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Safeguarding Policy

Whippersnappers Nov 2020

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Designated Safeguarding Lead is:

Name: Gintare Abramaviciute

Contact: 0207 738 6633/0208 693 1682/07534 344 652

Email: ggabramaviciute@whippersnappers.org

Deputy Designated Safeguarding Leads are:

Name: Caroline Burghard

Contact: 0207 738 6633/0208 693 1682/07957 204 980

Email: cburghard@whippersnappers.org

Name: Yusuf Jama

Contact: 0207 738 6633/07949425025

Email: yjama@whippersnappers.org

Board of Directors:

Name: Caroline Burghard

Email: cburghard@whippersnappers.org

Name: Ruby Warner

Email: ruby.warner@hotmail.co.uk

Name: Sarayu Shah

Email: sarayu.shah@groundwork.org.uk

Policy Statement

All people interacting with or developing services for children, young people and vulnerable adult's on behalf of **Whippersnappers** will be known as 'workers' for the purpose of this document. The term 'workers' includes paid staff, volunteers, session workers, the management committee and anybody working with children and young people on behalf of **Whippersnappers**.

Work with children, young people and vulnerable adult's carries responsibility.

It is *every* adult's, who is connected to **Whippersnappers**, responsibility to prevent the physical, sexual or emotional abuse of children and vulnerable adults' and to report any suspected or actual abuse that comes to their attention.

The named designated officer from **Whippersnappers** who is responsible for all matters concerning safeguarding is Gintare Abramaviciute. All Whippersnappers workers have responsibility to report any suspected or actual abuse that comes to their attention to Whippersnappers designated officer Gintare Abramaviciute. Gintare may be contacted directly by the following means: by calling Whippersnappers on 0207 738 66 33 or phone 07534344652 from Monday - Friday or Caroline Burghard on 07957 204980 in case of emergency.

At Whippersnappers we believe that everyone has the responsibility to promote the welfare of all children and young people. To keep them safe and to practice in a way that protects them. We make it our priority to keep all children and young people safe regardless of their age, disability, gender reassignment, race, religion or belief, sex or sexual orientation.

Whippersnappers' use of computers

All computers used by the **Whippersnappers** project must be in plain view of workers at all times and vigilantly supervised.

The project leader will check that suitable firewalls have been installed prior commencing/hosting events.

Whippersnappers Mobile Phone Policy

All staff and volunteers are not allowed to use their mobile phones when children are on site. Phones must be kept in the assigned area with staff member's personnel belongings. If you need to take a personal call, you should use the office and if you are expecting an emergency call, you can provide Whippersnappers landline number at the Lido 0207 738 6633 or at the Lodge 0208 693 1682.

Only managers should have their mobile phone on them and their phone should only be used to communicate with fellow senior staff across sites or on trips out. Phones could also be used by managers to communicate with parents/carers. Where possible, this should be in the office/reception away from the children. Mobile phones are also used to book taxis for home drop offs

School Pick-ups and home drop offs

On school pick-ups, trips out and home drop offs, mobile phones should be used only for emergency calls. Staff should ensure their phone has enough battery and credit to make these calls.

Photographs and videos

Pictures can be taken only by senior members of staff when they inform another senior member of staff. All the pictures taken by them on a mobile phone must be transferred onto the Z Drive as soon as possible and photos deleted from personal phones. Children's membership forms must be checked before any photograph is used internally or externally and photo consent must have been signed by the child's parent/carer. Managers should include photograph check question on debrief form at the end of the day to ensure any photographs taken have been transferred to the Z Drive.

Responding to Abuse What is abuse?

The following are the main categories of abuse as defined in 'Working Together to Safeguard Children' (2018).

Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during

pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Physical Abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Emotional Abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger,

or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Child sexual exploitation

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Extremism

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist. Young carer A young carer is a person under 18 who provides

Important

Children or young people that do not fit the above categories may also be at risk of significant harm. This could for example be in the situation where another child in the same household has been harmed or the household contains a known abuser.

Child abuse can take place in a number of different settings. The following are examples.

- Most commonly where the child or young person knows the individual(s) and is trusted. This can be a parent, carer, babysitter, sibling, relative or friend of the child or family.
- The abuser is sometimes someone in authority such as a teacher, youth leader or children's worker.
- The abuser is sometimes a pedophile or other person that sets out to join organizations to obtain access to children.

What to do if you suspect that child abuse has occurred

You must report concerns as soon as possible to **Whippersnappers** named safeguarding officer Gintare Abramaviciute who has been nominated by the Whippersnapper Directors to act on their behalf in referring all allegations or suspicions of neglect or abuse to the statutory

authorities. (You can also report to your childcare manager who is working on site – Yusuf Jama/ Sarah Goodall who can contact Gintare Abramaviciute or Caroline Burghard on your behalf)

If the allegations or suspicions involve the **Whippersnappers** safeguarding officer, then the report should be made to a Whippersnapper Director.

If the suspicion in any way implicates both the director and the safeguarding officer, then the report should be made to your local child protection agencies, mainly the Assessment and Advice Teams.

The Police Child Protection Team or the NSPCC can also be contacted:

The procedures in the following paragraph should be followed according to the type of abuse suspected. Where physical abuse, neglect or emotional abuse is suspected the co-operation of parents/guardians should normally be sought, except where this would place the child at greater risk or where emergency attention is required.

Where sexual abuse is suspected the safeguarding officer will not speak to the parents/guardians as this will make the task of investigation by police or Social Services much harder.

Early Help Assessment (EHA)

The EHA is a tool to enable early and effective assessment of children and young people who need additional services or support from more than one agency. It is a holistic consent-based needs assessment framework which records, in a single place and in a structured and consistent way, every aspect of a child's life, family and environment.

Allegations of Physical Abuse, Neglect or Emotional Abuse

If the child has a physical injury or shows symptoms of neglect or abuse (*see above*) the safeguarding officer in consultation with the adult that the child may have disclosed this information to will decide who is the most appropriate person to contact in the family.

The person will:

Complete a diagram form showing where marks or bruising are positioned on child's body.

Safeguarding officer to speak to parent/carer immediately to ask whether they are aware of bruising and how it might have occurred (This is also to protect staff in case a parent / carer

makes an allegation that the bruising occurred in the Whippersnapper childcare setting. It also can provide a good reason for bruising (i.e child fell off a swing on weekend.)

When required speak to the parent/guardian and suggest medical help/attention be sought for the child. The doctor will initiate further action, if necessary. If appropriate the parent/guardian will be encouraged to seek help from the Social Services department.

With older children it is important to take their wishes and feelings into account with regard to speaking with their parents.

If the parent/guardian is unwilling to seek help, then it may be appropriate for a worker to go with them. If they still fail to act then the safeguarding officer should contact Social Services for advice.

Where emergency medical attention is necessary, this must be sought immediately. The safeguarding officer will inform the doctor of any suspicious abuse.

Consideration should be given to referring the matter to Social Services Department. If the safeguarding officer is unsure whether to refer a case to the Social Services, then he/she can contact the Department for advice or to discuss the case.

Speaking to parent/carer may not be appropriate if this could put the child at more risk of harm. In this case Social Services should be contact immediately.

Allegations of Sexual Abuse

In the event of allegation or suspicions of sexual abuse, the safeguarding officer will:

Contact Social Services Assessment and Advice Teams or the Police Child Protection team directly. The safeguarding officer will not speak to the parent or anyone else directly, as there is always a possibility that they could be involved. If named people are innocent talking to them before contacting the authorities may make it harder for them to be cleared.

If sexual abuse has occurred very recently, then contact the police urgently so that any physical evidence is preserved. Do not interfere with any evidence such as stained clothing. If the allegations concern events more than a week old, then there is less urgency but either the Police or Social Services must be informed promptly.

Under no circumstances must the safeguarding officer attempt to carry out any investigation into allegations or suspicions of sexual abuse. The role for the safeguarding office is to collect and clarify the precise details of the allegation or suspicion and provide this information to the Social Services Department, whose task it is to investigate the matter under section 47 of the *Children Abuse Act 1989,2004*.

Whist allegations or suspicions of sexual abuse will normally be reported to the safeguarding officer, the absence of the safeguarding officer should not delay referral to the Social Services Department.

Should there be any disagreement to the person in receipt of the allegation or the suspicion to the appropriate action of the referral to Social Services, that person retains a responsibility as a member of the public to report serious matters to the Social Services Department, and should do so without hesitation.

The Directors will support the safeguarding officer in their role, and accept that any information they may have in their possession will be shared in a strictly limited way on a need to know basis.

Allegations against Staff

All allegations made against staff (including volunteers and paid staff) that call into question their suitability to work with or be in a position of trust with children, whether made about events in their private or professional life, need to be formally recorded on a LADO Referral form and sent to the Designated Officer, formerly known as Local Authority Designated Officer (LADO).

The referral form must be filled in for every case where it is alleged that a person working with children has:

- Behaved in a way that has harmed or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates they would pose a risk of harm to children

Please Note:

- The form **MUST** be completed with staff making allegation and Whippersnappers Safeguarding Lead and sent to the Designated Officer within 24 hours of the incident occurring. If you are not sure whether a particular matter warrants a referral, make contact with the Designated Officer within 24 hours and they will be able to advise you on the correct action to take.
- If dealing with an out of borough LADO referral, Whippersnappers Safeguarding Lead should discuss it with the LADO in Lambeth in order for our LADO to check the other borough's work.

Allegations against staff must be brought immediately to the attention of Whippersnappers Safeguarding Lead or the Director Caroline Burghard orally by speaking to them or phoning on 0207 738 6633/0208 693 1682 or in writing by post or email. Whippersnappers will only carry out initial enquiries (not an investigation) prior to a discussion with the Local Authority Designated Officer (LADO).

Any allegations relating to the Director must be brought to the attention of Whippersnappers Safeguarding Lead or the Board of Directors who will consult LADO.

Allegations against a member of staff who is no longer working or allegations that are historical will be referred to the police.

If an allegation against a member of staff is made, Whippersnappers will:

- Immediately suspend a person against whom the allegation was made on full pay for no more than 5 working days.
- Fill in “Allegations against staff” referral form and contact LADO within 24 hours of the incident report.
- If allegations to be found true, then Whippersnappers will follow the disciplinary procedure.
- If allegations not found to be true, then Whippersnappers will hold a meeting with a person against whom allegations were made before they come back to work and offer support.
- Keep parents, children and staff involved informed and offer support.
- If a person has been removed from regulated activity because they have harmed or posed a risk of harm to a child or vulnerable adult, then Whippersnappers will act on a LEGAL duty to refer the person to the DBS.

