

A background image showing a green field with a body of water in the distance and trees on the right side.

Wickselm House Learning Centre

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These Policies and procedures were written and implemented by Hannah O'Brien and last reviewed in July 2023. A signed copy is kept on site.

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 full-time reintegration into a mainstream setting later 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 £9000 per year for a standard placement. Children attend two days each week for thirty-eight weeks of the year. Places can be paid for weekly, monthly or termly in advance.

Number and range of places and staff skills

Approximately 46 places for children aged between 5 and 14 years. These are separated into two populations with up to 22 children on site each day. Each class will accommodate a maximum number of 12 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 at an additional cost.

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.



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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 staff, 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 countrywide, but primarily from Gloucestershire and the surrounding areas.

Particular needs of the children

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

- **Unable to access full-time 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.



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Attendance for Learning Policy

Wickselm 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 Wickselm 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 Wickselm 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.

A wide-angle photograph of a green field with a body of water in the distance under a hazy sky. The title 'Wickselm House Learning Centre' is overlaid in a dark serif font.

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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.

To 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.

A wide-angle photograph of a green field with a lake in the background under a hazy sky. The title 'Wickselm House Learning Centre' is centered over the image in a dark, serif font.

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- 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.



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Personal, Social, Health & Spiritual Education Policy

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 parent 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



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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 stay safe, engage with society, carry out daily tasks independently and prepare them for 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 achieve.



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- 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.

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Behaviour, Anti Bullying and Exclusion Policy and Procedures

(Including drugs, alcohol and smoking policy)

(Please also see our positive endings policy)

At Wickselm House we 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, developmental understanding and 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 House's 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

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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

- o If a child behaves in a destructive, dangerous, or undesirable way, we will deal with the issue immediately.
- o Initially we will aim to resolve the situation by talking to the child and reasoning with them in an age- appropriate way.
- o 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 nor being isolated from the group.
- o 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.



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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 view 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 / setting 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. Wickسلم 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 Wickسلم House if they believe it 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 psychologists and outside agencies, a detailed Provision Plan will be drawn up to best meet the needs of every child attending Wickسلم 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, Wickسلم House will make every effort to meet the needs of children with mental and physical disabilities working together with our SENCO and facilities and health & safety manager. Our historic building limits some accessibility but we will work closely with our in-house and external experts with inclusion as a priority within all planning.



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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 and 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.



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- 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 SENCO is responsible for ensuring -

- 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 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.



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Operational Policies and Procedures

Daily operational and security procedures

All staff have access to our iPal booking system which clearly specifies children's information including medical, SEN needs and emergency contact details.

All staff are required to check the list at the start of each day and before cookery activities to ensure allergies are accounted for.

All allergy action plans are displayed when these children are on site.

Our target staff ratios are;

1 Staff member to 8 children for EYFS aged children.

1 staff member to 10 children for Y1-6 aged children.

1 staff member to 15 children for Y6 and up.

Each day a member of staff is stationed at the front door and one at the side gate to greet and welcome children and parents/carers, and to discreetly monitor who is entering or exiting the setting.

All children are signed in and out using our secure online iPal registration system and staff must be notified of who will be collecting the child. A child will never be handed to an unauthorised adult.

The front gate at the top of the drive is locked once all of the children have arrived and is unlocked again at home time. Gates to the surrounding fields are locked and the front door and side gates are locked once all of the children have arrived. Staff are made aware of the padlock codes to open in an emergency and the front door key is kept in a key safe with a passcode, which all staff are aware of.

Visitors are required to telephone the Wickselm mobile for access or to organise a pre-arranged time to visit. Visitors are never left alone with children and are required to sign in and out on our iPal system, stating the time of and reason for their visit.

Unauthorised persons will be asked to leave and escorted from the premises.

At least one staff member who holds a full paediatric first aid certificate is on site at all times.

At 9:40 all children are gathered inside their base room for a 'meet and greet' from staff, and to go through the plan for the day using a visual timetable.

A roll call and head count is taken first thing and again regularly throughout the day.

Before leaving the premises, parents/carers, staff or agreed collection person are required to sign each child off-site. This will ensure that there is always a clear record of which children are on-site at any time.

On outings to the wider environment, children remain in designated groups under close staff supervision and head counts are taken at regular intervals to prevent an incident where a child might become lost. A portable first aid kit is taken when off site and any medication / allergy medication accompanies the specific child that it is prescribed for and looked after securely by the adult in charge.

At the end of each day, we gather belongings before saying goodbye and enjoy relaxing games and activities to wind down and transition gently to home time. Children are encouraged to take responsibility for gathering their own belongings and making sure they have everything.

Staff monitor the exits/entrances to the premises throughout the session and ensure that the environment is safe.

Children are not allowed to leave the premises during their session, unless prior permission has been given by parents/carers and they are collected by a named adult.

The manager Hannah O'Brien always carries the Wickselem mobile phone. The mobile phone is passcode protected, the setting follows GDPR and is registered with the ICO. Other staff are not permitted to use personal mobile phones except for a situation where it is in the interests of safety to contact the manager, a colleague or the emergency services.

We are a setting with an outdoor ethos and spread over a wide site, therefore we have developed this policy whereby staff are able to keep their phones on their person but out of sight of the children and use in case of emergencies / to summon help. Staff are not permitted to take photographs or videos with personal phones. Please also see our Use of Mobile Phones, Devices & Cameras Policy.

Children can bring their own snacks, lunch and drinks into setting; water bottles are always accessible, and children are encouraged to drink and to ask staff for water top ups regularly. We provide a healthy lunch for those children who would like it, which is prepared by a staff member with an appropriate food hygiene certificate. All cookery activities are overseen by a staff member with an appropriate food hygiene certificate and we are a nut free setting.

There will always be a quiet, private area for staff should they need it.

There will always be a quiet, comfy rest area should children need it.



Wickselm House Learning Centre Volunteers Policy

Volunteers and peer mentors have a highly valued role at Wickselm House. However, there are specific differences between the role of full time 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.



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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 Setting Lead. If a child does bring a phone, they must seek permission from staff to use it.



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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 positive handling.

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 Setting 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



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Uncollected Child Policy and Procedure

At Wickselem House we endeavor 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 Setting Lead).

Over 10 minutes late

If a parent/carer is more than 10 minutes late in collecting their child, the Setting 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 Setting 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 Setting 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



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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 setting, 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.



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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.

- o 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:

- o **Investigate or ask leading questions.**
- o **Make assumptions or offer alternative explanations.**
- o **Promise confidentiality.**
- o 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 Setting 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,



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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 Behaviour & Disciplinary 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 have a responsibility to maintain their reputation, and the reputation of Wickselm House, both during and outside of working hours.

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 asked to read a copy of our GDPR & Privacy Policy. Staff will be made aware of GDPR regulations when handling staff, children 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. 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, its users or other staff on social media sites (unless *expressly* permitted by Management) is forbidden. Any member of staff who breaches this rule will face disciplinary action.

Behaviour

Our staff team are ambassadors for Wickselm House and we always expect them to conduct themselves professionally. Staff should treat anyone attending the setting (children, parents/carers and visitors) courteously and with respect.

