



Activate Camps

# **Activate Camps**

## **Active and Inspiring Childcare**

### **Parents Guide**

This guide is designed to give parents a thorough overview of Activate Camps information regarding child welfare, safeguarding, care policies and procedures, and other general information. For quick and easy information about the key requirements for your Childs' activity please visit the FAQ's page of our website.

If you wish to find out more or have a query regarding this guide please do not hesitate to contact us in the following ways:

Phone: 01785711572

Email: [info@activatesport.co.uk](mailto:info@activatesport.co.uk)

Website: [www.we-activate.co.uk](http://www.we-activate.co.uk)

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# **Activate Camps Safeguarding**

## **Policy Statement**

Activate provides sport and activity to children aged between 5 – 16 years old in a variety of settings and venues across the UK. This is delivered primarily in day camps or residential activities but also extends to adhoc delivery in promotion of Activate Camps and as part of Activate events.

Activate acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted and any other regulatory body requirements.

The policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio- economic background, all children

- Have a positive and enjoyable experience of sport at all Activate activities in a safe and child centered environment
- Are protected from abuse whilst participating in programmed sessions or outside of the activity whilst your child is in our care.

Activate acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy Activate will:

- Promote and prioritise the safety and wellbeing of children and young people
- Ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- Ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- Ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored

- Prevent the employment/deployment of unsuitable individuals
- Ensure robust safeguarding arrangements and procedures are in operation.

The policy and procedures will be widely promoted and are mandatory for everyone involved in Activate. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

This policy forms part of Activates' safeguarding procedures, which can be found following this statement.

### **Monitoring**

The policy will be reviewed a year after development and then every three years, or in the following circumstances:

- Changes in legislation and/or government guidance
- As required by the Local Safeguarding Children Board, UK Sport and/or Home Country Sports Councils and Ofsted
- As a result of any other significant change or event.

This policy is our general statement on child safeguarding and welfare. This policy should be viewed along with the additional policies and procedures related to Activate and our activities. These can generally be found on our website under our Parents Guide.

# **Safeguarding**

## **Safeguarding Procedures**

Activate acknowledges the importance of protecting children from abuse. All complaints, allegations or suspicions are taken very seriously. We will not promise confidentiality as the matter may develop in a way that this cannot be honored, however, we have strict guidelines on sharing information, which we adhere to.

### **Aims and Objectives**

The procedure ensures that all staff are clear about the actions necessary with regard to a safeguarding issue. Its aims and objectives are:

- To nominate a Safeguarding Officer for each site that has received the appropriate training and has up-to-date knowledge – in most cases this will be the Site Manager.
- To train and educate staff in safeguarding matters (new starters are not allowed to care for children unsupervised without this training).
- All staff to have a Disclosure and Barring Service (DBS) check, prior to commencement of employment.
- To provide staff with suitable information that will enhance their knowledge of how to identify abuse operating a general policy of 'Recognise, respond and refer'.
- To raise the awareness of all staff and identify responsibility in reporting possible cases of abuse.
- Ensure effective communication between staff with regard to information sharing.
- To ensure a cohesive and consistent procedure for those who encounter an issue of Safeguarding.
- To ensure that staff have access to the LSCB (Local Safeguarding Children Board) guidelines, via the Internet or within their managers' pack, as well as contact with "The Safe Network" site through inclusion within staff training.

- To notify Ofsted (if registered) of any incidents or accidents that may affect the safeguarding of all children. Staff will also notify the Local Authority Designate Officer (LADO) for support and advice.
- The Safeguarding Officer will have knowledge and training about information sharing and working in partnership with parents.

### **Monitoring and Reviewing**

The Site Manager will review the details of any incidents to ensure that procedures have been followed carefully and that appropriate actions and information sharing have occurred. The Operations Manager will review the policy annually.

### **Nature of the Concern**

Staff may be aware of safeguarding issues through:

- Observations of the child – changes in behaviour/mood/demeanour or physical signs that are a cause for concern.
- A child confiding in an adult with something that raises a cause for concern.
- Another parent reporting concerns they may have.
- Another agency contacting the setting, such as housing, to discuss the child.

### **Recording the Allegation**

A full record should be made within 2 hours of the nature of the allegation and any other relevant information using the Incident Report Form and any additional sheets required recording:

- The date and time
- The place where the alleged abuse happened
- Names of all present
- The name of the complainant, and, where different, the name of the child who has allegedly been abused

- The nature of the alleged abuse
- A description of any injuries observed
- A drawing of the body indicating where the area of concern is
- The account which has been given of the allegation
- The Site Manager will inform the parent/carer that a referral is taking place unless it is considered that this could put the child at more risk.