Whistleblowing

The earlier the concern is expressed, the easier it is to take action. As a first step, you should raise any concern with your immediate manager or their superior, orally or in writing by completing a grievance form. If you do not feel comfortable with this you should contact Director Caroline Burghard or the board of directors or Ofsted, depending on the seriousness

and sensitivity of the issues involved and who is thought to be involved in the malpractice or wrongdoing. If it is an allegation against staff, please see “Allegations against staff” paragraph.

How will Whippersnappers respond to whistleblowing?

The response will depend on the nature of the concern that has been raised. In all instances Whippersnappers will:

- record and acknowledge your concern and refer the matter for investigation within three days of receiving the report;
- respect your confidentiality – your identity will not be disclosed to anyone without your consent;
- assess your concerns to determine further action;
- let you know what enquiries have been made;
- tell you whether further investigations will be made and if not, why;
- inform you of the final outcome of the inquiry.

Depending on the nature of the issue raised, Whippersnappers may:

- request more information or evidence from you;
- investigate through an internal audit;
- undertake disciplinary action;
- launch an independent enquiry;
- refer the matter to the police.

Recruitment and Employment

Appointment of workers

The following procedures are designed to promote effectiveness of work and to protect both children and workers the procedures involve all potential Staff and Volunteers being treated as potential job applicants.

Appointing workers

Prospective workers will be asked to complete an application form requesting basic details, experience of working with children, two personal referees and details of any charges or convictions. Disclosure of a criminal record may not itself prevent appointments as the nature of any offence is considered. The references supplied by the applicant will be taken up.

All workers and volunteers must have a DBS check prior to commencing their posts. In exceptional circumstances staff and volunteers may commence work prior to their DBS being completed if a risk assessment has been completed, they are observed by staff members at all times and are not permitted to be alone with children.

Criteria for not appointing workers

Whippersnapper's responsibilities towards those it works with means that on occasions it will exclude people from work with children and young people.

This will happen if it is known that the individual has a criminal record for offences relating to children or sexual behaviour.

Applicants will not be appointed where an unsatisfactory reference is received.

Where a criminal record is disclosed relating to other types of offences, this will be brought before the director in confidence, together with other relevant background information, for a decision to be made to appoint or not.

Training

Training to learn about safeguarding and health and safety will be offered to every member of staff working with or coming into contact with children or young people.

Staff Code of Conduct

This section outlines advice concerning the behaviour of all 'workers'.

The term 'workers' includes paid staff, volunteers, session workers, the management committee and anybody working with children and young people with or on behalf of **Whippersnappers**.

Boundaries

All workers are responsible for establishing and maintaining appropriate boundaries and for ensuring that their own emotional needs are not dependent on their relationships with children and young people.

Be professional and maintain the highest standards of personal behaviour at all times.

Personal mobile phones, cameras and iPads should not be used by staff or volunteers and should not be on their person whilst working with the children.

Use only age appropriate language, media products and activities when working with children and young people. Sexually explicit materials are never appropriate.

Never swear or use or respond to sexual innuendo.

Workers should not appear to favor or show interest in one child or young person more than another and take care to avoid the trap of becoming a “parental figure” or over involved with one particular child.

Touch

Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.

Be very aware that physically handling a person, perhaps to help develop a skill or technique such as operating assistive computer hardware/software, could be misconstrued by an observer or even by the individual.

Touch should be related to a child’s needs not the workers. Touch should be age appropriate and generally be initiated by the child rather than the worker. Avoid any physical activity, which is or maybe construed as, sexually stimulating the adult or the child, for example: fondling, touching private parts of the body. Workers should take responsibility for monitoring one another in the area of physical contact. They should be free to constructively challenge a colleague if necessary.

Be aware of situations which can be misconstrued or manipulated by others. For example, if the member of staff/volunteer is alone with a child or young person, they are open to the possibility of allegations about their behavior.

Respect

Workers should treat all young people with dignity and respect in attitude, language and actions.

The design and use of all training programs/material and training methods must be appropriate to the individual's needs and abilities.

Restraint

Any form of physical response to misbehavior is unlawful unless it is by way of restraint. On those occasions where it proves necessary for workers to restrain a child or young person physically to prevent him/her inflicting injury to others or damage to property, only the minimum force necessary should be used.

Home Visit Worker Policy

This policy is for staff who are visiting families in their homes.

If a worker arranges an activity with a child or young person outside of the usual group time this must be with knowledge and consent of their line manager or director as well as that of the parent. A child or young person arriving uninvited to a worker's home should not be allowed to stay without the consent of the parent.

Parental consent will be obtained for all organized activities and outings, which are outside the usual group times.

Arrangements for transporting children and young people must also be with the knowledge of the nominated person and with parental approval.

Staff are required to:

- keep a charged mobile phone with them at all times
- Call the family before visiting and explain clearly the reason for the visit
- Notify your line manager the time of visit and call them before you enter the house and as soon as you leave the house.
- Do a risk assessment on the visit if the family are known to social services and there is any identified risk. If a risk is identified do the visit accompanied by a second staff member.

Safer Recruitment

Whippersnappers use safer recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

Advertising the vacancy. We advertise vacancies on our website, in local schools and through online recruitment agencies. Job advertisements include a statement about our commitment to safeguarding children.

Initial enquiry. Upon enquiring about a vacancy, we will send potential candidates:

- job description
- application form

The application form includes:

- declaration that all information is correct
- section about any convictions
- request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)

Interview procedure. All candidates will be asked to bring the following items to the interview:

- proof of identity, e.g. passport, driving license or birth certificate
- proof of address, e.g. recent utility bill (not mobile phone) or bank statement
- proof of qualifications, e.g. the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by at least two interviewers. All candidates will be asked the same set of questions and marked against the score sheet. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

When we have interviewed and observed all candidates, we will make our final selection and appoint a new member of staff.

When we have selected the successful candidate, we will:

- send them a written offer, which will clearly state that it is subject to the receipt of suitable references and full sight of a satisfactory enhanced DBS certificate
- contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
- successful candidates will be asked to participate in a session with the children so that they can be observed interacting with the staff and children
- notify any unsuccessful interviewees.

When a new member of staff starts work at Whippersnappers we will:

- give them a copy of staff handbook which contains all Whippersnappers policies and procedures;
- ask them to sign their contract which also states that they have read Whippersnappers policies and procedures. A copy of their contract will be kept on file;

- ask them to complete safeguarding level 2 training on Educare or higher level training for some positions (if they don't have up to date safeguarding training). Everyone at Whippersnappers must have at least level 1 safeguarding training.

DBS checks. We will obtain enhanced DBS disclosures for all staff and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information. If candidates have subscribed to the DBS Update Service we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued we will obtain a new DBS disclosure for them. New staff will only be allowed to work unsupervised with children when we have had full sight of a satisfactory DBS certificate for them. If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will not be allowed unsupervised access to the children until we have seen and reviewed their DBS certificate. When we appoint a member of staff we will keep a record of the date and number of their DBS disclosure on our Central DBS Record.

Disqualification. Whippersnappers will not employ staff or volunteers who have been convicted for child abuse or barred from working with children. If a DBS comes back with a record for other offences, Whippersnappers may consider completing a risk assessment and accept the candidate if it is appropriate. If a member of staff becomes disqualified we will terminate their employment and notify Disclosure and Barring Service and Ofsted.

Immigration status. The management is aware of Asylum and Immigration Act requirements and will check the ability of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

Induction. All staff and volunteers will be given induction and have regular supervisions and appraisals to make sure staff and volunteers have relevant support and training.

Whippersnappers Anti - Bullying Policy

'Bullying is aggressive or insulting behaviour by an individual or group, often repeated over a period of time, that intentionally hurts or harms.' (Ofsted - HMI 465 published in 2003)

If bullying has been occurring, it is important to inform Whippersnappers

Bullying can have destructive effects on children's lives causing physical and psychological harm. It can produce feelings of powerlessness, isolation, undermine self-esteem and cause the victims to blame themselves.

Bullying behaviour can fall into one or a combination of categories:

- Physical - type
- Emotional - type
- Racist - type
- Sexual - type
- Homophobic - type
- Verbal - method
- Cyberbullying - a new method of bullying

This differs in several significant ways from other kinds of bullying: the invasion of home and personal space; the difficulty in controlling electronically circulated messages; the size of the audience; perceived anonymity and the profile of the person doing the bullying. New technologies have meant that students are likely at some point to be a target of cyberbullying. This technology includes: mobile phones, instant messenger, chatrooms and message boards, email, webcams and social network sites. will be updated 2011 and the guiding principles and aims of effective anti-bullying work will be underpinned by the new CYPP.

The Children and Young People's Plan (CYPP) include the following aims:

- Every child and young person has the right to live and learn in a safe environment, free from bullying, harassment and violence;
- All our youth settings should be socially and culturally inclusive;
- We work in partnership with children and young people, schools, youth settings, parents and carers and voluntary and community groups;

- We safeguard and promote the welfare of all children and young people.

Confidential reporting systems for children and young people

We are aware that many children and young people worry about telling an adult about bullying as they fear that the issue will get worse. They can report bullying to us confidentially, however, if we feel that the student is at risk then we cannot keep the information confidential.

Our aim is to ensure that children and young people have confidence that their concerns will be treated promptly and seriously, and that action will be taken which will not make their situation worse.

Parents/Carers wishing to report bullying

Parent/Carers are encouraged to talk to any member of staff if they have concerns regarding their child. Parents can also ask for a meeting in with the Manager

All reported incidents will be fully investigated within a reasonable period of time. It is important to understand that good practice in investigating incidents recognises that time needs to be set aside to ensure that students involved do not have time to collaborate their stories. Any investigation needs to be done in a manner which ensures the target of the bullying feels safe about the process and the outcomes which may result from it.

Ultimately we wish to ensure that parents/carers have confidence that staff will act promptly, take the concern seriously and not take action which makes the situation worse.

Incidents will be recorded on a bullying log which details the types of bullying, the length of time it has been happening, the sanctions applied for the behaviour, the agreed way of monitoring the outcomes and the involvement and notice to the bullying children and young people's parents/carers.