We are here to support one another, and staff should always feel they can approach managers and co-workers if emotional support is needed.

We expect staff to value all the children as individuals and to comply with the setting's Equalities Policy at all times.

Swearing, offensive and abusive behaviour are not tolerated from anyone at Wickselm House. If any member of staff exhibits such behaviour, they will be subject to disciplinary procedures.

Dress code

Whilst working at Wickselm House, staff will need to help to set up and pack away the setting, facilitate craft activities, small animal handling, and engage in physical activities with the children. Specific trained staff will handle larger animals including sheep, pigs and ponies.

The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Please see our Use of Mobile Phones, Devices and Cameras Policy.

Smoking, alcohol and drugs

Staff are not permitted to smoke anywhere on the setting premises, including the car park.

Staff are not permitted to bring alcohol, or illegal drugs onto the premises. If a member of staff arrives at work under the influence of alcohol or drugs, they will be asked to leave immediately, and disciplinary action will be taken.

If a member of staff is taking prescription drugs, which might affect their ability to function effectively, they must inform the Manager immediately. Please also see our Staff Medication Policy.

Disciplinary Procedure

For minor infringements of the Wickselm House guidelines, we have the following procedure:

- On the first occasion, a verbal warning will be given, clearly stating the nature of the infringement and further training and/or support will be offered if appropriate.
- This will be followed on a subsequent occasion by a written warning, clearly stating the nature of the infringement. Further training and/or support will be offered if appropriate. The written warning will be signed by the staff member and the manager and a copy will be kept on record.
- Should there be a further infringement, the manager, in discussion with the staff

member, will decide whether Wickselm House is the right work setting for the staff member.

- In cases of persistent lateness, after both a verbal and written warning has been given, pay may be docked on a pro-rata basis.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

- Child abuse
- Contravening the laws of GDPR
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. Where there is a legal requirement to do so the manager will inform Ofsted, the police and or GSCB of incidents of gross misconduct as soon as practicably possible and within 14 days.



Staff Absence and Illness Policy

Wickselm House is committed to supporting the health and wellbeing of all staff. As part of this commitment, we recognise the importance of creating a positive environment, whereby staff feel able to talk openly and with trust about health problems (including mental and physical health). We also wish to support staff to seek help when necessary and provide a supportive environment for other difficulties that staff may experience. Whilst recognising the wish to be reasonable and sensitive in cases of sickness absence, Wickselm House is very conscious of the fact that poor attendance at work can contribute to reduced efficiency and can impact the quality of our care towards children and team spirit.

We will aim to promote wellbeing at work including:

- encouraging good/clear communications;
- ensuring staff understand their roles;
- ensuring workloads are manageable and checking how engaged staff feel.

In relation to wider management of sickness absence, it is our expectation that a consistent approach and a balance struck between providing support to the employee, recognising individual circumstances, whilst ultimately facilitating either the employee's return to work or a more regular attendance pattern.

Staff also have a responsibility to do whatever they can to help improve attendance generally, which may include consulting with their GP if appropriate.

Responsibilities for Staff

- Staff should attend work when fit to do so;
- Staff should follow the correct notification/certification processes, ensuring the appropriate manager has as much information as possible about the absence and its likely duration to enable them to provide appropriate support and advice;
- Staff should maintain regular contact with their manager whilst absent due to ill health;
- Staff are expected to engage in any informal or formal procedural processes, which may include attendance at informal/formal meetings, e.g. return to work and 'may be fit to work' discussions, processes and timescales.

Return to Work meetings

The Health and Safety Executive recommend that return-to-work meetings are undertaken to support a member of staff returning to work after a period of absence regardless of the duration and that early intervention and support of an individual facing ill health can be very effective. As such the manager will seek to speak to the staff member on their first day back, or as soon as possible thereafter, and after any episode of sickness absence regardless of duration. These will often be light touch informal discussions to establish the nature of the illness and to ensure that the staff member is feeling better and determine if any support is required.

However, Managers will undertake a more structured return to work (RTW) meeting where an individual's absence levels are identified as a potential cause for concern.

Potential triggers for a conversation may include any of the following:

- attendance level falls below 96% of working time in any rolling 12 month period. This is the equivalent of 10 or more working days (pro-rata for part time staff)
- absences are all self-certificated
- certified sickness absence that is greater than 1 month
- a pattern appears to be present e.g. regular non-attendance on a Monday or Fridays
- there are concerns that the absence is not due to genuine sickness

These concerns may be addressed in different ways but all with the aim of ensuring that the manager can gain a full understanding of the situation and is able to determine how best to respond to the circumstances. In some cases, this may result in further action such as the setting of a review period to monitor the situation or seeking medical advice from a professional.

Where a cause for concern is identified in relation to attendance levels and there is no identified medical underlying cause, a review period should be set. For an employee who has passed their probationary period, this would usually be made over a 3 month period, setting a 96% attendance target.

If following the end of the monitoring period, the employee's attendance falls below the acceptable level again the manager may invite the employee to attend a Formal Absence Review Meeting. Formal Absence Review meetings may result in a first or final written warning or, ultimately dismissal, employees have the right to be accompanied by a colleague, friend, trade union or other representative.

Managing Short Term Absence

Wickselm House aims to strike a reasonable balance between the pursuit of its operational needs and the genuine needs of employees to take occasional short periods of time off work due to sickness. Short term sickness absence is broadly defined as frequent, recurring periods of sickness absence which do not relate to an underlying health condition. Absences covered by a 'fit note' may need to be looked at on a case-by-case basis.

Absences will be regarded as frequent if:

Attendance level falls below 96% of working time in any rolling 12 month period. This is the equivalent of 10 or more working days (pro-rata for part-time staff).

Review and Warning Periods

Where a first or final written warning is issued, the appropriate manager will also specify a review period over which the member of staff's attendance will be closely monitored and reviewed. This would usually be over a 3 month period with an attendance target of at least 96%.

Interim review meetings should be held with the employee to discuss progress, their wellbeing and to review any support that is in place with the aim to help the employee improve attendance wherever possible. At the end of the review period, the manager shall arrange to have a discussion with the employee to assess if any further action is needed.

Long Term Sickness

Long term sickness absence is deemed to be continuous absence of 4 weeks or more and the manager will maintain regular contact with an employee during prolonged periods of sickness absence. Actions taken during long term absence will vary depending on the reason for the absence, but the manager, together with a representative (if required) will normally arrange to meet the employee following 4-6 weeks of absence or as appropriate. Such meetings help to ensure that the member of staff continues to feel part of the team

and establishes whether the employee needs any ongoing or further assistance and therefore employees are expected to make themselves available for meetings. It may be necessary to request for a written report from the individual's General Practitioner, Consultant or Specialist. Once this report has been received a decision will need to be made regarding possible future courses of action.

