siblings in families where one or more children are eligible for Free School Meals, but the child being referred is not.

### Encouraging Thoughtful Referrals

We encourage professionals to use their judgement and provide as much context as possible in their referral to help us understand the child's situation. Each referral will be considered carefully, and we aim to be fair, inclusive, and supportive in our decision-making.

Please note that, due to limited funding, **not all referrals can be supported**, but we are committed to doing as much as we can for children who will benefit most from participation.

Please note that previous approval does not mean that funding will be agreed again. We will try to ensure priority is based on each individual application, per holiday period.

Successful applicants will be sent the details to the application form.

## Local Offer

The [Slough SEND Local Offer](#) provides information for children and young people with Special Educational Needs and Disabilities (SEND) and their families. It gives information and advice about education, health, leisure and support services that are available in Slough, neighbouring areas and nationally.

The local authority expects providers to update their local offer regularly and review at least once a term. Local offer information is collected and collated by Slough's Family Information Service (FIS) and made available through the [Slough's Family Information Service Website: Local Offer](#). It is the providers responsibility to ensure this information is kept up to date.

## Eligibility for Benefit related Free School Meals

Children who are eligible for **benefit related** free school meals will receive an E- Voucher for each holiday period from their school, this information is sent to the parents' email address.

Applications for benefit related free school meals must be made via [Free school meals – Slough Borough Council](#).

There are some schools where an application needs to be made via the school and information on this can be found following the link below:  
[Free school meals – Slough Borough Council](#)

If a parent presents without an E-Voucher and claim eligibility for benefit related FSM, Slough Borough Council expects the provider to signpost them to the Free School meals webpage (mentioned above).



## Free School Meal Criteria

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- The guaranteed element of Pension Credit
- Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
- Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit
- Universal Credit - if a parent is entitled to Universal Credit they must have an annual net earned income equivalent to and not exceeding £7,400, assessed on up to three of the parent's most recent Universal Credit assessment periods.

## Free school meals for families with no recourse to public funds (NRPF)

The government have permanently extended free school meal eligibility to the below groups who have no recourse to public funds.

- Zambrano carers.
- Families who have no recourse to public funds with a right to remain in the UK on grounds of private and family life under Article 8 of the European Convention on Human Rights.
- Families receiving support under Section 17 of the Children Act 1989 who are also subject to a no recourse to public funds restriction.
- A subset of failed asylum seekers supported under Section 4 of the Immigration and Asylum Act 1999.
- Chen carers.
- Families holding a BN(O) passport.
- Spousal visa holders.
- Work visa holders.
- Student visa holders.
- Those with no immigration status.

## Signposting and referrals/ supporting families

HAF providers should be able to offer information, signposting or referrals to other services and support, that would benefit the children who attend their provision and their families.

Other services and support could include:

- Citizens Advice.
- Family hubs
- School nurses, dentists, or other healthcare practitioners.
- Family support services or children's services.
- Food banks.
- Housing support officers.
- Jobcentre Plus.
- Organisations providing financial education.
- Early years and childcare.
- [Best Start in Life](#)

- Slough Family Information Service
- SENDIASS
- Counselling services/ health & wellbeing support

## Partnership working

Providers are expected to attend HAF Network meetings these are facilitated through the Youth Engagement Slough (YES) associates' group. The HAF Team attends the YES associates group to share updates regarding HAF and the programme is a standing item on the agenda.

The YES group welcome Slough HAF Providers to attend their network meetings, providers should express an interest in joining the network by contacting [HAFProviders@slough.gov.uk](mailto:HAFProviders@slough.gov.uk)

The Slough HAF Team will regularly organise training opportunities and will work with HAF providers to identify the need for specific training and CPD for staff. Providers are expected to engage in these training opportunities as advised by the HAF team.

The Slough HAF team will support partnerships through various different means including running network/cluster meetings, training opportunities, steering groups, SEN Support and the sharing of information and advice via TheLink Website and the Family Information Service.

These initiatives will support partnerships between:

- Local authorities and providers
- Providers working with other providers, including childminders, schools and organisations
- Providers and parents
- Local authorities and parents

Providers should work in partnership with parents, carers and other providers to improve provision and outcomes for children in their setting.

