

Wickselm House Learning Centre

Policies & Procedures Contents

1. **Admissions Policy**
2. **Attendance for Learning Policy**
3. **Personal, Social, Health & Spiritual Education Policy**
4. **Behaviour & Anti Bullying Policy Statement and Procedures** (Inc alcohol, smoking and drugs)
5. **SEND Policy**
6. **Equalities Policy**
7. **Operational Policies and Procedures**
8. **Volunteers Policy**
9. **Children's Belongings Policy**
10. **Missing Child Policy and Procedure**
11. **Uncollected Child Policy and Procedure**
12. **Complaints Policy**
13. **Staff Outlook Policy**
14. **Staff Training & Development Policy**
15. **GDPR & Privacy Policy (Data Protection)**
16. **Mobile Phones & Devises Policy**
17. **Social Media Policy**
18. **E-Safety Policy**
19. **Record Keeping Policy**
20. **Support for Staff and Volunteers and**
21. **Safe Recruitment Policy**
22. **Emergency Evacuation/Closure Procedure**
23. **Accident and Emergency Policy**
24. **Illness Policy Statement**
25. **Administering Medication Policy**
26. **Health and Safety Policy**
27. **Fire Safety Policy**
28. **Intimate Care Policy**
29. **Manual Handling Policy**



Wickselm House Learning Centre

- 30. Safeguarding Policy and Procedure**
- 31. Swine Flue & Corona Virus Policy (Covid policy and risk assessment to be implemented as required in October 2021)**
- 32. Whistle-blower Policy**
- 33. British Values Policy**
- 34. ICT Learning Policy**
- 35. Physical Intervention and Restraint Policy**



Wickselem House Learning Centre

These Policies and procedures were written and implemented by Hannah O'Brien and last reviewed on the 14th March 2021. A signed copy is kept onsite.

Signed.....

Admissions Policy

GENERAL ADMISSIONS PROCEDURE

Children who attend Wickselem House are either self-funded, referred by their current school or referred by their Local Authority. The views of an Educational Psychologist may be sought when a request for an admission is made. Referrals and the child's paperwork are then sent to the Wickselem leadership team to consider if the setting can meet the needs of the child and assist them in fulltime reintegration into a mainstream setting later on in their learning journey. The placement offer/refusal paperwork is completed as quickly as possible and either the Wickselem House Leadership Team or the child's school or Local Authority will inform the Parents/Guardians of the decision.

FEES

A non-refundable administration fee of £150 will be charged at the point of registration for each child.

Attendance fees are £50 per day, a total of £4000 per year. Children attend two days each week for forty weeks of the year. Places can be paid for by weekly, monthly or termly by direct debit.

NUMBER AND RANGE OF PLACES AND STAFF SKILLS

Approximately 90 places for children aged between 6 and 13. These are separated into two populations with up to 45 children on site each day. Each class will accommodate a maximum number of 15 children with target ratios of 1 adult to 5 children throughout the day. Higher ratios may be necessary and 1:1 support can be arranged on a case-by-case basis.

Each class is overseen by a qualified lead teacher who holds a teaching qualification and at least two years' experience along with experience and training in attachment and trauma informed approach. Each class is also supported by one member of support staff who is a qualified teacher or holds a relevant degree level qualification along with attachment and trauma informed approach training and experience working with vulnerable children.



Wickselm House Learning Centre

When ratios and class sizes require a third member of support staff this person will have relevant qualifications and experience along with attachment and trauma informed approach training. All Wickselm staff including office and kitchen staff and our animal and land management team undergo induction training including a basic understanding of attachment and trauma informed approach.

GEOGRAPHICAL AREA COVERED

Children are offered places country wide, but primarily from Gloucestershire and the surrounding areas.

PARTICULAR NEEDS OF CHILDREN ATTENDING

The setting is for children whose needs have been identified as:-

- **Unable to access fulltime mainstream education due to anxiety and behavioural and or emotional challenges which may have resulted from early life trauma.**

PRE-ADMITTANCE PROCEDURES

Wickselm House encourages parents and where relevant current mainstream school staff to visit the setting to ascertain the suitability of the provision and possible placement. A meeting with Wickselm House Leadership Team and the relevant lead class teacher will be scheduled during this visit.

A number of pre-enrolment visits will be arranged for children and parents where they are required to reduce anxiety and offer a 'soft' transition.



Wickselem House Learning Centre

Attendance for Learning Policy

Wickselem House seeks to ensure that all its children receive support and education in social and emotional development and core academic learning which maximises opportunities for each child to build the resilience to eventually re-enter mainstream education and vocational training with confidence and a love of learning.

At Wickselem House we understand that anxiety and other emotional factors can create challenges for children to arrive on time and enter the setting ready to enjoy the full day. All staff will work with children and their families to support children in working towards attending independently and for a full day.

Working with parents and carers the setting will establish an individually tailored system of incentives and measures which acknowledge the needs of each child and allows them to move at their own pace. This may include enabling a parent to spend time on site with their child. These arrangements will be put in place in advance and appropriately risk assessed but developed to be flexible as required.

Where a child's place is funded by their mainstream school or the Local Authority information on attendance progress will be shared with the supporting agency.

If a child is absent parents are required to inform Wickselem House at the earliest opportunity. If a child is absent with no notification from home staff are required to make contact with the family as soon as possible to ascertain the reason for the absence and if appropriate to offer support.

Aims

1. To improve the overall ability for children to independently attend the setting and ultimately mainstream school and FE.
2. To provide support, advice and guidance to parents and children and external teachers from mainstream schools.
3. To develop a systematic approach to gathering and analysing attendance related data.
4. To further develop positive and consistent communication between home and settings and schools.
5. To promote effective partnerships with the Education Entitlement and Inclusion Team and with other services and agencies.

Wickselm House Learning Centre

6. To recognise the needs of the individual children when planning reintegration to mainstream school or FE following significant periods of absence.

Procedures

In order to achieve these aims Wickselm House will:

- Work with parents and supporting professionals to understand individual children's needs and experiences to achieve a positive first and lasting impression of Wickselm House as a safe and happy environment where children can build resilience and independence.
- Monitor progress in attendance measurable outcomes.
- Produce reports to parents, the Wickselm Learning Lead and relevant outside agencies at least annually and additionally as required.
- Provide training for staff responsible for recording, monitoring and evaluating attendance.
- Register the children twice daily in a learning room base. This will be completed using our electronic register during registration periods, morning and afternoon. Registers will be easily accessible for staff on their class laptop if this is not possible admin staff will print off a paper copy of the register (for fire procedures) for each class group and make any alterations as appropriate.
- Office staff will sign in and register children who are late to start the day.
- Ask/remind parents to let the staff know of reasons for absence on the first day of absence.
- Support and involve parents by providing accurate and up-to-date contact information, setting aside an area and/or time for parents to speak to staff.
- Provide information for parents in a user-friendly way.
- Encourage all parents into the setting to support their child.
- Undertake 'first day' absence calling by a member of the office staff designated as the Attendance Officer and send letters home if reasons for absence are not forthcoming.
- Review attendance figures monthly and weekly and compare them against term/year group trends in order to identify any trends that may be emerging.
- Highlight strategies and opportunities to support attendance in: PSHE, Parents meetings, Annual Review meetings and Pastoral meetings and displays.

Promote effective partnerships with other services/agencies the setting will:

- Designate key staff for liaison with other agencies.
- Give priority to timetabled meetings with other agencies.
- Carry out initial enquiries/intervention prior to referral.
- Hold attendance reviews with key school staff as required.
- Arrange multi-agency liaison meetings and support and training for external mainstream staff as appropriate.



Wickselm House Learning Centre

- Encourage active involvement of other services and agencies in the life of the setting.
- Develop understanding of mainstream schools constraints and operating environments.
- Hold attendance meetings and or share records with parents/carers and mainstream schools.

To recognise the needs of individual children when planning reintegration to mainstream school or transition to Wickselm House following significant periods of absence from mainstream school the setting will:

- Be sensitive to the individual needs and circumstances of every child.
- Involve/inform all staff in/of reintegration or transition process.
- Provide opportunities for support from educational psychologists and other relevant professionals.
- Consider peer support and mentoring.
- Involve parents and carers as far as possible including planning and risk assessing for parents to be onsite.
- Agree timescale for review of any reintegration plan.
- Include relevant agencies, parents and student in reintegration plans and offer ongoing support when children re-enter mainstream education following their time at Wickselm House.



Wickselm House Learning Centre

Personal, Social, Health & Spiritual Education Policy

INTRODUCTION

At Wickselm House we understand the importance of personal, social, health and spiritual education. Our curriculum balances meeting children's social, emotional and physical needs with key academic education. As a setting we embed awareness of our natural world and environment in all aspects of learning. Our kitchen garden and onsite farm provide valuable opportunities to explore and engage in all of these areas. We also welcome outside agencies, visitors and volunteers to further explore topics. We understand parents and carers play a key role in supporting children on their learning journey and we use opportunities to link to home and connect with parents through extending learning opportunities to the home. We use parents open days and other opportunities to welcome families to share in each child's success and learning journey. We encourage children to celebrate one another's beliefs and cultural heritage and weave an understanding of world faiths and traditions into our curriculum.