Sickness Reporting Procedure

Reporting initial absence by text or email is not acceptable other than in exceptional circumstances. When individuals report their absence, they must:

- Provide information regarding the reason for their absence, e.g. back pain, flu symptoms. Please avoid 'sick' or 'unwell'.
- Report all absences directly to Hannah O'Brien.
- Confirm whether they intend to visit a doctor.
- Provide an expected date of return or information on when they will be able to provide further information.

On return to work, all staff must undergo a return-to-work meeting.

Fit Notes

Fit notes (formerly known as sick notes) are the forms that are issued by certain healthcare professionals to people as evidence for their employer that the employee is ill or injured and unable to attend work as normal. Healthcare professionals able to certify and issue fit notes (following assessment) include G.P.s, nurses, occupational therapists, pharmacists and physiotherapists.

Recording and Monitoring Absence

The manager will determine, in terms of duration and incidence, when an employee's absence/s needs to be investigated further. Whilst it is important to adopt a consistent approach, each case must be considered individually, depending on the circumstances, before any action is taken. In most circumstances, attendance lower than 96% of working time (10 or more working days, pro-rata for part time staff) in the last 12 months, or more than one month's certificated absence, may need to be investigated to determine whether this might be due to a disability.

Sick Pay

Staff may be entitled to paid leave of absence when they are unable to attend work due to illness. Details of sick pay entitlements are contained within individual staff contracts. Wickselm House has the right to suspend sick pay if employees do not comply with sickness reporting procedures, including maintaining appropriate contact and providing required sickness certificates.

Staff Induction, Training & Development Policy.

At Wickselm we believe training and CPD are an exciting and enriching part of working with children, animals and the great outdoors and we encourage you to ask us if you would like funding and support to attend a course or event.

All staff must undergo a full day of induction training, where they shadow the manager and other staff before they begin their role and are included in ratios.

The induction process will provide information on:

- Our setting's policies and procedures and signing that these have been read
- Safeguarding including details of our DSL's
- Health and safety procedures
- Fire and emergency procedures
- First aid and how to record accidents / incidents
- Staff Code of Conduct (within the Staff Behaviour Policy)
- Staff Handbook
- Details of help and support available to staff members

All staff must undertake Safeguarding, FGM, Prevent training and Beacon House Training (Developmental Trauma for Professionals) before they begin their role with Wickselm.

You are expected to attend all in-house staff training events and to update your skills as and when requested by the Manager, and whenever required due to changes in legislation.



Use of Mobile Phones, Devices & Cameras Policy

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 on them, 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.**



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- 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.



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GDPR & Privacy Policy (Data Protection)

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

Wickselm House takes privacy very seriously. We ask all staff and parents/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/carers, our users, what we do with that 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 condition, 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



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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 will 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;
- 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 practice.

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.



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In the event of a child protection issue details may be shared with Ofsted and 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 from 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. Any hard 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:



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- 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 and:

- 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 which 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



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E-Safety Policy, Including Social Media

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 updated regularly.
- ▪ Security strategies will be periodically discussed within the IT steering group
- ▪ Physical and Wi-Fi 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 children, the website is un-filtered via the custom filtering policies and then filtered through our 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 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 will protect the setting from computer virus attack or technical disruption by not downloading from the internet any programs or executable files other than by agreement with the setting's IT support staff.



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- Staff will not purchase goods or direct services over the internet other than when specifically requested to do so by Hannah O'Brien.
- 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 site, at home or elsewhere, still have to abide by this policy and the staff Acceptable Use Policy.
 - 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:



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- ■ 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,

A wide-angle photograph of a green field with a body of water in the distance under a hazy sky. The title 'Wickselm House Learning Centre' is overlaid in a dark serif font.

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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 show 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 Staff 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 minimizing 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 e-mail. Offensive e-mails should be reported straight away to 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.
- Wickselm staff mobile phones are an acceptable form of communication across our large outdoor site and should only be used to summon assistance in emergencies.



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

Social Networking / Social Media

- ▪ 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's that could relate to Wickselem House to any internet sites including all social media websites. Exceptions should be checked with the manager.
- ▪ Staff should not post any derogatory comments on social media relating to Wickselem House Learning Centre, any of its employees, children, families or anyone who represents the organisation. Failure to comply will result in disciplinary action.

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).
- ▪ Children 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.



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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 minimize duplicate information by shredding non-essential or duplicated paper information and non-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.



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Safe Recruitment Policy & Support for Staff and Volunteers

Recruitment and selection process

- o To make sure we recruit suitable people for Wickselem House, we will ensure that those involved in the recruitment and employment of staff to work with children have received appropriate safer recruitment training. We have put the following steps in place during our recruitment and selection process to ensure we are committed to safeguarding and promoting the welfare of children:

Advertising

- o When advertising roles, we will make clear our setting's commitment to safeguarding and promoting the welfare of children and that safeguarding checks will be undertaken as standard. Our application forms will request information relating to any criminal convictions and whether any offences are "spent" as defined by the Rehabilitation of Offenders Act 1974. Our shortlisting process will involve at least 2 people and will consider any inconsistencies and look for gaps in employment and reasons given for them. Once we have shortlisted candidates, we will ask them to complete a self-declaration of their criminal record or any information that would make them unsuitable to work with children, so that they have the opportunity to share relevant information and discuss it at interview stage. The information we will ask for includes if they have a criminal history, whether they are included on the barred list, whether they are prohibited from working with children and information about any criminal offences committed in any country in line with the law as applicable in England and Wales and any relevant overseas information. Candidates will sign a declaration confirming the information they have provided is true.

References

- o When seeking references and checking employment history, we will obtain references before interview. Any concerns raised will be explored further with referees and taken up with the candidate at interview. We will liaise directly with referees and verify any information contained within references with the referees. We will ensure any references are from the candidate's current employer and completed by a senior person. We will obtain verification of the candidate's most recent relevant period of employment if they are not currently employed. The information on the application form will be compared with that in the reference and we will take up any inconsistencies with the candidate.

Interviews

- o When interviewing candidates, we will probe any gaps in employment, or where the candidate has changed employment or location frequently and ask candidates to explain this. We will explore any potential areas of concern to determine the candidate's suitability to work with children. All staff will be required to pass an ID check and this information will be held in individuals' personnel files. There will be at least one person on any interview panel for any post at the setting that will have undertaken safer recruitment training. This will cover, as a minimum, the contents of Keeping Children Safe in Education, and will be in line with local safeguarding procedures.



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Contractors

- o We will ensure that any contractor, or any employee of the contractor, who is to work at the setting has had the appropriate level of DBS check. Contractors who have not had any checks will not be allowed to work unsupervised or engage in regulated activity under any circumstances. We will check the identity of all contractors and their staff on arrival to the setting. For self-employed contractors such as music therapists or sports coaches, we will ensure that appropriate checks are carried out to ensure that individuals are not disqualified under the 2018 Childcare Disqualification Regulations and Childcare Act 2006. Where we decide that an individual falls outside of the scope of these regulations and we do not carry out such checks, we will retain a record of our assessment. This will include our evaluation of any risks and control measures put in place, and any advice sought.