## External Funding Opportunities

Providers are encouraged to seek additional support to enhance their programme. For example, this could be through direct commissioning, or by bringing in funding or support in kind from other sources such as:

- philanthropists
- sponsors
- supermarkets
- sports organisations
- local businesses

Providers can find information on some available opportunities below:

[Funding information for the voluntary sector – Slough CVS](#)

## Quality

Providers should have regard to the minimum standards outlined in the Ofsted Childcare register requirements with regards to quality of provision.

Providers should have regard to any framework and strategies that are adopted by the Slough partnership in relation to delivering out of school activities for children and young people, this could include Youth and Play Strategies.

Providers are expected to adhere to the quality standards set out in this agreement and at a minimum must meet those outlined in Appendix D.

As part of effective partnership working, providers are expected engage with the HAF team and adhere to relevant information requests within agreed timescales.

We expect providers to consult with children and young people to inform their planning of activities, considering their interests and needs.

## Business planning and funding process

Each provider will be required to submit their application form for the year when expressions of interest open. We expect providers to review the locality information provided in the commissioning document and take into consideration the number of places required within each locality.

Providers are required to inform the Slough HAF team immediately if there are any changes to their proposed plans, including changes of venues or operating dates and times etc. Non-compliance may result in funding being removed.

This grant must be used for its intended purpose only. Failure to do so may result in funding being withdrawn

### The funding process in Slough

Providers will be funded at a flat rate of £20.00 per child per day. This cost does not include the cost of food an additional allocation of £4.20 has been allowed for food per meal totalling to £24.20 per child per day.

These rates may be subject to change between programme periods, but providers will be notified in advance.

### HAF Places

HAF places are calculated using the formula below:

Number of children per day x Number of days running = Total number of places

### Example

50 children per day capacity x 4 days (Easter) = 200 places

We will use the total number of places x Cost per place = total grant amount

### Funding formula:

200 places x £24.20 = £4840

## Payments

A deposit payment will be made 4 weeks prior to the start date of each programme, Easter, Summer and Winter.

The deposit will be for 70% of the total agreed grant. This deposit will not be clawed back if attendance is less than 70%, but the final grant payment of 30% will be dependent on the number of **ATTENDED** places

### Example 1

This example shows the funding where there is total attendance of less than 70% for the programme.

Number of commissioned places per day	60	Number of bookings made	180
Number of days running	4	Number of ATTENDED places	140
Total commissioned places	<u>240</u>	Total percentage attended places	58.33%
Cost per place	£20.00	This is less than the 70% already paid for the deposit , but no clawback applied	
Cost per meal	£4.20		
Total per place	£24.20		
Total cost of programme	<u>£5,808.00</u>	No further payment to be made as take up of attended places was less than 70%	
70% deposit	<u>£4,065.60</u>		

### Example 2

This example shows the payment where attendance is higher than 70% but lower than 100%

Number of commissioned places per day	100	Number of bookings made	1500
Number of days running	16	Number of ATTENDED places	1450
Total commissioned places	<u>1600</u>	Total percentage attended places	90.63%
Cost per place	£20.00	Additional funding percentage	20.63%
Cost per meal	£4.20	Additional funding total	<u>£7,987.94</u>
Total per place	£24.20	A further payment to be made of £7,987.94- the difference between 90.63% and 70%	
Total cost of programme	<u>£38,720.00</u>		
70% deposit	<u>£27,104.00</u>	<b>Total funding</b>	<b><u>£35,091.94</u></b>

### Example 3

This example shows a scenario where a provider is fully booked and has a substantial waiting list. The provider contacts the Slough HAF team and asks to increase their

commissioned places. The HAF team looks at the localities and take up across the town and agrees to increase the places to 50 per day. This agreement is given in writing.