The three main strands underpinning these areas of learning are:

- Relationships
- Living in the wider world
- Health and Wellbeing

There are a number of key concepts appropriate to the ages of our cohort that underpin these 3 strands. These include;

Relationships (to provide children with the knowledge & skills to develop safe, healthy, happy and accepting relationships)

- Understanding the feelings & emotions of others and interacting appropriately.
- Positive friendships & anti-bullying
- Equality & diversity
- Managing change and transition
- Growing up
- Family relationships



Wickselm House Learning Centre

Health & wellbeing (to provide children with the knowledge and skills to be mentally, physically & emotionally healthy)

- Hygiene
- Healthy Eating
- Physical Activity
- Sleep
- Mental Health
- Understanding our own feelings and emotions
- Expressing & managing our feelings and emotions appropriately
- Resilience and managing challenges.
- First Aid and coping with a medical emergency
- (Where age appropriate) Education on the risks of drugs, alcohol and smoking

Living in the wider world (to provide children with the knowledge and skills to staysafe, engage with society, carry out daily tasks independently and prepare themfor the working world)

- Managing money
- Managing time
- Internet safety
- Water safety
- Animal management safety
- Sun Safety
- Electrical safety
- Identifying risk
- Road safety
- Fire safety
- Stranger danger
- Being British
- Multimedia influences
- Democracy

AIMS

Learning and undertaking activities in these areas are designed to enable our children to become:

- Happy, informed individuals who can build valuable long-lasting relationships with peers and key adults.
- Successful learners who enjoy learning, make progress and achieving.



Wickselm House Learning Centre

- Confident individuals who are able to live safe, healthy and fulfilling lives.
- Responsible citizens who make a positive contribution to society.
- Resilient young people able to emotionally and mentally cope with the challenges they may face during all stages of their lives.

Wickselm House Learning Centre

Behaviour, Anti Bullying and Exclusion Policy Statement and Procedures

(Including drugs, alcohol and smoking policy)

At Wickselm House we draw on the principles of restorative justice and support children in understanding how their actions and choices impact on the people around them. Staff regularly deliver sessions to the children designed to promote emotional literacy and encourage positive behaviour.

We believe strongly in supporting children in learning to manage their behaviour through positive reinforcement of desirable behaviour, rather than discipline of negative behaviour.

However, behaviour that is dangerous, emotionally hurtful, destructive or disruptive needs to be dealt with quickly and effectively. We believe it is important to develop clear and easily identifiable boundaries and expectations. To that effect, we have developed the following procedure to clearly outline how staff will work with parents, carers and children to ensure all the children in our care are happy, and that any undesirable behaviour is effectively managed.

Through lessons in Personal, Social, Health & Spiritual Education children are educated at an age and developmental understanding appropriate pace in the risks associated with drugs, smoking and alcohol. Children are made aware that Drugs, smoking and alcohol are not permitted at Wickselm House.

We have written a short list of 'house rules' which are displayed around the setting and regularly discussed and communicated to the children so that everyone is clear about the basic boundaries at Wickselm House.

House Rules

- ✓ **Be your best self everyday.**
- ✓ **Respect your own, Wickselm Houses and other peoples belongings.**
- ✓ **Have fun and help others to enjoy themselves.**
- ✓ **Always be kind to other children, adults and animals.**
- ✓ **Always follow safety advice from staff**

We also have the following disciplinary procedure to provide clear guidelines and expectations to children and parents/carers:

1st Incident



**A verbal warning and
reminder of house
rules and
expectations**

Wickselm House Learning Centre

2nd Incident



Support from a designated member of staff who has a key relationship with the child this may include time out from activities.

3rd Incident



Phone call home to discuss behaviour and develop a strategy with parent/carer

4th Incident



Temporary exclusion. It is made clear that the individual child is a valued member of our Wickselm House community but undesirable behaviour has lead to time away from our setting. At this point when relevant mainstream schools will be consulted along with parents and carers to support a solution.

Detailed Procedure

- If a child behaves in a destructive, dangerous or undesirable way, we will deal with the issue immediately.
- Initially we will aim to resolve the situation by talking to the child and reasoning with them in an age-appropriate way.
- If appropriate and necessary, we may exclude a child from a particular activity until s/he is ready to join in again. This would entail sitting aside from the activity, not being made to leave the room and being isolated from the group.
- If the behaviour continues, we will discuss the issue with parents/carers to help understand any underlying cause, and to develop a uniform approach to dealing with the current behaviour and encouraging desirable behaviour.



Wickselm House Learning Centre

Special Educational Needs and Disability (SEND) Policy

Definition of Special Education Needs and Disability (SEND)

A child or young person has special educational needs and disabilities if they have a learning difficulty and/or a disability that means they need special health and education support, we shorten this to SEND.

The SEND Code of Practice 2014 and the Children and Families Act 2014 gives guidance to health and social care, education and local authorities to make sure that children and young people with SEND are properly supported.

Gloucestershire County Council makes a 'Local Offer', detailing the provision available for SEND children and their parents. You can see this at www.glosfamiliesdirectory.org.uk/localoffer

An Education Health and Care Plan (EHCP) is a legal document which describes a child's special educational needs and details the help they should receive. If the Local Authority issues an EHCP it considers the recommendations of all the reports collected during the Statutory Assessment. This detailed investigation into a child's learning needs is the first stage in the process. A school or a parent can ask for a statutory assessment. If a school asks for one, they must inform the parents.

Parents are invited to give their views on the proposals set out in the EHCP and which provisions they would prefer their child to attend. Wickselm House is a therapeutic, part-time Ofsted Registered Out of School Educational Setting founded to support children back into mainstream education. A parent or School can request sessions at Wickselm House if they believe they will support a child's educational outcomes.

As a setting our education team includes an experienced SENCO and together with parents, schools, consultants such as educational psychologist and outside agencies a detailed plan will be drawn up to best meet the needs of every child attending Wickselm House. All key staff have experience and training in supporting children who have attachment and behavioural challenges due to early life trauma.

As an inclusive setting Wickselm House will make every effort to meet the needs of children with mental and physical disability working together with our SENCO and facilities and health and safety manager. Our historic building limits some accessibility but we will work closely with our inhouse and external experts with inclusion as a priority within all planning.



Wickselm House Learning Centre



Wickselm House Learning Centre

Equalities Policy

Every person who comes to Wickselm House is treated with respect and we work to ensure that we provide a safe and caring environment, free from discrimination, whether on grounds of race, religion or culture, where both children and staff feel valued as individuals, including children with additional needs.

- We encourage all the children in our care to respect themselves and others. If we find a child acting in a hurtful or discriminatory way, we will deal with it immediately.
- We keep up to date with current legislation and training relating to inclusion and anti-discriminatory practice.
- We believe it is important, wherever possible, to offer places at Wickselm House to children with additional needs. Staff will always liaise with parents/carers to assess an individual child's needs.
- We will not tolerate any form of racial harassment at our setting. We will challenge racist and discriminatory remarks, attitudes and behaviour from the children, from staff, from any adults on the premises.
- ✓ Staff will be kept up to date with relevant training.
- ✓ We will ensure that our recruitment procedures are open, fair and non-discriminatory.
- ✓ We will work to fulfil all the legal requirements of the Equality Act 2010.
- ✓ We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.
- ✓ As with any undesirable behaviour, as detailed in our **Behaviour Policy**, we will act immediately to intervene if a child is seen or heard to be hurtful or discriminatory.
- ✓ We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.



Wickselm House Learning Centre

- ✓ Where possible, we will undertake training and implement strategies to enable staff to support children with additional needs.
- ✓ We will encourage the children to accept and celebrate individual differences, using a range of resources and activities.

The Wickselm House ENCO is responsible for ensuring that:

- o Staff receive relevant and appropriate training.
- o The Equalities Policy is consistent with current legislation and guidance.
- o Appropriate action is taken wherever discriminatory behaviour or language occurs

The Wickselm House SENCO will:

- o Manage the provision for children with special educational needs
- o Have training and experience in the care and assessment of such children

All of the staff will assist the SENCO and be involved in caring for children with additional needs of any kind.

Wickselm House Learning Centre

Volunteers Policy

There are specific differences between the role of full staff members and the volunteers and mentors.

- o Volunteers play an invaluable and enriching role in our work at Wickselm House. Volunteers are never left in sole charge of or alone with children unless they have undergone the full staff recruitment process. All volunteers undergo suitability checks and induction training including DBS and identity checks.
- o Where agreed in advance in writing volunteers and mentors may be reimbursed for reasonable expenses, i.e. travel and lunch.
- o Volunteers and mentors are never responsible for handling money.
- o Volunteers and mentors are never responsible for delivering first aid.
- o Volunteers and mentors are not included in staffing ratios unless they are enrolled as full staff members.
- o All volunteers will undergo induction training to include a fire drill and health and safety talk.
- o All volunteers aged 16 or over will be required to hold enhanced DBS clearance and also to hold or undertake safeguarding, FGM and Prevent Duty training.
- o All volunteers must complete a personal medical emergency card and appropriate worker declaration.
- o All volunteers will be required to read, abide by and familiarise themselves with our policies and procedures and relevant risk assessment documents.

Any data records such as emergency cards will be stored and processed according to GDPR regulations. All volunteers will be given a copy of our privacy policy and made aware of their rights to their information and to require changes and to be forgotten where the law does not override this right.



Wickselm House Learning Centre

Children's Belongings Policy

Children should not bring valuable or precious items to Wickselm House. We do not accept liability for any loss or damage of property. They should only wear clothes suitable for mud, glue, paint and active play, and that do not matter if they are damaged.

Children are not permitted to bring mobile phones to the setting without prior arrangement and consent of the Learning Lead. If a child does bring a phone they must seek permission from staff to use it.

Wickselm House Learning Centre

Missing and Absconding Child Policy and Procedure

If staff are aware a child is feeling the need to abscond, they will intervene and attempt to reassure and comfort the child. Our large garden and sensory garden are secured by fencing and walls a minimum of 6ft high with locked doors or high anti climb gates.

In the unlikely event an incident occurs outside of the secure main site and a child may pose a danger to themselves by absconding trained staff may implement safe intervention including restraint.

