



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852



**BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE
OUT OF SCHOOLS CLUB
POLICIES & PROCEDURES.**



Appendix 1.

Help Children to be Healthy

Contents:

1. Health & Safety Policy
2. Medication Policy
3. Parental Agreement to administer medicine
4. Medicine form
5. Sick Child Policy
6. Exclusion procedures for illness/ communicable disease.
7. Procedures: In the event of an accident
8. Accident Record sheet
9. Smoking Policy
10. Food Handling Procedures
11. Healthy Eating Policy
12. Children's dietary needs form & completed form
13. Fridge temperature record sheet
14. Freezer temperature record sheet
15. Outdoor Policy
16. Sun Cream Policy

Keeping Children Safe

Contents:

1. Child Protection & Abuse Policy
2. Safeguarding Policy
3. Disclosure Guidelines
4. Arrivals Policy
5. Minibus Collection Procedures
- 5a. Parent consent on the day of pick up from school
- 5b. ASC log sheet for pick up changes
6. Record form of weekly minibus checks
7. Departure Policy
8. Behaviour Management Policy
9. Incident Report
10. Fire & Emergency Procedures
11. Fire drill form
12. Missing Child Policy
13. Uncollected Child Policy
14. Visitor Record Sheet
15. A.S.C Weekly Register
16. A.S.C Weekly Signing Out Register
17. General Risk Assessment form
- 18.. Health & Safety check list



- 19.. Check list for Hal
20. Acceptable Use Policy

Helping Children to make a Positive Contribution

Contents:

1. Parental Involvement Policy
2. Registration form
3. Social Inclusion Policy
4. Equal Opportunities Policy
5. Complaints Policy
6. Complaints Record

Helping Children to Achieve & Enjoy

Contents:

1. Settling in Policy for New Children

Organisation

Contents:

1. Equal Opportunities Policy
2. Volunteer Policy
3. Data Protection Act Policy
4. Procedures for handling, retention, storage and destruction of Data
5. Training & Development Policy
- 6.



Help Children to be Healthy

1.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE HEALTH & SAFETY POLICY

1 Introduction

The management Committee of Christ Church Youth and Community Centre is committed to ensuring so far as is reasonably practical the health and safety of all those who they employ, work as volunteers or are visitors to the centre. This policy and the procedures that follow set out how that will be achieved.

2 Health and Safety Policy

It is the policy of Christ Church Youth and Community Centre to ensure, so far as is reasonably practical:

- The health and safety at work of all staff
- The health and safety of all those who are not employed but work as volunteers and group members in activities organised or controlled by the Centre
- The health and safety of those who may be affected by the Centre's activities

3 The Centre will achieve this by:

- Assessing the risk from activities to staff, volunteers, visitors and group members and implementing the preventative and protective measures that follow from the risk assessment
- Providing and maintaining safe systems of work for staff and volunteers
- Providing procedures for the reporting and investigation of accidents and cases of ill health
- Providing emergency procedures for action to be taken in case of accidents, fire or other emergency
- Consulting staff and volunteers on health and safety
- Ensuring the collection of up to date information on hazards of all substances used by the Centre and that they are used safely and without risks to health
- Providing information, training and supervision to ensure the health and safety of staff, volunteers, visitors and Centre users

4 Organisation of Health and Safety

The management committee is responsible for the health and safety of all staff, volunteers, visitors and Centre users. A committee member will be appointed with specific responsibility for health and safety and the board will discuss the topic regularly. Day to day responsibility for health and safety is the responsibility of the Centre Manager. Responsibility for certain tasks will be delegated as follows:

4.1 Staff & Volunteers

Staff and volunteers will:



- Ensure provision of the resources required for project beneficiaries to comply with health & safety procedures
- Develop health & safety procedures particular to projects
- Report to the Centre Manager on health & safety matters
- Monitor accidents and accident trends and make reports on these to the Centre Manager
- Assist in the investigation of serious accidents by the Centre Manager and Management Committee
- Ensure fire drills and emergency evacuation drills are carried out in line with Centre procedures and recorded in the record book
- Ensure understanding of all fire fighting equipment and emergency systems
- Provide first aid cover for the projects with which they're involved
- Complete training requested by the Centre Manager and share newly acquired knowledge with colleagues through workshops as part of the continuous skill-sharing programme

