

# **FUN TIME PLAY SCHEME**



# **POLICIES AND PROCEDURES**

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# ***Equal Opportunities Policy***

Fun Time at Lordswood Leisure Centre is committed to helping provide equality of opportunity for all children and families and take positive action to eliminate discrimination in all areas of their work.

Fun Time works in accordance with all relevant legislation, including:

- Equality Act 2010
- Race Relations Act 2010
- Sex Discrimination Act 1975/2008
- Children Act 2004
- The Human Rights Act 1998
- The Childcare (General Register) Regulation 2008

We believe that the club's activities should be open to all children and families, and to all adults committed to their childcare and play services. We aim to ensure that all who wish to work in, or volunteer to help with, our club have an equal chance to do so.

## ***ADMISSIONS***

The scheme is open to every family in the community. The Equal Opportunity Policy is always in display for everyone to read and reviewed regularly.

## ***EMPLOYMENT***

Any vacancies will be advertised. The centre will appoint the best person for each job and will treat fairly all applicants for jobs. Commitment to implementing the groups Equal Opportunities Policy will form part of the job description for all workers.

## ***FAMILIES/CARERS***

The centre recognises that many different types of family/carer group can and do successfully love and care for children. The centre aims to offer support to all families.

## ***FESTIVALS/CULTURE***

Our aim is to show respectful awareness of all the major events in the lives of the children and families in the club, and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

In order to achieve this:

- We aim to acknowledge all festivals, which are celebrated in our area and/or by the families involved in the scheme.
- Without instruction in any particular faith, children will be made aware of the festivals, which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.

- Before introducing a festival with which the adults in the club are not themselves familiar, appropriate advice will be sought from parents/carers and other people who are familiar with that festival.
- Children and families who celebrate festivals at home, of which the rest of the club is not familiar, will be invited to share their festival with the rest of the club, if they themselves wish to do so.
- Children will become familiar with and enjoy taking part in a range of festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.

## ***RESOURCES***

These will be chosen to give the children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children to develop their self-respect and respect other people by avoiding stereo types and by using images and words which reflect positively the contribution of all members of society.

## ***SPECIAL NEEDS***

The scheme recognises that children have a wide range of needs which differ from time to time, and will consider what part it can play in meeting these needs as they arise. We will take into account the needs of the children with special educational needs and disabilities, offering inclusive play opportunities.

Staff members have also attended training courses regarding special needs with children.

We do not offer ‘one to one’ care and will assess your Child’s behaviour and integration to determine whether the scheme is a suitable environment for them. If we believe the level of care is not in our capacity, then will refer the parent onto alternative schemes.

## ***DISCRIMINATORY BEHAVIOUR/REMARKS***

Any discriminatory language, behaviour or remarks by children, parents/carers or any other adults are unacceptable within the scheme.

## ***LANGUAGE***

Basic information, written or spoken, will be clearly communicated in as many languages as are necessary and possible. Bilingual/multi-lingual children and adults are an asset to the scheme. Parents/carers will be encouraged to speak to children in their first language at home. Children and parents/carers who have English as a second or additional language will be valued and their languages recognised and respected at the scheme.

## ***FOOD***

Working in partnership with parents/carers, children’s medical, cultural and dietary needs will be met.



# *Behaviour Management Policy*

It is our belief that children and adults flourish best in an orderly environment in which everyone knows what is expected of them, and where children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement, whilst safe guarding children from unwanted behaviour.

We implement a three strikes rule for unwanted behaviour unless a serious breach in the ground rules is demonstrated then it will result in immediate exclusion. We aim to be inclusive, however breaking ground rules set in place ultimately affecting other children's wellbeing, and their right to feel safe will be paramount, resulting in the above.

## *In order to achieve this, we:*

- Ground Rules governing the conduct of Fun Time and the behaviour of the children will be discussed and agreed within the Fun Time groups, and explained to all newcomers.
- Parents and children will be given the Ground rules and a Parent/ Child contract to sign which must be adhered to at all times. Failure to sign this or agree to the rules stated, will result in your child not being accepted into the scheme.
- All Fun Time staff will ensure that the ground rules are applied consistently and fairly, so that the children have the security of knowing what to expect.
- All Fun Time staff will try to provide a positive role model for the children with regard to friendliness, care and courtesy.
- Fun Time staff will praise and endorse desirable behaviour such as kindness and willingness to share and help others.
- Bullying of any kind will not be tolerated and will be dealt with firstly by the Group Leader then, if not resolved, by the Duty Manager. If the child is persistent then the parents will become involved.
- In any case of unwanted behaviour, it will always be made clear to the child in question that it is the behaviour and not the child that is unwelcome. A 'strike' will be implemented to support the unwanted behaviour from reoccurring, and an explanation to why this has been implemented.
- Fun Time staff will not shout or raise their voices in a threatening way.
- In cases of serious unwanted behaviour, such as racial or other abuse, intentional physical injury will be made clear with by means of explanation, followed by exclusion.

## ***When children behave in unacceptable ways:***

- Physical punishment, such as smacking or shaking, will neither be used nor threatened.
- Children will never be sent out of an activity area or room by themselves.
- Techniques intended to single out and humiliate individual children, such as the “naughty corner”, will not be used.
- Children’s unwanted behaviour will be assessed on its severity but will all be reported on a incident report.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children’s level of understanding and maturity.
- All Fun Time staff, in partnership, will tackle recurring problems with the child’s parents and carers, using objective observation records to establish an understanding of the cause.
- Fun Time staff will be aware that some kinds of behaviour may arise from a child’s requirement needs.
- Fun Time staff will be aware that some kinds of unwanted behaviour may be an occurrence from sign of abuse.
- If a child behaves unacceptably and contravenes ground rules it is recorded on an incident report. Once recorded the Fun Time co-ordinator Penny Kershaw will discuss the matter with the parents and how to move forward with parental/careers support and the parent/career will sign their copy of the report.

If the decision is to exclude a child from the scheme, the parent will be notified using contact details provided and requested to come and collect their child with immediate effect from the scheme.

Failure to collect your child within the agreed time may result in the scheme contacting external resources.



# Health and Safety Policy

Fun Time at Lordswood Leisure Centre promotes a healthy lifestyle and a high standard of hygiene in its day to day work with children and adults. The safety of the children is our first priority. In order to ensure the health, safety and hygiene of both children and adults the centre aims to achieve these in the following ways: -

Fun Time works in accordance with all relevant legislation including:

RIDDOR 1995

COSHH 2002

Health and Safety at work 1974

Food safety act 1990

Health and Safety first aid regulations 1981

Fire precautions regulations 1997

## **HEALTH**

### ***Food***

We encourage parents to supply healthy food in the packed lunch such as fresh fruit/vegetables and healthy fillings in sandwiches or bagels. We discourage sweets and crisps and high levels of processed food but acknowledge the parents right to provide these.

\*There will be a wide variety of snacks from our tuck shop to choose from.

\*When doing taste testing or cooking as an activity with the children we attempt to introduce foods from the dietary backgrounds of different cultures, providing children with familiar foods and introducing new ones.

### ***Outdoor play/activities***

\*Children will have the opportunity to play outside throughout the year (weather permitting) either in an outside area or on regular visits to the park.

\*6 monthly and daily visual risk assessments are always completed before a child enters a play environment.

### ***Illness***

\*Parents are asked to keep their children at home if they have any infection, and inform the scheme as to the nature of the infection. This will allow the scheme to alert other parent's as necessary and to make careful observations of any child that seems unwell.

\*Cuts or open sores, whether on children or adults, will be covered with adhesive plaster or sterile dressing.