Volunteers

- o We will never leave an unchecked volunteer unsupervised or allow them to work in regulated activity. We will obtain an enhanced DBS check with barred list information for all volunteers who are new to working at Wickselm House. We will ensure that appropriate checks are carried out to ensure that individuals are not disqualified under the 2018 Childcare Disqualification Regulations and Childcare Act 2006. Where we decide that an individual falls outside of the scope of these regulations and we do not carry out such checks, we will retain a record of our assessment. This will include our evaluation of any risks and control measures put in place, and any advice sought. 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.

New & Current Staff

- o All staff and volunteers will be required to provide medical information including a next of kin contact card and state any medical conditions that they feel employers need to be made aware of.
- o All new staff must demonstrate up to date qualifications. 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. All new staff 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.
- o All new staff are given extensive onsite training and are not included in daily ratios until the manager is satisfied they have completed their training successfully. New staff are expected to familiarise themselves with our policies and procedures and read our staff handbook before joining the team. Regular staff training events are conducted with full staff planning, preparation and support days being held each termtime on a Friday.



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- o Staff are required to complete regular self-evaluation appraisals. This is a valuable opportunity to share with colleagues any concerns, or ideas and to celebrate individual success.
- o **All staff will be offered opportunities to continue their personal development through Wickselm House's investment in ongoing staff training. We champion the philosophy '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:

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



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- • 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 assessments 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-aider 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.



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- - 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 practicably possible but within 14 days. We will also inform them 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

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/carer
<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/carer 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/carer
<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/carer 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/carer 4 – member of staff travelling with child to hospital 5 – follow up with parent/carer 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 inform 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.

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Administering Medication Policy

- o 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.
- o 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.
- o 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.
- o 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.
- o 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.
- o 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.

- o When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.
- o 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**.



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- 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

Staff Medication Policy

If a member of staff is taking prescription drugs, which might affect their ability to function effectively, they must inform the manager immediately. Any prescribed medication needed by a staff member whilst at Wickselm House, must be stored safely in a locked metal cabinet, out of reach and sight of children attending the setting.

Staff Fitness to Work & Staff Medication

All staff have a responsibility to work with children only when they are fit to do so. Staff must not work with children if they are infectious or too unwell to meet children's needs. This includes circumstances where medication taken by staff affects their ability to care for children, for example, where it makes a person drowsy.

If staff members believe their condition, including any condition caused by taking medication, is affecting their ability to care for children they must inform the manager immediately. The manager will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from a medical professional.

Illegal Drugs

The taking of or possession of illegal substances during working hours constitutes gross misconduct and will result in immediate dismissal.

Prescribed Medicines

Medicines should only be taken in setting when essential; that is where it would be detrimental to a person's health if the medicine were not administered during the work 'day'. If any medication needs to be taken, it should be done so on scheduled breaks or away from the children.

If a member of staff is prescribed a new medication, they should ask their doctor if this will in anyway affect their ability to care for children and it is their responsibility to safeguard against any risks to the children. Staff must ensure that they are still able to carry out their role effectively and to the highest standard.



Wickselem House Learning Centre

Health and Safety Policy

Wickselem 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.

Wickselem 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 Wickselem 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,



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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 setting's 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 Assessments.

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).
- 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.



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- 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 a nut free site and ask children not to bring in any nut 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 animals.



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

Dealing with body fluids

- o 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.
- o When dealing with body fluids, staff will wear disposable plastic gloves and aprons and will wash themselves thoroughly afterwards.
- o Soiled children's clothing will be bagged to go home – staff will not rinse it.
- o Children will be kept away from the affected area until the incident has been dealt with.

Staffing levels

- o 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.



Wickseim House Learning Centre

Fire Safety Policy

Wickseim 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 manufacturer's 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



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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 setting's designated Fire Safety Officer is:

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:

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

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



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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 promotes a safe manual 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 are 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 handling operation affecting the nature of the task or the load.



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- o We maintain records of accident and ill health related to manual handling operations.

The responsibilities of the employee:

The employees of Wickseim 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.



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Safeguarding & Child Protection Policy

Emma O'Loughlin is the Dedicated Safeguarding Lead (DSL) for the organisation Wickselm House. Hannah O'Brien and Gemma Montgomery are the Deputy Safeguarding Leads. All have had DSL training and hold certification.

Everyone at Wickselm House, including staff and volunteers fully recognise 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.

If family, friends or other professionals have any concerns they are advised to contact any of our Safeguarding Leads. In addition, they can contact Nigel Hatten, Local Authority Designated Officer (LADO) for Gloucestershire on 01452 426994 or email: nigel.hatten@gloucestershire.gov.uk, if in Bristol the LADO is Nicola Laird who can be contacted on 0117 9037795 and if in South Gloucestershire the LADO is Tina Wilson who can be contacted by phone on: 01454 868508.

What is Safeguarding? What is Child Protection?

Safeguarding legislation and government advice says that safeguarding means:

- protecting children from maltreatment.
- preventing impairment to children's health or development.
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- taking action to enable all children and young people to have the best outcome.

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.

As a childcare setting, we have a great responsibility to the children in our care, and ensuring their safety and wellbeing is paramount. To achieve this:

- All staff are required to undergo Safeguarding training, FGM awareness training, Beacon House training – Developmental Trauma for Professionals and Prevent Duty training during their induction.
- All staff must read, understand and follow this Safeguarding and Child Protection policy.
- Regular, ongoing training is accessed by all staff and DSL & Deputy DSLs receive formal training which is refreshed every year.
- All staff will have annual Safeguarding and Child Protection refresher training and receive regular updates throughout the year via monthly in-house staff training days.
- The DSL and deputies have undertaken Prevent Awareness training.

Should any staff have cause for concern regarding a child in our care, we will report it, following the Gloucestershire / South Gloucestershire / Bristol Safeguarding Children Partnership procedures. We understand that child abuse can be physical, sexual, emotional or neglect. We are committed at Wickselm House to identifying and monitoring vulnerable children and young people to ensure they are safeguarded effectively.

All information and records are confidential and will only be shared with other professionals, in circumstances where child protection issues require it, complaint with the Data Protection Act 2018 / UK GDPR.

A child centred approach is fundamental to safeguarding and promoting the welfare of every child (Working Together 2018), therefore we keep the child in focus when making decisions about their lives and work in partnership with them, their families and surrounding professionals.