Whippersnappers Equal Opportunities Policy

- Genuine and fully applied equality of opportunity is vital if all staff, trainees, volunteers and users of Whippersnappers are to have fair and equal chances to participate, develop and take advantage of all available opportunities.
- Whippersnappers is therefore committed to ensuring this is our daily reality.
- It is our policy that there shall be no discrimination on the grounds of background, ethnic or national origins, race, colour, religion, beliefs, age, disability, gender or gender reassignment, sexual orientation, employment status, marital status, responsibility for dependents or spent criminal convictions.
- The spirit of this policy applies in full to all prospective and actual employees, trainees, volunteers and users of our facilities and services, alongside the statutory requirements placed upon us as employers by the legislation listed in the Annex.
- Although the prime legal responsibility for acting in accordance with this policy rests with the employer, individuals at every level have a personal responsibility to comply with and promote the policy.
- Good intentions alone are not enough. Through our practical actions, our management practices, the use of good advertising, recruitment and development policies, we aim to reach all people and encourage them to take up employment, volunteering and training opportunities so they may develop and realise their potential. Individuals will be selected, trained, promoted and treated on the basis of their relevant merits and abilities.
- Individual members of staff, trainees, volunteers and users should complete a complaint form should they feel they have in any way been discriminated against. The Directors of Whippersnappers will investigate and take appropriate action. We will work to eliminate any unlawful or unfair discrimination of which we become aware.
- The policy and its implementation are, to the best of our belief and knowledge, in full accordance with statutory requirements. Further information on legal requirements is attached for information, together with notes on its implications and some useful definitions of terms.

This policy will be kept under regular review and revised in the light of experience and any relevant changes in the law.

THE NATURE OF DISCRIMINATION

Direct Discrimination results from treating a person less favourably on the grounds of sex, marital status, responsibility for dependants, disability (mental, sensory or physical), sexual orientation, race, colour, ethnicity, nationality, religion, belief, social background, part time employment or age in relation to:

- denying them a job interview
- refusing them access to employment
- offering them less favourable terms and conditions of employment
- withholding opportunities for promotion, transfer or training
- segregating them from other members of the workforce
- victimising or harassing them or permitting others to do so
- dismissing them, selecting them for redundancy, or subjecting them to any other detriment.

Indirect Discrimination arises where a requirement or a condition, although applied equally to individuals within the groups mentioned above, has the effect of excluding or treating less favourably any individual or individuals within these groups, and cannot be shown to be justifiable (e.g. a height requirement unrelated to the requirements of the work which would preclude more women than men).

Victimisation occurs if someone is given less favourable treatment than others because they have exercised their rights under the policy, or the relevant legislation, or brought to the attention of others, acts of discrimination (e.g. by making a complaint or providing information on discrimination).

Harassment is any behaviour, deliberate or otherwise, directed at an individual by another individual whilst at work, which is found to be offensive to the recipient and which threatens an employee's job security or creates an intimidating environment.

Racial harassment includes racial abuse, racially explicit, derogatory statements which are found objectionable and offensive and make the employee to whom they are addressed feel threatened or humiliated. Offensive jokes of a racial nature or an offensive manner in communication which is not used with other employees are likely to constitute racial harassment.

Sexual harassment includes unwanted verbal or sexual advances, sexually explicit derogatory statements, violating the dignity of a person, or sexually discriminating remarks made by someone in the working environment which are

offensive to the worker involved which cause the worker to feel threatened, humiliated, patronised or harassed, or which interfere with the worker's job performance, or undermines job security or create a threatening or intimidating work environment.

Harassment on grounds of age includes violating dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Victimisation includes forms of bullying, harassment, most commonly from a more senior member of staff although, not exclusively. Examples include being singled out, being made to look or feel silly, the removal of opportunities within the workplace - e.g. training and promotion, amongst others.

RESPONSIBILITIES UNDER THE EQUAL OPPORTUNITIES POLICY

All involved in Whippersnappers, whatever their capacity or role, share responsibility for promoting equality of opportunity. In addition, some roles carry specific responsibilities.

The Directors are responsible for co-ordinating the operation and monitoring of the Equal Opportunities Policy. It is their duty to ensure managers receive guidance on the proper application of the policy, that adequate recording systems are established, and that the monitoring of procedures and selection decisions are carried out. They must also ensure that there are regular reviews on the operation of the policy and that remedial action is taken as necessary.

Heads of Department, managers and supervisors will be responsible for the practical application of the Equal Opportunities Policy and in particular should ensure that all employees are aware of their responsibilities so that employment decisions are not discriminatory, proper records of employment decisions and fair standards of employment practice are maintained, and employment practices are reviewed regularly by monitoring records of employment decisions

Individual employees, trainees, volunteers, users have a responsibility for ensuring that they do not unlawfully discriminate during the course of their participation in Whippersnappers and that they comply with the Policy and their responsibilities in relation to all, whether colleagues or fellow users.

Implementing the Policy

Whippersnappers aims to maintain and extend a fair working environment for all through the revision and development of policies to promote equal opportunities in employment at every stage. The stages include:

- Advertisement
- Recruitment and Selection
- Training and Development
- Retention and Retraining
- Appraisal and promotion
- Terms and Conditions of Employment
- Discipline
- Grievance
- Dismissal, Redundancy or Grading
- Providing references
- Retirement

Health and Safety at Whippersnappers

Health and Safety issues are serious ones. Whippersnappers provide all Public Liability Insurance for PAYE employees or volunteers. Any event, which is not authorized by Whippersnappers, will not be insured. **All freelance tutors must take out their own public liability policy.** Accidents happen and however small, they must be recorded in our **accident book**, (Located in Reception), as we never know when an accident may become more serious after the event. A clear and concise note of the event needs to be recorded. If you are ever in any doubt always seek medical advice. RIDDOR forms must be completed within 24 hours of an accident if the child / adult is admitted to Hospital.

Every tutor has to make sure the area the work in is “Child friendly”.

Yusuf Jama is currently the Health & Safety officer for the Lido Site and Gintare Abramaviciute for College Lodge – Caroline Burghard is the overall H&S supervisor and any problems or concerns should be taken directly Yusuf, Gintare or Caroline.. Please read the following information on important H & S information

ACCIDENTS

- The First Aid Box is kept in reception at College Lodge and Brockwell Lido. There are also lock up cabinets where rescue meds are kept – one is on the wall in the Lido reception and one is on the wall in the Lodge kitchen. All medication should be stored with the child's care plan. All accidents must be logged in the accident book, which is kept in reception.
- In cases of an accident contact a first aider. A list of first aiders is displayed in the lobby at the Lodge and in the Kitchen at The Lido..
- Whippersnapper staff should not administer any first aid unless they have a current first aid certificate. No medication, creams etc should be administered unless a medication consent form has been signed by the child's parent/carer.
- If the child's parent is not present, for example during classes or Playschemes for over 5's, then the parent must be contacted immediately. If available, the child's medical form must be checked and relevant information given to ambulance or A and E staff if hospitalization is needed.
- Risks include:- trip hazards, sharp edges on furniture, wet floors and broken glass.

FIRE PROCEDURE BROCKWELL LIDO

- Electric and water fire extinguishers are labelled and attached to the walls around the room.
- There are two fire exits in the Whippersnapper premises, the main entrance and an additional exit in the studio Theatre Space.
- All fire exits should be well lit at all times.
- Smoke alarms should be checked termly. (This is done by Fusion)
- The main door of each room displays fire procedures.
- All staff and visitors must acquaint themselves with the fire procedures on entering the building.

In case of a fire:

Fusion the Brockwell lido Landlord are responsible for the Emergency plan of the building. Whippersnapper staff and service users should follow the following protocol to ensure safe exiting of the building:

- If the fire alarm goes off then the fire brigade will automatically be notified and will arrive asap. If the fire alarm does not sound then call the fire brigade.
- Evacuate the building using the nearest fire exit, taking the register signing in book and a first aid kit out if near by and the Whippersnapper evacuation card. The evacuation card lets the Lido manager know that the Whippersnapper area has been vacated. The evacuation card is kept in the reception and should be handed to the Lido manager on duty once the Whippersnapper area has been vacated.
- Everyone should gather by the fenced concreted area away from the Lido entrance so we can call the register separate from Gym and Pool customers.

- The Receptionist or tutor on duty should call the register to check everyone is present.

ELECTRICAL

- Electrical equipment must be used according to manufacturer's instructions and kept in good repair. All faults or hazards must be reported immediately to the health and safety officer or management and acted upon immediately.
- Electrical equipment must be PAC tested every two years.
- During visual inspections care should be taken that wires are not allowed to trail across floors and that fittings are properly maintained.

GAS

If there is a smell of gas call the gas board and immediately evacuate the building. (there is no gas at Brockwell Lido but there is Gas at College Lodge.)

RISK ASSESSMENT

The health and safety officer will carry out a risk assessment of the facilities annually and take appropriate action. Southwark Council inspect College lodge quarterly. Heads of Departments will carry out a risk assessment for all new activities and staff and volunteers must read these risk assessments before carrying out a new activity.

TRAINING

All staff must receive health and safety training. This is during your induction period and updated at staff meetings.

EMERGENCY PLAN College Lodge

Building

This office building is occupied by Whippersnappers, which together employ some members of staff. Fire exits are provided in the front and back of the building. The assembly point in case of any emergency evacuation is at the Park Notice Board immediately to the right of the site (facing from Park Gate)

Risk

As an office building a number of reasons can be identified to cause an emergency or major incident amongst which are:

- Fire
- Gas escape
- Suspicious package found
- Bomb threat

In addition other circumstances can necessitate evacuation or relocation of staff, such as lack of heating, water or electricity.

Emergency co-ordination

The Senior Incident Officer is Gintare Abramaviciute and in their absence Sarah Goodall will deputise.

In case of lengthy evacuation and possible relocation, contact details will be given to staff.

The Senior Incident Officer will ensure the Fire brigade is called in case of fire and in all emergencies will liaise with emergency services as necessary.

Evacuation

In an emergency the preservation of life is the prime consideration, followed by the protection of property. Complete evacuation upon sounding the fire alarm should be achieved in the minimum amount of time.

In case of fire, the fire alarm will sound throughout the building complex.

If a bomb or suspicious package is found on site, the Senior Incident Officer (or deputy in their absence) has to be notified immediately. A decision will be made whether to notify the police and evacuate the building by activating the fire alarm.

If a bomb threat has been received or a gas escape is suspected, the Senior Incident Officer (or deputy in their absence) has to be notified immediately. The fire alarm will be activated from one of the call points if immediate evacuation is deemed necessary.