\* Parents are asked to keep children away from the scheme for up to 48 hours if their child has sickness and diarrhoea.

## ***If a child falls ill at the Centre***

- We remove the child away from their group, away from other children and noise.
- Ask them what is wrong, if they have a headache etc.
- Ask them if they want to go home and want us to contact their parents or careers to come and collect them.
- If yes, contact the parents or if no response contact their emergency number to come and collect them.
- Inform them what is wrong with the child and explain that it would be best if they were at home.
- When the parents/carers have collected, them we would ensure that they had been signed off on the register.
- If a child misses a day of Fun Time due to illness, then no refund will be given unless that space can be filled.
- Refunds for cancellations will only be given if 7 days' notice is given.

## ***Medication***

- Only prescribed medication marked with the child's name, dosage, date and expiry date is allowed in the scheme.
- Children on medication to be admitted on the senior staff's discretion.
- All medicines are placed out of sight and out of reach from children.
- Written consent to give medication is requested on the day that medication be brought in, unless parents/guardians make an alternative signed agreement for long term medication. Parents have to sign for this at reception.
- Parents/guardians are informed daily of medication given, which is signed and recorded.
- Medication that needs to be kept in a fridge is to be in a separate container and clearly marked.
- All senior staff must be informed about all medication on the premises.
- A medication form is available every day and will allow information such as the name of the child receiving the medication, times the medication should be administrated by the child.
- The centre will ensure that all first aid equipment is kept clean, replenished and replaced when necessary. Sterile items will be kept sealed in their packages until needed.
- There will always be at least one qualified first aider on the premises trained to administer first aid on the children and adults.

## **SAFETY**

### ***Environment***

- Safety checks on premises, both indoors and outdoors, are made before the children come in everyday. The appropriate member of staff will also carry out weekly and monthly checks. Risk assessments are carried out.
- Outdoor play areas will be securely fenced, where possible.
- Public space used for outdoor activities are checked for litter and other hazards before use. Risk assessment is carried out.
- Equipment will be checked regularly and any dangerous items repaired or disposed of. Risk assessment is carried out.
- The layout and space will allow children to move safely and freely between activities.
- There are adequate systems and equipment for the detection and control of a fire.
- Fire doors are never obstructed and fire exits are easily identifiable.
- All electrical equipment is P.A.T tested by a qualified person.
- A record is kept of any checks done by the fire safety officer, fire drills and servicing of fire safety equipment. Any recommendations by the fire officer will be carried out.
- All dangerous materials, including medicines and cleaning materials are stored safely. COSH.
- Large equipment will be erected with care and checked regularly.
- Equipment offered to children will promote development and play opportunities.



# *Food and drink handling Policy*

## Legislation

### ***Food Hygiene Regulations 1995, 2005 & 2006***

Lordswood Leisure Centre, Fun Time has a responsibility to maintain acceptable levels of hygiene and health and safety with respect to food.

Senior Play workers will appoint members of staff to undertake lunch duties.

Fresh drinking water will be available for children / young people and staff throughout the duration of each day.

All employees, who handle food, have a responsibility to:

- Maintain a high standard of personal hygiene;
- Refrain from handling food when they are suffering from an infectious disease or have boils, ulcers, cuts or rashes, diarrhoea, eye, ear or throat infection etc;
- Report any ‘incidents’ to the appropriate person, eg faulty or damaged storage, fridge / freezer temperatures, preparation and service equipment.
- Adhere to the ‘Guidance for safe us of Fridges and Fridge temperature Check’, and complete daily.

### ***Principles of Safely Handling Food***

- All foods must be checked to ensure that they are of the quality, substance and temperature required and that they are within their use-by-dates;
- All foods must be stored under conditions that will prevent their deterioration. Instructions on the label, if present, should be followed.

### ***Keep it Clean – Keep it Cool – Keep it Covered***

- Food and food only, must be stored in areas designated specifically for that purpose (refrigerators, cupboards etc.);
- Saucepan handles should not overhang stove or worktop edges;
- Any food or liquid spillage must be cleaned up immediately;
- When cooking food, recipes or packet instructions must always be followed;
- Signs of any type of pest infection must be reported immediately.

### ***Principles of Safely Using Equipment in Catering Areas***

- All electrical equipment must be switched off and the plug removed from the power source when it is being cleaned or not in use;
- Refrigerators, freezers and other types of temperature control equipment must be routinely checked to ensure their effectiveness;
- All equipment must be used according to manufacturer's instructions;
- Doors and lids of equipment in use should fit securely;
- Hob burners, grills, ovens etc., must always be turned off when not in use;
- All cooking equipment should be checked when in use to ensure that it is functioning correctly. Any slight electrical shocks received from the equipment must be reported immediately;
- All equipment and working surfaces must be kept in a clean and hygienic condition;
- Cleaning chemicals should be used at the prescribed dilution rate.



# *Fire Evacuation Procedure*

The group leader will be responsible for the safe evacuation of all children in their group via the nearest fire exit to the assembly point, where a register and headcount will be conducted. The group leader must give detailed instruction to the children and staff within the group.

The children should be carefully supervised as they cross the entrance roads, given the obvious traffic danger.

The group leader must report to the fun time coordinator Penny Kershaw after the evacuation.

## *The group leader must:*

- Make the children line up in pairs
- Do not let them collect their belongings
- Go straight to the fire assembly point via the closest fire exit
- No running
- Make sure they cross any road safely
- Take the register and a head count
- Report to the fun time coordinator of the safe arrival at the fire assembly point and that all children are accounted for. If there are any concerns for child safety this must be reported at the same time.
- Wait for the all clear.
- The evacuation will be recorded in the company Fire folder and evaluated and reviewed for improvements.
- In event of delay in being able to return to the building, parents and carers should be contacted via mobile phone. An alternative location on the site will be used whilst staffs waits for children to be collected.



# **Bomb Evacuation Procedure**

## **Bomb evacuation Procedure:**

- If you suspect a bomb inform the Duty Manager. The Duty Manager will call the police/bomb squad.
- The group leader is responsible for the safe evacuation of all the children.
- Make the children line up in pairs
- let them quickly collect their belongings.
- Go straight to the fire assembly point via the closest fire exit
- No running
- Make sure they cross the road safely
- Take the register
- Wait for the all clear.

## **The group leader must:**

- Make the children line up in pairs
- let them quickly collect their belongings
- Go straight to the fire assembly point via the closest fire exit
- No running
- Make sure they cross any road safely
- Take the register
- Wait for the all clear.
- The evacuation will be recorded on the site training record and evaluated and reviewed for improvements.
- In event of delay in being able to return to the building, parents and carers should be contacted via mobile phone. An alternative location on the site will be used whilst staffs wait for children to be collected.



# *Confidentiality Policy*

It is the Fun Time Holiday Play scheme's intention to respect the privacy of children and their parents and careers, while ensuring that they access high quality care and play opportunities in our setting.

## *Aim*

We aim to ensure that all parents and careers can share their information in the confidence that it will only be used to enhance the welfare of their children.

We meet the requirements of the Human Rights Act 1998 with regard to protecting the individual's rights to a private family life, home and correspondence. Our only justification to interfere with this 'right' is where we believe that a child may be at risk of significant harm, to prevent a crime or disorder.

We meet the requirements of the Data Protection Act 1998 with regard to the information we keep about families, including how we gather it, store it and use it. Our procedures enable us to meet these requirements.

We have regard to the Common-Law Duty of Confidentiality and only share information with other professionals or agencies on a 'need to know' basis, with consent from parents, or without their consent in specified circumstances relating to safeguarding children.