Number of commissioned places per day	40	Original number of bookings made	160
Number of days running	4	Permission given to increase commissioned places to 50 per day	
Total commissioned places	<u>160</u>	Bookings made	200
Cost per place	£20.00	Number of ATTENDED places	190
Cost per meal	£4.20	Total percentage attended places	118.75%
Total per place	<u>£24.20</u>	Additional funding percentage	48.75%
Total cost of programme	<u>£3,872.00</u>	Additional funding total	<u>£1,887.60</u>
		A further payment to be made of £1,887.60- difference between 70% and 118.75%	
70% deposit	<u>£2,710.40</u>	<b>Total funding</b>	<b><u>£4,598.00</u></b>

## Cancellations/ no shows

Providers have a mandatory safeguarding responsibility to follow up on all non-attendance cases during every HAF programme throughout the year. Non-attendance by any child must be followed up on the same day that attendance was expected, by attempting to contact the family. All providers have a responsibility to encourage attendance, and it would also be beneficial for providers to do this prior to the date of attendance. This may require you to make a referral to social care.

Providers must consider a child's personal circumstances and use their professional judgement when deciding if their absence should be considered as noteworthy.

If providers are unable to explain absences and there is no evidence of contact with parents, the Slough HAF team may request repayment of those sessions identified. Please be aware that this could have an impact on the 70% deposit already paid to providers.

If a child fails to attend for two days in a row without offering a reason when contacted, there is an expectation that the provider must cancel the remainder of the bookings and offer the place to the next child on the waiting list. This information is shared with parents/carers upon booking their child / young person's place.

The Slough HAF team will be monitoring cancellation requests and will query providers if there is a backlog of unprocessed cancellations.

## **Cancellation Policy**

### **Approving Cancellation Requests via Holiday Activities booking system**

Providers are expected to:

- Promptly process all cancellation requests
- Monitor capacity regularly to optimise place allocation and maintain appropriate staffing ratios
- Update booking systems immediately upon receiving cancellations to allow redistribution of places
- Maintain clear records of all cancellation requests and approvals

**Please note:** The Slough HAF team will be monitoring cancellation requests and will query providers if there is a backlog of unprocessed cancellations. If a Provider fails to cancel places in a timely manner continuously the HAF team will discuss this with the provider and in some cases, funding may be withdrawn.

### **Managing Capacity and Staffing**

Providers are required to:

- Adjust staffing levels based on confirmed attendance to ensure appropriate adult-to-child ratios where possible
- Co-ordinate meal ordering with actual attendance figures to minimise food waste where possible
- Optimise resource allocation by monitoring booking patterns and cancellation trends

### **Safeguarding and Follow-up Procedures**

#### **Non-Attendance Monitoring process**

The provider has a mandatory safeguarding responsibility to follow up on all non-attendance cases during every HAF programme throughout the year.

#### **Required Follow-up Actions**

- Immediate Response: Contact families by phone for each instance of non-attendance
- Documentation: Record all contact attempts, responses received, and actions taken

#### **Two-Day Cancellation Rule**

- After two consecutive days of non-attendance without a cancellation request or acceptable reason, you must automatically cancel the remaining bookings
- Booking Release: Cancelled places must be immediately made available for other families on the waiting list

#### **Escalation Procedures**

- Report any safeguarding concerns immediately through established channels
- Maintain detailed logs of all follow-up activities for monitoring and evaluation purposes

### **Impact of Poor Attendance Management**



When attendance is not properly managed:

- Eligible children miss opportunities for activities and nutritious meals
- Food waste increases due to pre-ordered meals for absent children
- Programme disruption occurs whilst waiting for attendees
- Funding may be reduced for consistently underutilised places
- Safeguarding concerns

### **Repeat Non-Attendance Patterns**

- For families with recurring non-attendance issues:
- Implement booking restrictions limiting future bookings to within 48 hours of activities
- Discussion with Slough HAF team regarding declining bookings where patterns of non-attendance persist
- Document decisions and communicate restrictions clearly to families
- Review cases regularly to assess if restrictions can be lifted

### **Communication Requirements**

- Respond promptly to family communications through the Holiday Activities platform
- Maintain professional contact via phone when necessary
- Document all interactions for accountability and safeguarding purposes

### **Case studies**

We would like to hear more about the impact of HAF funding on participating families. Please share an anonymised case study of a family that has clearly benefitted, highlighting the child's experience and perspective.