4.2 Associated Group Leaders having supervisory responsibility should ensure that each of their members

- Are provided with the necessary safety instruction and information
- Comply with the correct procedures for the use, handling and storage of potentially hazardous materials
- Comply with the correct procedures for the use of machinery and equipment
- Are provided with adequate supervision to enable the work to be carried out safely
- Trained in the use and care of personal protective equipment and clothing
- Are aware of the fire precautions including fire exits, assembly points, location and type of fire extinguishers and their use
- Know who refer to if they have a query or concern about health and safety
- Co-operate with other groups as necessary to ensure the health and safety of all staff and volunteers

4.3 Centre Users

People using the Centre's facilities for whatever purpose have particular responsibilities as well. They should:

- take reasonable care for the health and safety of themselves and other persons who may be affected by the way in which they carry out their group activities

5 Planning and implementing

The management committee:

- will arrange for all risk assessments to be completed and recorded
- provide training where necessary to ensure the health and safety of staff and volunteers
- agree health and safety targets and priorities with managers and group leaders



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

- have procedures for dealing with serious and imminent danger
- set standards against which performance can be measured

6 Measure performance

The management committee will:

- Arrange for the regular inspection of the premises to ensure that any defects are identified
- Ensure that risk assessments are regularly reviewed
- Record all accidents and cases of ill health and arrange for them to be investigated. A report on all accidents and ill health will be considered by the committee

7 Review

The management committee will review the health and safety policy and the performance of the Centre at least once a year

Last reviewed by Management Committee May 2013



2.

<p>BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE MEDICATION POLICY</p>

Christ church youth & community centre accepts that at times children attending CCYCC out of School club may need to take medication while using the service. In order to ensure the health and well being of children in our care it is our policy;

- The out of school club will only accept medicines, which have been prescribed by a doctor. All medicines should only be accepted if they are in their original container as dispensed by the pharmacist and they should be clearly labelled with prescriber's instructions.
- Staff should never accept or give a non-prescribed medicine to a child.
- Medicines should only be received if the parent or carer of the child has completed a written agreement with the out of school club.
- Medicines should be stored strictly in accordance with product instructions and in the original container in which dispensed.
- All emergency medicines such as inhalers will be stored in a safe place but readily available for use.
- Medicine will only be administered by a senior member of staff and should always be witnessed by another member of staff. This should be recorded on the medicine form.

It is the responsibility of the parent/ carer to return date expired medicine to a pharmacy for safe disposal. If parents/ carers do not collect all medicines by the date on the written agreement form a senior member of staff will take the medicine to a local pharmacy for safe disposal.



3.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE PARENTAL AGREEMENT TO ADMINISTER MEDICINE
--

Name of setting	
Date	
Child's name	
Name and strength of medicine	
Expiry date	
Dose to be given of medicine	
When medicine should be given	
Any other Instructions	
Number of tablets given to setting	

Medicine must be in the original container as dispensed by the pharmacy.

Daytime phone number of parent/ carer	
Name and number of GP	
Agreed review date to be initiated by (Name of member of staff)	

The above information is to the best of my knowledge, accurate at time of writing and I give consent to Christ Church Out of School Club staff to administer medicine in accordance with the administering medicine policy. I will inform the Manager of the Out of School Club immediately, in writing, if there is any change in dosage or frequency of the medication or the medicine is stopped.

Parents/ Carers Signature:

Print Name :



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

Date :



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

4.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE MEDICINE FORM
--

Child's full name:.....

D.O.B:.....

Use one sheet per course of medicine.

Date	Name of medication.	Any special instructions, i.e. before food.	Time next dose due.	Time medicine given.	Amount given.	Staff confirmation signature.	Staff witness signature.	Parent/ Carer signature.