## *Personal records*

\*These include: online registration forms, registers and signed consents; correspondence concerning the child or family; reports or minutes from meetings concerning the child from other agencies; an ongoing record of relevant contact with parents; observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters, incident and accident logs; care plans; behavior plans etc.

\*These confidential records are stored in a lockable file and secured database and are kept secure by the Fun Time Coordinator and Operations Director.

\*Parents have access, in accordance with the access to records procedure, to the files and records of their own children but do not have access to information about any other child.

\*Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

## ***Information sharing concerning child protection issues***

There are times when we are required to share information about a child or their family. These are when:

- \*There are concerns a child is or may be suffering significant harm.
- \*There are concerns about 'serious harm to adults' (such as domestic violence or other matters affecting the welfare of parents).
- \*We explain to families about our duty to share information for the above reasons.

Where we have concerns, we would normally gain consent from families to share these. This does not have to be in writing, but a written record will be made that verbal consent has been given.

We do not seek consent from parents to share information where we believe that a child, or a vulnerable adult, may be endangered by seeking to gain consent. For example, where we have cause to believe a parent may try to cover up abuse or threaten a child.

Where we take a decision to share information without consent it is recorded in the child's file and the reason clearly stated.

Where evidence to support our concerns is not clear we may seek advice from the local Social Care agency or the NSPCC.

We only share relevant information that is accurate, factual, non-judgmental and up to date.

## ***Information sharing concerning a child's development***

Fun Time Holiday Play scheme is committed to the development of the children attending the Play scheme. With the introduction of the Early Years Foundation Stage (EYFS) and a higher emphasis on providing high quality care through partnership and collaboration, we will be observing the development of EYFS children during their time at Play scheme. With the permission of parents, we will be sharing this with other services that may be involved in the care of your children such as schools and external support agencies.

Fun Time Holiday Play scheme is also committed in working with children with additional needs. To achieve this Fun Time Holiday Play scheme, with parental permission, will be gathering and sharing information between services such as schools, Inclusion Team, health care professionals and other outside agencies. The information will be used to provide a consistency of care and offer support suited to a child's needs.

## ***Access to personal records***

Parents may request access to any records held on their child and family following the procedure below.

- \*Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the Play scheme Co-coordinator.
- \*The Play scheme Co-coordinator will inform the Manager of Childcare Services of the request and will send a written acknowledgement.
- \*The Fun Time Holiday Play scheme aims to providing access to requested records within 14 days—although this may be extended.
- \*The Play scheme Co-coordinator prepares the file for viewing.
- \*All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on the file.
- \*‘Third parties’ include all family members who may be referred to in the records.
- \*‘Third parties’ also includes workers from any other agency, including Social Care, the Health Authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- \*When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.
- \*A photocopy of the complete file is taken as a record.
- \*The Playscheme Co-coordinator will go through the file and remove any information that a third party has refused consent to disclose. This is best done with a thick black marker, to score through every reference to the third party and information they have added to the file.
- \*What remains is the information recorded by the Fun Time Holiday Play scheme, detailing the work initiated and followed by them in relation to confidential matters. This is called the ‘clean copy’.
- \*The ‘clean copy’ is photocopied for the parents who are then invited into the Childcare Office to discuss the contents. The file will never be given to the parent, but should be shared by the Play scheme Co-coordinator, so that it can be explained.
- \*Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against Fun Time Holiday Play scheme or another (third-party) agency. Support from the Fun Time Holiday Play scheme nominated Childcare and Play worker Advisor would also be sought.

All the undertakings above are subject to the paramount commitment of the Fun Time Holiday Play scheme, which is to the safety and well-being of the child. Please see also our policy on safeguarding children and child protection



# *Safe Guarding*

## *Policies and procedures*

Fun time Holiday play scheme believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to practice that which protects them.

We recognise that

- \* The welfare of the child is paramount.
- \* All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse. This policy applies to all children and young people.
- \* Working in partnership with children, young people, their parents and carers and other agencies is essential in promoting young people's welfare.

Methods

- \* To provide protection for the children and young people who receive Fun Time services, including the children of adult members or users.
- \* To provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of harm.

### *Child protection Policy*

This policy applies to all staff, including senior managers and paid staff acting on behalf of Lordswood leisure Centre.

This policy follows guidance from, and adheres to, the Kent and Medway Safeguarding Children procedures (2007) and “What to do if you’re worried a child is being abused” (2006)

There will be a named person for child protection who will be responsible for dealing with any concerns about the protection of children. The designated child protection co-ordinator is Penny Kershaw, in their absence it is Michelle Campbell -Carr.

All staff will be vetted appropriately and as required by law through D.B.S checks.

All staff will be expected to conform to the code of conduct.

All staff will, as their induction, be given this document to read and basic training in safe conduct, what to do if they have concerns for a child and recognising reasons for concern.

All staff will be monitored and will have supervision to ensure the child protection policy is followed and their practises are in keeping with this policy and it's procedures, as well as all relevant policies of this organisation.

All staff will be aware of the procedure for dealing with allegations against staff, volunteers and those outside of the organisation.

All staff will be aware of how to record concerns in a confidential manner and know what the organisations information sharing arrangements are.

Children and young people, their parents and carers will be informed about the child protection policy, what they should do if they have concerns and who the designated child protection co-ordinator is. We will convey this information by having a copy of our policies and procedures available and accessible at all times and on our web site.

This document will contain details of contacts for other agencies and resources.

There will be a complaints and whistle blowing procedure.

Special provisions have been made due to the organisation taking children away on trips, using internet in group sessions.

## *Abuse*

Different categories of abuse:

Child abuse can be in the form of neglect, physical injury, sexual abuse or emotional abuse inflicted or knowingly not prevented, which causes significant harm or death.

Abuse can take place within a family, in an institutional or community setting, by telephone or on the Internet. Someone known to the child or a complete stranger may carry out abuse. Some abuse can be face to face, via the telephone, texting, emails, social networking or any other form of written/verbal contact.

**Physical abuse** takes place when a child is physically hurt or injured by hitting, shaking, squeezing, burning, biting or attempting to drown or suffocate them.

Physical abuse also includes giving a child alcohol, inappropriate drugs, poison or failing to prevent physical injury. It can also be caused by a parent/carer deliberately causing ill health of a child in order to seek attention.

**Sexual abuse** includes enticing or forcing a child to engage in fondling, masturbation, oral or anal intercourse or full sexual intercourse, making a child observe inappropriate behaviour and showing a child pornographic materials; whether or not the child is aware of what is happening.

**Emotional abuse** is persistent or severe emotional ill treatment or rejection that has, or is likely to have, a serious effect on the child's development. It occurs when a

child's need for love, security, praise and recognition is not met. This can include withholding love, constantly shouting and threatening or demeaning the child, being persistently over protective or undermining a child's self esteem and prevent them developing a positive self-image. It may result from children being prevented from having social contact with others. Emotional abuse usually, although not always, co-exists with other forms of abuse.

**Neglect** occurs when any of a child's basic needs are not met; these needs include physical, emotional, intellectual and spiritual needs. Examples of neglect include children being left alone in possibly dangerous situations or left alone at an inappropriate age or being denied access to education or proper health care or not having adequate food, clothing or shelter.

It is also important to consider bullying as an abuse as it may play a part in form of other recognised abuses. Bullying is deliberately hurtful behaviour, usually repeated over a period of time. Bullying can be physical verbal or emotional. Although bullying normally involves children and their peer's adults can also inflict it. The damage inflicted by bullying can frequently be underestimated. Bullying can cause considerable distress to children, to the extent that it affects their health and development or, at the extreme, cause them significant harm (including self harm).