Providers are required to complete a minimum of one case study annually. Please, can this be shared through [HAFproviders@slough.gov.uk](mailto:HAFproviders@slough.gov.uk)

### **Compliance**

The Slough HAF Team will monitor delivery to support continuous improvement and ensure compliance with programme requirements.

Providers must comply with the quality assurance standards detailed in the Appendix D.

Providers are required to keep financial records for six years after the grant period ends. This includes attendance, finance and monitoring data. Records may be reviewed by the council or the DfE. Locally held data such as Risk assessments etc detailing a named child will need to be kept until the child is 21 years and 9 months old.

As part of the Monitoring visit the HAF Team may need to see providers' documentation.

Slough Borough Council's Food hygiene team may visit the site during programme delivery. The provider must ensure that all relevant certificates and documentation are kept on site.

## Appeals process

Providers who are not commissioned to offer HAF places are unable to appeal however feedback will be provided.

## Complaints process

Slough providers must have their own complaints procedure and ensure that parents are aware of this process.

Parents wishing to make a complaint should, in the first instance follow the providers complaints process. If they feel the matter is not resolved, the parent may then escalate the complaint and contact the HAF Team via the contact details below:

Email	<a href="mailto:HAF@slough.gov.uk">HAF@slough.gov.uk</a>
Telephone	01753 875006

As part of the escalation process the HAF Team will review the details of the complaint and the findings/ outcome and try to resolve

the parents' concern.

If a parent/ carer is not satisfied with the Service provided by the Slough HAF team they should initially contact the HAF Programme Lead via Email via [Haf@slough.gov.uk](mailto:Haf@slough.gov.uk)

If a parent/ carer remains dissatisfied, they must follow the Slough Borough Council complaints process via [Corporate complaints and feedback – Slough Borough Council](#)



## Contact Details

<b>The HAF Team</b>	01753 875006 <a href="mailto:Hafproviders@slough.gov.uk">Hafproviders@slough.gov.uk</a> <a href="mailto:Haf@slough.gov.uk">Haf@slough.gov.uk</a>
<b>Slough Best Start Family Hubs</b>	
Best Start Family Hub Chalvey Grove, SL1 2TE	01753 574387 <a href="mailto:Chalveygrove.childrenscentre@slough.gov.uk">Chalveygrove.childrenscentre@slough.gov.uk</a>  <a href="#">Slough Information and Services Guide   Best Start Family Hub Chalvey Grove, SL1 2TE</a>
Best Start Family Hub Penn Road, SL2 1PG	01753 574420 <a href="mailto:Pennroad.childrenscentre@slough.gov.uk">Pennroad.childrenscentre@slough.gov.uk</a>  <a href="#">Slough Information and Services Guide   Best Start Family Hub Penn Road, SL2 1PG</a>
Best Start Family Hub Romsey Close, SL3 8PE	01753 540797 <a href="mailto:Romseyclose.childrenscentre@slough.gov.uk">Romseyclose.childrenscentre@slough.gov.uk</a> <a href="#">Slough Information and Services Guide   Best Start Family Hub Romsey Close, SL3 8PE</a>
<b>Family Information Service (FIS)</b>	01753 476589 <a href="mailto:FIS@slough.gov.uk">FIS@slough.gov.uk</a>

## Appendix A

### MARF Form

#### [Completing a MARF - Guidance](#)

	<b>MULTI-AGENCY REFERRAL FORM</b> FOR ALL CHILDREN, YOUNG PEOPLE AND FAMILY SERVICES Referral Tel: 01753 875362 New Email: Send securely to: <a href="mailto:sloughchildren.referrals@sloughchildrenfirst.co.uk">sloughchildren.referrals@sloughchildrenfirst.co.uk</a>	
---	---	---

**Please send electronically in a Word Document**

<b>Making a Referral:</b>
<b>Any additional evidence can be attached to the form.</b>
If the reasons for referral include Child Exploitation, Neglect or Young Carers please ensure that the screening tool has been completed and is attached.
<a href="#">Child Exploitation Screening Tool</a> <a href="#">Neglect Screening Tool</a> <a href="#">Young Carers</a>
The levels of need set out in the <a href="#">Slough Safeguarding Partnership Threshold Document</a> , should be used by ALL agencies and practitioners to identify needs and risks.