The evacuation procedure is set out in the Fire Safety and Evacuation Plan.

Contingency arrangements

Each business manager in Whippersnappers is responsible for organising re-location of their staff to alternative premises as necessitated by an emergency.

Should repairs to building be necessitated as a result of a major incident or emergency, these will be co-ordinated by the Senior Incident Officer or their deputy.

General principles:

- In an emergency the preservation of life is the prime consideration, followed by the protection of property.

- On hearing the fire alarm the whole building is to be evacuated.
- The Senior Incident Officer co-ordinate the evacuation and ensures that the Fire Brigade is called.
- In the absence of the Senior Incident Officer, one of the Incident Officers (I) undertake their duties.
- Each business unit manager to ensure they have sufficient staff trained as Fire Officers to ensure quick and complete evacuation of building.
- The Senior Incident Officer will liaise with the Fire Brigade on site.
- The building is not to be re-occupied until the Fire Brigade gives permission.

WHIPPERSNAPPERS PLAY POLICY

- All Whippersnapper staff and volunteers working in our After School Club and Play schemes must have enhanced DBS checks, have attended a Whippersnapper induction course and read our Staff manual containing our company policies.
- All staff delivering an activity must have read and understood the risk assessment and under taken any necessary in-house training.
- All parents/carers of children attending must have completed a membership form with emergency contact details, medical information and parental consent.
- A First Aider at work should be on site at all times.
- All children should be given a wide choice of activities at all times.
- All activities should be child centred and whenever possible child led.
- All activities should be inter - active and inclusive and planned to include children with physical needs, learning disability and challenging behaviour.
- A wide range of communication methods should be used including Makaton signing and picture exchange communication.
- Feed back on activities should be regularly gathered from young people at the end of sessions through circle time and evaluation forms and questionnaires.
- Children should be given a copy and talked through our code of conduct.
- A Buddy scheme should be implemented to support children with additional needs.

Emergency Procedures for Offsite trips

1. Always Assess the situation
2. Safeguard uninjured members of the group

3. Attend to any casualty
4. Inform emergency services and everyone who needs to know of an emergency
5. Phone Whippersnappers 0207 738 6633/ 0208 6931682
6. Details of the incident should be passed to directors of Whippersnappers. Should include nature of accident incident/ date and time, names of casualties, details of any injuries, action taken so far and action yet to be taken.

Checklist for offsite trips

1. Phone venue if possible and check suitability for participants
2. Undertake a risk assessment
3. Complete risk assessment
4. Obtain permission from parents
5. Know where the nearest hospital is
6. Ensure emergency procedures are planned for
7. Have an up to date first aid box
8. Named staff and allocation with pupils
9. Named project leader in charge
10. Whippersnappers T shirts, high visibility jackets
11. Children's identity information sheet
12. Group leaders/ adults to carry list of children on trip
13. Establish rendezvous point and tell pupils and staff
14. Take regular head counts of children

Medication Procedure

Authorised members of staff with appropriate in date competency training (records to be available to WS) will be able to administer emergency rescue

medication in accordance with the individual medical plan. A qualified Nurse will administer daily routine medication whenever possible. However, we will not administer medication while the child is travelling on London Hire, Whippersnappers minibus or taxi to or from our setting. We will follow the protocol of calling an ambulance if the seizure lasts 3 minutes and will wait for ambulance to arrive. Parents/ carers will be required to sign a specific consent form for competent staff and nurse to administer medication.

1. Any parent / carer responsible for a child with medical needs **must** declare this on registration for any Whippersnapper activity.
2. Once accepted on to a class/ scheme the child's up -to -date care plan must be shared by the parent/ carer with the Whippersnappers (WS) manager/ delegated staff member. It is the responsibility of the parent/ carer to notify WS of any changes to care plans and medications of any nature.
- 3. All medication should be well labelled with the current date, name of the child and the dosage and kept in a secure locked cupboard or fridge with a clear photograph and name label of the child on the box. There will be a clear pathway for emergency medication access with named staff key holders.**
- 2. Two members of staff should always check the medication prior to administration (for named child, if in date , dose and time) and make sure a Doctor has prescribed the medication.**
- 3. When medication is being administered, two members of staff should be present at all times and both must sign the daily medicine form (one member should be first aid trained or a specified key worker) The second person should be the manager wherever possible. Medication should be kept in a locked cupboard or the refrigerator or with the child's one to one support worker / keyworker if going off site.(Exception being rescue medication) It is the responsibility of the key worker to pass all completed medical forms to the manager/ delegated staff at the end of the session.**
4. Emergency/ rescue medications are an exception and can be kept in an unlocked safe and supervised area at the discretion of the management.

5. Emergency medications eg Epi pens, asthma reliever inhalers and chlorpheniramine maleate , will be required in duplicate with one set kept on site and the other with the child (in the care of the childs keyworker/ supporting staff member) at all times .

6. In the case of non routine emergency medications eg rescue or pain relief, the manager / delegated staff member will contact the parent/ carer/ emergency contact for permission or notification of medication having been administered and the phone call will be logged.

7. In case of trips out or transferring to any Whippersnappers sites rescue medications remain with the keyworker and manager/ designated person will be responsible for the timely transport of the duplicate set to the receiving site. The manager/ delegated staff member must travel in the same vehicle as the child wherever possible

Antibiotics

Children who have been prescribed antibiotics, which they have not received before, are excluded from the play scheme for 24 hours before they can return.

Storage of Medication

Medication will be stored and locked in a medical cabinet or mini fridge.

Ambulance call out

Once an ambulance has arrived on site the child must be taken to hospital accompanied by a staff member even if the child's parent/carer requests otherwise. Once parents/carers arrive on site they will take responsibility for their child and can decide to take the child home if this is accepted by the Paramedics.

Medical Liability and insurance

Whippersnappers hold professional Indemnity Insurance. However Whippersnappers staff have a common law duty of care and are expected to be "reasonably" careful and competent. Compensation claims are seldom brought against individuals but more often against employers' who have a liability for the actions and omissions of their staff. Employers' insurance arrangements should include cover for claims of negligence and third party liability for those supervising children, for example on trips out. Whippersnapper medical policies should confirm insurance arrangements and the full cover provided for staff in the course of their employment. It is the employer's responsibility to ensure that there is a policy and procedures in place and that staff are aware of them and fully trained. Staff could be accused of negligence for failing to follow the Whippersnapper policy or carrying out procedures incorrectly. They could also be accused of breaching confidentiality. These accusations could result in disciplinary action being taken by the employer. Keeping records is important not just for the child but also for the member of staff who is administering the medicine or providing medical support.

Sickness Policy Exclusion Periods

Minimum periods of exclusion from Playscheme and WASC

Disease/Illness	Minimal exclusion period
Hand, foot and mouth	Four days onset of the rash
Antibiotics prescribed	First Two days at home
Vomiting or Diarrhoea	If sent home the child must be off for 48 hours
Conjunctivitis	Kept at home for two days; thereafter until eyes are no longer weeping
Chicken Pox	7 Days after the appearance of the last rash
Gastroenteritis, food poisoning, Salmonellas and dysentery.	Until authorised by District Community Physician
Infective hepatitis	7 Days from the onset of jaundice
Measles	7 Days from the appearance of the last rash
Mumps	Until the swelling has subsided and in no case less than 7 days from the onset of the illness.
Pertussis (Whooping cough)	21 days from onset of paroxysmal cough
Poliomyelitis	Until declared free from infection by District Community Physician
Rubella (German Measles)	4 Days after the appearance of the rash
Scarlet fever and streptococcal infection of the throat.	Until appropriate medical treatment has been given and in no case for less than 3 days from the start of treatment.
Tuberculosis	Until declared free from infection by District Community Physician
Typhoid fever	Until declared free from infection by District Community Physician
Plantar Warts	No exclusion should be treated and covered until cured
Ringworm of scalp	
Ringworm of body	Seldom necessary to exclude provided treatment is given
Scabies	Need not be excluded once appropriate treatment has been given.
Temperature	If the child is sent home must be off for 24 hours
Unidentifiable rash	Take child directly to G.P

Head Lice

Facts

Head Lice are tiny insects between 1mm and 3mm long. They only live on human heads and they do not spread from animals to humans. They stay close to the scalp feeding on blood. Eggs are grey brown and approximately the size of a pin head. They are glued to the hair, close to the scalp and hatch in 7 - 10 days. Empty egg shells (nits) are white and shiny and are found further along the hair shaft as they grow out with the hair.

- **Spread.** Head Lice cannot jump hop or fly. They clamber readily in dry hair from person to person by direct head to head contact. They may also be spread when combs and brushes are shared
- **Incubation Period.** None.
- **Period of communicability.** Any period of time when heads are touching the contact need only be a few seconds.
- **Exclusion.** None.

Symptoms

When newly infected there are no symptoms, itching and scratching on the scalp may occur two to three weeks after infection.

Treatment

There are two ways of treating head lice

- **Physical Removal;** Lice can be removed by combing through hair that has been lubricated with a conditioner using a fine tooth detector comb.
- **Insecticidal treatments;** Lotions should be used rather than shampoos. Refer to the manufacturer's instructions for timings and treatments.

Complications

Repeated infestation may result in the scalp becoming hypersensitive.

Advice and implications for contacts

Contacts may become infested. Household/ family contacts should be examined for lice by detection combing and treated if necessary.

Natural Immunity/ Vaccination

- There is no evidence of immunity following infestation.
- There is no vaccination.

Do

- Encourage families to check their heads weekly using a fine tooth detector comb.
- Only apply chemical treatments if live lice are found.
- Ensure instructions are followed when using chemical treatments.
- Ask your pharmacist for advice on the appropriate treatment.
- Ensure that all close contacts are checked for lice and that those found to be infested are treated at the same time.
- Ensure your school has access to head lice education leaflets.

Do Not

- Use alternative treatments, there is no current evidence these are effective.
- Send letters home when there is a case of head lice. Instead use a system of continual education, information and advice so families know what to do all the time and are regularly checking heads at home.

Diarrhoea and Sickness Policy(including vomiting)

Diarrhoea

Diarrhoea may be defined as three or more bowel motions within a 24 hour period. A child/adult with diarrhoea may also have loose bowel motions. There are multiple causes but the most common cause of diarrhoea and sudden onset in a child/ adult are all infectious, although a change in diet may be a cause. Infectious causes of diarrhoea include viruses, bacteria such as *Salmonella*, *Campylobacter* and *Shigella* or certain parasites such as *Giardia*.