5.

<p>BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE SICK CHILD POLICY</p>
--

Christ Church Youth & Community Centre promotes good health & hygiene for all children. This is emphasised by our cookery sessions, at tuck times, in our awards and through visual aids such as posters.

- The out of school club will encourage and promote good health and hygiene for all children.
- Children should be monitored for signs and symptoms of communicable diseases.
- If in the opinion of the staff the child is ill the parent or carer will be contacted.
- In the case of serious accident or illness then the parent or carer will be contacted immediately along with the child's G.P.
- In the unlikely event of the parent or carer not being available manager/ senior staff member should take charge and if necessary take the child to hospital with all the relevant details.
- If the child can wait for the parent or carer to come, ensure the child is comfortable and that a member of staff stays with him/her.
- If two or more children using the out of school club contract food poisoning OFSTED will be informed.
- OFSTED telephone number: - 0300 123 1231



6.

**BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE
EXCLUSION PROCEDURES FOR ILLNESS/ COMMUNICABLE
DISEASE.**

Minimum periods of exclusion from the out of school club

Disease/ illness	Minimal exclusion period
Antibiotics prescribed	First day at home
Temperature	If sent home child must be off for 24 hours
Vomiting	If sent home child must be off for 24 hours
Conjunctivitis	Keep at home for a minimum of 1 day, longer if eyes are still weeping.
Diarrhoea	24 hours or until diarrhoea stops.
Chickenpox	7 days from appearance of the rash.
Gastro-enteritis, food poisoning salmonellosis and dysentery	24 hours or until clear or for notifiable diseases until advised by the relevant public health official.
Infective hepatitis	7 days from onset of jaundice.
Measles	7 days from appearance of rash.
Meningococcal infection	Until recovered from the illness
Mumps	Until the swelling has subsided but no less than 7 days from the onset of illness.
Pertussis (Whooping Cough)	21 days from the onset of the illness.
Poliomyelitis	Until declared free from infection by the appropriate public health official.
Scarlet fever and streptococcal Infection of the throat	Until appropriate medical treatment has been given and no less than 3 days from the start of the treatment.
Tuberculosis	Until appropriate medical treatment has been completed.
Typhoid fever	Until declared free from infection by the appropriate public health official.
Impetigo	Until the skin has healed.
Plantar warts	No exclusion; should be treated and covered.
Ringworm of the scalp	Until cured
Ringworm of the body	Seldom necessary to exclude provided treatment is being given.
Scabies	Need not be excluded once appropriate treatment has been given.



7.

<p>BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE PROCEDURES TO FOLLOW IN THE EVENT OF AN ACCIDENT</p>
--

Stay calm and look confident.

- Radio, staff mobiles or send a reliable young person for another member of staff.
- If it appears to be a serious accident send the other young people to another room if possible.
- Let the named first aider examine the casualty and decide on the appropriate course of action.
- If treatment is to be carried out on the premises take the casualty to a quiet area and make them feel comfortable.

In the event of hospital treatment being needed:-

- Call an ambulance. DO NOT move the casualty if it could cause them potential harm.
- Contact the young person's parents/carer if possible. If no answer contact their second contact.
- Check registration form for medical consent, special needs or any additional requirements. Take a copy to the hospital with you.
- The first aider should accompany the young person in the ambulance and remain with or near the child until the parents/ carer arrives.
- The first aider should fill in the accident form and accident book, making sure they sign and date it as soon as possible. They also should get the parents signature on the bottom of the accident forms.
- All members of staff involved should fill in an incident form ensuring they sign, time and date it as soon as possible.
- The Out of Schools club Childcare Manager needs to carry out an enquiry into the accident and how it was dealt with. The relevant risk assessment should be reviewed and any necessary changes made.
- OFSTED should be informed and the accident slip should be sent to the HSE.
- If required the staff should have a discussion about safety with the young people.