Staff and volunteers at Wickselm House work together in partnership with children, parents/carers and professionals to:



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- 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 information and are listened to when they have concerns about the safety and well-being of a child. We have a culture of safer working practice at Wickselm House and staff are encouraged to report any worries or concerns to the DSL immediately (and to also refer to our setting's Whistle Blowing Policy, if required).
- Ensure that all staff know the procedures for reporting a concern or making 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 Part 3's of Keeping Children Safe in Education (2023) safer recruitment processes, for example by ensuring at least 1 member of the interview panel holds a Safer Recruitment training certificate, conducting rigorous pre-appointment vetting checks, enhanced DBS & Children's Barred list checks on all staff, right to work, fitness to work, overseas checks where applicable and Teaching Qualification checks.
- Ensuring any unsuitable behaviour is reported and managed quickly referring to the Staff Behaviour & Disciplinary Policy. If a harm-test has been identified, ensuring quick referral to the LADO.
- Follow Guidance on Gloucestershire / South Glos and Bristol 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:

- The full Bristol Safeguarding Children Procedures, which can be found at www.bristol.gov.uk/nav/children-and-young-people
- The full Gloucestershire Safeguarding Children Procedures, which are available via the website at: <https://www.gloucestershire.gov.uk/gscp/>
- All our staff are asked to familiarise themselves with this document; <https://www.gloucestershire.gov.uk/media/2103929/gloucestershire-revised-loi-guidance-v8-july-2021.pdf>
- Gloucestershire's Levels of Intervention Guidance – Working Together to Provide Early Help, Targeted and Specialist Support for Children and Families in Gloucestershire
- Revised Prevent duty guidance: for England and Wales
- 'Working Together to Safeguard Children (2020)'
- 'What To Do If You're Worried a Child Is Being Abused (2015)'
- 'Keeping Children safe in Education 2023'



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Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, e.g. in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation (FGM) or that the child may have witnessed domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

Staff working with children at Wickselm House are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned (as outlined in 'Keeping Children Safe Education 2023'). When concerned about the welfare of a child, staff should always act in the best interests of the child.

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see procedure for reporting a safeguarding concern below)

Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting.
- One of the children is significantly more dominant than the other (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If peer-on-peer abuse is suspected or disclosed;

We will follow the same procedures as set out above for responding to child abuse.

Extremism and radicalisation

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, e.g.:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

Signs of radicalisation



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Signs that a child might 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 record any relevant information or observations on a Logging a Concern form and refer the matter to the DSL.

Procedure for reporting a safeguarding concern:

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on a 'Logging a Concern form' as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to our DSL who will decide on the appropriate course of action:

- For concerns about child abuse, the DSL will contact Social Care. The DSL will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.
- For minor concerns regarding radicalisation, the DSL will contact Gloucestershire, South Gloucestershire or Bristol Safeguarding Children's Partnership. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 32
- Ofsted will be notified of any incidents or concerns surrounding child protection, welfare or safety investigations.
- All concerns will be recorded and acted upon in a manner which is secure and compliant with the Data Protection Act 2018 / UK GDPR.
- Staff to refer to document: What to do if you're worried a child is being abused Advice for practitioners (March 2015).

If a member of staff, parent/carer has any concerns about the welfare of a child, we would seek advice and guidance from any of the following departments:

Bristol First Response Team Tel: 0117 903 6444.

e-mail: KBSP@Bristol.gov.uk Keeping Bristol Safe Partnership

South Gloucestershire Children Safeguarding Team Tel: 01454 866000 (office hours) 01454 615165 (out of hours / weekends)

Email: accessandresponse@southglos.gov.uk

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

This policy was written on: 18.09.23 and will be updated annually by the DSL or Deputy Safeguarding Lead.

Next review to take place on: 18.09.24



Wickselm House Learning Centre

Swine Flu & Corona Virus Policy / 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 and 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 parent 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.



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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 or 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

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 (e.g. discrimination or racial harassment).

Any allegations relating to child protection will follow the procedures set out in the Safeguarding & Child Protection 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 Policy.

Raising a concern

Ideally the staff member should put his or her allegations / concerns 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.

Concerns should be taken to the setting manager - Hannah O'Brien. If this person 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).



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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 policy: Safeguarding Policy.



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Staff Grievance Policy

A grievance is any concern, problem or complaint that an employee raises with their employer. Examples include discrimination and dismissal. When employees are not satisfied with the outcome of their grievance or if it was not conducted properly, they may raise the matter with a tribunal.

All staff are entitled to a grievance hearing which is a meeting where the employee can discuss their concerns, without interruption or judgement. All workplace disciplinary and grievance processes will be well documented and stored in staff confidential files.

Wickselm House will seek advice from ACAS (the Advisory, Conciliation and Arbitration Service) throughout the process to ensure best practice.

Wickselm House will

- Deal with grievances fairly and consistently.
- Investigate as much information as possible.
- Allow the employee to bring a relevant person to a grievance meeting.
- Give everyone a chance to have their say before deciding.
- Take actions and make decisions as soon as they can.
- Allow the employee to appeal against the grievance outcome.

After following a fair grievance procedure, Wickselm House will decide on the best outcome based on:

- the findings from meetings and investigations
- what is fair and reasonable
- what the setting has done in any similar cases before

Wickselm House will inform the employee of the outcome as soon as possible and in writing, for example in a letter or email.



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 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 (where appropriate) 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.



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Mutual Respect:

Children are reminded and encouraged to show mutual respect towards each other at all times, including to 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 setting.



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.



Wickselem House Learning Centre

Physical Intervention and Restraint Policy

At Wickselem 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.

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 him/herself or others
- committing an offence
- damaging property
- prejudicing the maintenance of good order & discipline'

Our approach

At Wickselem House we aim to avoid the need for physical intervention and regard this as a last resort. 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 setting's policy on behaviour, particularly when 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



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likely to suffer injury as a result of their intervention.

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

- Tell the child what you are doing and why.
- Use the minimum force necessary.
- Involve another member of staff if possible.
- Tell the child what s/he must do for you to remove the restraint (this may need frequent repetition).
- Use simple and clear language.
- Use positive handling / restraint techniques
- 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 child.
- Involve other children in the restraint.
- Touch or hold the child 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 child in a way which will restrict blood flow or breathing e.g. around the neck.
- Slap, punch, kick or trip up the child.
- Use physical restraint or intervention as a punishment.



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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 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, 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.

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 setting 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.

Complaints and Allegations

A clear Physical Intervention and Restraint Policy which is 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 under the Complaints Policy.



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Acceptable Use Policy and Inhouse Audit Tool

Aims

Our settings aims to:

- Have robust processes in place to ensure the online safety of children, staff, volunteers and contractors.
- Deliver an effective approach to online safety, which empowers us to protect and educate the whole setting community in its use of technology, including mobile and smart technology (which we refer to as 'mobile phones')
- Establish clear mechanisms to identify, intervene and escalate an incident, where appropriate

The 4 key categories of risk

Our approach to online safety is based on addressing the following categories of risk:

Content – being exposed to illegal, inappropriate or harmful content, such as pornography, fake news, racism, misogyny, self-harm, suicide, anti-Semitism, radicalisation and extremism.

Contact – being subjected to harmful online interaction with other users, such as peer-to-peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes.

Conduct – personal online behaviour that increases the likelihood of, or causes, harm, such as making, sending and receiving explicit images (e.g. consensual and non-consensual sharing of nudes and semi-nudes and/or pornography), sharing other explicit images and online bullying.

Commerce – risks such as online gambling, inappropriate advertising, phishing and/or financial scam.

Legislation and guidance

This policy is based on the Department for Education's (DfE) statutory safeguarding guidance, Keeping Children Safe in Education, and its advice for schools on:

Teaching online safety in schools

Preventing and tackling bullying and cyber-bullying: advice for headteachers and school staff Searching, screening and confiscation

It also refers to the DfE's guidance on protecting children from radicalisation.