### **Responding to an Allegation**

A checklist of how to respond:

- Any suspicion, allegation or incident of abuse must be reported to the designated people and the Site Manager within 2 hours.
- The Site Manager with guidance from Head Office will decide whether to report the matter to the local Social Services Department.
- The Site Manager will telephone and report the matter to the LADO. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report will be confirmed in writing to the Social Services Department within 24 hours and one kept on file.
- The Site Manager will discuss with Social Services what action will be taken to involve the Police and to inform the parents of the child and a record of that conversation should be made.
- If the Site Manager or Head Office cannot be contacted within 2 hours of the initial concern arising, the person making the report must report the matter to Social Services themselves and notify the Site Manager as soon as possible about the action taken.

- The Site Manager will notify Head Office as soon as practicable and in any event within 24 hours of the initial concern arising. It is the responsibility of any person who hears/witnesses or has concerns about a child to respond appropriately. The safeguarding of the child is paramount and a staff member may be held culpable if they fail to act after being privy to information that later leads to further abuse, critical injuries or death. The duty of the member of staff is to act, after which time the professional bodies can further investigate the allegation.

### **Allegations against a Member of Staff**

Any suspicion, allegation or actual abuse of a child by a member of staff will be reported to the Site Manager as soon as possible (unless the allegation relates to that person, in which case the Operations Manager will be contacted). If within 2 hours of the initial concern arising it has not been possible to contact the Manager in question, the matter will be reported to the Head of the Activate Camps division.

On being notified of any such matter the Site Manager (or Operations Manager as above) shall:

- Notify the Operations Manager (or Head of Activate Camps division)
- Take such steps, as he/she considers necessary to ensure the safety of the child in question and any other child who might be at risk.
- Report the matter to the local Social Services Department in accordance with the procedure set out above.
- Ensure that a report of the matter as set out above is completed by the person who reported the original concern.

### **Disciplinary Action**

Where a member of staff has been dismissed or internally disciplined because of misconduct relating to a child, we notify the Local Authority and inform the police and Ofsted.

## **Written Records**

We will retain a copy of:

- The report
- Any notes, memoranda or correspondence dealing with the matter
- Any other relevant material
- Copies of reports, notes and incidents will be kept securely locked at all times.

## **Child Welfare Policies and Procedures**

### **Security Procedure**

- Activate Camps operates a security number system. Children will be issued with a unique reference number when signing in on their first morning.
- Parent/Carers are required to quote this number when collecting the child each day. If someone else is collecting the child other than the designated parent/carer they must pass this code onto the collecting adult and inform the office or the Site Manager.
- No children will be released without this security number.
- Activate Camps employees will all be trained in these security procedures.
- The collecting adult signature must be obtained to confirm a child has been collected and times of arrival and departure clearly recorded for each child. This requires robust procedures at the end and beginning of each day/session.
- Staff will be located strategically at exits to ensure all children have been signed out and do not leave without an adult unless written consent has been received.
- Throughout the day staff are in loco-parentis and will always know the whereabouts of each child. Regular head counts and registers will be taken.

## **Lost Child**

In the event of a child being lost on site we will follow this procedure:

- Check register for the attendance of the children
- Place the remaining children together and take register again
- 2 staff to search the buildings and surrounding areas ensuring remaining children are supervised according to requirements.
- Alert the Site Manager and request assistance if required
- If child is not found contact the police and await instruction
- Await news and alert parent
- Log the incident and complete thorough investigation and review of procedures.
- If child is found ensure incident form is still completed and that parent is made aware of the incident at the end of the day

In the event of a child being lost off site we will follow this procedure:

- Check register of attendance and head count
- 2 staff to search the surroundings
- On completion of a thorough search contact Police on number 101 for advice and guidance
- All children to remain in the same place and check registers
- 2 staff to search areas again with agreed method of communicating success or otherwise of the search.
- Alert parent and await news
- Log the incident.
- If child is found ensure incident form is still completed and that parent is made aware of the incident at the end of the day

## **Uncollected Child**

Activate Camps are committed to ensuring that in the event of a parent/authorized adult failing to collect a child, that the stress and concern of the child be kept to a minimum. Children will never be left on their own at a venue without staff ensuring that they are collected or alternative arrangements made for their care and welfare. To aid in this commitment Activate Camps have the following methods in place:

### **Methods**

Ensure registration forms are complete and up-to-date with information including:

- Home address and telephone number
- Place of work, address and telephone number
- Mobile telephone number (if applicable)
- Emergency contact numbers and names
- Information about all persons who are authorised to collect the child
- Information about any person who does not have legal access to the child

Ensure that parents are aware that if they are going to be late, a contingency plan is put into operation so that the child can be collected on time. Staff must also be privy to this information, as they will not allow a child to leave the premises with an adult who is not known to them, or whom they have not been informed of.