Other causes of Diarrhoea however are important and should always be considered. E.g. H1N1

Most people with infectious diarrhoea are capable of transmitting the causal agents to others.

It is therefore very important that children/ adults with diarrhoea are excluded from whippersnappers whilst the symptoms are present. In some cases it is possible the infected person may transmit the causal agents even after they have become well again. **Therefore even though bowel habit has returned to normal exclusion until 24 hours after symptoms have resolved is necessary.**

Exclusion: Until 24 hours after Diarrhoea has stopped. A longer period of exclusion may be appropriate under 5 and older children unable to maintain good hygiene

Parent/ carers should be contacted and advise to take their children to their GP.

Parent/ Carers should advise whippersnappers of the cause of Diarrhoea if found.

In certain cases as described above the Environmental Health department will advise Whippersnappers if a child/ Adult should be excluded for longer even if they are well.

If a child/Adult has Diarrhoea during the Whippersnappers activity the following steps should be followed,

- Parents/ Carers will be contacted to take child/ adult home. Adult applies to person who needs 1:1 support supervision. Otherwise Adult will cease activity if possible and leave site.
- Parents and Staff will be informed child/Adult can drink if no other symptoms present but should refrain from eating.
- Parents/ Carer/Whippersnappers staff to go to nearest accident and emergency department if symptoms are severe or accompanied by abdominal pain.
- Child/ Adult should be excluded for 24 hours after symptoms have resolved.
- Child/Adult should not be offered anything to eat.

Long Term Effects

There are many causes of Diarrhoea which result in long term or intermittent symptoms. When Diarrhoea recurs, parents/ carers should be asked whether any food intolerance has been diagnosed of which Whippersnappers should be aware. If not and if the pupil has not already been seen by a doctor, the parents/ carers should be advised to take the pupil to their GP.

Guidelines to Prevent the Spreading of Infection to Staff

- Good Hygiene practice must be adhered to at all times e.g. washing hands
- Always wear disposable gloves when changing Children/Adults
- Always wear disposable plastic aprons when Changing/Adults
- If Children's/Adults saliva is transferred from hand to mouth/ Child/Adult/Staff always follow good hand washing policy
- Disinfect surfaces frequently
- Wash and disinfect toys and equipment regularly
- Wash your hands often, at least several times a day following the good hand washing guidelines
- Always wash the pupils hands thoroughly with anti bacterial soap especially before eating
- Note the reason why the child// adult is absent so that Whippersnappers is aware

- Remember to complete the 'Infectious Disease form if necessary, if the Child/Adult is away from Whippersnappers activities with any illness as a reportable infectious disease.

Vomiting

The most common causes of vomiting in children of school age are intestinal infections. Other causes of vomiting however are important and should always be considered. E.g. Meningitis, H1N1 and head injuries. In particular toxic causes should be borne in mind

Vomiting may be accompanied by other symptoms. In infectious causes of vomiting, Diarrhoea and Abdominal pain may also occur

- Always find out the possibility of ingestion of a harmful substance.
- Take the pupil to the nearest Accident and Emergency Department if ingestion is suspected, with any bottle/ containers of any substance which may have been used
- Take the pupil to the nearest Accident and Emergency department if vomiting follows head injury
- Take the pupil to the nearest Accident and Emergency Department if vomiting is also accompanied by any of the following symptoms of Meningitis or meningococcal disease
- Severe headache or neck stiffness,
- severe abdominal pain
- Rash particularly if this is widespread
- Inability to tolerate strong light or sound

Parents/Carers will be contacted in cases of vomiting to take the pupil home
There will be no attempt to make the pupil vomit again if ingestion is suspected



WHIPPERSNAPPERS
 Brockwell Lido
 Dulwich Road
 London SE24 0PA
 0207 738 6633

Parental Agreement for Whippersnappers to Store and Administer Prescribed Medicines

In order for your child to be supervised during the administration of any medicines at Whippersnappers this form is required to be completed by the parent/ carer and handed in with the medication. If there are any subsequent changes in medicines or doses to be given, it is your responsibility to notify Whippersnappers **immediately**. All doses given during your child's time at Whippersnappers will be recorded on a Whippersnappers Medicine Record Sheet.

Please note that any prescribed medicines **must** be supplied to Whippersnappers in a container, clearly labelled (by the pharmacist) with the name of the medicine, full instructions for use, expiry date and the name of the child/ young person. If syringes and epi pens are removed from their original labelled box then you must ask the pharmacy to label them individually. When supporting children who have a disability or additional needs medications will be administered by the school Nurse, an Agency Nurse, your child's personal carer if supplied by an agency and they are competency trained or a suitably trained member of Whippersnapper staff.

Children's/young people's Care Plans will be adhered to at all times. Any non-prescribed medicine should be in the original container bearing the manufacturer's instructions/guidelines.

Whippersnappers maintain the right to refuse to administer any non-prescribed medicines if they have any reason for concern. Parents and Carers will be advised immediately and consulted on alternative arrangements.

Date this form is being completed
Child's full name
Child's date of birth
School child attends
Parent/carer's name
Parent/carers contact number
Does your child have a Care Plan issued by the nursing team YES / NO

Nature of child/ young persons Illness.
Name of medication you wish to be administered at Whippersnappers
Type of medication; (Please Circle) Regular or Emergency
Dosage of medication to be administered - <i>this should match what is written on your child's care plan or on the prescription label of the medication supplied.</i>
Time you need the medication to be administered. <i>(If rescue meds please state after how many minutes of seizure medication should be administered. Syringes must be supplied by parents/carers)</i>
Storage of Medication (Please circle) Refrigerated or Cool Dry Place
Doctors address and telephone number:
Please write any important information relevant to staff feeding your child at Whippersnappers <i>I.e is your child on the school red or amber place mat scheme? Any food allergies and specific methods used to feed your child? Eating too fast, food needing to be cut up in small pieces etc</i>

I consent to Whippersnappers administering the above medication / feed to my child and am happy for my child's school/ hospital Care plan and medical information to be shared with Whippersnappers. I also agree to notify Whippersnappers immediately should there be any changes to my child's care plan or prescribed medication

Parent/ Carers signature.....

Date.....

Smoking Policy

From the 1st July 2007 all workplaces in England had to become smoke free. (Health Act 2006 and the smoke - free (premises and Enforcement Regulations 2006). From this date it is a criminal offence to smoke in a smoke free place.

Smoking is known to be a principal avoidable cause of premature deaths in the U.K. which is why the Government White Paper "Choosing Health; Making healthier choices easier" promised to tackle tobacco and reduce the approximate 106,000 deaths in the UK caused by smoking every year (86,500) in England. There can be little doubt that attitudes towards smoking in public areas and at workplaces have changed dramatically over the past decade or so, following an increased concern about matters of health and safety generally and associated educational issues. More recently there have been specific concerns over the effects of "passive smoking" and a growing tendency among children and young people to smoke.

Whippersnappers regard itself as a health promoting organisation. Recognising that all staff acts as role models for children and adults attending, including promotion of healthy lifestyles. In light of the evidence that second hand smoke "passive smoking" has in damaging another persons health this policy has been implemented to,

- Protect the staff, children young people and adults, who attend/ visit Whippersnappers from the effects of tobacco smoke
- Acknowledge the educational role of Whippersnappers organisation in discouraging children and young people from starting to smoke
- Participate in being a health promoting organisation
- Raise awareness of the dangers of smoking through personal and social health education programmes *when applicable*,
- Help those individuals who do smoke to quit smoking

Purpose

- The purpose of this policy is to provide a healthy safe working environment for all employees, children, and adults
- Whippersnappers intention is not to confront smokers but to help and support those individuals who may wish to give up smoking and to clarify where and when he she smokes and the greater implications this may have.

Policy Statement

- All employees have a duty to ensure as far as reasonably practicable, the health and safety of their employees. This duty is reflected in legislation which places on the employer the requirement to assess risks to employee's health in the workplace and take appropriate remedial action.
- Smoking is known to be a serious health risk. It is a significant cause of disease and premature death. In addition there is now evidence that "passive smoking" in inhalation of other people's smoke can cause lung cancer in non smokers as well as deterioration of respiratory conditions

This smoking policy

- This smoking policy will not allow any smoking within the boundaries of whippersnappers sites at any times by anyone employees, parents or visitors, under any circumstances, unless Whippersnappers has a designated smoking area.
- It is the responsibility of the management to enforce the policy at all times and to advise employees and ensure that visitors to the site comply with these arrangements
- Any contractor on site would be made aware of these arrangements before any work is undertaken.
- Smoking is not permitted by any group hiring the Whippersnappers premises for functions or events and this would be made clear at time of booking.
- Whippersnappers will post notices reminding people that this is a smoke free site.

Support for Employees

- Whippersnappers recognise that staff who smoke may need support either to give up or help to control their smoking
- Whippersnappers will make available to employees the NHS smoking helpline number to get free advice and information.

Employee Co- operation

- Staff are not allowed to smoke in the presence of children. This would include trips off site.
- Staff are not allowed to smoke on whippersnappers premises. Staff are to exit by the main entrance not the fire exit. Staff are expected to freshen their breath and not smell of smoke when they return to work after taking a cigarette break. Staff should be discreet and try not to smoke in public displaying the Whippersnapper logo on their tee shirt.
- Staff should be given 3 months notice to any change in the whippersnappers smoking policy.
- All new employees and volunteers to be advised of the restrictions and rules regarding smoking at work through advertising
- It is anticipated that all employees will comply with the smoking policy. In circumstances where there is wilful contravention of the smoking Policy steps may be taken to invoke disciplinary procedures

Outside agencies using Whippersnappers premises

- The Whippersnappers policy applies to all social events
- When events are booked, individuals are to be made aware of the smoking policy
- Parents are to be informed of the smoking policy

WHIPPERSNAPPERS CIC ENVIRONMENTAL POLICY

Whippersnappers CIC aims to provide a diverse cultural platform from which children and adults of all ages, needs and backgrounds, can express and educate themselves through music, sports and the arts. We are tenants within The Lido, Brockwell Park, and The College Lodge, Dulwich Park, so subject to the environmental policies and provisions of The Lido management (Fusion) and the local authority (Southwark and Lambeth Council).