In the unlikely event that a child goes missing, the following procedure would be implemented:

- ✓ All staff will be informed that a child is missing
- ✓ All other children will be secured within the building with staff who will maintain as normal a routine as possible
- ✓ Allocated staff members will search the grounds
- ✓ If the initial search is unsuccessful, a member of staff will be sent by car to search the surrounding area
- ✓ The police will be informed, giving a clear description of the child and what s/he is wearing
- ✓ Parents/carers will be informed by telephone
- ✓ Staff will continue to search whilst waiting for the police and parents/carers
- ✓ The Learning Lead will liaise with the police and parents/carers and will record the incident in the **Incident Log**
- ✓ A review will be conducted regarding this and any other related incidents, along with relevant policies and procedures. We will identify and implement any changes as necessary. If the police or Social Care were involved in the incident, we will also inform Ofsted

Useful numbers:

Stroud Police Station – 01452 753500

OFSTED – **0300 123 1231**



Wickselem House Learning Centre

Uncollected Child Policy and Procedure

At Wickselem House we endeavour to ensure that all children are collected by a parent/carer promptly at the end of each session. If a child is not collected, and the parent/carer has not notified us that they will be delayed, the following procedure is followed:

Up to 10 minutes late

- ✓ When the parent/carer arrives they will be reminded that they must call the office to notify us that they are delayed.
- ✓ The parent/carer will be informed that the penalty fee of £5 per ten minutes late will be charged. Unless the delay was genuinely unavoidable. (This is at the discretion of the Learning Lead).

Over 10 minutes late

If a parent/carer is more than 10 minutes late in collecting their child, the Learning Lead will:

- ✓ Try to contact them using the contact details on file
- ✓ If there is no response from the parent/carer, messages will be left requesting that they contact the setting immediately.
- ✓ The Learning Lead will then try the emergency contacts listed on the child's registration form.
- ✓ While waiting to be collected, the child will be supervised by a member of staff.
- ✓ When the parent/carer arrives, they will be reminded that they must call the office to notify us if they are delayed, and that penalty fees will be charged (other than in exceptional circumstances)

Over 30 minutes late

If, after 20 minutes, the Learning Lead has been unable to contact the child's parents/carers or anyone on the emergency contacts list, they will:

- ✓ Contact the local Social Care team for advice.
- ✓ The child will remain in the care of a member of staff, on the settings premises.



Wickselm House Learning Centre

until collected by a parent/carer or emergency contact, or until placed in;

- ✓ the care of the Social Care team.
- ✓ If it is not possible for the child to remain at the settings, a member of office staff will inform the child's parent/carer where the child has been taken, (for example into the care of a safeguarding agency).

✓

Managing persistent late collection

Persistently late collection can be distressing for the child and cause anxiety.

- ✓ Staff will record incidents of late collection and will discuss them with the child's parents/carers
- ✓ Parents/carers will be reminded that persistent lateness can cause anxiety for children.

Useful numbers:

Stroud police: non urgent **101**

Gloucestershire Children and Families Help Desk; **01452 426565**

(out of hours) Children & Families Services Emergency Duty Team on 01452 614194.

Wickselm House Learning Centre

Complaints Policy

For ANY Safeguarding related concerns please see our safeguarding policy which includes specific Safeguarding allegation procedures.

We are committed to working in close partnership with parents and carers, so that, together, we can best meet the needs of their children.

- If it should arise that a parent, carer, child or member of staff is unhappy with any aspect of our service, we would like them to inform us so that we can discuss the issue and aim to resolve it.

The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind. They should not:

- **Investigate or ask leading questions;**
- **Make assumptions or offer alternative explanations;**
- **Promise confidentiality.**
- In the event of a complaint that **IS NOT** of a safeguarding nature. If the parent/carer deems it necessary to make a more formal approach, they are invited to put the complaint in writing, or in an email to us at: info@wickselmhouse.com We have a duty to follow up all written complaints.
- ✓ The Learning Lead will review all written complaints as soon as possible and inform the complainant of the outcome within 24 hours.
- ✓ We will keep a written record of all complaints and their outcomes for three years or longer where the law requires it.
- ✓ We will observe strict confidentiality, with the exception of providing Ofsted or other government agencies with information, should they require it.
- ✓ Where the complaint involves serious or gross misconduct Ofsted will be notified as soon as possible and always within 14 days.

Following all complaints verbal or written we will record the following information:

The name of the person making the complaint

The nature of the complaint

Date and time of the complaint, location of incident/s and names of any potential witnesses.

Who initially received the complaint

Discussions about the child and/or member of staff, any decisions made,



Wickselm House Learning Centre

and the reasons for those decisions.

- ✓ Details of the information and findings will be given to the person making the complaint, (which should have been given to them within 28 days), including any action taken.
- ✓ If the complaint cannot be resolved, or if the complaint is of a serious nature and it is felt inappropriate to discuss it with a member of staff, the complainant should contact:

Ofsted on **0300 123 1231**, or write to:

The National Business Unit

Ofsted

Piccadilly Gate

Store St

Manchester M1 2WD

There is more information and guidance for complainants on the Ofsted website:

www.ofsted.gov.uk

Wickselm House Learning Centre

Staff Outlook Policy

Wickselm House expects all members of staff to follow this policy, which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct.

Wickselm House staff are in a position of trust and influence, as role models for the children in their care, and as such must demonstrate behaviour that sets a positive and inspiring example to all users of the setting. They must always behave in line with our policies and procedural requirements.

Staff will be made aware that all data records, such as contracts and staff emergency cards will be stored and processed according to GDPR regulations. All staff will be given a copy of our privacy policy. Staff will be made aware of GDBR regulations when handling staff, children's and parents information including day to day record keeping. Staff will be made aware of their rights to request access, removal and amendments to their information via our privacy policy.

Staff Ethos

- o An open, attentive, empathetic and friendly approach to children, parents/carers and colleagues is strived for at all times.
- o Staff are on a continuing learning journey and are encouraged to embrace all opportunities for CPD both external and internal.
- o We are here to support one another, and parents should always feel they can approach staff when support is needed.

Confidentiality and social media

- o Staff must not pass on any information about children attending Wickselm House, or their parents and families, to third parties without their permission.
- o The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the setting, the press, etc.).
- o Posting any material relating to Wickselm House or its users on social media sites (unless expressly permitted by Management) is forbidden. Any member of staff who breaches this rule will face disciplinary action.

Staff use of mobile phones and cameras

- o Wickselm House has a dedicated mobile telephone, with the number available to parents/carers and staff to use in an emergency. Staff are allowed to keep their personal mobile phones, but they must be kept out of sight of the children, during working hours and Bluetooth turned off. **Except for a situation where it is in the interests of safety to contact a colleague or emergency services. We are a setting with an outdoor ethos and spread over a wide site therefore we have developed this policy.**



Wickselm House Learning Centre

- If a member of staff needs to make an urgent personal call they can use the office phone or make a personal call from their mobile in the designated staff room.
- Staff may only use the setting camera to take photographs of children at the setting. Photos are only to be taken as a record of children's achievements, or as part of relevant activities. They may be taken for publicity purposes and to share on our social media sites **only** with the prior agreement of parents/carers.



Wickselm House Learning Centre

Wickselm House Learning Centre

GDPR & Privacy Policy (Data Protection)

Wickselm House data control is operated by Hannah O'Brien .

Wickselm House take privacy very seriously we ask all staff and parents or carers to read this policy very carefully because it contains important information on how we handle the personal information we collect about staff, children, parents and carers, our users what we do with information, and who the information may be shared with.

Who we are

Hannah O'Brien on behalf of Wickselm House is a data controller for the purposes of the Data Protection Act 1998.

Information we collect

a) Personal information you provide to us.

We collect the following personal information that you provide to us:

Staff and children's name, date of birth, address, telephone number. Parents and carers name and address and relationship to child. Next of kin of staff.

We take reasonable steps to ensure adults providing and signing information forms hold parental responsibility.

Some examples of when we collect this information include: On our child details form, on registers, medicine administration forms and medical incident or accident forms, job application forms.

b) Sensitive personal information.

Sensitive personal information includes any information which relates to the following:

your ethnic origin your political opinions your religious beliefs whether you belong to a trade union your physical or mental health or condition your sexual life, and whether you have committed a criminal offence.

We require staff to undergo an enhanced DBS check to adhere to legislation and keep children safe. We also ask for relevant medical history that may impact on staff ability to carry out work.

We will ask parents and carers to disclose medical information if it is required to

Wickselm House Learning Centre

keep a child safe and to meet their needs while in our care.

If we do require this information we will, in every instance explain why we are requesting it and how we intend to use it. We will only collect sensitive personal information with your explicit consent.

Some examples of when we may request sensitive personal information include:

When completing your child's details form in order to meet your child's needs during their visit, we request any relevant medical information.

When completing a staff medical card.

c) Personal information you provide about third parties

Childs privacy policy/Third party privacy policy

If you give us information about a child in your care you must confirm that you hold parental responsibility.

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

shall consent on their behalf to the processing of their personal data; shall receive any data protection notices on their behalf; shall consent on their behalf to the transfer of their personal data abroad; and shall consent on their behalf to the processing of their sensitive personal data.

How we use the information we collect

We collect information about our users for the following purposes:

To employ staff and volunteers during safe recruitment practise.

To identify parents and children and manage any booking they have with us, process bookings and contact parents if necessary, during a child's visit. We record a child's information to meet their needs and to contact family or to supply to emergency services and appropriate external agencies in case of a medical emergency or safeguarding need.

Who your information may be shared with

We may share your information with:

Law enforcement agencies in connection with any investigation to help prevent unlawful activity



Wickselm House Learning Centre

In the event of a child protection issue details may be shared with Ofsted and or the local authority.