It reflects existing legislation, including but not limited to the Education Act 1996 (as amended), the Education and Inspections Act 2006 and the Equality Act 2010. In addition, it



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reflects the Education Act 2011, which has given teachers stronger powers to tackle cyber-bullying by, if necessary, searching for and deleting inappropriate images or files on pupils' electronic devices where they believe there is a 'good reason' to do so.

Roles and responsibilities

The setting lead

Hannah O'Brien is responsible for ensuring that staff understand this policy, and that it is being implemented consistently throughout the setting.



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The Designated Safeguarding Lead

Details of the setting's DSL and deputies are set out in our Safeguarding & Child Protection policy. The DSL takes lead responsibility for online safety in setting, in particular:

- Supporting staff to understand this policy and that it is being implemented consistently throughout the setting.
- Managing all online safety issues and incidents in line with the setting's Child Protection Policy
- Ensuring that any online safety incidents are logged (see appendix 3) and dealt with appropriately in line with this policy
- Ensuring that any incidents of cyber-bullying are logged and dealt with appropriately in line with the setting's Behaviour Policy
- Updating and delivering staff training on online safety
- Liaising with other agencies and/or external services if necessary

The SLT are responsible for:

- Putting in place an appropriate level of security protection procedures, such as filtering and monitoring systems, which are reviewed and updated on a regular basis to assess effectiveness and ensure children are kept safe from potentially harmful and inappropriate content and contact online while at Wickselm House, including terrorist and extremist material.
- Ensuring that the setting's ICT systems are secure and protected against viruses and malware, and that such safety mechanisms are updated regularly.
- Conducting a full security check and monitoring the setting's ICT systems on a regular basis.
- Blocking access to potentially dangerous sites and, where possible, preventing the downloading of potentially dangerous files.
- Ensuring that any online safety incidents are logged (see appendix 3) and dealt with appropriately in line with this policy.
- Ensuring that any incidents of cyber-bullying are dealt with appropriately in line with the setting's Behaviour Policy.
- This list is not exhaustive.

All staff and volunteers

All staff, including contractors, agency staff and volunteers are responsible for:

- Maintaining an understanding of this policy.
- Implementing this policy consistently.
- Agreeing and adhering to the terms on acceptable use of the setting's ICT systems and the internet (appendix 2), and ensuring that children follow the setting's terms on acceptable use (appendix 1)
- Working with the DSL to ensure that any online safety incidents are logged (see appendix 3) and dealt with appropriately in line with this policy.
- Ensuring that any incidents of cyber-bullying are dealt with appropriately in line with the setting's Behaviour Policy.
- Responding appropriately to all reports and concerns about sexual violence and/or harassment, both online and offline and maintaining an attitude of 'it could happen here'



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- This list is not exhaustive.



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Parents

Parents are expected to:

- Notify a member of staff or the manager of any concerns or queries regarding this policy.
- Ensure their child has read, understood and agreed to the terms on acceptable use of the setting's ICT systems and internet (appendix 1)
- Parents can seek further guidance on keeping children safe online from the following organisations and websites:

What are the issues?

UK Safer Internet Centre Hot topics

Childnet International Parent resource sheet

Childnet International Healthy relationships

Disrespect Nobody

Visitors and members of the community

Visitors and members of the community who use the setting's ICT systems or internet will be made aware of this policy, when relevant, and expected to read and follow it. If appropriate, they will be expected to agree to the terms on acceptable use (appendix 2).

Educating children about online safety

Children will be taught about online safety as part of the curriculum and where appropriate to their level of understanding and development.

They will be taught to:

- Use technology safely and respectfully, keeping personal information private.
- Identify where to go for help and support when they have concerns about content or contact on the internet or other online technologies.
- Recognise acceptable and unacceptable behaviour.
- Identify a range of ways to report concerns about content and who they can report their concerns to.

By the end of their journey with us, children will know:

- That people sometimes behave differently online, including by pretending to be someone they are not.
- That the same principles apply to online relationships as to face-to-face relationships, including the importance of respect for others online including when we are anonymous.
- The rules and principles for keeping safe online, how to recognise risks, harmful

content and contact, and how to report them.

- How to critically consider their online friendships and sources of information including awareness of the risks associated with people they have never met.
- How information and data is shared and used online.
- What sorts of boundaries are appropriate in friendships with peers and others (including in a digital context).
- How to respond safely and appropriately to adults they may encounter (in all contexts, including online) whom they do not know.
- The safe use of social media and the internet will also be covered in other subjects where relevant.
- Where necessary, teaching about safeguarding, including online safety, will be adapted for vulnerable children, victims of abuse and some pupils with SEND.



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Educating parents about online safety

The setting will raise parents' awareness of internet safety in letters or other communications home, and in information via our website.

If parents have any queries or concerns in relation to online safety, these should be raised in the first instance with the DSL.

Cyber-bullying

Definition:

Cyber-bullying takes place online, such as through social networking sites, messaging apps or gaming sites. Like other forms of bullying, it is the repetitive, intentional harming of one person or group by another person or group, where the relationship involves an imbalance of power. (See also Behaviour Policy.)

Preventing and addressing cyber-bullying

To help prevent cyber-bullying, we will ensure that children understand what it is, and what to do if they become aware of it happening to them or others. We will ensure that children know how they can report any incidents and are encouraged to do so, including where they are a witness rather than the victim.

Staff are also encouraged to find opportunities to use aspects of our curriculum to cover cyber-bullying. This includes personal, social, health and economic (PSHE) education, and other subjects where appropriate.

In relation to a specific incident of cyber-bullying, the setting will follow the processes set out in the setting's Anti Bullying Policy. Where illegal, inappropriate or harmful material has been spread among children, the setting will use all reasonable endeavours to ensure the incident is contained.

The DSL will consider whether the incident should be reported to the police if it involves illegal material and will work with external services if it is deemed necessary to do so.

Examining electronic devices

Staff have the specific power under the Education and Inspections Act 2006 (which has been increased by the Education Act 2011) to search for and, if necessary, delete inappropriate images or files on childrens' electronic devices, including mobile phones, iPads and other tablet devices, where they believe there is a 'good reason' to do so.

When deciding whether there is a good reason to examine or erase data or files on an electronic device, staff must reasonably suspect that the data or file in question has been, or could be, used to:

- Cause harm, and/or
- Disrupt and/or break any of the setting rules.

If inappropriate material is found on the device, it is up to the staff member in conjunction with the DSL or other member of the senior leadership team to decide whether they should:

- Delete that material, or
- Retain it as evidence (of a criminal offence or a breach of school discipline),
- and/or report it to the police*

* Staff may also confiscate devices for evidence to hand to the police, if a child discloses that they are being abused and that this abuse includes an online element.

Any searching of children will be carried out in line with:

- The DfE's latest guidance on screening, searching and confiscation.
- UKCIS guidance on sharing nudes and semi-nudes.
- Advice for settings working with children and young people.
- The setting's COVID-19 risk assessment.