### **Failure to Make Contact**

If all options are explored and there has been a failure to make contact with any authorised adult to collect the child, the following must occur:

- In the first instance we will contact our local Children and Young People's Social Services. In addition we may also contact the NSPCC Child Protection Helpline, Our local safeguarding children board, Safe Network or in extreme circumstances telephone 101 or 999 for assistance.
- The child will stay in the care of two fully vetted staff until the child is collected either by the parent/carers or a social worker.

- Social Services will endeavour to find or make contact with the parents or relatives, but if this is not possible, the child will be admitted into the care of the local authority.
- Staff must not go and look for the parent, nor take the child home with them.
- A record of the incident must be recorded the following (working day) regardless of the outcome.
- Ofsted will be informed of the incident, action taken and outcome.

### **Behaviour Policy**

Our staff will treat all children fairly and recognise that each is an individual. We aim to provide a challenging, fun, learning experience for each child. Staff will continuously encourage positive and good behaviour from every child recognising and rewarding such behaviour.

Staff should expect good behaviour from all children but will of course encounter poor behaviour. They will be firm and clear with children when this does not happen giving them a chance to improve before entering into a more formal process. It is not fair that the behaviour of one child should be detrimental to the experience of the whole group.

Behaviours considered to be unacceptable are: -

- Physical abuse – including biting, hitting, punching, pinching, scratching, kicking and pushing
- Verbal abuse – including racist or sexist remarks and name calling
- Bullying – defined as persistent name calling, minor harassment (such as taking things away from someone) and more major incidents involving physical violence or a group of children picking on one child
- Spitting
- Screaming, shouting in an aggressive or uncontrollable way.
- Consistent ignoring or refusal to follow instruction and requests made by staff delivering the activities and surrounding care.

Activate coaches will be trained on managing poor behavior and will adopt methods to aid in improving behavior in a positive and fair manner. Some of these methods may include:

- Give the child extra responsibility
- Extend the activity to provide more of a challenge
- Give the child extra help to master a particular skill
- Ignore attention seeking behaviour (where it is not affecting other children's/young people's enjoyment)
- Give attention in a positive rather than in a negative way.

### **Challenging/Inappropriate Behaviour Methods**

In the event that coaches and/or managers have to take action it will be done in the following way:

- Initially the Group Leader will try to deal with the situation by warnings, exclusion from activities, welcoming the child back in under conditions.
- If unsuccessful: Site Manager will try to deal with the situation, removing the child/children from the group having a witness present.
- If unsuccessful: Parent/Carer will be involved. In some cases the parent/carers will be asked to collect the child/children during session time. We will endeavour to involve a parent/carers at the end of the day whenever possible.
- Suspending a child will only be considered after consultation with Head Office.
- The above action will always be recorded using an incident report form and parents made aware in the event that this procedure has had to be implemented.
- Reports will be shared with parent/carers when necessary.

## **Bullying**

Bullying is an extremely serious and common problem. It can make what should be a great day/week for a child, a miserable and sometimes damaging experience.

We recognise there are different types of bullying:

- Physical bullying - hitting & kicking, sexual touching, theft but also threatening violence.
- Name calling - this can be just as damaging as other forms and is the most common.
- Social exclusion - gossip and ignoring are common but not feeling wanted or accepted can be very damaging.
- Cyber bullying - a more recent and growing form as the bullies feel safer. You will encounter this if you scratch the surface - over 25% of children say they have experienced this form of abuse.
- Racist bullying - a third of all black and Asian young people experience racist comments at some point, much higher than white children.

### **Procedure:**

This procedure details what our staff will do if they observe a child or young person being bullied or if someone tells them he/she is being bullied.

If a child tells a member of staff that he or she is being bullied, they will be taken seriously. They will not tell him/her to stop being silly or to keep out of the way of the bullies. This will not help and will make the child feel let down and less inclined to tell anyone else. Our staff will listen to the child's full account of what is going on and complete an incident report form with the child as soon as possible.

If our staff observes the bullying directly, they will act assertively to put a stop to it. Explain to all concerned that the incident will have to be reported properly to stop it happening again. They will report the incident to Activate Head Office, talk to the child about the bullying.

Unless the incident is minor and can be dealt with informally, the child's parent or carer will be informed by the camp manager within one working day.

If possible, there should be a three-way meeting between the child, the camp manager and the parent.

If the bullying is taking place in another environment outside of Activate but is highlighted by the child or others during the activities delivered by Activate, the Camp Manager will ask what support the parent and child would like, in order to engage with whoever the responsible agencies might be. The Camp Manager should aim to work in partnership with both parent and child and any other people who may be involved.

If the bullying is taking place within Activate, the parent and child will be reassured that it will be dealt with as a priority and will be asked for their views on what would be helpful to deal with the situation.