Marketing

We have an open FaceBook page. We never record children's names or information on this page. We do display photographs with express opt-in permission of parents and carers.

We will only send promotional emails to people who have signed up to our mailing list.

Keeping your information secure

Staff, parents and children;

We make sure any third-party software used complies with GDPR regulation and we have contracts in place with these providers.

We will use technological and organisation measures to keep your information secure. These measures may include the following examples:

All data is kept secure on a secure password protected, encrypted system, anyhard copies of data are kept in a locked metal cabinet or cupboard and all systems are password protected.

However, while we will use all reasonable efforts to secure your personal data, in using our services you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

Every effort is made to reduce and destroy duplicate information, paper copies are shredded, and electronic copies destroyed. In line with legal requirements children's information will be kept until they are 21 years old.

What rights do you have?

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy, please:

Wickselm House Learning Centre

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of, including any account or reference numbers, if you have them.

Right to correct any mistakes in your information

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

contact us using the contact details below

- let us have enough information to identify you (e.g. account number, user name, registration details), and
- let us know the information that is incorrect and what it should be replaced with

Right to ask us to stop contacting you with direct marketing or subscriber updates

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- email, call or write to us (using the contact details below)
- let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone)

From time to time we may also have other methods to unsubscribe from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

Changes to the privacy policy

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

01453 890551 – 07904 035240 – info@wickselmhouse.com



Wickselm House Learning Centre

Use of mobile phones and cameras Policy

Wickselm House has a dedicated mobile telephone, with the number available to parents/carers and staff to use in an emergency. Staff are allowed to keep their personal mobile phones, but they must be kept out of sight of the children, during working hours and Bluetooth turned off. **Except for a situation where it is in the interests of safety to contact the manager, colleague or emergency services. We are a setting with an outdoor ethos and spread over a wide site therefore we have developed this policy.**

- o If a member of staff needs to make an urgent personal call they can use the office phone or make a personal call from their mobile in the designated staff room.
- o Staff may only use the setting camera to take photographs of children at the setting. Photos are only to be taken as a record of children's achievements, or as part of relevant activities. They may be taken for publicity purposes and to share on our social media sites **only** with the prior agreement of parents/carers.
- o Staff must **never** use their personal mobile phones or cameras to take photographs or videos at the settings during working hours. Doing so will be considered gross misconduct and may result in instant dismissal.

Social media Policy

- o Staff must not pass on any information about children attending Wickselm House, or their parents and families, to third parties without their permission.
- o The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the setting, the press, etc.).
- o Posting any material relating to the setting or its users on social media sites (unless expressly permitted by management) is forbidden. Any member of staff who breaches this rule will face disciplinary action.

Wickselm House Learning Centre

E-Safety Policy

Online-Safety

Internet use is now an essential aspect of life, it pervades every activity that we undertake, and is increasing its hold. It is part of our curriculum and is a necessary tool for staff and children. By design, it is insecure. Everyone in the Wickselm community has a personal responsibility to work towards keeping themselves and others safe online.

Infrastructure

- All aspects of the settings IT systems are managed and reviewed by the IT Manager.
- Internet access is a managed filtered service. Virus protection is installed on all compatible devices and updates regularly.
- Security strategies will be periodically discussed within the IT steering group
- Physical and WiFi networks are secured – for instance through password protection
- A separated Guest network is in place for any visitors using IT on site

Filtering

- All internet access within the setting is filtered through the use of standard filtering policies. These are designed specifically with the safety of children in mind.
- Where access to a specific website is required by staff but not students, the website is un-filtered via the custom filtering policies and then filtered from student users through our student specific internal proxy server.

Staff Responsibilities

- The IT Network and Development Manager regularly monitors internet access and brings any issues to the attention of the Leadership team who then take appropriate actions. This includes spot checking iPads and chrome books for inappropriate content.
- The IT Network and Development Manager will ensure that regular checks are made to ensure that the filtering methods selected are appropriate, effective and reasonable.
- Staff or administrative users will protect the school from computer virus attack or technical disruption by not downloading from the internet any programs or executable files other than by agreement with the settings IT support staff.

Wickselm House Learning Centre

- Staff will not purchase goods or direct services over the internet other than as specifically defined within the settings finance policy
- All staff should at all times abide by the copyright laws in respect of documents and materials downloaded from the internet.
- All staff using settings technology should have appropriate content only on their equipment. Staff should be aware that internet usage and technology devices content will be monitored.
- Staff using the setting technology (laptop/ iPad) off the site, at home or elsewhere, still have to abide by this policy and the staff Acceptable Use Policy Agreement. Colleagues will be aware that the misuse of such devices for activity not agreed by the setting may be breaking the law under the computer misuse Act 1990.

Misuse and complaints

- Any E-safety issues are logged and dated by the IT Network Manager and the Senior Leadership Team. Any action taken will be recorded. This includes information about the nature of the incident, who was involved and how it was dealt with. If the incident is of an illegal nature, the PC should be disconnected from the mains without shutting down first and the police and Local Authority Designated officer (LADO) informed. The log is reviewed to identify any trends and issues that may need addressing.
- If staff or children discover an unsuitable site, it will be reported to the IT support staff who will immediately ensure the website is filtered out and reported.
- Complaints of internet misuse will be dealt with by a member of the Senior Leadership Team and any complaint about staff misuse will be referred to Hannah O'Brien in accordance with the setting staff disciplinary procedures.
- Login passwords must not be shared with anyone. Users are provided with their own login passwords which can be used to monitor any action taken when logged on and every user is responsible for the action taken while their username is in use.
- Children's technology devices will be closely monitored and spot checked to ensure they are accessing appropriate content.

Curriculum

Teaching:

- E-safety is within our PSHSE and computing curriculums.

Students will be taught:

- About the need to keep their username and passwords private and not to share this information with anyone
- What internet use is acceptable and what is not and will be given clear guidelines for internet use.
- About the effective use of internet research, including the skills of knowledge,

Wickselm House Learning Centre

location, retrieval and evaluation.

- How to carry out safe internet searches, reducing the risk of accessing inappropriate material.
- About the effective and acceptable use of the internet for web publishing.
- To be aware of materials they read and shown how to validate information before accepting its accuracy.
- About the safe use of the internet to support communications.
- About what to do if they encounter a problem and this includes how to report abuse.
- About what to do if they are bullied over the internet (cyber or social media bullying).

Managing Internet Access for Teaching

- Children will be monitored when carrying out internet searches to ensure that they are accessing safe and appropriate material.
- Children will be directly supervised accessing specific approved online material.
- The setting will take all reasonable precautions to ensure that users access appropriate material. However it is not possible to guarantee that unsuitable materials will never appear on the setting technology, but action will be taken to prevent misuse or unsuitable access to content from happening again.

Training

- IT support staff and the curriculum computing co-ordinator will attend regular training in order to keep up- to- date with the latest recommendations
- There will be regular staff training regarding e-safety to ensure we are minimising potential risks.
- The setting will communicate, support and advise parents in matters of e-safety, ensuring relevant information is being shared.
- All staff should acknowledge that they have read this policy.

Electronic Communications (e-mail)

- Children will only use approved e-mail on the settings system
- Children will be supported using an e-mail. Offensive e-mails should be reported straight away to tutors/ middle managers/ safeguarding lead or members of the senior leadership team. All childrens' e-mails will be treated as public.
- Children must not reveal personal details of themselves or others in any online communication.
- Staff e-mails to outside organisations should be written using a professional voice (the same way as a letter would be written).
- Staff emails containing personal sensitive data should be sent confidentially using 'Egress' when sending to outside agencies.
- Students are not allowed to have mobile phones with them on site. If brought into the setting they must be handed in to reception when they arrive and collected at the end of the day. Staff are not allowed to use personal phones in classrooms but Wickselm mobile phones are an acceptable form of communication across our large outdoor site.



Wickselem House Learning Centre

- Mobile phones (in any form) must not be used to take photographs/ videos of any children at any time.

Social Networking

- Wickselem House will block/ filter access to open social networking sites and will only give access to sites that are monitored and approved.
- Tools including message boards, blogs and instant messaging will be used in safer, controlled learning sites which have been approved.
- Children will be taught about the potential risks of social networking sites and what information should and should not be shared on these sites.
- Staff should not provide information of their own, or another person/ child that could relate to Wickselem House to any internet sites including all social media websites. Exceptions should be checked with senior leadership.

Protecting personal data

- Personal data will be recorded, processed and transferred and made available according to the Data Protection Act 1998 and the General Data Protection Regulation 2015.

Acceptable use of Video Conferencing/ Skype

- A log will be kept of all video conference calls (including date, time, whom with and who else was present).
- Students must always be supervised by a member of staff when video conferencing.
- Unsuitable content must be reported to the Designated Safeguarding Lead immediately.

Reporting

Incident Reporting – should anyone breach these policies for whatever reason – they should report breaches to a member of the Senior Leadership Team. If others are seen or suspected of operating in breach of these policies they must be reported immediately to the Designated Safeguarding Lead or the Deputy Designated Safeguarding Lead .

Wickselm House Learning Centre

Record Keeping Policy

Please also see our Privacy Policy

In order to comply with legislation and keep children safe all parents or carers will be required to complete a registration form for each of their children attending Wickselm House. This will include the following information on the child:

- o Name
- o Age
- o Home Address of child
- o parent/carer contacts **(at least one must hold parental responsibility)**
- o Emergency contact details
- o Medical, dietary and additional needs details

These records will be securely stored and available only to staff and if necessary, outside agencies. Efforts will be made to minimise duplicate information by shredding none essential or duplicated paper information and none essential or duplicated electronic information will be securely destroyed. Personal information will be kept for 21 years after the birthday of each child.

Reasonable efforts will be made to check that the person completing the form has parental responsibility for the child/children.