<b>Referrer Details:</b>
Completed by:
Designation:
Organisation:
Address:
Telephone No:
Date:
Email:

<b>Consent and Permission: Seeking consent is the responsibility of the referrer.</b>
Do you have consent to make this referral? Yes <input type="checkbox"/> No <input type="checkbox"/>
If NO, please provide details here:
Do you have permission to share information with agencies? Yes <input type="checkbox"/> No <input type="checkbox"/>
If NO, please provide details here:

<b>1. Child / young person details:</b>			
<b>Full name of child:</b>			
<b>Any alternative name:</b>			
<b>DOB:</b>	<b>Age:</b>	<b>Tick if estimated:</b>	<b>If unborn, estimated date of delivery</b>
<b>Gender:</b>	<i>Click here to select from list</i>		
<b>Ethnicity:</b>			

<b>Religion:</b>			
<b>First language:</b>		<b>Will an interpreter be required?</b> <i>Click here to select from list</i>	
<b>Current Home address:</b>			<b>Post code:</b>
<b>Previous home address: (if known)</b>			
<b>Home telephone and Mobile no. of parent / legal guardian:</b>		<b>Email of parent / legal guardian:</b>	
<b>School / Pre-school:</b>		<b>Address&amp; Contact number :</b>	
<b>Does the child have a disability?</b>	<i>Click here to select from list</i>		
<b>If yes give details of the disability:</b>			
<b>Unique 13 digit Pupil Number (UPN):</b>			
<b>S.E.N.D or E.H.C.P in place:</b>	<i>Click here to select from list</i>	<b>Date commenced:</b>	
<b>NHS Number:</b>			

<b>2. a) Additional information about the child or young person (including other siblings)</b>								
<b>Parent / legal guardian, children and others living in the household (THIS MUST BE COMPLETED)</b>								
Last name	First name	Relationship to child(ren)	DOB / EDD	Gender (M / F)	Ethnicity	Focus of referral Yes/No	School / preschool	Does this person hold Parental responsibility?
<b>b) Other significant adults</b>								
Last name	First name	Relationship to child(ren)	DOB	Ethnicity	Address		Does this person hold PR	

<b>Professionals involved with the child and family:</b>			
Agency	Name	Address / email (full email address)	Telephone Number
GP			
School			
Health visitor			
CAMHS/MH			
Other			

--	--	--	--

<b>Reasons for Referral:</b>
(please include presenting issues and any historical concerns & complete as fully as possible)

<b>Chronology of Significant Events:</b>

<b>Views of Child / Young Person:</b>
I confirm this is, to the best of my knowledge, a true reflection of the views of the child / young person <input type="checkbox"/>

<b>Views of Parent / Carer:</b>
I confirm this is, to the best of my knowledge, a true reflection of the views of the parent / carer <input type="checkbox"/>

<b>What is your summary? What needs to change and what are your recommendations?</b>
<b>What is going well?</b>
<b>What are you worried about?</b>
<b>How have you as an agency helped the child/young person/family?</b>
<b>What additional support is required?</b>

Signed (typed name accepted):	Designation:	Date:



## **Appendix B**

### **LADO Referral Form**

#### **Referral criteria**

An allegation has been made that a person who works with children in a paid or voluntary capacity has:

- **Behaved in a way that has harmed or may have harmed a child**
- **Possibly committed a criminal offence against children or related to a child**
- **Behaved towards a child or children in a way that indicates he or she would pose a risk of harm if they work regularly or closely with children**
- **Behaved or may have behaved in a way that indicates they may not be suitable to work with children.**

Once completed, please email this form to [LADO@sloughchildrenfirst.co.uk](mailto:LADO@sloughchildrenfirst.co.uk) . [You can also contact the LADO for advice / consultation on 07927 681858](#)