The Camp Manager, having spoken to the child who has been bullied and the child's parent/carer, will also speak to the bully (or bullies) and obtain their account of what has happened or is happening. This will be noted in writing and the parents/carers of the bully (or bullies) will be informed. The bully and his or her parents/carers will be asked for their views on what will be done to put a stop to any further bullying and to repair the damage that has been done.

Apart from very minor incidents that have been directly observed by a staff member and dealt with at the time, all bullying that takes place at Activate will be discussed within the staff group on the same day.

At the meeting, the bullying incident should be discussed and the details of a draft plan agreed to address the situation, taking into account any suggestions made by the children involved and their parents/carers.

The following areas should be covered:

- Details of any apology that has been or should be offered by the bully (or bullies)
- Details of any support for the person who has been bullied e.g. use of buddy scheme, extra input from the camp staff, referral to another service
- Details of any consequences for the bully, in addition to making an apology, with reference to the acceptable behaviour guidelines
- Details of any support for the bully, with reference to the behaviour guidelines
- Details of any further discussions or work to be done with others in the group, including children who may have observed or encouraged the bullying

- Details of any changes in how the staff group may handle issues of bullying in future.

The plan will be shared with the children concerned and their parents and will be reviewed regularly.

Keeping a record of the bullying

An incident report form will be used and staff will take clear notes of any discussions or meetings that take place following the bullying incident. The plan for dealing with the aftermath of the incident will be copied to the child who has been bullied and his/her parent/carer and to the bullies and their parents/carers. It will also be placed on the file of all the children directly involved

### **Special Educational Needs/ Disability Policy**

Activate is a fully inclusive organisation, which supports all children to achieve their maximum potential. We welcome children of all ability, from the most able to those with very special needs. We want all children to discover and improve the talents they possess and we hope to be a partner in developing a child's confidence and self-esteem.

Our head office team will assist in all queries related to SEN, Disability and inclusion in our programmes. We have a designated SENCO (Special Educational Needs Coordinator) based at Head Office to help and support parents and children with SEN disabilities.

Activate will actively seek support and guidance from external bodies including Support Services for Special Educational Needs, Local Safeguarding and Children Board, Child Protection in Sport Unit, the Safe Network and the like to aid us in ensuring that we are able to offer a fully inclusive programme.

We monitor and review our practice and provision regularly and self-assess our working practices to ensure continuity and high standards for all.

## **Methods for Inclusion**

Action to assist in the inclusivity of children with special educational needs or a disability are highlighted below:

- Details of a child's needs are discussed and assessed individually prior to a child attending a programme.
- If applicable funding will be sought for extra supervision required and advice given to parents/carers.
- All relevant staffs are made aware of the special needs and appropriate preparations made and action taken. We will help those employees adapt the experience to ensure the child will be challenged, be safe and succeed.
- We will only allow a child with special needs to attend if we can ensure the welfare and development of the child on that particular site depending on staff experience, qualifications and facilities.
- We will regularly review our environment to discuss improvements, modifications or amendments to the layout.
- We will provide a complaints procedure.

## **Monitoring and Review**

Each member of staff will keep records of any issues concerning children with SEN and/or disabilities and will ensure that their progress is being monitored, evaluated and assessed on a regular basis. The Site Manager will be responsible for checking progress and holding meetings with the staff and parent/carers as necessary. The Site Manager will also be responsible for feeding back to head office, any concerns or additional support that is needed to support the needs of the child.

## **Equal Opportunities**

We aim to provide a setting that is free from discrimination, either direct or indirect, by educating our children to celebrate different cultures, religions and races throughout the world. Our children are looked after and educated in a setting, which is non-gender stereotypical and promotes positive role models globally in many facets of life, such as religion, politics and sport. Our policy and procedures adhere to the Race Relations Act 1976 in that we will not discriminate on grounds of sex, race, colour, religion, nationality, ethnic or national origins.

We achieve this by:

- Removing barriers to learning so that every child has an equal access to the full range of coaching and care aspects.
- Employing staffs that receive training and support to ensure their delivery is reflective of current government legislation with regards to Equal Opportunities.
- Employees being positive role models who treat all within the setting with respect, without exception.
- Adhering to the Government legislation of 'Every Child Matters' (2003) and any subsequent updates.

### **Anti-Racism**

The following statement and procedures have been highlighted for the welfare and safeguarding of all children:

Activate has zero tolerance of racism within the setting, and will act swiftly to address any matters that are raised by children, staff or parents. Action will be taken immediately should this be the case as we promote a global picture and endeavour to make our programme welcoming for all. Our communication with parents is essential in this and designed to meet the needs of all parents. We support children to understand the importance of kindness, consideration and fairness to all, and concentrate on pro-social behaviour which works in partnership with behavioural management.