Policy

Whippersnappers CIC is committed to promoting environmentally friendly practices through its work and is committed to pollution prevention and regulatory compliance in all aspects of its activities within its control. We will achieve this by setting standards, objectives and targets, and through regular monitoring of those and our environmental impacts. We will endeavor to meet or surpass all applicable legislation to ensure the protection of our employees, the community at large, and the environment. Whippersnappers CIC intends to improve its environmental standards on a continual basis and will formally review its performance annually with the aim of setting increasingly stretching and specific targets.

Principles

- Overall responsibility for the Environmental Policy lies with the Directors. Individual responsibilities will be assigned by them for specific aspects of the policy. Each member of staff is required to act in accordance with this policy.

- Whippersnappers CIC is committed to providing staff with training and access to information to enable them to fulfil their environmental responsibilities.
- Whippersnappers CIC will openly communicate as appropriate this Environmental Policy) with its partners, clients, users, suppliers, insurers, and the public as well as its staff.
- The environmental impacts of new projects will be assessed at an early stage. Projects will be designed to minimise potential environmental risks and to promote conservation of natural resources.
- Whippersnappers CIC will develop plans to reduce the consumption of raw materials, water, energy and fuel. It will also procure increasing amounts of environmentally friendly resources where economically viable.
- Whippersnappers CIC will develop plans to minimise waste and where practical seek to reuse or recycle unavoidable wastes. All other wastes will be disposed of in a safe and legal manner.
- Whippersnappers CIC will encourage contractors, suppliers and others to minimise their negative impact on the environment.
- The policy will be reviewed on an annual basis to assess its effectiveness.

In striving to carry out all its operations in an environmentally sensitive manner, Whippersnappers CIC aims to continue minimising the consumption of resources; including water and energy, identify opportunities for minimising waste and raise awareness of stakeholders and partners through communication. Where practical, it seeks to follow good environmental practice on purchasing, energy use, transport and waste management.

Whippersnappers CIC promotes the dissemination of good environmental practice and play an active role in developing opportunities for more sustainable practices through education, community involvement and projects development. As part of our environmental policy, the following objectives and targets have been set, reflecting the most significant environmental aspects of our operations that have been identified to date:

- Use bicycles with trailers to transport props and equipment by bicycle as well as for staff use.
- Increase the sites out of which we operate to ensure local users are able to walk or use public transport
- Train and employ local people
- Use local minibuses to transport groups to reduce carbon emissions

- Purchase 30% of our materials from green suppliers
- Identify percentage of waste directed to landfill in an order to decrease it.
- Adher to recycling system provided by Fusion (Lido Landlords) including a cardboard recycling facility and clearly separating food waste. Hiring recycling bins from RTS Waste at College Lodge site
- Ask party clients (and other users of our premises) to take their cans, bottles, etc to recycling
- To use recycled materials in arts and crafts workshops as much as possible
- To devise story dramatisations promoting recycling and environmental issues for schools and nurseries

We aim to produce more specific and time sensitive objectives when these are reviewed next year.

This Policy has the support of the Directors , staff and volunteers of Whippersnappers CIC and is available to all interested stakeholders and contractors. The Directors are responsible for implementing this Policy and communicating it to each employee.

This Policy is subject to regular review (alongside the formal annual review) to ensure that it continues to reflect the aims of Whippersnappers CIC and promotes continuous environmental improvement throughout our operations.

Whippersnappers Privacy Notice Policy

GDPR Privacy Notice Policy

GDPR Privacy Notice Policy - Members and their families.

Who processes your information?

Whippersnappers CIC is the data controller of the personal information you give us. This means Whippersnappers decide how any personal data relating to members and their families are to be processed.

In some cases, your data will be shared with a third party processor; however, this will only be done with your consent, unless the law requires Whippersnappers to share your data. Where Whippersnappers shares data to a third party processor, the same data protection standards that Whippersnappers upholds are imposed on the processor.

Caroline Burghard is the Data Protection Officer, whose role is to oversee and monitor Whippersnappers data protection procedures, and to ensure Whippersnappers is compliant with the General Data Protection Regulations. The Data Protection Officer can be contacted on 0207 7386633 or email cburghard@whippersnappers.org.

Why do we collect and use your information?

Whippersnappers holds the legal right to collect and use personal data relating to members and their families, and we may also receive information regarding members from their school, Local Authority (LA) and/or the Department for Education (DfE). We collect and use personal data in order to meet legal requirements and legitimate interests set out in the GDPR and UK law, including those in relation to the following:

- Article 6 and Article 9 of the GDPR
- Education Act 1996
- Regulation 5 of The Education (Information About Individual Pupils) (England) Regulations 2013

In accordance with the above, the personal data of members and their families is collected and used for the following reasons:

- To safeguard children and young people
- To enable children and young people to access out of school provision
- To monitor and report on children and young people's progress
- To provide appropriate pastoral care
- To assess the quality of our service
- To comply with the law regarding data sharing

Data that is collected

The categories of members information that Whippersnappers collects, holds and shares include the following:

- Personal information - e.g. names and addresses
- Emergency Contact
- Characteristics - e.g. ethnicity, language, nationality, country of birth and free school meal eligibility
- Attendance information - e.g. number of absences and absence reasons
- Attainment, progress and assessment information
- Relevant medical information
- Information relating to Special Educational Needs and Disability
- Behavioural information
- Images and videos of pupils engaging in Whippersnapper activities

Whilst the majority of the personal data you provide to Whippersnappers is mandatory, some is provided on a voluntary basis. When collecting data Whippersnappers will inform you whether you are required to provide this data or if your consent is needed. Where consent is required Whippersnappers will provide you with specific and explicit information with regards to the reasons the data is being collected and how the data will be used.

Where is your data stored?

Whippersnappers keeps information about members on computer systems, cloud and also sometimes on paper.

How long is your data stored for?

We hold members records securely until you reach the age of 25, after which they are safely destroyed.

Personal data relating to members and their families is stored in line with Whippersnappers CIC GDPR Data Protection Policy and Retention Policy.

Whippersnappers I keeps information about members on secure computer systems as well as on paper.

In accordance with the GDPR, Whippersnappers does not store personal data indefinitely; data is only stored for as long as is necessary to complete the task for which it was originally collected.

Will my information be shared?

Whippersnappers will share data with professionals only on a need to know basis..

Whippersnappers will not share your personal information with any third parties without your consent, unless the law allows us to do so. This could be to keep your child healthy and safe. Whippersnappers may need to shares members information with:

- Whippersnapper childcare staff
- Ofsted
- Primary and secondary Schools that members attend
- Out of school provisions members attend.
- The LA including their commissioned providers of LA services.
- External funders such as BBC Children IN Need.
- The NHS
- School Nurses
- Physio
- OT
- SALT
- Transport services such as Bus and Taxi companies
- Professional advisors, such as the police, lawyers
- Social Care
- Therapists employed by Whippersnappers

What are your rights?

Members and their families have the following rights in relation to the processing of their personal data.

You have the right to:

- Be informed about how Whippersnappers use your personal data
- Prevent processing for the purpose of direct monitoring
- Request access to the personal data that Whippersnappers holds
- Request that your personal data is amended if it is inaccurate or incomplete
- Request that your personal data is erased where there is no compelling reason for its continued processing
- Request that the processing of your data is restricted
- Object to your personal data being processed - if it is likely to cause or is causing damage or distress

Where the processing of your data is based on your consent, you have the right to withdraw this consent at any time. Any use of your child's information before you withdraw your consent remains valid.

If you have a concern about the way Whippersnappers is collecting or using your personal data, you can raise a concern with Whippersnappers in the first instance or directly to the Information Commissioner's Office (ICO) at <https://ico.org.uk/concerns/>.

Where can you find out more information?

If you would like to find out more information about how we use and store your personal data please visit our website www.whippersnappers.org to download our GDPR Data Protection Policy.

Whippersnappers volunteer Policy

1.0 Introduction

1.1 Whippersnappers recognises that there can be situations in which Volunteers help can make an appropriate and significant contribution to the work and service objectives of Whippersnappers. This document, the Whippersnapper *Volunteer Policy*, defines the term and sets out the principles, practices and procedures which Whippersnappers will follow in the appointment, management and control of Volunteers.

2.0 Definition

2.1 Volunteers may be described as individuals who put their experience, knowledge and skills at the disposal of an organisation, free of charge, with the primary aim of helping the organisation to achieve its service objectives and or with the primary aim of bringing some benefit to the local community. In this sense, Volunteers are to be distinguished from student, other work placements and secondees, where the primary aim is usually for the student or secondee to obtain certain work experience or to carry out work or research in certain areas.

3.0 Principles

3.1 In appointing Volunteers Whippersnappers will adhere to the following principles:-

- (a) **Volunteers will not be engaged in work which facilitates the loss of an existing employee's post.**
- (b) Volunteers will not be used to do the work of paid staff during an industrial dispute;
- (c) Current Whippersnappers employees will not be engaged as Volunteers at Whippersnappers within their specific job role. Staff may however choose to offer extra hours on a voluntary basis or as part of Whippersnapper's time bank scheme..

4.0 Recruitment of Volunteers

4.1 Volunteers will be selected through the following process:

4.2 **STEP 1:**

The following items must be agreed by Whippersnappers and the volunteer before a proposed Volunteer placement at Whippersnappers is implemented:-

- *A Role Description*, outlining the specific tasks, responsibilities and reporting lines of the Volunteer.
- *Terms and Conditions* including the duration, hours, expenses, insurance, etc., relating to the placement;

4.3 STEP 2:

The prospective Volunteer will be invited to a meeting with their intended line manager Using the *Role Description* the parties will engage in a two-way discussion of the proposed role, of its requirements and of each other's expectations, with a view to assessing mutual suitability. Following the meeting Whippersnappers will make a decision within one week regarding the individual's suitability for the particular role.

4.4 STEP 3:

Prior to commencing their placement at Whippersnappers successful Volunteers must provide two references from suitable people (excluding relations) attesting to their character and suitability for the position.