<b>Date of incident:</b>	
<b>Date of referral:</b>	
<b>Contact details of referrer</b>	
<b>Name of Referrer:</b>	
<b>Name of Organisation:</b>	
<b>Address:</b>	
<b>Phone:</b>	
<b>email address:</b>	
<b>Details of person subject to allegation or cause of concern</b>	
<b>Name:</b>	
<b>Date of Birth:</b>	
<b>Ethnicity:</b>	
<b>Gender:</b>	
<b>Address:</b>	
<b>Phone number:</b>	
<b>Employer: (name, address and contact details)</b>	
<b>Job title / Role:</b> <b>Dates of employment:</b>	

<b>Have there been any previous concerns / allegations about this person?</b>	
<b>Does this person have children of their own (under 18)? If so, please give details</b>	
<b>Does this person work in any other capacity with children or vulnerable adults paid or unpaid? If so, please give details</b>	
<b>Name of child/young person involved/alleged to have been harmed</b>	
<b>Name of child / young person:</b>	
<b>Date of birth:</b>	
<b>Ethnicity:</b>	
<b>Gender:</b>	
<b>Home address:</b>	
<b>Name of parents / carers:</b>	
<b>Is the child known to social care?</b>	
<b>Are parents / carers aware of the allegation?</b>	
<b>Does the child / young person have a special need / disability?</b>	

<b>Details of the Allegation</b>
<b>What safeguarding arrangements have been put in place for the child / young person involved?</b>

<b>LADO advice (To be completed by the LADO)</b>
--

--

Date Acknowledged by LADO:

***NB. It is the responsibility of the employing organisation to report allegations to Ofsted / ISI / GMC/ CQC / relevant professional body where appropriate.***

## Appendix C

### Data Protection, Freedom of Information & Anti-discrimination

#### Consent statement

*Under the Data Protection Act 2018, we are required to gain your permission to keep personal details for you and your children on our database. Slough Borough Council and its agents may share this information with government and local authority departments and other authorised organisations for administrative, statistical and research purposes. For further information please visit: [Slough Data Protection](#)*

*Completing this form and signing it gives us your informed consent. If you are unable to access the provided links or wish to submit a query in relation to fair processing, please contact the data protection officer at [DataProtectionOfficer@slough.gov.uk](mailto:DataProtectionOfficer@slough.gov.uk)*

#### Freedom of information

The provider acknowledges that the local authority is subject to the requirements of the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 and shall assist and co-operate with the local authority to enable the local authority to comply with these information disclosure requirements.

The provider shall:

1. Transfer the request for information to the local authority as soon as practicable after receipt and in any event within two working days of receiving a request for information;
2. Provide the local authority with a copy of all information in its possession or power in the form that the local authority requires within five working days (or such other period as the local authority may specify) of the local authority requesting that information; and
3. Provide all necessary assistance as reasonably requested by the local authority to enable the local authority to respond to a request for information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations 2004.
4. The local authority shall be responsible for determining at its absolute discretion whether the information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations 2004;

is to be disclosed in response to a request for information, and in no event shall the provider respond directly to a request for information unless expressly authorised to do so by the local authority.

The provider acknowledges that the local authority may, acting in accordance with the Secretary of State for Constitutional Affairs' Code of Practice on the discharge of public authorities' functions under Part 1 of FOIA (issued under section 45 of the FOIA, November 2004), be obliged under the FOIA or the Environmental Information Regulations 2004 to disclose information:

without consulting with the provider; or  
following consultation with the provider and having taken the provider's views into account,

provided always that, where this applies, the local authority shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the provider advance notice, or failing that, to draw the disclosure to his attention after any such disclosure.

The provider shall ensure that all information produced in the course of the Agreement or relating to the Agreement is retained for disclosure and shall permit the local authority to inspect such records as requested from time to time.

### **Anti-discrimination**

The provider shall not unlawfully discriminate within the meaning and scope of any law, enactment, order, or regulation relating to discrimination (whether in race, gender, religion, disability, sexual orientation, age or otherwise).