Any complaints about searching for or deleting inappropriate images or files on childrens' electronic devices will be dealt with through the setting's Complaints Policy.

Acceptable use of the internet in the setting

All children, parents, staff, volunteers are expected to sign an agreement regarding the acceptable use of the settings ICT systems and the internet (appendices 1 and 2). Visitors will be expected to read and agree to the setting's terms on acceptable use if relevant.

Use of the setting's internet must be for educational purposes only, or for the purpose of fulfilling the duties of an individual's role.

We will monitor the websites visited by children, staff, volunteers, and visitors (where relevant) to ensure they comply with the above.

More information is set out in the acceptable use agreements in appendices 1 and 2.

Staff using work devices outside setting

All staff members will take appropriate steps to ensure their devices remain secure. This includes, but is not limited to:

- Keeping the device password-protected – strong passwords are at least 8 characters, with a combination of upper and lower- case letters, numbers and special characters (e.g. asterisk or currency symbol)
- Making sure the device is locked if left inactive for a period of time
- Not sharing the device among family or friends
- Staff members must not use the device in any way which would violate the setting's terms of acceptable use, as set out in appendix 2.
- Work devices must be used solely for work activities.

If staff have any concerns over the security of their device, they must seek advice from the school ICT provider.

How the setting will respond to issues of misuse

Where a child misuses the setting's ICT systems or internet, we will follow the procedures set out in our policies on Behaviour and Acceptable Use. The action taken will depend on the individual circumstances, nature and seriousness of the specific incident, and will be proportionate.

Where a staff member misuses the setting's ICT systems or the internet, or misuses a personal device where the action constitutes misconduct, the matter will be dealt with in accordance with the staff disciplinary procedures and staff behaviour policy. The action taken will depend on the individual circumstances, nature and seriousness of the specific incident.

The setting will consider whether incidents which involve illegal activity or content, or otherwise serious incidents, should be reported to the police.

Training

All new staff members will receive training, as part of their induction, on safe internet use and online safeguarding issues including cyber-bullying and the risks of online radicalisation.

All staff members will receive refresher training at least once each academic year as part of safeguarding training, as well as relevant updates as required (for example through emails, e-bulletins and staff meetings).

By way of this training, all staff will be made aware that technology is a significant component in many safeguarding and wellbeing issues, and that children are at risk of online abuse.

Children can abuse their peers online through:

- Abusive, harassing, and misogynistic messages.
- Non-consensual sharing of indecent nude and semi-nude images and/or videos, especially around chat groups.
- Sharing of abusive images and pornography, to those who don't want to receive such content.
- Physical abuse, sexual violence and initiation/hazing type violence can all contain an online element.

Training will also help staff:

- develop better awareness to assist in spotting the signs and symptoms of online abuse.
- develop the ability to ensure children can recognise dangers and risks in online activity and can weigh the risks up.
- develop the ability to influence children to make the healthiest long-term choices and keep them safe from harm in the short term.
- The DSL and deputies will undertake Child Protection and Safeguarding training, which will include online safety, at least every 3 years. They will also update their knowledge and skills on the subject of online safety at regular intervals, and at least annually.

Volunteers will receive appropriate training and updates, if applicable.

More information about safeguarding training is set out in our Safeguarding & Child Protection Policy.

Monitoring arrangements

The DSL logs behaviour and safeguarding issues related to online safety. An incident report log can be found in appendix 3.

This policy will be reviewed every year and will be supported by an annual risk assessment that considers and reflects the risks pupils face online. This is important because technology, and the risks and harms related to it, evolve and change rapidly.

Links with other policies

This Acceptable Use Policy is linked to our: Safeguarding & Child Protection Policy, Behaviour Policy, Staff Behaviour & Disciplinary Policy, GDPR & Privacy Policy, Complaints Policy and E-Safety Policy.



Wickselm House Learning

Appendix 1: Acceptable use agreement (children and parents/carers)

Name of child:

When I use the setting's ICT systems (like computers) and use the internet I will:

- • Ask a member of staff if I can do so before using them
- • Only use websites that a member of staff has told me or allowed me to use
- • Tell a member of staff immediately if:
 - I click on a website by mistake
 - I receive messages from people I don't know
 - I find anything that may upset or harm me or my friends
- • Use Wickselm computers for Wickselm activities only
- • Be kind to others and not upset or be rude to them
- • Look after Wickselm's ICT equipment and tell an adult straight away if something is broken or not working properly
- • Never share my password (if I have one) with anyone, including my friends.
- • Never give my personal information (my name, address or telephone numbers) to anyone without the permission of a member of staff or parent/carer
- • Save my work on the Wickselm network
- • Check with a member of staff before I print anything
- • Log off or shut down a computer when I have finished using it

I agree that Wickselm staff will monitor the websites I visit and that there will be consequences if I don't follow the rules.

Signed (child): Date:

Parent/carer agreement: I agree that my child can use the setting's ICT systems and internet when appropriately supervised by a member of staff. I agree to the conditions set out above for children using the setting's ICT systems and internet and will make sure my child understands these.

Signed (parent/carer): Date:

Appendix 2: acceptable use agreement (staff, volunteers and visitors)

Name of staff member/volunteer/visitor:

When using the setting's ICT systems and accessing the internet at Wickseim, or outside of Wickseim on a work device (if applicable), I will not:

- Access, or attempt to access inappropriate material, including but not limited to material of a violent, criminal or pornographic nature (or create, share, link to or send such material)
- Use them in any way which could harm the setting's reputation
- Access social networking sites or chat rooms
- Use any improper language when communicating online, including in emails or other messaging services
- Install any unauthorised software, or connect unauthorised hardware or devices to the setting's network
- Share my password with others or log into the setting's network using someone else's details
- Take photographs of children without checking with the setting lead first
- Share confidential information about the setting, its children or staff, or other members of the community
- Access, modify or share data I'm not authorised to access, modify or share
- Promote private businesses, unless that business is directly related to the setting

I will only use the setting's ICT systems and access the internet at Wickseim, or outside of Wickseim on a work device, for educational purposes or for the purpose of fulfilling the duties of my role.

I agree that Wickseim will monitor the websites I visit and my use of its ICT facilities and systems.

I will take all reasonable steps to ensure that work devices are secure and password-protected when using them outside of the setting, and keep all data securely stored in accordance with this policy and the setting's GDPR policy.

I will let the Designated Safeguarding Lead (DSL) and ICT manager know if a child informs me they have found any material which might upset, distress or harm them or others, and will also do so if I encounter any such material.

I will always use the setting's ICT systems and internet responsibly and ensure that children in my care do so too.

Signed (staff member/volunteer/visitor):

Date:

Appendix 3: online safety incident report log

ONLINE SAFETY INCIDENT LOG				
Date	Where the incident took place	Description of the incident	Action taken	Name and signature of staff member recording the incident

Positive Endings Policy and Procedure

Please also see our Behaviour Policy

This policy was written by Hannah O'Brien and adopted on 1st July 2022

Rationale and policy

Wickselm House has been developed as a setting to support children to enable them to effectively access academic learning and build essential life skills to lead happy, successful and independent adult lives. Our therapeutic and trauma informed approach has been successful in supporting and building resilience in children with social and emotional challenges, anxiety, and attachment disorders often due to ACE's.