### **The Role of the Staff**

Staffs are expected to adhere to this statement and to carry out procedures to reduce or eliminate any aspects of equal opportunities that may be encountered by:

- Ensuring that all children are treated fairly and with equal regard
- Ensuring that children with disabilities are included fully in activities or that 'reasonable adjustments' are made for them (DDA 1995)
- To review policies yearly to ensure they are up-to-date and reflective of current practice
- Safeguard children from discrimination, and act on any issues that may arise or seek support from senior staff
- To provide equipment and activities that are gender non-

- stereotypical and are fully inclusive
- Ensuring that colour is not accredited to gender
  - Plan carefully and use supporting literature which promotes the significant contributions of women, for example, or people from non-European countries
  - Dispel urban myths

### **The Role of the Site Manager**

The Site Manager is responsible for equality throughout the setting. He/she is expected to:

- Implement and explain the Equal Opportunities Policy to staff and their roles within it
- Treat and deal swiftly and effectively with any reports of anti-discriminatory practice throughout the setting
- To feedback any incidents to Head Office in order to be logged and monitored for quality assurance.

### **Monitoring and Review**

The overall responsibility for monitoring and the review of the effectiveness of the policy lies with the Head of Activate Camps, who is supported by the Directors and owners of Activate. This may include:

- Monitoring the progress of minority groups and making comparisons with the rest of the group.
- Monitoring and reviewing the staff recruitment policy, in partnership with the recruitment team
- To monitor the outcomes of any complaints relating to equal opportunities and to review the effectiveness of the outcomes
- To monitor and review the Behavioural Policy and procedures, and to ensure that they are working in partnership

## **Care Policies and Procedures**

### **Medication Procedure**

- We may only administer prescribed medication to a child, e.g. inhaler or antibiotics. This medication must display its original labeling from the pharmacist and must match with the child to which we are requested to administer it to.
- On request we can administer non-prescribed medication such as Calpol for a maximum of 3 days, after which time we will no longer be able to continue giving the medication. At any time during the 3 days, if the staffs deem that the child's health has deteriorated or they have concerns for his/her health, the parent will receive a telephone call to collect the child.
- To administer the medication we will need written and verbal consent from the parent, through the signing of a Medication Form at the start of the course, which gives details of date, dosage and expiry date (A form is attached to your confirmation email and pre-camp email for use).
- Some medicines such as penicillin in solution must be kept refrigerated. We will advise if this is not possible on site and therefore will be unable to carry out a request to administer the medication.
- The Site Manager will document the administering of medication, as well as the dropping off and collection of the medication itself.
- Children will be asked to administer their own sunscreen, details of which are within our hot weather procedure.

### **Anaphylaxis and Epi-pens**

- Activate must be made aware if there is a child suffering from Nut Allergy and carries an Epi-pen. We must be given written permission from the parent allowing us to administer treatment in an emergency.
- Only those who have been trained may administer the injection. Activate Sport staff will be provided with additional guidance on this in line with up to date guidelines from first aid professionals.

- Activate activities will always have a first aid trained member of staff on site.
- Children must bring their own Epi-pen with them.
- The medication must be supplied in a box, clearly labelled with the child's name and kept in a safe place, which is not locked. Ideally a hard case is used and the child keep it with them at all times. If given to a coach to look after this will be managed very carefully so that the coach does not retain the injector when coaching another group or goes off duty.
- Children who are capable of carrying their own Epipens should be allowed to do so, following consultation between parents and the Site Manager.
- After injection we will always call 999 – even if the child recovers they will still need to be checked by medical staff.
- Following any such incident we will inform parent/carer.

### **Emergency Medical Treatment**

We will obtain written permission from every parent/carer regarding emergency medical treatment. Parent/carers will be informed immediately in the event that emergency medical treatment is required.

### **HIV and AIDS Confidentiality**

There is no obligation to disclose information about an individual regarding HIV to our customers. Disclosure of information is not permissible without the consent of the individual or their parent/carer.

### **Infection Control or Sick Child**

In order to avoid spreading infectious diseases, the following must be observed: Parent/Carers must telephone Head Office as soon as their child is diagnosed with an infectious illness.

Activate will always follow the government guidance in relation to infection control. This guidance can be found at [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/353953/Guidance on infection control in schools 11 Sept .pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/353953/Guidance_on_infection_control_in_schools_11_Sept.pdf)

The child needs to be away from the site after the commencement of the illness, the following illnesses/infections require a period of exclusion from the Activate camp or activities:

Rashes and Skin Infections	Diarrhoea & Vomiting Illness	Respiratory Infections	Other Infections
Chickenpox	Diarrhoea	Flu	Diphtheria
German Measles	Vomiting	Tuberculosis	Hepatitis A*
Impetigo	E. Coli	Whooping Cough	Meningitis
Measles	Cryptosporidiosis		Mumps
Scabies			
Scarlet Fever			
Shingles			

If a child is sick whilst at the programme the child's parent/carer will be contacted to collect the child immediately. We require the parent/carer to inform the setting of the child's illness as soon as possible. If necessary we will contact a designated person from the child's record sheet to collect the child. There will be a poster displayed on site regarding these matters.