4.5 STEP 4:

Prior to commencing their placement at Whippersnappers each successful Volunteer shall be formally allocated to a particular employee who will manage and supervise the Volunteer throughout the duration of her/his placement at Whippersnappers. The manager's responsibilities will include ensuring that the Volunteer receives the following:

- (i) a planned induction to Whippersnappers;
- (ii) regular supervision and support sessions;
- (iii) positive feedback on their contribution;
- (iv) adequate office accommodation, equipment and services to perform their tasks effectively.
- (v) When appropriate a contract between Whippersnappers and volunteers will be drawn up to clarify volunteering roles and to ensure company ethos and policies are adhered to and clearly understood

5.0 Equal Opportunities

5.1 Whippersnappers recognises that the activity of volunteering can provide a volunteer with experiences and opportunities for self and career development. In accordance with Whippersnapper's Equal Opportunity Policy, volunteer placements at Whippersnappers will be therefore be open to individuals irrespective of race, gender, disability, sexuality, age or marital status

6.0 Termination

6.1 Where appropriate, the role and placement of the Volunteer may be terminated by the Director at one week's notice, or immediately, where behaviour equivalent to gross misconduct has occurred. In all cases the Volunteer will be entitled to an explanation of the decision and action taken.

7.0 Discipline and Grievance

7.1 Volunteers will not be subject to Whippersnapper's disciplinary procedures. Correspondingly, Volunteers will not have access to Whippersnapper's grievance procedures. However, Volunteers will be entitled to use Whippersnapper's Complaints Procedure. Where appropriate, the complaint will be investigated fully by the Director or her/his representative.

8.0 Expenses

8.1 Volunteers may be entitled to travel expenses, and subsistence allowance , but may not receive payment for any reason.

9.0 Insurance

9.1 Volunteers will be covered by Whippersnapper's employers public liability, professional indemnity where appropriate, and personal accident insurance.

10.0 Training and Involvement

10.1 Where a Volunteer is based at Whippersnappers on a day to day basis she/he will be expected to be involved and included in general staff activities, such a staff meetings and to have general access to Whippersnapper staff computers. Such Volunteers may also be entitled, subject to availability, to undertake two Whippersnapper training courses free of charge in a calendar year.

11.0 Monitoring and Review

11.1 It will be the responsibility of the Director to regularly review the operation of Whippersnapper's Volunteer Policy to ensure that it is in accordance with Whippersnapper's Equal Opportunity Policy.

Last updated Jan 2019

Whippersnappers Disciplinary Procedure

Introduction

Grievance and Disciplinary rules and procedures are needed in any organisation to guarantee fairness and consistency in the treatment of individuals and in the conduct of industrial relations, to promote good management and to assist the organisation to operate effectively. The rules laid out below and the procedure applies to all employees. The aim is to ensure a consistent, swift and fair response to any suspected misconduct.

All stages must be carried out with the knowledge of the Director

Principles

No disciplinary action will be taken against an employee until the case has been fully investigated. The employee will be advised of the nature of the complaint and given an opportunity to state their case before any decision is made.

The employee will have the right to representation at all stages of the procedure

No employee will be dismissed for a first breach of discipline except in cases of gross misconduct.

An employee has the right to appeal against any disciplinary penalty imposed at any stage.

The procedure may be implemented at any stage if the employee's alleged action warrants such action

The Procedure

Minor faults will be dealt with informally

For serious matters the following procedure will be used.

Stage one - Oral warning

If conduct or performance is unsatisfactory, the employee will be given a formal oral warning outlining the reason for the warning and what improvements is expected and by when. This will be recorded in writing and placed on the employee's file. It will be disregarded only after 6 months of satisfactory conduct or service.

Stage two - Written warning

If the offence is serious or there is no improvement in standards, or if a further offence occurs, a **WRITTEN WARNING** will be given which will include the reason for the warning and a note of what improvement is required and by when. A copy of this will be kept for disciplinary purposes for six months then discarded if conduct is satisfactory

Stage three - Final Written warning

If conduct or performance remain unsatisfactory or the offence warrants only one written warning, a **FINAL WRITTEN WARNING** will be given making it clear that any recurrence of the offence or other serious misconduct or failure to improve performance within six months will result in dismissal. In exceptional cases the period may be longer. After this period, the warning will be disregarded.

Stage four Dismissal

If conduct or performance is still unsatisfactory and / or the employee fails to reach agreed standards **DISMISSAL** will normally result. The decision to dismiss can only be made by the Directors of Whippersnappers. The employee will be given written notice of dismissal with the reasons outlined and will be notified of their right to appeal.

Gross Misconduct

If you are accused of gross misconduct you may be suspended from work on full pay, normally for no longer than five working days, while the Director and Personal investigates the alleged offence. If on completion of the investigation and the full disciplinary procedure, the Directors are satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice.

Appeals

An employee who wishes to appeal against a disciplinary decision should inform the director or Personnel within two working days.

Induction period

It is Whippersnappers aim to provide a two-way procedure that gives the support and encouragement necessary for staff to perform effectively as soon as possible after they join Whippersnappers, or in the case of existing staff, after they experience a significant change in their role.

All those persons referred to as being within the scope of this policy are required to adhere to its terms and conditions.

Whilst on an Induction period every effort must be made to develop within the job and key objectives should be met. You should discuss work performance and any difficulties regularly with managers, and not rely solely upon the 'set' Induction meetings.

The HR Adviser and Line Managers are responsible for ensuring that induction periods are conducted in accordance with Whippersnappers procedures and informing staff and managers when induction meetings are due and ensuring that any follow-up action is taken. Any queries on the application or interpretation of this policy must be discussed with the Line Manager prior to any action being taken.

Procedure

The procedure provides for formal meetings to be arranged at intervals of six weeks, three months and six months. However, this should not prevent regular and informal discussions occurring between you, the manager and other team members. Relevant and/or serious issues should be raised as they occur and not brought up for the first time at one of the 'set' meetings.

Where appropriate, formal meetings required as part of the induction and appraisal procedures may be combined to avoid duplication of effort.

End of Induction Period

At the end of the Induction period, there are three options available:

1. The appointment is confirmed at the end of the six-month Induction period. This is the usual outcome;
2. The six-month Induction period is extended for an appropriate period (usually between three and six months). This will only happen if there is a reasonable chance that the normal requirements of the post could not be met during that time;
3. The appointment is not confirmed at the end of the six-month Induction period. This will happen if the member of staff does not reach, or is unable to sustain, the required standard of the post, and it is thought by his/her line manager that there is no reasonable prospect of the required standard being achieved or sustained given further time.

New staff failing to meet their job description during or at the end of their induction period will have their employment terminated.

Any queries relating to this document should be addressed in the first instance to the Line Manager or Directors.

Learning and Development Policy

Whippersnappers provide ongoing opportunities for staff to develop and train, by introducing a Learning and Development policy and setting aside a budget dedicated to staff L&D needs. We shall regularly assess staff training needs, and then identify training providers internally or externally.

Whippersnappers will encourage proactive learning. All staff will be entitled to access our online learning portal EDUCARE and can complete as many courses as they wish free of charge

Sickness Policy

All PAYE Staff are required to notify their reporting Line Manager, of absence or sickness, by the earliest and most convenient time, alternatively no later than 09:30am the same day by telephone.

Whippersnappers do not provide sick pay however we do give staff flexi hours so time missed can be made up at a later date or shifts and can be swapped with another staff member. Should a staff member be sick for more than 3 consecutive working days they may be entitled to statutory sick pay. Staff must meet all the following conditions to get the Statutory Sick Pay entitlement:

- Whippersnappers will expect all staff to provide a statement of fitness from the Doctor, to qualify for continuous Statutory Sick Pay for up to 28 weeks.
- Staff must have worked under an employment contract before going off sick.
- Staff must be incapable for work for at least four days or more in a row.
- Earnings must be at least as much as the lower earnings limit (LEL) for National Insurance contributions (NICs).
- Staff must have notified Human Resources about their sickness – within seven days of the first day of sickness.

Compassionate Leave & Time off Policy

You are allowed 'reasonable' time off to deal with the emergency and make any arrangements that are needed. There's no set amount of time allowed to deal with an unexpected event involving a dependant - it will vary depending on what the event is but for most cases one or two days should be sufficient to deal with the problem.

Compassionate leave will also be granted on a case by case decision; however this will be unpaid leave.

Holiday Entitlement

5.6 weeks a year pro rata for staff on our payroll. Please note holiday pay is included in our sessional tutor's wages for under-fives classes, sports and creative arts tutors. If you are entitled to holiday this will be written in your job contract. All holidays should be logged your time sheet. Holidays for staff working in the after school club should be taken during school holidays. Should you need to take annual leave during term time you will need to put in a written request and each case will be considered on an individual basis. Holiday pay is paid on a monthly accrued basis.

Grievance Policy for Whippersnapper Staff

The following policy is for all staff to use in the event of any difficult or uncompromising situation, which occurs whilst carrying out work at Whippersnappers. This could involve clients or other staff members. What is written on your grievance form will be confidential.

Whippersnappers sincerely wish to support and protect the best interests of all staff members. Please use this form first before discussing the situation with other members of staff who are not involved in the situation. Forms need to be given directly to your line manager or senior management.

Whippersnappers are always open to suggestions. If you wish to use this form as an opportunity to air concerns about how the organisation is run then please do so.

The Grievance procedure

1. Please notify your line manager that you would like to make an official complaint/ grievance outlining what your concerns are and request a grievance form.
2. Complete the grievance form and hand it back to your manager within 7 days from when the incidence occurred.
3. Your line manager will then read your grievance and request written reports from all parties involved. (Reports may be requested from other parties immediately depending on the incident / grievance – the sooner you complete your report the quicker the issue can be resolved.)
4. All reports will be read by your line manager or senior management so an over view of the grievance can be gained and individual meetings will be called with all parties involved.
5. After your manager or senior management has received written reports and met with all parties involved a decision will be made by your line manager and senior management on how best to move forward. The manager may decide to hold meetings with staff involved to resolve the issue or the disciplinary procedure may be followed when deemed necessary.

Grievance Form

Form completed by:

Date:

Time:

Location:

Person/ persons involved:

Written statement of events

(Please continue on a separate sheet if necessary – please try and keep your grievance to 2 sides maximum where possible.)

Were there any person/s who have witness to events?

How would you like this to be dealt with?

Signed staff member

Signed Line manager

Date Grievance form handed in

Complaints procedure

Parent / Carer complaints Procedure

- Stage 1. Initial contact verbally with the manager or request a complaints form from reception or via email.
- Stage 2. Whippersnappers will aim to reply to complaint via phone call or email within 48 hours. If the issue is unresolved; the complainant should contact Whippersnappers director Caroline Burghard verbally or in writing cburghard@whippersnappers.org
- Stage 3. If the complaint is unable to be resolved via phone or email, the manager will arrange a formal meeting

COMPLAINTS WILL BE DEALT WITH WITHIN 28 DAYS

Should a service user wish to make a complaint please use the **complaints form** Whippersnappers staff should avoid entering into discussion with the service user unless they are a senior member of staff Simply offer the service user the form and, once filled in take the form to Reception put in an envelope addressed to the line manager or Caroline Burghard or leave a message that a complaint form has been filled in.