## How to recognise the signs of abuse

Each type of abuse can have possible signs and effect behaviour. This list is not exhaustive and recognising the signs and behaviour does not necessarily mean a child is being abused. They may help you identify if something is wrong, the possibility of abuse should be investigated if a child shows a number of signs or any of them to a distinct degree. Many signs are applicable to more than one type of abuse. Alternatively the child may show no outward signs of abuse.

### Physical Abuse

\*Unexplained recurrent injuries or burns. Finger, bite and pinch shaped bruising, scratches and bruising to face, cigarette and shaped burns, fractures in young/small children and bald patches can all be signs of abuse.

\*Improbable excuses or refusal to explain injuries.

\*Wearing clothes to cover injuries, even in hot weather.

\*Refusal to undress for activities requiring change of clothes.

\*Chronic running away.

\*Fear of medical help or examination.

\*Self-destructive tendencies.

\*Aggression towards others.

\*Fear of physical contact - shrinking back if touched or flinching at sudden movements.

\*Admitting that they are punished, but the punishment is excessive (such as a child being beaten every night to 'make him study')

\*Fear of going home or of suspected abuser being contacted.

### **Sexual abuse**

\*Being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age and more concerned with sexual matters.

\*Medical problems such as chronic itching, pain in the genitals, venereal diseases.

\*Other extreme reactions, such as depression, self-mutilation, and suicide attempts, running away, overdoses, anorexia.

\*Personality changes such as becoming insecure or clinging.

\*Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys.

\*Being isolated, fearful or withdrawn.

\*Inability to concentrate.

\*Lack of trust or fear of someone they know well, such as not wanting to be alone with another member of staff or volunteer.

\*Starting to wet again, day or night/nightmares, with no physical cause.

\*Become worried about clothing being removed.

\*Suddenly drawing sexually explicit pictures.

\*Trying to be 'ultra-good', overly compliant or perfect, overreacting to criticism.

\*Unexplained sources of gifts/money.

\*Talks about "a friend" being abused.

### **Emotional Abuse**

\*Physical, mental and emotional development lags i.e. speech delay, poor verbal ability and lack of communication skills. Lack of concentration and learning difficulties.

\*Sudden speech disorders.

\*Continual self-depreciation and low self esteem ('I'm stupid, ugly, worthless, etc')

\*Overreaction to mistakes.

\*Self-mutilation/harming.

\*Attention seeking and lack of appropriate boundaries with strangers.

- \*Extreme/unreasonable fear of any new situation.
- \*Inappropriate response to pain ('I deserve this') and inappropriate emotional responses to stressful situations.
- \*Neurotic/obsessive behaviour (rocking, hair twisting, self-mutilation).
- \*Extremes of passivity or aggression.
- \*Alcohol, drugs and solvent misuse.
- \*Eating disorders (over or under eating).

### **Neglect**

- \*Constant hunger, compulsive scavenging or stealing (for food and clothes) and emaciation.
- \*Poor personal hygiene, poor skin/hair.
- \*Constant tiredness.
- \*Poor state of clothing or inappropriate clothing for conditions.
- \*Untreated medical problems.
- \*No social relationships and withdrawal from relationships with other children.
- \*Destructive tendencies or repeated accidents.
- \*Frequent lateness or non-attendance to activities.

### **Bullying**

- \*Change in behaviour and avoidance or certain activities but not others.
- \*Unexplained damaged property.
- \*Repeatedly "lost" money.
- \*Unexplained bruising (also sign of physical abuse).
- \*Social isolation.

## **How to respond to signs of abuse**

If you recognise signs of abuse keep a written record of any physical or behavioural signs or symptoms. If patterns emerge or signs become frequent report them to your designation child protection coordinator. Try and be specific and write down what you have actually seen so that your notes can be used as evidence in any investigation. It may be a good idea to record what you have seen on a body map for an accurate record that cannot be misinterpreted. Body maps may also be of use for your first aid records.

If you suspect abuse you must report your suspicions to the designated child protection coordinator who will be able to deal with your concerns.

Your organisation may want to include a statement of what staff/volunteers should do if they do not feel able to respond to disclosures. It would also be useful for staff/volunteers to know what support is available for them should someone disclose to them i.e. management support in supervision giving them a chance to feedback on what they are feeling.

## **How to respond to allegations of abuse against a member of staff**

If the concerns are about the appointed Child Protection Officer report your concerns to the Deputy Appointed Person (Michelle Campbell – Carr)

If they are unavailable report your concerns directly to the Local Authority Designated Officer (LADO) **01634 334466** so the details are logged accurately. You may call the LADO direct if it is an emergency on **01634 331229** or the Police, who will advise on the action to be taken including advice on contacting parents. Alternatively contact the NSPCC for advice (**0808 800 5000**).

It is crucial that all allegations are taken seriously and appropriate action taken. It is important that any concerns for the welfare of the young person, arising from abuse, poor practice or harassment by a member of staff or volunteers, should be reported immediately.

Suspension will not be an automatic response to allegations. The seriousness and plausibility of the allegation will be considered along with the risk of harm to children and the possibility of tampering with evidence, as well as the interests of the person concerned and the organisation.

All incidents should be investigated internally after any external investigation has finished, reviewing organisation practice and putting in place any additional measures to prevent a similar thing happening again.

## **How to respond to allegations of abuse against someone not working in the group**

Report the concerns to the appointed Child Protection coordinator (Penny Kershaw) immediately who will report the concerns directly to the Local Authority Access and Information or Police who will advise on the action to be taken, including advice on contacting parents.

If you cannot contact the appointed Child Protection Officer (Penny Kershaw ) or their deputy (Michelle Campbell-Carr) report your concerns immediately to the local authority or Police who will advise you appropriately. Should you wish to seek expert advice to help you decide on the best course of action you can contact the NSPCC Helpline on 0808 800 5000 or Child line on 0800 1111.

## **How to respond to a child telling you about abuse**

If a child tells you about abuse:

Stay calm and be reassuring, respond with tact and sensitivity. Don't make judgements.

Find a quieter place to talk and allow the child to speak in their own time, this should still be in the open but away from the crowd and you should tell somewhere else where you are going and who with.

Believe in what you are being told; take allegations or suspicion of abuse seriously.

Listen, possibly confirm details but do not press for information or ask leading questions as this may void any disclosure you receive in a court case or investigation.

Make brief notes using the person's own words. Do not interpret what has been said or make assumptions.

Say that you are glad that the child told you. Do not promise confidentiality and discuss who you need to tell. Do not investigate the allegation yourself and do not contact the parents/carers in the first instance until advised to do so by the local authority/officer in charge of the allegation.

If it will help the child to cope say that the abuser has a problem.

Say that you will do your best to protect and support the child.

If necessary, seek medical help and contact the police or social services. Ensure the safety of the child and that they are away from the alleged abuser.

Acknowledge that the child may have angry, sad or even guilty feelings about what happened, but stress that the abuse was not the child's fault. Acknowledge that you will probably need help dealing with your own feelings and your employer/organisation should provide additional support this could include a follow up session, time off or counselling.

Follow procedures for reporting allegations and suspicions to the designated child protection coordinator.

## ***How information will be recorded***

Referrals to the designated child protection person should be clearly documented on an incident report. Any notes made during a disclosure should also be passed onto the designated person. These records will be kept in a locked drawer/cabinet in the Operations Managers office. The documents will be made available to the police or social care and the designated person for child protection will follow the guidance for information sharing. Those expressing their concerns must not consult others in the first instance.