### **Contacting Parent/Carers**

Parent/carers will be contacted in the event of the following:

- A broken or suspicion of broken bone
- If the child is unable to participate due to serious illness
- If a child is seriously unhappy about being on the programme
- Bang to head that may result in concussion
- Any situation resulting in a hospital visit (we will endeavour to contact parent/carers before any hospital visit).

## **Other situations where parents may be contacted are:**

- Serious behaviour problem
- Seriously upset for whatever reason after a period of settling attempts
- A child needs a change of clothing
- A child has no lunch or insufficient food and drink to last the day.

## **Accident Reporting**

Any incidents, e.g. administering first aid, that need to be documented shall be by the Site Manager and parents will be made aware of the incident that occurred to their child (this will take place immediately in the event of a serious accident/incident, or at the end of the day in respect of more routine injuries such as grazes).

It is essential that parents sign all incident report forms so that they are immediately and fully aware of anything that may have occurred to their child that day. Our accident emergency plans are provided to each venue.

If a serious accident takes place during the programme you will be contacted as soon as possible. In this instance our staff will have had guidance over the RIDDOR regulations (reporting of accidents legislation), which they may be reportable under.

## **Food and Drink**

### **Dehydration**

Staff will look out for signs of dehydration with children in their care, particularly younger ones. Participating in sport and activity especially during warm months can mean that dehydration is much more likely. Children and coaches will need to drink more than they would normally.

- Drinks and snacks should be provided by parents for children throughout the day but coaches will make drinks accessible to children at all times.
- If a child has a water bottle they will be encouraged to take it to the activity with them and use it during breaks.
- If children require or request water breaks they will be allowed. These may increase if weather is particularly hot.

- Coaches will return to the central meeting point on time for breaks to ensure that children are able to gain sufficient rest and intake of fluids and food where necessary.
- Staff will be aware that some younger children get distracted and forget to eat. Staff will check the lunch boxes of children in their care and report any concerns to the camp manager and parents.

### **Food Hygiene**

Packed lunches should always be provided by parents with the following guidance given in the pre-camp email or joining instructions:

- It is unlikely that there will be refrigeration available on site so please bear this in mind and avoid foods that will be potentially hazardous if not kept refrigerated.
- Staff will designate an area to keep lunch boxes and bags out of direct sunlight and in as cool an area as possible.
- Parents should provide enough food and drink for the children each day.
- Activate staff will where possible monitor food levels and intake and discuss any concerns with parents/carers
- During days involving significant physical activity children will be hungrier and packed lunches provided by parents should reflect this.
- Particularly in the summer, children should be provided with an insulated container with an ice pack on top.

Activate is not responsible for feeding children in our care, whilst we will do our utmost to ensure children eat what they are provided with by parents, we will not accept any responsibility for children being hungry.

Where possible Activate will supply a limited number of snacks intermittently during the camp. We will however always act if we feel that a child is in danger as a result of not eating.

### **General Hygiene**

We will maintain the cleanliness of facilities and equipment and maintain a healthy environment and good hygiene practice. If staff see anything that they feel is in anyway unhygienic they will report it to the Site Manager and resolve the matter. Staff will always make sure the children wash their hands before eating. Staff will set an example

as leaders by washing their hands also. Children will shower after swimming to wash off any dirty water and chemicals.

### **Weather Conditions**

In the event of inclement or extreme weather conditions for example if too cold, hot or wet, children will take part in indoor activities. Our right to amend our courses in light of these circumstances is detailed within our booking terms and conditions.

Your child must attend our courses with suitable clothing and footwear for all weather conditions; failure to have the correct clothing could result in your child being restricted in their participation of activities.

### **Hot Weather Procedure**

- Children must be protected from the sun at all times. Staff will make sure that children are wearing sun cream of an appropriate factor when necessary.
- Children will not be exposed to excessive periods in the sun.
- They will be taken indoors if it is felt they are in any danger of sunburn.
- Parents are asked to apply sun cream but this will often need to be reapplied. If your child is unable to put on his/her own sunscreen please use a brand that provides all-day protection.
- Applying sun cream - staff may not apply sun cream (unless parental permission has been granted as part of the pre-camp communication) due to the child protection implications but they will encourage children to apply it themselves at appropriate points in the day.
- Applying sun cream is an exercise on which time will be spent in order to ensure children get it right. On a health educational level it's good to explain to younger children why this protection is so important.
- Staff will actively discourage the sharing of sun cream between friends unless it has been authorized by parents/carers.
- Other items of clothing to protect children from sunburn are important such as covered arms and a hat or cap.
- This may not always be possible but staff will pay attention and take children indoors if they think it's necessary.
- If staff are concerned about any child who is not protected from the sun as a result of inappropriate or insufficient clothing or sun protection, then they will find alternative activities inside until a

parent has been informed and a suitable level of protection introduced.