Child's complaints forms are available should a child wish to make a complaint or has a grievance with a another child or staff member.

WHIPPERSNAPPERS COMPLAINTS FORM

Date:

Name

Tel

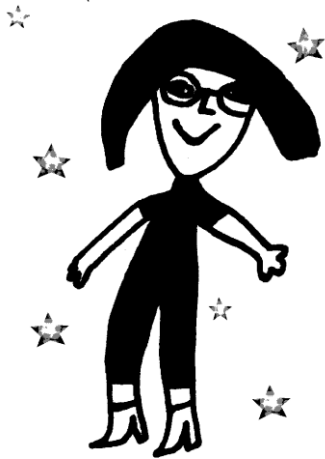
Email

Please write about your complaint:

Please hand your complaints form into the reception (You may request a sealed envelope) or return it to us by post to:

**Whippersnappers, Brockwell Lido, Dulwich Rd, London, SE24OPA or email
info@whippersnappers.org**

We aim to get back to you within 48 hours.



WHIPPERSNAPPERS
 Brockwell Lido
 Dulwich Road
 London SE24 0PA
 0207 738 6633

Child/ Young Person Complaint Form

Date:	Child / YP full name
Full Address/s including post code	
Activity child / YP attending	

What happened?

What made me feel sad?

What would make me happy

For official use only

Child's name:

Registered details:

Date:

Dealt by:

Quality Management Policies and Procedures

- All newly recruited staff are given a handbook containing all our policies and procedures and have to sign a form to show that they have read and understood all the policies.
- All newly recruited staff attend an induction training which includes child protection and safeguarding information.
- All staff and volunteers are given a DBS check and two references taken before they start working with us.
- All new projects are delivered by trained staff and with full risk assessments.
- All projects are run with full evaluations for children, young people and elderly as well as parents/carers to ensure that we develop projects in line with the service users needs.
- Staff and volunteers attend an annual appraisal to review all the work done, targets met and areas of development needed.
- We are constantly developing professional collaborations with local organisations, councils and attend regular meetings that are relevant and important in terms of networking opportunities.
- All our activities are planned, managed and run according to our service users needs.

Whippersnappers Transport policy -Introduction

Whippersnappers CIC obtained a Peugeot Boxer 14 seater van with wheelchair access in July 2013 reg no HX13FTU. All Drivers driving the bus must have completed Midas Training and the passenger assistants should be trained in house.

Any staff member using their own vehicle to transport children must have permission from Whippersnappers. Business insurance must be obtained to enable children to travel in the vehicle. Along with a valid MOT certificate A passenger assistant must travel with driver at all times.

School and home Pick-up and drop off for Children

- The driver parks at a safe distance from the school or other venue.
- For safety reasons, the minibus must be parked with the side access on the pavement side. Passengers should not have to walk out into the road to get into the bus. Where appropriate, there must be ample clearance behind the vehicle for the tail lift to be safely activated.
 - The Highway Code states - 'You MUST NOT park on a road at night facing the direction of the traffic flow unless in a recognised parking space. Laws CUR reg 101 & RVLR reg 24' 'Night' constitutes after dark.
- The children must not access the bus through its back doors, but through the side door on the curb side.
- The minibus must always be parked legally. Under no circumstances should it be parked on yellow lines, double parked or parked on a corner obscuring sight lines. It is only appropriate to use a disabled parking bay if transporting a young person with a disability - fines can be incurred for improper use of bays. The minibus which symbolises Whippersnappers is a highly visible entity. Those in charge of the vehicle, the driver and workers in charge of travelling children, must not break any road safety laws including parking dangerously.
- The side door must be opened fully by the passenger assistant. This locks the step in place - if the door is not fully open the

step can move! It is important that no-one tries to enter or leave the vehicle until the door is secured fully open.

- The engine should not be started until all passengers are seated and seat belts are securely engaged.
- Once the vehicle is parked and the ignition is turned off then it is acceptable to turn and talk to the children.
- The Passenger Assistant must inform the children that the seatbelts must remain secured until the vehicle is stationary and the engine turned off.
- The Passenger Assistant must inform the children that they must not attempt to leave the vehicle until he or she tells them that it safe to do so. The instruction to leave the vehicle must only be uttered after the sliding door is fully secured.

ACCESS TO WHIPPERSNAPPERS PREMISES FOR PICK UP AND DROP OFFS

- At the Lido
 - On arrival at the Lido the driver can park at the bottom of the Lido steps on Dulwich Rd with the passenger door next to the pavement.
 - The bus can also drive into Lido car park and when extra access required can enter the park through the barrier (Barrier key kept in Whippersnapper Reception and Fusion Reception)
- At the Lodge

Parking is available on the side of the road outside College Lodge. If there is no parking available unload the

mini bus and then park the vehicle in the Dulwich Park Car Park, on the park Rd side or on College or Gallery Rd.

In transit

Generally **All passengers**, including passenger assistants, need to travel in the rear of the vehicle at all times. The only time adults join the driver in the front is when the driver **requests**

- *(Reasons may include assistance needed with directions, manoeuvring etc.)*
- The driver has sole responsibility for the driving of the bus - speed, route and parking. **They must obey speed limits**. Many inner city roads have a 20mph limit. Exceeding this limit may mean the driver incurring a fine and points on his or her licence.
- Eating or drinking is not allowed on the bus
- If there are any concerns about any of the above rules, it is vital that these be raised with your Whippersnapper line manager.
- **Prior to driving the driver has responsibilities such as checking the vehicle**
- Seatbelts must be worn at all times when the vehicle is in motion - by both the driver and passengers.
- Seatbelts must be adjusted to accommodate the size and height of the child - using the supplied adjuster. Where the child is too small to fit snugly into the seat belt, an appropriate booster seat must be provided.

- Children must use the [correct booster seat](#) for their weight until they reach 135 centimetres tall or their 12th birthday, whichever is first.
- You can be fined up to £500 if you don't wear a seat belt when you are required to wear one.

Roles and responsibilities

- Children will be expected to
 - sit where requested to, unless told otherwise
 - place school bags at their feet
 - put on their own seat belt
 - each employee and child must display a behaviour which complies with the quality which Whippersnapper demands
 - talk/sing quietly if appropriate
 - wear Hi-Visible jackets where appropriate
- Passenger Assistant/s must:
 - be prepared to attend appropriate in-house Passenger Assistant Training (to cover safe use of doors, where to find First Aid Kit, what to do in case of an emergency/accident involving the vehicle etc)
- Ensure the side door is opened fully this locks the step in place - if the door is not fully open the step can move! It is important that no-one tries to enter or leave the vehicle until the door is secured fully open.
 - sit where they have been asked.
 - help the children to board the bus in an orderly manner
 - ensure that there is no pushing between the passengers

- check and tick off the presence of each child against the passenger list
- check seatbelts are correctly worn and adjusted
- make sure everyone remains seated and 'belted up' at all times - until the driver states clearly that it is safe to remove seatbelts
- help the children to manage their own behaviour, and maintaining a calm environment where ever possible.
- - Carry an emergency contact sheet with details of each child
- Be aware of any medical needs of children travelling on the bus and ensure they are travelling with rescue medication when required.
- Phone parents and carers before you drop off their child and inform parents/carers if you are running late.
- wear Hi-Visible jackets at all times during a journey and when having a journey break
- only the driver knows when the vehicle has come to a complete stop(they may be manouvering before reaching the desired stopping position) the passenger assistant must wait until the word comes from the driver so that seatbelts can be removed and disembarkation takes place
- Stow any luggage safely.

They must NOT

- Not use their phone unless work/emergency related
- The Driver is required to:

- Give the driving his or her full attention
- Drive within the legal limits of the law - drivers who speed can get fined.
- The Drivers, Passenger Assistants and children must always conduct themselves as highly professional ambassadors of Whippersnappers
- Drivers need to revisit their skills (tail lift and wheelchair restraints included) periodically by having a second driver deliver an 'appraisal'. Feedback around speed bumps is essential as even at low speeds 5-10 mph it can be too bouncy for passengers.
- Be always conversant with the technical knowledge of the vehicle - fuel level, lights, vehicle maintenance and raise concerns with fellow drivers - however small
- Safety must be of paramount concern to all travellers at the start, during and at the end of each journey
- wear Hi-Visible jackets at all times

Drivers must NOT

- use their phone, unless vehicle stationary and engine turned off
- consume food or drink on the bus
- leave the vehicle with the engine running
- Allow any other driver (not named by Whippersnappers) to drive the vehicle
- No lifting of chairs unless two people present

To maintain a safe vehicle a named individual/individuals will take responsibility for checking and maintaining a log of the following, and where appropriate rectifying any problems with:

- water
- windscreen cleaner
- tyre air pressure
- tyre tread
- oil
- Annual MOT - July
- Annual Tax disc - July
- Annual Insurance - July
- Annual Service - July

Emergency procedures

In case of an accident / breakdown when ever possible the Driver should contact police/ ambulance or recovery service and the passenger assistant should make sure the children are safe either keeping them on the vehicle or taking them off the vehicle to a safe waiting space (When possible passenger assistant would be supported by driver re vacating the bus after emergency services have been called.

Line manager is informed of situation and taxis ordered when appropriate so children can be removed from the situation as soon as possible.

Epilepsy Procedure

If a child has seizure whilst travelling on the bus where ever possible leave them with their seat belt on in their seat . If you need to call an ambulance do so first and then call Whippersnappers so the child's parents/carers can be notified and alternative

arrangements can be made for the other children travelling on the bus.

Our procedure, in the event of a child having a seizure whilst on transport, is to call a paramedic ambulance. This would normally be after waiting for 3-5 minutes for the seizure to stop.

In the case of some children, we can put an arrangement into place whereby we call an ambulance immediately and do not wait for the usual 3-5 minutes.

Information on a child's epilepsy should be included on the emergency contact sheet. The contact sheet gives date of birth and medical information which can be passed onto paramedics.

Company contact details

Whippersnappers Lido Reception 0207 7386633

College Lodge Reception 0208 6931682

Email: info@whippersnappers.org