

The following is a brief summary of each of the current group policies. A full copy of the policies which are regularly reviewed and relevant supporting documents can be made available upon request to the Service Manager Sobia Parveen:

### **1) Acceptable Use Policy – Using the Internet:**

This policy covers everyone who has access to and / or uses work related ICT systems, including mobiles, computers and games consoles.

It sets out the procedures for ensuring that children and young people's access to ICT is appropriate within the context of the play or youth environment and that any information given via these mediums is dealt with securely, this includes:

- Supporting children and young people to understand the risks.
- Steps to be taken to minimise the risk of inappropriate access.
- Adult roles and responsibilities
- Monitoring everyone's ICT activity in the workplace,

### **2) Administering Medication Policy:**

This policy details the parent / child / organisation procedures and agreements in the event that a child requires medication during the course of the session. It discusses the conditions under which medication may be brought into the setting, how it must be stored and how the administration of medicines is to be recorded. The policy includes relevant supporting documentation such as, 'Permission to administer medication' and 'Record of medication given' forms.

### **3) Adults at Risk from Harm**

Everyone has the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

There are 2 main elements in Seven Up Charity's safeguarding work:

1. Prevention – We will put sensible measures in place to prevent abuse, including the use of safe recruitment practices, promoting safe working environments and raising awareness of safeguarding.
2. Protection – We will provide policy, procedures, information and training to enable all Seven Up Charity trustees, staff and volunteers to identify and respond appropriately to concerns about abuse or neglect that may be affecting an adult at risk.

In addition we aim to better equip young people to protect themselves/manage risk, and so enjoy increased independence

*Adults at Risk* – we have moved away from the term 'vulnerable adults' and instead refer to adults at risk (of harm) or adults with care and support needs.

An adult at risk could be anyone over the age of 18 who:

- has a learning disability
- has mental health needs including dementia or personality disorder
- has a long term illness/condition
- misuses substances or alcohol
- is elderly and frail due to ill health, disability or cognitive impairment.

#### **4) Child Protection Policy:**

The child protection policy discusses each group's commitment to safeguarding children and young people from any form of abuse. It offers a definition of this and covers both the preventative steps to be taken and the immediate, appropriate and supportive action, should abuse be suspected or disclosed. This includes:

- The recruitment and vetting of all staff, volunteers and management committee
- Staff and volunteer training and regular updates
- Staff roles and responsibilities
- Report and record keeping
- The approach to be taken in the event that a disclosure is made
- The importance of observing children and young people in sessions and recording minor concerns
- Details of the system for cascading information to relevant organisations including the contact details for Safeguarding in Birmingham

#### **5) Code of Conduct Policy:**

The code of conduct policy details the behaviours that staff, (Playworkers and Youth Workers), are expected to display in the workplace. This covers 'professional' conduct in its general sense, (appropriate dress, courtesy, respect, use of language, exclusion of personal mobile phones etc), but also the approach expected from workers operating in a child / person -centred provision. This element of professionalism is closely linked to the nationally-agreed, 'Playwork / Youth Work Principles', a copy of which is included in this pack, (pp.4-5).

#### **6) Comments / Complaints Policy:**

The organisation welcomes both comments and complaints as a further opportunity to engage with service users and to constantly improve the variety of provision on offer. The policy sets out organisational procedures for recording and responding to comments and complaints, ensuring that service users feel their feedback and concerns are taken seriously. The policy details step by step procedures for both

verbal and written comments and complaints and the adherence to relevant timescales.

## **7) Data Protection**

This policy will explain how Seven Up Charity uses the personal data we collect from you and your child and was written in accordance with Data Protection Act 2018; which is the UK's implementation of the General Data Protection Regulation (GDPR).

### **Topics:**

- 1. What data do we collect?**
- 2. How do we collect your data?**
- 3. How will we use your data?**
- 4. How do we store your data?**
- 5. Marketing**
- 6. What are your data protection rights?**
- 7. Changes to our privacy policy**
- 8. How to contact us**
  - How to contact the appropriate authorities.**

## **8) Environmental Policy:**

The environmental policy reflects the organisations commitment and approach towards monitoring and reducing its environmental impact. In practise we work with many shared and recycled items, to which family contributions are always welcome. We take 'local action', such as minimising waste, evaluating the impact of different materials on the environment as well as ensuring compliance with regulatory requirements. Being conscious of our place in the world and the responsibility that goes with this is an integral element of practice, shared informally with service users through play and youth work.

## **9) Equalities Policy:**

The organisation aims to provide welcoming environments which positively promote and reflect the value of 'difference'. This policy focuses on the needs of children and young people with disabilities and their families, whilst also recognising that discrimination is not experienced as a separate 'strand' but as a complex make up of lived situations, social, cultural, economic, gender-based and so on. The organisation is committed to reflecting on and minimising the barriers which prevent access to its services.