Your report of concern should contain, as far as possible, the following:

Items to be included in a Record of Concern

- \* Name of child
- \* Child's address
- \* Name of parent/carer(s) (if available)
- \* Phone numbers for parent/carer(s) and child (If available)
- \* What is said to have happened or what was seen?
- \* When and where did it occur?
- \* Who else, if anyone, was involved and how?
- \* What was said by those involved?
- \* Were there any obvious signs e.g., bruising, bleeding changed behaviour?
- \* Was the child able to say what happened, if so, how did they describe it and record using their words?
- \* Who has been told about it and when?
- \* Do the parents know?
- \* Signature of person filing the record and their name
- \* Date of record
- \* A completed body map

## *Code of conduct for everyone*

### **This code applies to all staff.**

#### **You must:**

Treat all children equally and with respect. .

Ensure that, whenever possible, there is more than one adult present during activities with children (or where the staff members are under 18) or at least that you are within sight or hearing of others. If you are asked to talk in private ensure someone else knows where you are and leave a door ajar or stay in clear view, always make a note of the conversation, tell the child or young person they are free to leave or stop talking at anytime.

Respect young people's right to personal privacy/encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like.

Remember that someone else might misinterpret your actions, no matter how well intentioned.

Be aware that physical contact with a child may be misinterpreted

Recognise that special caution is required when you are discussing sensitive issues with children.

Operate within the organisation's principles and guidance and any specific procedures.

Challenge unacceptable behaviour and report all allegations/suspicions of abuse.

#### **You must not:**

Engage in sexual activity with a young person (even if they are over 18) you have met through your duties within the organisation, this would be an abuse of trust.

Invite a child to your home or arrange to see them outside set activity hours.

Give out personal contact details or contact them unnecessarily outside of activity hours.

Give child gifts personally, any appropriate gifts such as token birthday gifts should come from the organisation. You should not accept gifts from children unless they are small token gifts appropriate to a celebration. All gifts must be reported to your activity leader.

Lend or borrow any money or property.

Allow yourself to be drawn into inappropriate attention-seeking behaviour/make suggestive or derogatory remarks or gestures in front of children.

Jump to conclusions about others without checking facts.

Either exaggerate or trivialise child abuse issues.

Show favouritism to any individual.

Rely on your good name or that of the organisation or to protect you.

Believe “it could never happen to me”.

Take a chance when common sense, policy or practice suggests another more prudent approach.

Allow abusive peer activities e.g. initiation ceremonies, bullying or horse play.

You should give guidance and support to inexperienced helpers. Staff relationships are based on mutual respect and it is everyone’s responsibility to ensure a positive working environment.

## ***Staff selection and training***

Staff will be selected based on their suitability to the role. All staff are required to complete the recruitment process before activity commences.

Job descriptions and requirements will be made for each new role/position and agreed with staff.

Staff ability to deal with disclosures should be assessed. Special consideration should be given when recruiting under 18s.

All staff will be required to:

- \* complete an application form.
- \* provide proof of identity and qualifications required.
- \* provide two references who may be contacted before interview.
- \* attend an interview, with at least two interviewers.
- \* explain gaps in employment.
- \* obtain a full disclosure through checks from the Disclosure and Barring Service.
- \* complete an agreed probationary period.

## ***Undertake induction and training.***

Advice will be sought when recruiting someone with a criminal record.

Any applicant refusing to go through the vetting and barring system or D.B.S check will not be employed as a paid member of staff or as a volunteer if their role includes regulated or controlled activities that require registration.

All staff will go through DBS checks as necessary

All staff who have regular, unsupervised access to children or vulnerable adults will have the Enhanced check as will the designated person for child protection.

All staff will be expected to complete a ‘Funtime playworker induction’ before being allowed to participate within the sessions.

## *Complaints procedure*

Complaints are any clear expression of dissatisfaction with the group, its personnel, or its services that calls for a response

The procedure deals with specific concerns including: a risk to the health or safety of any individual or improper conduct or unethical behaviour or inappropriate behaviour in relation to children.

Anyone may make a complaint including children, parents/carers, paid workers, or other people outside the group.

Complaints are treated seriously whether it is made in person,

By telephone (01634 682 862),

By letter Lordswood Leisure centre, North Dane Way, Chatham, Kent, ME5 8YE,

or by e-mail ( [spencer.grimwade@lordswood-leisure.co.uk](mailto:spencer.grimwade@lordswood-leisure.co.uk))

Complaints will be dealt with promptly, politely, and with respect - give timescales to resolve.

The Centre implements complaints and uses them to improve its services.

Formal complaints should be written down in as much detail as possible, including names of people the complaint has already been taken to.

Complaints can be made anonymously although a name and contact details would help for further investigation.

Initial complaints will be dealt with by Penny Kershaw, Michelle Campbell Carr or Spencer Grimwade (Managing Directors) within 28 days.

If you feel that your complaint has not been dealt with to a satisfactory level please contact Ofsted on 0300 123 1231. Alternatively you can write to Ofsted at:

Ofsted

Piccadilly Gate

Store Street

MANCHESTER

M1 2WD

## Resources/contacts

If you have concerns that a child in Medway may be suffering from harm please contact:

General enquiries

Telephone: 01634 336329

Email: [mscb@medway.gov.uk](mailto:mscb@medway.gov.uk)

Address: 5th Floor, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR

Alternatively call: NSPCC 0808 800 5000

Medway Police 01622 690690

Kent police (Child abuse investigation unit) 01622 690690

### **Local Authority Designated Officer (LADO)**

LADO Officers provide advice and guidance to employers and voluntary organisations that have concerns about a person working or volunteering with children and young people who may have behaved inappropriately or if information has been received that may constitute an allegation.

Telephone: 01634 331 065

Email: [child.protection@medway.gov.uk.cjsm.net](mailto:child.protection@medway.gov.uk.cjsm.net)

Concerns that a child in Medway may be suffering from harm

If you are a member of the public and have a concern about a child or young person living in Medway please telephone: 01634 334 466

Email [ss.access&info@medway.gov.uk](mailto:ss.access&info@medway.gov.uk)



# Whistle Blowing Policy

## Whistle-blowing and raising concerns at work

The official name for whistle-blowing is ‘making a disclosure in the public interest’. If staff believes there is malpractice in the scheme, they should report this by following the correct processes. Their employment rights are protected and they cannot be victimised by the employer.

Whistle-blowers are protected for public interest, to encourage people to speak out if they find malpractice in an organisation or workplace. Malpractice could be improper, illegal or negligent behaviour by anyone who works with or within the scheme.

## When should the whistle-blowing procedure be used?

To be protected as a whistle-blower, a worker needs to make a ‘qualifying disclosure’ about malpractice. This could be a disclosure about: threats/risks to the welfare, health or safety of a child or adult, criminal offences, failure to comply with a legal obligation, miscarriages of justice, damage to the environment, a deliberate attempt to cover up any of the above.

It is the responsibility of all staff to report any improper, illegal or negligent behaviour in or connected with the scheme. This procedure is appropriate where staff has genuine concerns about activities in or connected with the setting. It is not designed to replace or be used as an alternative to the grievance procedure. The scheme’s Safeguarding Policy must be followed where a disclosure is made relating to the safeguarding of a child.

Whistle-blowing protection applies where the person making a disclosure reasonably believes that the information disclosed, and any allegations contained in it, are substantially true. If any disclosure is made in bad faith, or concerns information which is not substantially believed to be true, or if the disclosure is made for personal gain, then such a disclosure will constitute a disciplinary offence.

If a disclosure is made in good faith, but is not confirmed by any subsequent investigation, then no action will be taken against the whistle-blower. Victimisation of an individual for raising a disclosure will be a disciplinary offence. Lordswood Leisure Centre will take action against the whistle-blower: Concerns should normally be reported in the first instance to the line manager. If this is not possible or appropriate, they should be reported to the Operations Director (Spencer Grimwade). Concerns can be reported verbally or in writing, and should include, information about the malpractice and reasons for concern.