We understand the importance of supporting the needs of the 'whole' young person while they attend our setting and beyond as they transition from Wickselm House to the next stage of their journey.

Building a positive exit strategy and successful narrative for every individual is essential to allow young people to move forwards while being able to reflect on past experience with confidence, happiness and a strong sense of self-worth. This is regardless of whether the placement has reached its expected and natural conclusion or whether as a setting we have no longer been able to meet the needs of an individual.

Procedure

- The whole team around the child will work collaboratively with parents, carers and outside agencies to plan a therapeutic ending following a decision for a pupil to transition to a new setting or in the exceptional circumstances that the team at Wickselm House feel they can no longer meet the needs of the pupil.
- Where an incident or incidents have taken place which have caused distress or harm to pupils, staff or animals and have led to the ending of a placement, staff will initiate the following;
 - ▶ An emergency 'team around the child' meeting where professionals and parents are invited to plan a positive and child centred ending. Reports and incident logs will be shared with all parties during this meeting, and it may be a legal requirement that reports are shared with external agencies.
 - ▶ Our wellbeing lead will support staff and pupils who have been adversely affected to make sure their voice is heard and needs are met.
 - ▶ Staff will reflect and amend risk assessments to improve best practice where possible.
 - ▶ The pupil will be invited back to setting to enable a positive ending and goodbye from staff to instill in them the knowledge they are cared for, valued and will be missed. These sessions may take place outside of usual operating hours.

- ▶ Every effort will be made to support the pupil and their family in signposting to a new and more appropriate provision.
- ▶ Where it is considered beneficial, Wickselm House staff will also support the transition to a new setting.

As a setting, Wickselm House recognises its duty of care to all the young people and families it engages with. We know that our responsibility does not end when a placement ceases, and it is core to our ethos to continue to support young people to thrive when they move forward from our care.

Lone Worker Policy

(Please see Lone Worker Risk Assessment)

At Wickselm House we aim to ensure that no member of the team is left alone within the setting or alone with a child at any time, however there may be occasions where this is not always possible due to:

- Transporting children to and from their home address to the setting.
- Transporting children to and from educational trips and outings.
- Comforting children that may be unwell in a quiet area.
- Following a child's interest, this may lead staff away with a child to explore an area.
- Toilet breaks.
- Home visits when a child may be too anxious to attend setting or when supporting a therapeutic transition for a new young person.

We always ensure that our staff:child ratios are maintained.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks of working alone.

Considerations when deciding on lone working include how lone workers manage with a variety of tasks such as driving whilst maintaining the safety and welfare of children and ensuring that each member of staff required to work alone has the training and/or skills for the role e.g. paediatric first aid certificate, child protection/ safeguarding training and competency, and hold appropriate qualifications.

All vehicles and drivers used to transport children are insured with appropriate business insurance and are kept well maintained with regular servicing, vehicle checks and up to date MOT certificates.

Public liability for lone working will be sought where applicable. Employee's/manager's responsibilities when lone working include ensuring:

- A risk assessment is completed for staff lone working.
- Ratios are maintained.
- There is someone to call on in an emergency if required.
- The member of staff and children are safeguarded at all times (relating to additional policies)

Employee's responsibilities when lone working include:

- ensuring they have read relevant risk assessments, policies & procedures and the child's provision plan before undertaking a home visit
- when conducting a home visit, ensuring they contact headquarters when they arrive at the child's home and again when they are due to leave
- ensuring another member of staff and/or a manager is aware when they are lone working and make plans to check in at appropriate intervals or their expected time of completion of the task.

Manager's responsibilities are to ensure:

- Staff working alone are competent and confident to carry out any safety procedures e.g. fire evacuation.

- The employee has the ability to contact them or a member of the team.
- The employee has the necessary contact numbers in case of an emergency.
- That employees have access to a telephone when lone working.
- If reporting in arrangements have been made and the employee does not call in, to follow it up.

Risk assessments are always made for these occasions including hazards and risks and how these are controlled.

Educational Trips/Outings Policy and Procedures

At Wickselm House we recognise the importance of trips and outings for children in providing new and enhanced experiences and offer a range of outings from the local park to days out at local sites of interest. While undertaking trips and outings we ensure that the safety of children and staff is maintained at all times. We always seek parents' permission for children to be included in such outings upon registration.

Trips and outings are carefully planned to use the following guidelines, whatever the length or destination of the visit:

- A full risk assessment and outings plan will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise, and identify steps to remove, minimise and manage those risks and hazards.
- Provide appropriate staffing levels for outings dependent on an assessment of the safety and individual needs of the children.
- A member of staff will hold a valid and current paediatric first aid certificate.
- A fully stocked first aid kit will be taken on all trips and outings along with any special medication or equipment required.
- A completed trips register together with all parent and staff contact numbers will be taken on all trips and outings via the iPal system.
- Regular headcounts will be carried out throughout the outing.
- All staff will be easily recognisable by other members of the group by wearing high visibility vests.
- Children will be easily identified by staff when on a trip or outings by the use of high visibility vests but excluding those children whose SEMH needs mean wearing high viz is challenging for them. These children will be kept close to adults wearing high viz.
- A fully charged mobile phone will be taken as a means of emergency contact.
- In the event of an accident, staff will assess the situation. If required, the group will return to Wickselm House. In the event of a serious accident an ambulance will be called immediately and parents will be contacted. A member of staff will accompany the child to hospital, and the rest of the group will return to Wickselm House.

Risk assessment/outings plan

A full risk assessment and outings plan will be made prior to an outing taking place. This plan will include details of:

- The name of the designated person in charge – outing leader
- The name of the place where the visit will take place
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs
- The equipment needed for the trip i.e. first aid kit, mobile phone, coats, rucksacks, packed lunch etc.
- Staff contact numbers
- Method of transportation and travel arrangements
- Emergency procedures
- The name of the designated first aider and the first aid provision

Use of vehicles for outings

- All staff members shall inform parents in advance of any outings involving the transportation of children away from Wickseim House.
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children.
- All vehicles used are regularly serviced and maintained with up-to-date MOT certificates.
- All vehicles used are protected by breakdown cover.
- All vehicles used are fitted to the supplier's instructions with a sufficient number of safety restraints appropriate to the age/weight of the children carried in the vehicle.
- Drivers are adequately insured.
- When children are transported, we ensure we maintain appropriate children to staff ratios.

When planning a trip using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used.
- Ensure the maximum seating is not exceeded.
- All children will be accompanied by a registered member of staff.
- No child will be left in a vehicle unattended.
- Extra care will be taken when getting into or out of a vehicle.
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

Lost children

In the event of a child being lost, the Missing Child Policy will be followed. Any incidents or accidents will be recorded.

In the event of an emergency

In the event of an emergency whilst out on a visit, we encourage staff to find a safe haven and remain there until the danger passes. If possible, parents will be contacted to let them know that children are safe.