Records will also be kept of:

- o Attendance
- o Consent to administer medicine and records of any medication administered
- o Accidents or incidents that occur whilst the child is under the care of Wickselm House.
- o Incidents relating to children's behaviour
- o Children's learning targets and progress
- o Records passed from parents, schools, Local Authorities and other agencies
- o Incidents of a safeguarding nature
- o Staff disciplinary incidents
- o Staff emergency contact details and relevant medical information
- o Staff qualifications, references, identity check documents and DBS

Records are confidential and stored securely, electronically using password protected and encryption, meeting GDPR requirements and on paper in a locked cabinet or cupboard.

Parents and staff will all be made aware of what information is stored about them, or their child and how it is stored. This will be done verbally and by encouraging parents and staff to read our policies including our privacy and website privacy notice/policy. Wickselm House ICO registration under GDPR will approve this.

Wickselm House Learning Centre

Support for Staff and Volunteers and Safe Recruitment Policy

- All applicants will be required to complete a role application form and supply two references. They will then be interviewed by two members of Wickselm House staff to assess their suitability and to see what they would bring to the role.
- All successful applicants will be required to pass an ID check and supply proof of an existing record on the DBS update service or they must be subject to a DBS check by Wickselm House before commencement of their post.

All successful applicants must demonstrate up to date qualifications which will be checked and verified before the role is offered. All staff working with children must have attachment and trauma informed, safeguarding, FGM and Prevent duty training or complete training provided through Wickselm House before commencement of their post.

- Any qualifications will be checked and verified before the role is offered.
- All new staff and volunteers will receive a written job description and will be able to discuss any specific questions they may have.
- All new staff are given extensive onsite training. All training staff are not included in daily ratios.
- All new staff are expected to familiarise themselves with our policies and procedures and read our staff handbook before they join our team.
- Regular staff training events are conducted with full staff planning, preparation and support days being held each termtime Friday.
- All new volunteers will be offered an induction to Wickselm House and/or induction training including fire drill and emergency evacuation training and a comprehensive overview of our risk assessments. They may also be required to undertake safeguarding and prevent duty training. Volunteers are not left alone with children unless they are a fully registered but unpaid staff member.
- All new volunteers will be required to familiarise themselves with our policies and procedures.
- All staff and volunteers will be required to complete a medical card including next of kin contact card and state any medical conditions that they feel employers need to be made aware of.



Wickselm House Learning Centre

- Staff are required to complete regular self evaluation appraisal. This is a valuable opportunity to share with colleagues any concerns, or ideas and to celebrate individual success.
- **All staff will be offered opportunities to continue their personal development through Wickselm Houses investment in ongoing staff training. We champion the philosophy to 'learn something new every day' and are proactive in encouraging staff to upskill themselves and explore new skills and interests.**



Wickselm House Learning Centre

Emergency Evacuation/Closure Procedure

Wickselm House will make every effort to keep the setting open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness
- Pandemic or food poisoning outbreak

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the setting, the following steps will be taken:

- If appropriate management or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building, the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken, and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- Management will contact parents/carers to collect their children. If the register is not available, the managers will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.



Wickselm House Learning Centre

- If after every attempt, a child's parent/carers cannot be contacted, the setting will follow its **Uncollected Child** procedure.

If the setting has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone: 0300 123 1231

Wickselm House Learning Centre

Accident and Emergency Policy

We will always do everything within our power to ensure children are happy and safe whilst in our care. We undertake regular risk assessment and have taken stringent steps to make our premises safe.

However, occasionally accidents may happen, and we have put in place the following procedure in order to deal effectively with any accident that takes place whilst a child is in our care:

- We keep first aid boxes well-stocked and regularly inspected
- A minimum of one Paediatric First-aiders is in each class at any one time but we aim for most staff to have first aid training.
- We require all parents to complete emergency medical and consent forms
- We will always offer appropriate comfort and support for minor injuries
- We will assess any injury and seek medical advice or attention when necessary
- First aid trained staff will use their Paediatric First Aid training to administer any necessary first aid care
- All first aid trained staff will undergo further Paediatric First Aid training at least every three years
- We will complete an accident report after all injuries, which we will ask parents/carers to sign. We will provide a copy for parents'/carers' records when required
- In the event that an ambulance needs to be called for a serious incident or injury, the staff will care for the remaining children and contact the parents/carers of the injured child, whilst a designated member of staff travels in the ambulance with the injured child. Other parents/carers may also be contacted to collect the remaining children, depending on the nature of the incident.
- If a child has had an accident at home or away from the setting, we may require parents/carers to sign and acknowledge an existing injury form.
- In the event of a serious accident, illness or injury to, or death of, any child while in our care, we will inform the following agencies as soon as is



Wickselm House Learning Centre

practicably possible but within 14 days. We will also inform the of the action taken by Wickselm House.

Inform Ofsted

Inform our insurance company

Inform the Health and Safety Executive and file a RIDDOR report

Any data records of injuries or incidents will be stored and processed according to GDPR regulations.

Wickselm House Learning Centre

Our injury protocol chart

<p>Minor bump to head</p>	<ol style="list-style-type: none"> 1 – full assessment by first-aider 2 – phone call home to parent/ carer 3 – accident report completed and given to parent/carers
<p>Major bump to head - resulting in symptoms of concussion, but not unconsciousness</p>	<ol style="list-style-type: none"> 1 – full assessment by first-aider 2 – phone call home to parent/ carer to collect child and take him/her to hospital 3 – accident report completed 4 – Follow up with parent/carers to assess outcome of hospital visit 5 – Ofsted and Health and Safety Executive reports completed
<p>Minor knocks and scrapes to torso and/or limbs</p>	<ol style="list-style-type: none"> 1 – full assessment by first-aider 2 – accident report completed and given to parent/carers
<p>Major knocks and scrapes to torso and/or limbs – resulting in symptoms of a broken bone, with full consciousness and no blood loss</p>	<ol style="list-style-type: none"> 1 – full assessment by first-aider 2 – phone call home to parent/ carer to collect child and take him/her to hospital 3 – accident report completed 4 – follow up with parent/carers to assess outcome of hospital visit 5 – Ofsted and Health and Safety Executive reports completed
<p>Severe bumps and knocks – leading to unconsciousness and blood loss</p>	<ol style="list-style-type: none"> 1 – ambulance called for 2 – emergency first aid deployed 3 – phone call to parent/carers 4 – member of staff travelling with child to hospital 5 – follow up with parent/carers to assess outcome of hospital visit 6 – Ofsted and Health and Safety Executive reports completed



Wickselm House Learning Centre

Illness Policy Statement

It is very important that all the children in our care are happy and healthy and that we reduce the possible risk of the spread of contagious illness. Whilst we are happy to care for children with minor snuffles and colds, we believe that the best place for a really poorly child is at home.

In addition, children who are unwell would not, understandably, be able to engage in the activities at Wickselm House.

We have developed the following procedure in line with this policy:

- o If a child has suffered sickness and/or diarrhoea within the last 48 hours, s/he should be kept at home to avoid the risk of spreading infection
- o Parents/carers are required to contact the setting as soon possible
- o If a child becomes ill whilst in our care, we will care for and comfort them and, should it be necessary, isolate them as much as possible from the other children
- o Parents/carers will be contacted immediately, so that the child can be collected as soon as possible.

If key staff are ill, and we have to close the setting, parents/carers will be contacted at the earliest opportunity.

Wickselm House Learning Centre

Administering Medication Policy

- If a child attending Wickselm House requires prescription medication of any kind, their parent/carer must complete a **Permission to Administer Medicine** form in advance. Staff at the setting will not administer any medication without such prior written consent.
- Where possible children should take their medication before arriving at the setting. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), the setting staff will offer to keep the medication safe, in a locked cabinet until it is required. Inhalers must be labelled with the child's name.
- Wickselm House staff can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, we can only administer medication containing aspirin if it has been prescribed by a doctor.
- All medication provided must have the prescription sticker attached. This should include the child's name, the date, the type of medicine and the dosage.
- A designated staff member will be responsible for administering medication, or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.
- Before any medication is given, the designated person will:
 - Check that the setting has received written consent.
 - Ask another member of staff to witness that the correct dosage is given.
- When the medication has been administered, the designated person must:
 - Record all relevant details on the **Record of Medication Given** form
 - Ask the child's parent/carer to sign the form to acknowledge that the medication has been given.
- When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.
- If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent/carer will be notified, and the incident recorded on the **Record of Medication Given**.



Wickselm House Learning Centre

- o Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication, the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.
- o A child's parent/carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency).
- o If a child suffers from a long -term medical condition, the setting will ask the child's parents/carers to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are, so that the setting has a clear statement of the child's medical requirements.

Any data records of medication administration will be stored and processed according to GDPR regulations.

Wickselm House Learning Centre

Health and Safety Policy

Wickselm House considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

Wickselm House has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the settings **Health and Safety** policy and is responsible for:

- o Maintaining a safe environment.
- o Taking reasonable care for the health and safety of themselves and others attending the setting.
- o Reporting all accidents and incidents which have caused injury or damage or may do so in the future.
- o Undertaking relevant health and safety training when required to do so by management.

Any member of staff who disregards safety instructions, or recognised safe practices will be subject to disciplinary procedures.

Responsibilities of the registered person, Hannah O'Brien

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the setting. The registered person will ensure that:

- o They nominate a Health and Safety Officer. The designated Health and Safety Officer for Wickselm House is Hannah O'Brien.
- o A copy of the current Health and Safety At work poster is displayed
- o All staff receive information on health and safety matters, and receive training where necessary
- o The **Health and Safety** policy and procedures are reviewed regularly
- o Staff understand and follow health and safety procedures
- o Resources are provided to meet the settings health and safety responsibilities
- o All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies, and the Health and Safety Executive under RIDDOR (Reporting of Injuries,

Wickselm House Learning Centre

Diseases and Dangerous Occurrences Regulations 1995) where appropriate.