The whistle-blower may nominate a colleague to be present during meetings in connection with the concerns raised, action to be taken by the Leisure Centre.

The Leisure Centre will investigate any matter raised under this procedure thoroughly, promptly and confidentially. The Leisure Centre will decide whether the matter falls within the scope of the schemes other policies and procedures. The Leisure Centre will investigate the matter and take action as appropriate. If the whistle-blower or

anyone else connected with the scheme is asked or instructed to cover up malpractice, this is itself a disciplinary offence. If malpractice is revealed as a result of any investigation under this procedure, the leisure centres disciplinary procedure will be used, in addition to any appropriate external measures. The whistle-blower will be informed of the outcome.

You can whistleblow to Ofsted by:

Telephone: Whistleblowing Hotline (0300 1233155).

It is staffed from 8am – 6pm, Monday – Friday.

Email: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

Post: WBHL, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. 42.

You can contact the NSPCC National Whistle blowing Advice Line by telephone or email, see [www.nspcc.org.uk/preventing-abuse/child-protectionsystem/england/reporting-your-concerns/](http://www.nspcc.org.uk/preventing-abuse/child-protectionsystem/england/reporting-your-concerns/)

Whistle blowing is supported when reporting concerns of actual or possible unethical, illegal or unprofessional conduct by anyone within the organisation. Complaints should be reported through your normal line management unless they are unable to deal with the matter, in which case it should be taken to the next management team.



# Tackling Extremism & Radicalisation Policy

Fun Time Play scheme is fully committed to safeguarding and promoting the welfare of all its children within our care. Members of staff recognise that safeguarding against radicalisation and extremism is no different to safeguarding against any other vulnerability in today's society. The Tackling Extremism and Radicalisation Policy sets out our beliefs, strategies and procedures to protect vulnerable individuals from being radicalised or exposed to extremist views, by identifying who they are and promptly providing them with support.

All Staff will have an understanding of what radicalisation and extremism is and why we need to be vigilant within the setting.

## **DEFINTIONS AND INDICATORS**

Radicalisation is defined as the act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind.

Extremism is defined as the holding of extreme political or religious views. There are a number of behaviours which may indicate a child is at risk of being radicalised or exposed to extreme views.

These include;

- \*Spending increasing time in the company of other suspected extremists.
- \* Changing their style of dress or personal appearance to accord with the group.
- \*Day-to-day behaviour becoming increasingly centred on an extremist ideology, group or cause.
- \*Loss of interest in other friends and activities not associated with the extremist ideology, group or cause.
- \*Possession of materials or symbols associated with an extremist cause.
- \*Attempts to recruit others to the group/cause.
- \*Communications with others that suggests identification with a group, cause or ideology.
- \*Using insulting or derogatory names for another group.
- \*Increase in prejudice-related incidents committed by that person – these may include;
  - \*physical or verbal assault
  - \*provocative behaviour
  - \*damage to property
  - \*derogatory name calling
  - \*possession of prejudice-related materials
  - \*prejudice related ridicule or name calling
  - \*inappropriate forms of address

- \*refusal to co-operate
- \*attempts to recruit to prejudice-related organisations
- \*condoning or supporting violence towards others.

Although serious incidents involving radicalisation have not occurred at Fun Time to date, it is important for us to be constantly vigilant and remain fully informed about the issues which affect the local area, city and society in which we teach. Staff are reminded to suspend any ‘professional disbelief’ that instances of radicalisation ‘could not happen here’ and to be ‘professionally inquisitive’ where concerns arise, referring any concerns through the appropriate channels.

The fun Time coordinator Penny Kershaw and Michelle Campbell – Carr will be the nominated staff for referrals relating to extremism and radicalisation. In the unlikely event that they are not available, then Spencer Grimwade (operations director) will deal with the referrals.



# FGM

FGM is child abuse and a form of violence against women and girls, and therefore it is dealt with as part of existing child safeguarding policies and procedures.

It is illegal in the UK to subject a child to female genital mutilation (FGM) or to take a child abroad to undergo the procedure – Female Genital Mutilation Act 2003.

Despite the harm it causes, FGM practicing communities consider it normal to protect their cultural identity. The age at which girls are subject to FGM varies greatly from shortly after birth to any time up to adulthood.

At Fun Time play scheme, our coordinating staffs are trained in dealing with FGM and are alerted to the following key indicators:

\*A child's family comes from a community that is known to practice FGM.

\*A child may talk about a long holiday to a country where the practice is prevalent.

\*A child may confide that she is to have a 'special procedure' or to attend a special occasion.

\*A child may request help from a teacher or another adult.

Any female child born to a woman or has a sister who has been subjected to FGM will be considered to be at risk, as much as other female children in the extended family. Any information or concern that a child is at risk of FGM will result in a child protection referral to Children's Social Care.

The new mandatory reporting duty for FGM under the Serious Crime Act 2015 requires Staff in England and Wales to report known cases of FGM in under 18-year-olds to the police.

If you know someone in immediate danger;

Contact the police if you think that a girl or young woman is in immediate danger of FGM. You should also contact the Foreign and Commonwealth Office if she's already been taken abroad.

## *FGM Helpline*

- email: [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk).
- telephone: 0800 028 3550



# Intimate Care Policy

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a pupil after they have soiled themselves) to intimate personal areas. In most cases we will only assist the child involved cleaning for hygiene purposes as part of a staff member's duty of care.

The issue of intimate care is a sensitive one and will require staff to be respectful of the child's needs. The child's dignity should always be preserved with a high level of privacy, choice and control. There shall be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff must work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

Lordswood Leisure Centre is committed to ensuring that all staff responsible for the intimate care of children/young people will undertake their duties in a professional manner at all times. Lordswood Leisure Centre recognises that there is a need to treat all children/young people with respect when intimate care is given. No child / young person should be attended to in a way that causes distress or pain.

## *Our approach to best practice*

The management of all children/young people with intimate care needs will be carefully planned. The child/young person who requires intimate care is treated with respect at all times; the child's/young person's welfare and dignity is of paramount importance.

Staff who provide intimate care are trained to do so (including Child Protection and Health and Safety training in lifting and moving) and are fully aware of best practice. Apparatus will be provided to assist with children who need special arrangements following assessment from the senior team at Lordswood Leisure Centre, as required. Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation. Wherever possible staff members who are involved in the intimate care of children/young people will not be involved with the delivery of sex education to the children/young people in their care, as an additional safeguard to both staff and children/young people involved.

The child will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child/young person to do as much for him/herself as he/she can. This may mean, for example, giving the child responsibility for washing themselves. Individual intimate care plans will be drawn up for particular children as appropriate to suit the circumstances of the child/young person.

Each child's/young persons right to privacy will be respected. Careful consideration will be given to each child's/young persons situation to determine how many carers might need to be present when a child is toileted. Where possible one child will be catered for by one adult (monitoring the cubicle door) unless there is a sound reason for having more adults present. If this is the case, the reasons should be clearly documented and outlined: for example changing pads etc.

Wherever possible the same child/young person will not be cared for by the same adult on a regular basis; ideally there will be a rota of carers known to the child who will take turns in providing care. This will ensure, as far as possible, that over-familiar relationships are discouraged from developing, whilst at the same time guarding against the care being carried out by a succession of completely different carers.

Intimate care also covers such things as, cuddles, wiping/cleaning faces, wiping noses, looking for head lice. Any duty that involves the care 'handling' the child / young person is deemed as being intimate.