- Staff will ensure that children are given ample opportunity to drink particularly in warmer weather.

### **Cold Weather Procedure**

Children will be protected from particularly cold weather by keeping them indoors unless the whole group is wearing appropriate clothing.

### **Wet Weather Procedure**

- A wet weather timetable will be provided for all programmes.
- It may be more appropriate on specialist sport programmes such as football or rugby to play through drizzle but this is dependent on the age of the children, parent expectations and clothing.

## **General Information Related to Activate**

### **Insurance**

Activate is comprehensively insured by Perkins Slade Insurance for all activities involved in the activities of Activate courses. A copy of our certificate is available upon request.

### **Company and Centre Safety Policy Statement**

Activate take the safety and security of every employee and participant on each of our programmes extremely seriously.

Risk assessments are created for each activity we operate, and these are reviewed annually, in the event of an incident, or where there is a change of procedure. In addition our staff are responsible for completing a thorough hazard spotting walk and log prior to the commencement of activities.

A site-specific induction for all staff takes place prior to each programme with any key safety requirements and hazard areas highlighted to both staff and children on the first day of programme.

### **Childcare Vouchers**

Your employer may offer you tax-free childcare vouchers to help pay for your childcare needs. We accept payment through the majority of voucher providers and we will process them in the usual way. If you require any information about this service please do not hesitate to contact our Head Office. If your childcare voucher provider is not registered with us then we will endeavor to register with them in order to process your payment by this means. Please refer to our terms and conditions of booking regarding the procedure and timescales required for paying through childcare vouchers.

### **Under 5s**

For legal and Ofsted regulatory reasons we can only accept children on site who are aged 5 or above on the date of commencement of the course and in compulsory full time education.

## **Fire Safety**

Fire safety procedures are written and include guidance for staff on the safe evacuation of buildings being used at venues. This is wherever possible linked directly to the venue's existing procedures. Our generic fire emergency action plans are provided for each venue and highlighted to staff.

We will carry out a fire drill on the first morning of every weeklong programme in line with existing procedures, or on the first morning of shorter courses or one-day experiences.

This drill will be logged by the Site Manager and kept on record at our head office. Staff are provided with training in their responsibilities in respect of fire safety at the venue.

## **Lost Property**

At the end of the week/course/day lost property will be displayed at the parent/carer pick up point. We will not guarantee the return of all lost property and we do send this on to charity shops two weeks after a programme has finished.

## **Complaints and Concerns**

We strive to deliver a high quality standard to all, in which parents and children are handled with respect and courtesies at all times and feel valued and listened to.

We welcome suggestions on improvements and regularly ask for feedback from parent/carers in order that their needs can be met. Any concerns will be dealt with promptly and it is our aim that all parent/carers feel comfortable to voice their opinions, safe in the knowledge that they will be listened to and responded to, with a satisfactory conclusion for all involved.

## **Methods**

We are required by Ofsted to keep a summary of complaints that reach stage 2 and beyond and should be made available to parents as well as Ofsted. The Site Manager follows the complaints policy using an incident form.

## **Making a Complaint**

**Stage 1** - at this stage the parent and member of staff should be able to talk through complaints and deal with them to a satisfactory resolution.

**Stage 2** - occurs if stage 1 either reoccurs or fails to meet a satisfactory outcome. At this stage the parents put their concerns in writing to the Site Manager and stored confidentially. The Site Manager must meet with the parents once the matter has been investigated in order to discuss the outcome. Head office will be alerted to this action and will take over the process if deemed necessary. If deemed necessary the parent/carer may contact head office if they feel that the site manager is unable or unwilling to deal with the complaint effectively.

**Stage 3** - if the parent is still unhappy he/she may request a meeting with both the Site Manager and the group leader or a representative of head office. The parent will be informed that he/she may bring a friend with them for support. Minutes of the meeting must be taken accurately including the decisions that have been jointly made. All parties must sign to say that they agree with the document, and they will receive a copy of it too. At this point the signing should signify a conclusion to the matter, and the points must be logged in the logs.

**Stage 4** - If stage 3 is not completed through lack of agreement an external mediator may be invited in to help settle the complaint. This is someone who is deemed acceptable to all parties and can listen. The mediator role is to offer suggestions, but must be noted that they have no legal power to make decisions. The mediator keeps records of conversations and meetings (and his/her advice) and can hold separate meetings with both parties if deemed a more acceptable form of resolution.