The provider shall take all reasonable steps to secure the observance of this clause by all members of the provider's staff

## Appendix D

### Easter 2026 Provider Declaration Form

The person legally responsible for your establishment must sign this declaration. Please read through and tick each section to confirm your compliance.

Safeguarding	Please tick to confirm compliance	Office use only
The Provider/ Organisation has a safeguarding policy that ensures statutory requirements are met to protect children from harm and will submit a copy with the declaration/ has submitted a copy previously. The Safeguarding policy complies with the following: <a href="#">Keeping Children Safe in Education 2025</a> <a href="#">Working Together to Safeguard Children</a> <a href="#">Slough Safeguarding Partnership - Children's Policies and Procedures</a>	<input type="checkbox"/>	
The Provider/ Organisation, where applicable, follows Ofsted registration requirements.	<input type="checkbox"/>	
A qualified DSL (designated Safeguarding Lead) with suitable training will be onsite for each day the programme is delivered (max of 4 days).	<input type="checkbox"/>	
At least one member of staff with the relevant Safeguarding training will be on site for each day the programme is delivered (minimum of 12 hours training is required).	<input type="checkbox"/>	
<b>Recruitment</b>		
All staff and volunteers have the relevant DBS checks carried out and are suitable to work with children & young people.	<input type="checkbox"/>	
<b>Health &amp; Safety</b>		
The provider/ Organisation has Employer's Liability Insurance and will submit a copy with the declaration/ has submitted a copy previously.	<input type="checkbox"/>	
The Provider/ Organisation has Public Liability Insurance and will submit a copy with the declaration / has submitted a copy previously.	<input type="checkbox"/>	
The Provider/ Organisation has carried out Risk Assessment for the premises and OR for activities on site.	<input type="checkbox"/>	
The provider/ Organisation has a Health and Safety Policy which is current and includes details of site security and what to do in the case of an emergency.	<input type="checkbox"/>	
<b>Incident reporting</b>		
The Provider must have appropriate incident management systems in place including; escalation, notification and management of serious incidents. We expect the provider/ Organisation to communicate reports on incidents and near misses with the HAF team via email <a href="mailto:HAFProviders@slough.gov.uk">HAFProviders@slough.gov.uk</a> The HAF team should be notified within 24 hours of discovering an incident and the provider should also share reports on complaints, compliments and other service user feedback as part of the contract monitoring process.	<input checked="" type="checkbox"/>	

<p>All providers are expected to conduct their own investigations and report any findings to the HAF team as soon as reasonably practicable but within 28 days.</p> <p>The scale of the investigation and the level of escalation should be proportionate to the seriousness of the incident and should include a root cause analysis.</p> <p>Providers should support their staff through:</p> <ul style="list-style-type: none"> <li>- Having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider having a detrimental effect on service user care or on the delivery of services.</li> </ul>		
<b>Food</b>		
The Provider/ Organisation understands there will <b>not</b> be access to a HAF kitchen this delivery period, and arrangements for food will have to be made in line with food safety requirements.	<input type="checkbox"/>	
There is a robust system in place to ensure the food served considers dietary, religious or cultural requirements, including how you will manage allergies.	<input type="checkbox"/>	
The Provider/ Organisation understands that if an external caterer is being used, they must have a food hygiene rating of 3 or above as well as all other Food Regulations being met.	<input type="checkbox"/>	
<b>Inclusion</b>		
<p>The Provider/ Organisation has a policy for inclusion, accessibility, equalities and SEND and is aware of the support they can access for children with additional needs.</p> <p>Your Organisation must adhere to:</p> <p><a href="#">The Equality Act 2010</a></p> <p><a href="#">Disability Discrimination Act 1995</a></p> <p><a href="#">SEND code of practice</a></p>	<input type="checkbox"/>	
The Provider/organisation will use Local authority processes to notify the HAF team of children with additional needs and SEND who attend the provision. Where additional funding is allocated, the provider understands that further information will be requested by the local authority, and the provider agrees to submit the required information.	<input type="checkbox"/>	
<b>Grant Funding</b>		
We understand that, as a provider, if we fail to meet the conditions set in the grant award, Slough Borough Council, acting reasonably, may withdraw funding and require repayment of the whole or part of any funding paid in respect of the provision of funded HAF places.	<input type="checkbox"/>	
The Provider/Organisation understands there will be no further payments made for any additional places offered.	<input type="checkbox"/>	
I understand that the information supplied on this declaration will be used by the local authority to communicate with the provider regarding HAF Programme funding.	<input type="checkbox"/>	
<b>General</b>		
<p>The Provider/ Organisation has read and agrees to delivering a HAF programme in line with the DfE guidance.</p> <p><a href="#">Holiday activities and food programme 2026 to 2027 - GOV.UK</a></p>	<input type="checkbox"/>	
The Provider/ Organisation has read through the commissioning arrangements on the grant letter and understands the expectations placed upon them.	<input type="checkbox"/>	