- o All reported accidents, incidents, and dangerous occurrences are reviewed, so that preventative measures can be taken.

Responsibilities of the manager

The settings management are responsible for ensuring that at each session:

- o Daily set up and close down records are completed
- o Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- o **The premises are used by, and solely available to staff of Wickselm House during opening hours.**
- o All the settings equipment is safely and securely stored
- o A working telephone is available on the premises at all times
- o Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- o External pathways are cleared in severe weather
- o Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

Security

- Children are not allowed to leave the premises during the session, unless prior permission has been given by the parents/carers (for example, to attend other extra-curricular activities).
- During sessions staff monitor the entrances and exits to the premises throughout the session.
- The front door and external gates are locked during the core day and visitors are required to buzz or telephone for access.
- Visitors are never left alone with children.



Wickselm House Learning Centre

- Visitors, other than parents/carers collecting early or dropping off late, will be required to sign a log of their visit and reason for visiting.
- Security procedures will be regularly reviewed by management, in consultation with staff and parents.

Equipment

- All furniture and equipment are kept clean, well maintained and in good repair.
- We select equipment and resources with care, and we carry out risk assessments before the children are allowed to use them.
- Broken toys and equipment are disposed of promptly.
- We ensure that any flammable equipment is stored safely.

Food and personal hygiene

Staff at Wickselm House maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times. Due to the nature of our setting, children are asked to bring indoor and outdoor shoes and wellington boots.
- Toilets are cleaned daily and soap and hand-drying facilities are always available. We also have a warm water hand washing station outside.
- Staff responsible for serving and preparing food are trained in food hygiene, and follow appropriate guidelines.
- If we are made aware of a child with food allergies, we will provide them with alternative lunch and snack areas away from other children if necessary and take steps to make sure there is no cross contamination. We are peanut free site and ask children not to bring peanut products.
- Waste is disposed of safely.
- Staff ensure that children wash their hands before handling food and drink, after using the toilet, playing outdoors and immediately after handling



Wickselm House Learning Centre

animals.

- Cuts and abrasions (whether on children or staff) are kept covered.

Dealing with body fluids

- Spillages of blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises.
- When dealing with body fluids, staff will wear disposable plastic gloves and aprons and will wash themselves thoroughly afterwards.
- Soiled children's clothing will be bagged to go home – staff will not rinse it.
- Children will be kept away from the affected area until the incident has been dealt with.

Staffing levels

- Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risk associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

Wickselm House Learning Centre

Fire Safety Policy

Wickselm House is aware of the importance of understanding and vigilance regarding fire hazards. The following procedures are in place:

- Staff are aware of the location of fire exits, the fire assembly point and where fire safety equipment is stored
- Children will be introduced to the fire safety procedures during their settling in period and through regular fire drills
- Fire drills will be conducted at regular intervals during sessions
- All children will be made aware of the location of fire exits and the fire assembly point
- Fire exits are clearly marked, are kept clear at all times, and are easily opened from the inside
- Fire extinguishers are regularly tested in accordance with manufacturers guidelines
- The setting has a notice explaining the fire procedures clearly positioned
- Smoke alarms are maintained by the facilities team who hold NEBOSH fire qualifications.

Fire prevention

The setting will take the following steps to prevent fires occurring:

- Ensuring that power points are not overloaded with adaptors
- Ensuring that our 'No Smoking' policy is always observed
- Checking for frayed or trailing wires
- Unplugging all equipment before leaving the premises
- Storing any potentially flammable materials safely
- There is annual PAT testing of appliances

Wickselm House Learning Centre

In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will be immediately escorted from the building to the assembly point.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer, and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when leaving the building.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available, the manager will use the emergency contacts list (which is stored electronically) to contact parents/carers.

Responsibilities of the Fire Safety Officer

The Fire Safety Officer is responsible for carrying out the fire safety risk assessment, and for ensuring that all staff are made aware of fire safety procedures during their induction period. The settings designated Fire Safety Officer:

Hannah O'Brien

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide:

www.communities.gov.uk/documents/fire/pdf/151102.pdf The risk assessment covers:

- Identifying potential risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing this information with other members of staff
- Reviewing the fire safety risk on a regular basis

The Fire Safety Officer liaises with the local Fire and Rescue Service for further



Wickselm House Learning Centre

advice and ensures that Emergency Contact details are recorded at the front of the register and a copy off premises.



Wickselm House Learning Centre

Intimate Care Policy

- o When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.
- o 'Intimate care' covers any task that involves washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, and dressing.
- o Staff at Wickselm House who provide intimate care will do so in a professional manner. All members of staff are aware of safeguarding issues and will have relevant training (e.g.: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Procedure

- When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.
- We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

See also Dealing with Body Fluids in our **Health and Safety Policy**



Wickselm House Learning Centre

Manual Handling Policy

Wickselm House will work towards a safe handling policy and as part of this process will ensure a current policy of minimal lifting.

We will ensure that the necessary arrangements are made to facilitate the implementation of the policy, for example by provision of appropriate and suitable training by professionally competent persons, for those who have duties under the policy.

Wickselm House accepts responsibility for compliance with the regulations.

The main objective is to reduce the risk of injury and disablement caused by manual handling in the workplace to the minimum.

Wickselm House has a duty of care to ensure that:

- o Minimum requirements for the manual handling of loads are followed where there is a particular but not exclusive risk of back injury to staff
- o The need for manual handling is avoided or, when it cannot be avoided, an assessment is made of the operation and where there is a risk of injury, appropriate steps are taken to reduce or avoid that risk
- o Assessment of manual handling operations takes into account factors which include characteristics of the load, the physical effort required, characteristics of the working environment and the requirements of the task
- o Information and training is provided to staff
- o Manual handling requirements are clearly identified when recruiting staff so that appropriate medical advice can be taken as part of pre-employment health screening
- o Allowance is made for any known health problems which might have a bearing on an existing employee's ability to carry out manual handling operations safely
- o Reference is made to occupational health advisors if there is any good reason to suspect that an individual's state of health might significantly increase the risk of injury from manual handling operations
- o We monitor and review manual handling assessments when there is reason to suppose that they are no longer valid due to changes in working conditions, personnel involved or a significant change in the manual



Wickselm House Learning Centre

- o handling operation affecting the nature of the task or the load
- o We maintain records of accident and ill health related to manual handling operations

The responsibilities of the employee

The employees of Wickselm House will:

- o Take responsible care of their health and that of others whose safety may be affected by their activities when involved in manual handling operations
- o Co-operate with the directors and manager in the making of assessments of hazardous manual handling tasks
- o Observe safe systems of work and use of safety equipment
- o Participate in training given in manual handling
- o Report pregnancy or any medical conditions which may affect their ability to handle loads safely
- o Report any change in working conditions, personnel involved in manual handling risks or a significant change in the nature of the task or the load which may necessitate a review of the assessment
- o Employees have a duty to use manual handling equipment provided and ensure it is used correctly



Wickselem House Learning Centre

Safeguarding Policy

Hannah O'Brien and Gemma Montgomery are the dedicated Safeguarding Leads for the organisation Wickselem House .

Everyone at Wickselem House fully recognises their responsibility to safeguard and promote the welfare of children; and to work together with other agencies to ensure there are adequate arrangements within our setting to identify, assess and support those children who may be suffering harm. We also recognise the importance of being child-centred and ensuring the best interests of the child are paramount.

This policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004; the Education Act 2002 and in line with statutory guidance: 'Working together to safeguard children' DfE 2018, and 'Keeping children safe in education' (KCSIE), DfE guidance September 2019
This policy also takes on board procedures and guidance set out by GSCB.

DEFINITION OF SAFEGUARDING

What is meant by 'Safeguarding'?

Safeguarding and promoting the welfare of children is defined as: 'protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes' KCSIE September 2019

What is meant by 'Child protection'?

'Child protection refers to part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.' Working Together 2018 Appendix A Glossary

Safeguarding is what we do for all children and **Child Protection** is what we do for children who have been harmed or are at significant risk of being harmed.

Wickselm House Learning Centre

'Safeguarding is the responsibility of EVERYONE at Wickselm House. If there is risk of serious harm to a child make a referral immediately: Children & Families front door Tel 01452 426565 (Mon to Fri, 9am to 5pm) Dial 999 or 111. Anybody can make a referral

As an activity and education venue for vulnerable children, we have a great responsibility to the children in our care, and ensuring their safety and wellbeing is paramount. To achieve this:

- o **Hannah O'Brien** and Gemma Montgomery are the dedicated Safeguarding Leads for the organisation
All safeguarding leads have level 3 certification.
All staff have safeguarding, Prevent Duty & FGM training.
Organisation safeguarding leads keep up to date with legislation and GCC initiatives and training opportunities.
- o Should any staff have cause for concern regarding a child in our care, we will report it, following the Gloucestershire safeguarding Children Board procedures
- o We understand that child abuse can be physical, sexual, emotional or neglect
- o All information and records are confidential and will only be shared with other professionals, in circumstances where child protection issues require it

Staff and volunteers work together in partnership with children and parents/carers to:

- Maintain and continue to create an environment in which all children and young people feel safe, secure, valued and respected.
- Establish and maintain an environment where children are encouraged to talk and are listened to when they have a worry or concern. Ensure children know they can approach a trusted adult if they are worried.
- Ensure our children are equipped with the skills they need to keep themselves safe.
- Ensure all Wickselm House staff members maintain a culture of vigilance and have an attitude of 'it could happen here' where safeguarding is concerned and that when issues arise about the welfare of a child, staff members always act in the interests of the child.
- Establish and maintain an environment where staff and volunteers are encouraged to share and are listened to when they have concerns about the safety and well-being of a child.
- Ensure that all staff know the procedures for reporting a concern or making

Wickselm House Learning Centre

a child protection referral and that staff are well equipped to spot signs of abuse or a child in need of early help for a variety of reasons.