Wherever possible staff should only care intimately for an individual of the same sex. However, in certain circumstances this principle may need to be waived where failure to provide appropriate care would result in negligence for example, female staff supporting boys, as no male staff are available.

Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the child's/ young persons documentation. The needs and wishes of children/young people and parents/carers will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

### **The Protection of Children**

Safeguarding / Child Protection Procedures and Inter-Agency Child Protection procedures will be adhered to supporting this document.



# Procedures for if a child leaves Fun Time Unaccompanied

## ***IF A CHILD CANNOT BE FOUND***

The chances of finding a missing child safe are greatest if the child's absence is soon discovered. It is important to know how many children should be present and to keep regular checks.

## ***SEARCHING FOR A LOST CHILD***

1. Without alarming them, ask the children themselves if they have seen the missing child.
2. Check all staff members are present and aware of the problem.
3. Establish who last saw the child: where they were, what they were doing and when it was.
4. The Fun Time coordinator/ Manager should be responsible for organising a search of all areas. If needed, get all children into one large group so that a more members of staff are available for search.
5. Areas should be searched in the following order, ensuring that all possible hiding places are checked:

\*The place of the missing child's group.

\*Searching all other areas within in the Leisure Centre.

\*Search all external areas of the Leisure Centre's grounds, including those of Lordswood Sports and Social Club.

6. As a final resort, inform Lordswood Sports and Social Club of what has happened, and ask if they have seen a child within their grounds and to keep a look out for unaccompanied children.

## ***INFORMING PARENTS***

1. Alarming them as little as possible, call the parents of the child to inform them of the situation.
2. If the parents cannot be contacted, the emergency contact must be immediately notified.
3. As soon as the parents are contacted, they will need advice and support. Reassure them that everything possible is being done to find the child, and the relevant authorities have been contacted (police, social services, etc.). Listen to what the parents have to say, and remain calm with them at all times. Refer to '***Dealing with people's reactions***' for further advice.

## ***INFORMING THE POLICE***

1. If the above measures fail to locate the child, the police must be called on 101

2. Give clear, precise details of the missing child, and when they were last seen.

## ***INFORMING SOCIAL SERVICES***

1. Inform social services of the incident and whether the police have been called. Contact the Duty Social Worker on 01634 334466.
2. Tell social services what systems and procedures the Fun Time has in place to prevent such occurrences from happening. Also inform them of what happened, in what order it happened and at what time it happened.
3. Social services will want to conduct their own investigation.
4. If the Operations Director is not on the premises, they must be informed immediately.

## ***RECORDING THE INCIDENT***

1. Build up a record of the event and complete an incident form, as soon as there is time to do so.
2. Include in the record the last definite sighting of the child, anything unusual that day about the behaviour of that child or any other child, and any other relevant information.
3. Witness statements from all relevant members of staff involved will be needed.

## ***DEALING WITH PARENTS REACTIONS***

1. Parents of the child will be frightened, distressed and angry. These are natural feelings in such circumstances.
2. Because of the powerful emotions involved, people's behaviour may be unpredictable. Even the calmest of people can quite easily become very angry, and begin to threaten legal action.
3. Therefore it is very important to be careful from the beginning about the words used to talk to people about the incident.
4. Do not say anything that may invalidate our insurance by implying that we accept liability. However, we must not appear as uncaring. Do not say 'no comment', which will make us look unhelpful. Be sure to say such things as:
  - How sorry you are about the incident.
  - That a full investigation is in hand.
  - That social services have been informed and will be conducting their own investigation.

## ***DEALING WITH THE MEDIA***

1. Unless otherwise informed, only the Operations Director may talk to any form of media.
2. If reporters do approach staff for their views, advise them that they must direct all enquiries to the Operations Director.

## ***INFORMING OTHER PARENTS***

1. It is important to inform parents so as to stop the spread of gossip. Other parents will find out from the media anyway, so the situation should be addressed immediately.

2. The next morning upon children signing in, accurate information should be given to all parents about the incident. The best way to do this is via a letter to all parents from the relevant manager.
3. There is no point trying to hide the situation, as it cannot be changed. The important thing is to ensure that it will never happen again and support can be gained from the local community.

## ***IF THE CHILD IS FOUND***

1. During the time that the child is missing, everyone involved suffers great fear, guilt and distress. It is not always easy to control these emotions when the child is found. However, it is important to remember:
2. The child may also have been afraid and distressed, and therefore may be in need of some comfort.
3. The child may be completely unaware of having done anything wrong as a consequence of their actions.
4. The incident provides a good opportunity to talk to all children, and review all relevant procedures.



# Signing In & Out Policy

## ***Signing In and Signing Out Policy/Agreement***

### ***Arrivals and departures***

All visitors must sign in and out and wear an identification badge

Points of access and departure can be hazardous for many reasons. These include passing traffic, the car park, people, buggies, open spaces etc.

Your child's safety is of paramount importance to us, and therefore, all parents and carers must adhere to the following rules set by the Fun time play scheme.

- Every child **must** be signed in with the responsible parent/carer present.
- Children **must** be collected and signed out by the named person.
- Every parent **must** fill out an online registration form for their child.
- A password protected system will be used for the safety of all children attending any scheme.
- All parents and children **must** sign a behaviour contract.
- All parents **must** provide any information about medical requirements.

### ***Failure to comply with this policy will result in:***

- Your child being sent home if they are not signed in or the correct information is provided on the registration form.
- If children are not signed in and parents refuse to come and collect them, then social services will be informed of the situation.
- No child will be allowed to leave the premises unless accompanied by the named person. If the person who picks up the child is not a named person, then the Fun time co-ordinator will phone the named person to see if the child can leave with the person in question. If this is ok, then the Fun time co-ordinator should check a form of identification, to verify that this is the person in question. If the parent says that this not ok, then the child will not be allowed to leave.

We endeavour to maintain our high standard of childcare, and in doing so your child's safety is of great importance to us.

If, for any reason, a child is not picked up after Fun Time, the following will happen:

- Contact the parents/carers, and inform them that they must come and collect their child immediately.

If it is before 5pm and the parents/carers cannot be contacted, the Fun time coordinator should contact the Gun Wharf in Chatham on **01634 334466** and ask to speak to a Duty Officer Social Worker.

- Explain the situation to the Duty Officer Social Worker and go from there.
- If it is after 5pm and you cannot contact the parents/carers, phone the out of hours number on **03000 41 91 91**.
- Explain the situation again, and act how the Social Worker informs you to.
- Late collection is recorded into incident book and if it is repeated a charge of £15 will be applied for the first 15 minutes, and £20 after 15 minutes this will need to be paid when the child is collected. One member of staff will supervise the child until the parents arrive.



# Complaints Procedure

## Complaints Procedure

Fun Time aims to provide the highest quality entertainment and care for all our children. We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

Fun Time works in accordance with all relevant legislation including –

Data Protection 1998

Freedom of Information Act 2000

Any parent who is uneasy about any aspect of Fun Time and the way it is run should follow our complaint procedure:

- Relay concerns/complaint over the problem with the Fun Time Coordinator or Duty manager on shift.
- If unhappy with this outcome, parents should put their concerns/complaint in writing or email (on request) to the Fun Time Coordinator (Penny Kershaw) or the Operations Manager (Michelle Campbell – Carr).
- If the matter is still not resolved, then the parent should contact the Operations Director (Spencer Grimwade) to arrange a meeting with them, or even the Board of Directors, to sort out any queries.
- Parents also have the right to complain to OFSTED on **0300 123 1231** or [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
- All complaints will be dealt with seriously and effectively, and kept confidential at all times.
- Complaints made will be recorded down with the outcome and any action taken.
- Complaints will be resolved within 20 days to the person who made the complaints and will be told of any outcome and action taken.