**Stage 5** - occurs when the mediator calls a meeting for all parties and the advice is delivered in order to make a decision, which is acceptable to all parties. A record is kept of the meeting and everyone is asked to sign the record and then receives a copy of it. If signed, this indicates that the matter is resolved.

Please be aware that if you withdraw your child from camp due to a complaint and that this withdrawal is not notified to, and agreed with, the camp manager or head office, prior to withdrawal then we will not be able to issue any level of refund.

## **The Role of Ofsted**

Parents may contact Ofsted at any stage of the proceedings if they feel that they have concerns regarding the settings registration requirements. The details of which are located on the Ofsted website under childcare in a non-domestic setting, together with the Ofsted registration number which are available on site. Ofsted will investigate any claims that they feel necessary, which may result in actions being taken for the setting to address, evaluate and monitor. The outcome of all complaints is recorded in the complaints summary record, which is available for parents and Ofsted inspectors.

## **Recruitment Procedures**

Activate are committed to recruiting the right staff for the right jobs and will consider all aspects of child safeguarding and welfare as part of this recruitment and staff allocation process.

As part of our requirements for Ofsted we are required to ensure we have suitably qualified, checked and quantities of staff in place and we will be monitored and inspected upon this.

We have a strong recruitment structure and process, which we are happy to discuss and submit on request. All staff recruited by Activate must:

- Complete our interview process (either face to face or through video or phone interview)
- Provide professional references
- Be registered/cleared carrying out a Disclosure and Barring Service check.
- Hold the necessary qualifications for the sport or activity they are instructing
- Have completed all online training required for their employed positions
- Have signed a health disclosure clause in their contract.

No person applying for positions available at Activate will be treated less favorably than any other person on the grounds of their race, colour, religion, language, culture, gender, appearance, disability, marital status, class, personality or lifestyle.

## **Employee Training**

All of our venues are registered with Ofsted and comply with their regulations relating to staff training and qualifications. Within our staff training we cover many of the 'common core skills', identified by Ofsted. The common core skills can be found at [www.ofsted.gov.uk](http://www.ofsted.gov.uk). In addition, our staffs also receive comprehensive training that includes:

- Supervision of children
- Child protection
- First aid
- Fire procedures
- Equipment safety
- Risk Management

Our training is the only training in our industry recognized by IIRSM (International Institute of Risk and Safety Management) and we have worked with Cardinus Risk Management to develop courses aimed at equipping staff with the skills required to manage health and safety and child behaviour within our courses and beyond.

All staff are required to complete our online training before taking up employment with Activate.

## **Disclosure and Cleared Staff**

Activate will not leave a group alone with a staff member or members who have not completed the Disclosure and Barring Service Check process. Should the occasion arise when not all of the staff appointed have been fully cleared, the following policy must be adhered to:

- Groups will always have at least one cleared member of staff with them at all times.
- If in the unusual event that there is not enough cleared staff to adhere to this policy, using the normal structures, then two groups must be located in the same area. Such as outdoor grassed area or sports hall, and both groups supervised by a cleared member of staff.
- During the non-programmed times such as arrival, departure, breaks and toilet visits the above policies will be applied in exactly the same way. If this policy cannot be adhered to then Head Office will be contacted for advice.

## **Whistle Blowing Policy**

The term "whistle-blowing" has no legal definition within EC or UK law; however, it has been used to describe incidents where an employee publicly discloses some alleged wrongdoing within an organisation. The Public Interest Disclosure Act 1998 aims to promote greater openness in the workplace and, by amending the Employment Protection Act 1996, protects "whistle-blowers" from detrimental treatment, i.e. victimisation or dismissal, for raising concerns about matters in the public interest.

To ensure that this policy is adhered to, and to assure you that the concern will be taken seriously, Activate will:

- Not allow the person raising the concern to be victimised for doing so.
- Treat victimisation of whistle blowers as a serious matter and take disciplinary action.
- Not attempt to conceal evidence of poor or unacceptable practice.
- Take disciplinary action if an employee destroys or conceals evidence of poor or unacceptable practice or misconduct.
- If a member of staff has a concern the following procedure will be followed:
  - The incident will be reported initially to the Site Manager.
  - In some cases the concern may be about the Site Manager and so it is acceptable in these circumstances to report the concern directly to Head Office.
  - Except for the situation above, the Site Manager will make a record of the concern using the Incident Report form. He/she must also check that the staff member has a copy of the whistle blowing policy and explain the key principles, for example, the rights and responsibilities of someone expressing a concern under the Public Disclosure Act.
  - Assure the whistle blower about complete confidentiality unless at a later stage this becomes unavoidable, for example, if legal proceedings take place.
  - Explain the process and what will happen next.
  - Report the concern to Head Office where the details will remain confidential and appropriate investigations or action will take place.
  - Any action taken will be reported back to the Site Manager and the whistle blower.