- Ensure that all staff are prepared to identify children who may benefit from early help.
- Ensure that any children who have been abused will be supported in line with a child protection plan, where deemed necessary.
- Contribute to the Spiritual, Moral, Social and Cultural (SMSC) development of children as well as other key aspects of a young person's well-being (being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic well-being).
- Ensure that we have suitable staff by adhering stringently to safer recruitment processes and ensuring any unsuitable behaviour is reported and managed quickly using the Allegations Management procedures.

Guidance on Gloucestershire Safeguarding Children Protection Procedures

The Gloucestershire Safeguarding Children Procedure states that all those who work with children, (including staff in children's centres, day nurseries, pre-schools, out-of-school and crèche provision), have a responsibility to safeguard children's welfare and protect children from abuse and neglect.

There are important documents and information our setting must have access to:

- o The full Gloucestershire Safeguarding Children Procedures, which are available via the website at: www.gscb.org.uk

All our staff are asked to familiarise themselves with this document.

<https://www.gscb.org.uk/media/1517569/gloucestershire-revised-loi-guidance-version-30-final-300118.pdf>

- o Gloucestershire's Levels of Intervention Guidance – Working Together to Provide Early Help, Targeted and Specialist Support for Children and Families in Gloucestershire
- o The 2015 booklet, 'What to do if you're worried a child is being abused'
- o Revised Prevent duty guidance: for England and Wales
- o *Working together to safeguard children 2018*

If a member of staff, parent/carer have any concerns about the welfare of a child,

Wickselm House Learning Centre

we would seek advice and guidance from any of the following departments:

Gloucestershire Children & Young Person's Referral Team – **01452 426565**

Gloucestershire Children's Services Emergency/out of hours – **01452 614194**

Gloucestershire Local Safeguarding Board Business Manager – **01452 583629**

Gloucestershire Local Authority Designated Officer – **01452 426994**

NSPCC – **0808 800 5000**

Procedure

If a member of staff has concerns about a child, they will refer to training, and the publication, '*What to Do if You're Worried a Child is Being Abused*'. They will also immediately seek consultation with Hannah O'Brien. The concerns will be recorded



If appropriate and deemed not to put the child at further risk, or compromise any investigations by external agencies, concerns may be discussed with the child's parents/carers



Staff will seek advice from, Gloucestershire Children and Young Person's Referral Team: **01452 426565**. From 26 March 2018, professionals need to make referrals to Gloucestershire Multi Agency Safeguarding Hub by completing a MARF on the new, Liquid Logic portal

Wickselm House Learning Centre



Staff may contact their local R&A Team to discuss concerns in principle with a social worker or social work manager and receive advice about whether a referral is appropriate, or whether there are alternative ways of addressing their concerns.

Gloucester North Targeted Support Team/ Gloucester South Targeted Support Team/ Gloucester R&A Team/ Gloucester C&F Team (North)/ Gloucester C&F Team (South) Quayside House

Quay
Street
Gloucester
GL1 2TZ

Making a Request for Service to Children's Social Care

Staff may decide they need to make a request for Services to Children's Social Care.

- Basic information is given to the Children's Help Desk.
- As requested, the caller will complete a Multi-Agency Referral Form.
- This is passed on to a social work team and the caller will be contacted by a social worker within 24 hours (unless there are immediate risks, in which case the professional will be put through to a social work team straight away).
- The social work team will discuss whether the referral is appropriate and what action can/will be taken.
- Wickselm House will contact Ofsted and inform them of any concerns and actions.

This procedure will be used in scenarios where there is no direct/immediate concern for the child's wellbeing. However, if the Designated Safeguarding Lead suspects that there is an immediate threat to the child's safety and/or wellbeing, then the concern will be immediately reported to the police.

Wickselm House Learning Centre

Managing Allegations

If a professional receives an allegation or has a concern about the behaviour of a member of staff working or volunteering with children and that allegation could amount to;

- o A member of staff or volunteer has behaved in a way that has harmed a child, or may have harmed a child, or
- o Possibly committed a criminal offence against or related to a child, or
- o Behaved towards a child or children in a way that indicates s/he may pose a risk of harm to children.

Then that professional should;

Report the concern to the most senior person not implicated in the allegation

- Complete a written record of the nature and circumstances surrounding the concern, including any previous concerns. Include where the concern came from and brief details only



Seek advice before proceeding – Initial Discussion

- Always contact the Local Authority Designated Officer (LADO) for advice prior to
- investigating the allegation. This is because it might meet the criminal threshold and so any investigation could interfere with a Police or Social Care investigation. Local Authority Designated Officer (LADO) – Tel: 01452 426994 The LADO will offer advice on any immediate action required and will assist with employment and safeguarding issues



Wickselm House Learning Centre

Allegations Management Process

If, after an Initial Discussion with the LADO, it is agreed that the allegation meets the criteria, a multi-agency meeting will be convened and we will be invited. This might result in a criminal investigation, a Social Care investigation and/or an investigation to inform whether disciplinary action is required.

If it is agreed that the allegation does not meet the criteria, the LADO will record the Initial Discussion and send it to us for our records. Any further action will be taken within our setting if necessary



Further Action

Further meetings might be required and these will be convened by the LADO, with our input at all times. Further information on the Allegations Management process can be found in the Government Document: Working Together to Safeguard Children 2015 and the South West Procedures.

Hannah O'Brien will deal immediately with any allegations made. In the event a staff member is convicted of an offense Hannah O'Brien is also responsible for informing the DBS service.

Extremism and Radicalisation

Wickselm House has a legal duty to protect children from the risk of radicalisation and of being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, including:

- o Feeling alienated or alone
- o Seeking a sense of identity
- o Suffering from mental health issues, such as depression
- o Desire for adventure or to be part of a larger cause
- o Associating with others who may hold extremist beliefs



Wickselm House Learning Centre

Signs that child may be at risk of radicalisation include:

- Changes in behaviour, for example becoming withdrawn or aggressive
- Claiming that terrorist attacks and violence are justified
- Viewing violent extremist material online
- Possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will refer their concerns to the Setting Safeguarding Lead, who will in turn refer them to the LADO

Prevent duty

- One of the provisions of the Counter Terrorism and Security Act 2015 is to place a duty on certain specified authorities and organisations to prevent people from being drawn into terrorism.
- This duty is known as the Prevent Duty and, along with other organisations, it applies to all Ofsted-registered childcare settings, including out of school and holiday clubs.
- The Prevent Duty came into force on July 1st 2015.

In order to comply with the Home Office direction for meeting the duty, Wickselm House has taken the following steps:

- All staff will be made aware of Prevent Duty obligations
- All staff have basic Prevent Duty training and Hannah O'Brien holds Prevent Duty for lead professionals, directors and governors training
- The setting will actively build resilience to radicalisation by promoting fundamental British values. This will be done in a variety of ways, including displays, team games and curriculum topics
- Conduct a full Risk Assessment at six-monthly intervals
- Display information about the Prevent Duty for parents/carers



Wickselm House Learning Centre

SWINE FLU POLICY / COVID 19 / UNKNOWN PANDEMIC

Wickselm House recognises the importance of advanced planning in order to maintain services and limit the spread of infectious disease within our setting.

Swine flu (H1N1) is a viral infection, spread from person to person by close contact.

Symptoms include:

Sudden fever, Limb and joint pain, Sudden cough, Diarrhoea or stomach upset, Headache, Sore throat, Tiredness, Runny nose, Chills Sneezing, Aching muscles, Loss of appetite.

COVID 19 is a viral infection, we believe it is spread from person to person by close contact.

Any child who becomes ill with symptoms which could be COVID 19 while at the setting will be isolated from the other children until the child can be collected by his or her parents or carer. We will follow the latest government advice on who to contact and whether to close our setting and or deep clean.

Infection control

Viruses can be spread by:

- Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance (one metre or less).
- Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands.
- Touching objects (e.g. door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading viruses at the setting by:

- Regular hand-washing (including hand washing on arrival at times of increased risk)
- Minimising contact between our hands and mouth/nose, unless we have just washed our hands
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it)
- Encouraging the children at the setting to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work.



Wickselm House Learning Centre

At Wickselm House we will promote infection control through the methods above, and in addition we will:

- Ensure that adequate supplies of cleaning materials are available within the setting
- Dispose of waste promptly and hygienically
- Clean hard surfaces (e.g. door handles) with sanitizer regularly
- Provide tissues and suitable facilities for their disposal.

Closure

There may be some occasions when we will have to consider temporarily closing the setting because we have too few unaffected staff to run sessions safely of under government advice / orders. If this occurs the manager will contact Childcare Services for further support and guidance. The setting will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care. In the event of closure, the manager will notify parents or carers as soon as possible. The manager will also inform the local childcare information service as well as other relevant parties. The manager will also notify Ofsted of the closure.

Advance planning

In preparation for dealing with a pandemic disease, the setting will ensure that all contact details for staff, children and parents are up to date. We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs. We will also ensure that we have adequate measures in place to help support staff or children who are dealing with bereavement. We will endeavour to build a bank of relief or supply staff who are able to provide cover should staffing levels fall below the required legal minimums. Any relief staff will be DBS checked at the time of joining our team, so that they are legally able to work with children should the situation arise. The setting will regularly update its information regarding swine flu (or other pandemic disease), by checking the latest guidance from DCSF and the local authority, and will inform parents and staff of any changes to our emergency plans.