<p>The Provider/ Organisation has a Staff code of conduct which all staff must adhere to. The Code of conduct must build on the core principle that the children's welfare is paramount. It should provide clear guidance on professional boundaries, expected behaviours, and procedures for reporting concerns, both inside and outside the workplace.</p> <p>It is important that staff and volunteers are aware that they may be seen as role models by children and young people and must act in an appropriate manner at all times.</p>	<input type="checkbox"/>	
<p>The Provider/ Organisation agrees to use the booking system for all bookings, including the recording of attendance and will approve cancellations made within an appropriate time. The provider understands that this data will be used by the Local Authority to submit data to the DfE and will ensure accuracy of this data when updating the booking system, no later than the 5<sup>th</sup> January 2026.</p>	<input type="checkbox"/>	
<b>Data Protection</b>		
<p>Under the Data Protection Act 2018, we are required to gain your permission to keep your personal details on our database. Slough Borough Council and its agents may share this information with government and local authority departments and other authorised organisations for administrative, statistical and research purposes. For further information please visit: <a href="#">Slough Data Protection</a></p>	<input type="checkbox"/>	
<p>Completing this form and signing it gives us your informed consent. If you are unable to access the provided links or wish to submit a query in relation to fair processing, please contact the data protection officer at <a href="mailto:DataProtectionOfficer@slough.gov.uk">DataProtectionOfficer@slough.gov.uk</a></p>		

## **Appendix E**

### **Frequently Asked Questions**

- 1. Who can apply for HAF funding?** Schools, community and voluntary groups (including charities and youth clubs) and private, voluntary and independent (PVI) providers such as nurseries and childminders.
- 2. Where must provision be located?** Inside the borough of Slough only. Venues outside Slough are not eligible.
- 3. Can we apply for a full year of delivery?** Yes, for Easter, Summer and Winter 2026 with in one application.
- 4. What booking system is used?** The Holiday Activities / E-Vouchers system linked To school records that issues e-vouchers directly to eligible families.
- 5. Is training provided for new providers?** Yes. All new providers receive training and system access before delivery.
- 6. How do cancellations work?** Families cancel via the system. Providers approve Cancellations to release tokens. The HAF Team monitors backlogs to avoid delays in rebooking.
- 7. How are payments calculated?** By the number of daily places multiplied by the standard flat rate.
- 8. What is the payment schedule?** 70% advance before delivery and 30% after satisfactory completion.
- 9. Can grant values change mid year?** No. Grants remain fixed once agreed.
- 10. What documents are required?** Safeguarding, Health and Safety, Site Security, SEND, E quality and Food Safety policies.
- 11. Will further training be available?** Yes. The Council offers briefings and support sessions throughout the year.
- 12. Who should I contact for help?** Email [HAFProviders@slough.gov.uk](mailto:HAFProviders@slough.gov.uk).
- 13. Missing E-voucher?** If you don't receive your child's e-voucher (HAF code), please contact your child's school first. If the school is closed or not subscribed to Holiday Activities, families to contact [HAF@slough.gov.uk](mailto:HAF@slough.gov.uk).
- 14. Who should I contact for technical support?** If you need help with technical issues such as cancelling or changing a booking, please contact the Holiday Activities support team at: [support@holidayactivities.com](mailto:support@holidayactivities.com)