# Disciplinary Procedure

The Fun Time Holiday Play scheme will maintain a well-motivated, highly skilled and professional Play workers team. However, occasionally action will need to be taken to encourage improvement in individual behaviour and performance.

If a Play worker is subject to disciplinary action, fair and consistent procedures will be employed. This policy will also work alongside the Fun Time Disciplinary procedure. Investigations will be non-discriminatory and apply equally to all Play workers irrespective of sex, marital status, sexual preference, race or disability.

Play workers will be given the opportunity to state their case, and be accompanied by a colleague or Trade Union representative of their choice, during any part of the disciplinary process.

Play workers will not be dismissed for a first breach of discipline except in the case of gross misconduct (see below).

Either the Play scheme coordinator or Operations Manager will conduct investigations after taking advice from Medway Council.

Play workers have a right to appeal against any disciplinary action taken against them.

The Play workers Disciplinary Procedure operates as follows:

## ***Informal discussion***

Before taking formal disciplinary action, the Play scheme coordinator will make every effort to resolve the matter by informal discussions with parties concerned. If a satisfactory outcome or improvements are not reached disciplinary procedures will be formally implemented.

## ***Formal verbal warning***

The Play scheme coordinator will give a formal warning to the Play worker. The Play scheme coordinator will notify and explain the reason for the warning. The Play worker will further be informed of their right of appeal. A brief note of the warning will be kept on the Play workers records. After six months it will be disregarded (subject to satisfactory conduct and/or performance).

## ***Written warning***

If, following a formal verbal warning, there is insufficient improvement in standards, or if a further incident occurs, a written warning will be issued. This will state the reason for the warning and that, if there is no satisfactory resolution after a further month, a final written warning will be given. A copy of this first written warning will be kept on the Play workers record, but will be disregarded after 12 months, subject to satisfactory conduct and/or performance.

## ***Final written warning***

If the Play worker's conduct or performance remains consistently unsatisfactory, or if the misconduct is sufficiently serious, a final written warning will be given making it clear that any further breach of the standards, or other serious misconduct, may result in the employee's dismissal.

A copy of the warning will be kept in the Fun Time Holiday Play scheme records, but will be disregarded after 24 months, subject to satisfactory conduct and/or performance. The warning will state clearly that dismissal will result from a failure to comply.

In certain exceptional circumstances, a Play worker may receive a Final Written Warning that will remain on the Fun Time Holiday Play scheme's records indefinitely. This course of action will follow when a Play worker has only avoided dismissal due to extenuating or mitigating circumstances.

## ***Gross misconduct***

If, after investigation, it is deemed that a Play worker has committed an act of the following nature, dismissal will be the normal outcome:

- Child abuse (for further details refer to the Child Protection policy).
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy).
- Assaulting another person.
- Persistent bullying, sexual or racial harassment.
- Being unfit for work through alcohol or illegal drug use.
- Gross negligence that either causes or might cause injury, loss or damage to persons or property.
- Theft, fraud or deliberate falsification of the Fun Time Holiday Play scheme's documents.
- Deliberate damage to Fun Time Holiday Play scheme's property.
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 1989.

While the alleged incident of gross misconduct is being investigated, the individual concerned is likely to be suspended, during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after a full investigation.

If the Play worker member has been found to have committed an act of gross misconduct, they will be dismissed without notice.

## **Appeals**

Play workers wishing to appeal against a disciplinary decision, must do so in writing to the Play scheme coordinator or Operations Manager as appropriate and within 15 working days of the decision being communicated. Appeals will be dealt with as quickly as possible and within at least 15 days. If possible, somebody will be appointed who was not involved in the original disciplinary action that will hear the appeal and impartially adjudicate the case.

At all stages of the procedure, the right to appeal will be confirmed as part of the warning, suspension or dismissal letter.



# Emergency Procedures

## Dealing with Accidents & Injuries

In the event of an accident or injury:

1. Keep calm
2. Reassure and comfort injured person
3. Check for possible dangers.
4. Assess injury and call for ambulance if required
5. Get assistance if you are on your own to cover the other children
6. Diffuse the situation-explain the situation and reassure the non injured person
7. Administer first aid as appropriate and according to injury
8. Contact injured person parent /carer
9. If parent is not contactable, accompany the person to hospital in ambulance if necessary
10. Record accident on a accident form
11. Explain accident to parents/carers
12. If not being collected by parent/carer send the child home with a copy of the accident report and make a follow up call as head injuries or bad falls should be reported.

### ***Dealing with a serious injury***

1. Keep Calm
2. Check for dangers
3. Check for signs of life
4. Call for assistance first aid kit and an ambulance
5. Administer first aid
6. Wait for ambulance
7. Inform the Parent/ careers
8. Fill out accident and incident report
9. follow up, with RIDDOR report

***All first aid boxes to be checked and re-stocked weekly.***



# Social Networking Policy

## ***Statement of Intent***

Fun time setting believes that all children should be kept safe and protected at all times.

## ***Aim***

We aim to keep Children safeguarded by ensuring the use of Social Networking and Social Media does not negatively impact on the children, families, staff or Fun Time

## ***Methods***

At Fun Time, we realise that social networking has not become an integral part of everyday life and that many people enjoy membership sites such as Facebook and twitter. However, we at Fun time are also aware that these sites can become a negative forum for complaining or gossiping and care must be taken not to breach our ‘confidentiality policy’ or offend anyone when using these sites.

Employees understand they must not identify themselves as representatives of the Fun Time play setting, to ensure there is no reflection of the company. To ensure professionalism and child protection all relationships with parents must be kept on a professional level, they must not communicate via social media. However, members of staff that have existing relationships with parents prior to commencing at buttercup will be reviewed on an individual basis at the manager’s discretion.

At Fun Time play setting we consider the relationships with clients/customers as valuable assets that can be damaged through a thoughtless comment. Social networking sites are somewhat informal, it is easy for employees to develop ‘loose lips’ – especially when they think they are among themselves. Proprietary information is not to be discussed or refer to on sites, even in private messages between sites who have authorised access to information. Staff must be aware that they are always ambassadors for the Fun Time play setting



# Mobile Phone and Social Media Policy

## Mobile Phone Policy

Fun time Play Scheme have a ‘culture of safety’ in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club’s mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

## Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept in the Staff front office during working hours. If a member of staff needs to make an urgent personal call, they can use the work phone or make a personal call from their mobile in the Staff front office.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy. Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

## Children’s use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the setting. The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children. Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity they can ask a member of staff to take one using the work camera.

## Visitors use of mobile phones

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

## Social Media

Staff may not access personal emails without permission from the management and under no circumstances are they allowed access to social networking sites whilst in the play setting.

Staff have access to computers in the Staff room which they are free to use during their lunch break or when off duty.

Any staff found to be accessing social networking sites or other websites not relating to work either via their mobile phones, even if they are on lunch break, or off duty, will be subject to disciplinary action.

Fun Time recognises the lines between public and private and personal and professional are blurred in online social networks. You should therefore recognise the potential for damage to be caused (either directly or indirectly) to the setting certain circumstances through your personal use of social media, when you can be identified as a Fun Time employee.

## YOU MUST

Only disclose and discuss publicly available information.

Be careful about what you say and how it might be interpreted, particularly discussing topics which can be inflammatory or expose matters of confidentiality.

## YOU MUST NOT

Use Social media sites for contacting Parents or carers, unless this has been authorised by the manager.

Use social media to display images connected with your job in the setting. E.g. images of children or staff without the staff's permission.