Wickselm House Learning Centre

Wickselm House Learning Centre

Whistleblowing Policy

Wickselm House is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the setting they can disclose this information internally without fear of reprisal. Our Whistleblowing policy is intended to cover concerns such as:

- **Financial malpractice or fraud**
- **Failure to comply with a legal obligation**
- **Dangers to health and safety or the environment**
- **Criminal activity**
- **Improper conduct or unethical behaviour**

This policy should not be used to question business decisions made by the setting, or to raise any matters that are covered under other policies (eg discrimination or racial harassment).

Any allegations relating to child protection will follow the procedures set out in the Safeguarding Children policy.

Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the Staff Grievance guidelines.

Raising a concern

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the setting management. If, due to the nature of the problem, this is not possible, Hannah O'Brien the CEO should be contacted. If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the setting)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's Safeguarding Children policy)
- Ultimately, with the police (if a crime is thought to have been committed).

Wickselm House Learning Centre

If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which, the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the setting will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

Contact information

LADO (Local Authority Designated Officer): 01452 583629

mail@gsce.org.uk LSCB (Local Safeguarding Children Board): 01452

583629 mail@gsce.org.uk Ofsted: 0300 123 1231

PCAW (Public Concern at Work): 020 7404 6609 (website:

www.pcaw.org.uk) Related policies

Staff Grievance policy, Safeguarding Children policy.



Wickselm House Learning Centre

British Values Policy

As directed by the Department for Education, settings have a duty to actively promote the fundamental British values of democracy, the rule of law; individual liberty and mutual respect and tolerance of those with different faiths and beliefs. These values were first set out by the government in the 'Prevent' strategy in 2011. At Wickselm House we uphold and teach children about British Values which are defined as:

- Democracy
- Rule of law
- Individual liberty mutual respect
- Tolerance of those of different faiths and beliefs

These values are encouraged explicitly through our ethos and daily approach to caring for children.

Democracy:

Democracy is an important value at our setting. Children have the opportunity to have their voices heard through regular group votes and during discussions. Children are encouraged to share their feelings with their parents and feedback to us via our parent and child questionnaire to improve our setting and effect change. Children are actively consulted on changes and plans at Wickselm House. They also vote to name new animals.

The Rule of Law:

The importance of laws and rules, whether they are those that govern the group, the setting or the country, are consistently reinforced throughout regular lessons, as well as when dealing with behaviour and through group discussion time. Children are taught the value and reasons behind laws, that they govern and protect us, the responsibilities that this involves and the consequences when laws are broken. Visits from authorities such as the police, fire service etc. are part of our calendar and help reinforce this message. We encourage and promote positive, kind behaviour, attitude and work. We are committed to praising children's efforts. We endeavour to praise the children informally, individually, during group work, in front of the whole group and to feedback and share children's success with parents.

Individual Liberty:

Children are actively encouraged to make choices at our setting, knowing that they are in a safe and supportive environment. As a setting we provide boundaries for our children to make choices safely, through the provision of a safe environment and planned activities.

Children are encouraged to know, understand and exercise their rights and personal freedoms and are advised how to exercise these safely, for example through our morning talks where children express what they would like to do that day and which tasks they will take responsibility for.



Wickselm House Learning Centre

Mutual Respect:

Children are reminded and encouraged to show mutual respect towards other at all times including our four-legged friends.

Tolerance of Those of Different Faiths and Beliefs:

This is achieved through enhancing children's understanding of their place in a culturally diverse society. We have established close links with local schools and parents. We encourage all children to celebrate their family's beliefs and share them with peers and staff in the setting.

We use opportunities such as international traditions around the world during changing seasons and times of harvest, for example the Hindu winter tradition of placing clay lanterns on your roof to welcome back the sun, Catalonia's tradition of the Tio de Nadal and the history of the Christmas Tree.

We hope this policy gives you a flavour of all the wonderful and exciting things that are happening in our vibrant and friendly settings.



Wickselm House Learning Centre

ICT Learning Policy

As a setting with an emphasis on outdoor learning and animal therapy we also understand the importance and essential place of IT in all aspects of modern life including farming and agriculture. Our staff are confident in the use and teaching of ICT and our children gain the confidence and ability they need, to prepare them for the challenge of a rapidly developing and changing technological world.

Safe and respectful use of IT is an important part of what we teach our children and staff use the most up to date technology and internet resources available to deliver high quality and inspiring lessons.

Wickselm House Learning Centre

Physical Intervention and Restraint Policy

At Wickselm House, we are committed to a positive behaviour policy which encourages children to make positive behaviour choices. We do however recognise that children sometimes do make the wrong choices. On rare occasions this may result in a situation that requires some form of physical intervention by staff. Our policy for physical intervention is based upon the following principles:-

- Physical intervention should be used only as a last resort when other appropriate strategies have failed.
- Any physical contact should be only the minimum required.
- Physical intervention must be used in ways that maintain the safety and dignity of all concerned.
- Incidents must be recorded and reported to the Leadership team as soon as possible
- Parents will be informed of each incident

1. The Legal Framework

Section 93 of the Education & Inspections Act 2006 allows 'teachers and other persons who are authorised by the Leadership team who have control or charge of children to use such force as is reasonable in all the circumstances to prevent a child from doing, or continuing to do, any of the following:-

- causing injury to his/herself or others
- committing an offence
- damaging property
- prejudicing the maintenance of good order & discipline'

2. Our approach

At Wickselm House we aim to avoid the need for physical intervention and regard this as a last resort in a tiny minority of situations. We always aim to deal with behaviour using a positive approach and therefore this policy should be read in connection with our Behaviour Policy. Our large well fenced secure grounds give children the opportunity to find space further reducing the likelihood of physical intervention becoming necessary.

It is not possible to define every circumstance in which physical restraint would be necessary or appropriate and staff will have to exercise their own judgement in situations which arise within the above categories. Staff should always act within the settings's policy on behaviour and discipline, particularly in dealing with disruptive behaviour.

Staff should be aware that when they are in charge of children during the learning day, or during other supervised activities, they are acting in loco parentis and have a 'Duty of Care' to all children they are in charge of. They must, therefore, take reasonable action to ensure all childrens' safety and well being. Staff are not expected to place themselves in situations where they are

Wickselm House Learning Centre

likely to suffer injury as a result of their intervention.

3. Use of physical restraint

Physical restraint should be applied as an act of care and control with the intention of re-establishing verbal control as soon as possible and, at the same time, allowing the child to regain self-control. It should never take a form which could be seen as punishment.

Staff are only authorised to use reasonable force in applying physical restraint, although there is no absolute definition of this. What constitutes reasonable force depends upon the particular situation and the child to whom it is being applied. However, as a general rule, only the force necessary to stop or prevent danger should be used, in accordance with the guidelines below.

In all circumstances, alternative methods should be used as appropriate with physical intervention or restraint, a last resort.

When physical restraint becomes necessary:

DO

- Try and call for assistance from members of staff who have completed MAPA training. All learning staff are trained.
- Tell the pupil what you are doing and why
- Use the minimum force necessary
- Involve another member of staff if possible
- Tell the pupil what s/he must do for you to remove the restraint (this may need frequent repetition)
- Use simple and clear language
- Use MAPA techniques (if members of staff have completed training) otherwise hold limbs above a major joint if possible e.g. above the elbow
- Relax your restraint in response to the child's compliance

DON'T

- Act in temper (involve another staff member if you fear loss of control)
- Involve yourself in a prolonged verbal exchange with the pupil
- Involve other pupils in the restraint
- Touch or hold the pupil in a way that could be viewed as sexually inappropriate conduct
- Twist or force limbs back against a joint
- Bend fingers or pull hair
- Hold the pupil in a way which will restrict blood flow or breathing e.g. around the neck
- Slap, punch, kick or trip up the pupil
- Use physical restraint or intervention as a punishment

Wickselm House Learning Centre

4. Actions after an incident

Physical restraint often occurs in response to highly charged emotional situations and there is a clear need for debriefing after the incident, both for the staff involved and the child. The Leadership Team should be informed of any incident as soon as possible and will take responsibility for making arrangements for debriefing once the situation has stabilised. An appropriate member of the teaching staff should always be involved in debriefing the child involved and any victims of the incident should be offered support, and their parents informed.

If the behaviour is part of an ongoing pattern it may be necessary to address the situation through social, emotional and mental health strategies agreed by our SENCO. In some circumstances an Early Help may be appropriate to help identify an additional need for a particular child. It is also helpful to consider the circumstances precipitating the incident to explore ways in which future incidents can be avoided.

All incidents should be recorded immediately on the Child Restraint Report Form. In the event of any future complaint or allegation this record will provide essential and accurate information. A copy should be filed in the child's appropriate file and in a central setting file in order to inform individual and setting risk assessments.

A member of the leadership team will contact parents as soon as possible after an incident, normally on the same day, to inform them of the actions that were taken and why, and to provide them with an opportunity to discuss it.

5. Risk Assessments

If we become aware that a pupil is likely to behave in a disruptive way that may require the use of reasonable force, we will plan how to respond if the situation arises. Such planning will address:

Strategies to be used prior to intervention

- Ways of avoiding 'triggers' if these are known
- Involvement of parents to ensure that they are clear about the specific action the school might need to take
- Briefing of staff to ensure they know exactly what action they should be taking (this may identify a need for training or guidance)
- Identification of additional support that can be summoned if appropriate
- The setting's duty of care to all children and staff

6. Complaints and Allegations

A clear restraint policy, adhered to by all staff and shared with parents, should help to avoid complaints from parents. It is unlikely to prevent all complaints, however, and a dispute about the use of force by a member of staff might lead to an investigation, either under the complaints disciplinary or allegation management procedures



Wickselm House Learning Centre