### **10) Health and Safety / 'Balancing Risk and Play' Policy:**

The policy on 'health and safety' details the organisations procedures for fulfilling its legislative responsibilities in the provision of healthy play environments. The provision of 'absolute safety' when talking about children's play needs is recognised in the policy as unrealistic and unhelpful when assisting children to extend and challenge themselves through their play. As such the policy details a risk / benefit approach, and sets out the individual roles and responsibilities of the organisation, employees and volunteers, across the many aspects of health and safety. This includes:

- Site risk assessments and play or youth activity risk / benefit assessments
- Training and reflective practices
- Monitoring and reporting / recording / dealing with concerns
- Staffing, fire evacuation, registers, safe storage and first aid

### **11) Hygiene Policy:**

This policy details examples of good practice in maintaining personal hygiene in the workplace and the importance of encouraging and supporting children and young people to adopt healthy hygiene routines. The policy includes hygiene in the play or youth session, dealing safely with spillages, first aid and hygiene and food hygiene.

### **12) Intimate Care:**

The intimate care policy covers the principles and guidelines for protecting and supporting children and young people who require assistance with their personal care. The policy defines 'intimate care' and recognises that this is a 'high risk' activity in terms of potential abuse – the policy is therefore designed to protect both those requiring intimate care and the staff who offer the care. The policy includes:

- The importance of establishing respect, trust and confidence between child / young person / families and staff members
- The importance of staff training and consistency in approach
- The importance of communicating with children and young people and supporting independence where possible
- Guidelines on privacy, practical issues and raising concerns

### **13) Missing Children:**

This policy discusses the preventative measures to be taken to minimise the possibility of children going missing and the specific procedures to be taken should this unlikely emergency occur. It covers the timeframe of action to be taken, persons to be notified, the care of the remaining group members and, (once the situation is resolved), the completion of reports and review of risk assessments.

#### **14) Policy on Accepting Gifts and Hospitality:**

This policy discusses the circumstances under which staff may accept gifts or hospitality directed to them personally which does not compromise their roles or responsibilities within the organisation.

#### **15) Positive Behaviour Policy:**

Understanding behaviour as a means of communication, a cue to play, or an expression of an emotional state is central to the positive behaviour policy. This policy confirms children's right to test boundaries and to explore social situations in order to learn about themselves and their relationship to others. This acceptance takes place within a context of respect, i.e, helping children / young people to appreciate the relevance of particular situations and the effect of their behaviour on others. The policy focusses largely on the supportive measures that staff should take in order to promote such an environment of mutual respect. In practice this includes:

- Play workers using observation and reflection to develop a greater understanding of individual needs, triggers and expressions
- Close partnership working with parents and carers to ensure consistency and mutual support
- Taking opportunities through the spontaneity of play to build children's / young people's self-esteem
- Role-modelling context-appropriate behaviours and dealing with unwanted behaviour sensitively and calmly
- Communicating clear expectations and ensuring that the message given is that it is the behaviour, not the child, that is problematic
- Wherever possible supporting children / young people to work through conflict and resolve disputes for themselves

Guidelines for the use of physical intervention where absolutely necessary and where staff are appropriately trained for example through team teach are also detailed in this policy.

#### **16) Safeguarding Policy:**

'Safeguarding' concerns the multi- agency approach to keeping children and young people safe from harm and / or neglect. This means that we record and share any relevant information with other providers and relevant professionals and invest in children's resilience to enable them to thrive and meet their potential.

The Birmingham Safeguarding Children Board is in place to ensure the effectiveness of multi-agency partnership working and provides legislative guidance and support - further information can be obtained from the web site: <http://www.lscbbirmingham.org.uk/>.

The organisations safeguarding policy states its commitment and approach to children / young people's well-being through its adoption of the 'Right Services Right Time: Meeting Children's Needs', Birmingham Safeguarding Strategy. Guidance on good practice with regards to promoting an environment of open exchange between parents / carers, children / young people and staff, recognising issues and responding to them appropriately and sensitively is also included in this policy. If you have any concerns about a child or young person's wellbeing, please contact your service manager or Play Lead in the first instance.

### **17) Policy on Uncollected Children:**

This policy details the procedures to be taken should a child / young person remain uncollected from the setting after a period of 45 minutes *and* following unsuccessful attempts to contact the 'emergency contact' numbers listed on the child / young person's registration form. Care for the child / young person remains paramount in this situation and the policy discusses appropriate staffing / support and the importance of clear communication for and between everyone involved until the situation is resolved and in order to prevent contacting social services where this is unnecessary.

### **18) Whistle-Blowing Policy:**

The 'whistle-blowing' policy has been written to support staff to come forward with concerns regarding individual practices within the organisation. This may potentially include behaviour, dishonesty, breaches of policy / procedures, improper conduct or failure to adhere to health and safety procedures. The policy states the organisation's commitment to creating an environment of transparency and accountability in its settings. The policy covers in detail the various stages to be taken when investigating an allegation and stresses the importance of clear communication, record-keeping and sensitivity.