OFSTED Telephone Number: - 0300 123 1231

HSE Number: - 08453 450 055



8.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE ACCIDENT RECORD
--

1. About the person who had the accident	
Name: _____	
Address: _____	
Postcode: _____	
Occupation if applicable: _____	
2. About you, the person filling in this record	
Name: _____	
Company Address: _____	
8, OXFORD ROAD, BOOTLE, MERSEYSIDE	
Postcode: _____	
L20 9HW	
Occupation: _____	
3. About the accident (continue on the back of form if needed)	
> Say when it happened: Date: / / Time: _____	
> Say where it happened. State which room or place. _____	
> Say how the accident happened. Give the cause if you can. _____ _____	
> If the person who had the accident suffered any injury, say what it was. Treatment Given? _____ _____	
Signature of first aider: _____	Date: / /
Parents/ Carers signature: _____	Date: / /



9.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE SMOKING POLICY

Statement of intent

The centre is obliged under the Health and Safety at work, etc. Act 1974, The Management of Health and Safety at Work Regulations 1992 and the Workplace (Health, Safety and Welfare) Regulations 1992 and the maintain a safe working environment for employees without risk to health and accepts that “passive smoking” does present a risk to non-smokers. The policy is therefore designed to:

- Promote the health and protection of non-smokers; and
- Emphasise the value of a smoke free atmosphere.

Trade Unions and individual employees are expected to co-operate with the spirit and intent of this policy, in order to achieve a healthy and more pleasant environment for the majority of staff.

Policy Statement

It is the policy of the centre to make adequate and mutually acceptable arrangements for the promotion of better health for all its employees, by the total restriction of smoking within its premises.

Application of the policy

Employees

The smoking ban will apply to all employees whilst occupying the centre. This ban also applies to employees who are travelling on Centre business while using their own private vehicles whilst travelling with non-smokers.

The smoking policy will be regarded as a term in all employees' contracts of employment. The centre will include a copy of this policy in the Staff Handbook and will bring it to the attention of potential applicants both prior to and at the interview stage. Persistent and wilful refusal to comply with the centre's policy may be dealt with under the Organisation's Disciplinary Procedure.

Management Committee Members

Management Committee members have resolved that they will be bound by the terms of the Smoking Policy in the same way as employees.

Visitors to Christ Church Youth & Community Centre

All visitors and members of the public are expected to comply with smoking policy in the centre's premises. Adequate notices will be displayed to inform them of this policy.

Obligation of Volunteers

The Smoking Policy will be regarded as a term in the agreement between the centre and volunteers. This policy will be brought to the attention of all potential volunteers as part of the recruitment process.



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

Exemptions from the Policy

The smoking ban will not apply where work is taking place in the open air.

-



10.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE PROCEDURES FOR PREPARATION AND HANDLING OF FOOD
--

1. Purchase of food:

- Supplies of snacks and drinks should be adequately maintained and the responsibility of a named worker.
- All food should have a kite mark and a best before or used by date.
- All food should be in their original packaging and not tampered with before purchase.
- All food should be handled in an appropriate way when packing and transporting back to the centre.
- Ensure no cross contamination within transport of food. i.e: pack raw meat away from any other food type.

2. Storage of Food and Equipment:

- Food should be stored in accordance with the manufacturer's guidelines.
- All equipment used during cookery and for serving should be kept in a clean dry cupboard.
- After use all equipment should be cleaned and dried before returning to their proper storage place.
- If an item of food is opened but not fully used up then it should be sealed and stored in accordance with manufacturer's guidelines. Food should be clearly labelled of date it was opened and date it should be disposed of if not used.

3. Staff handling and preparation of food:

- The table and food preparation area must be wiped down with anti-bacterial cleaning product and the person preparing the snack should wash hands thoroughly.
- Staff should receive internal training from line manager using the Safer Food Better Business Book; this should be repeated every year.
- Where necessary staff should be trained in their food hygiene certificate.
- All Hot food should be probed to check temperature before serving.
- All food prepared should be recorded in the Safer Food Better Business book.
- Staff should take it in turns to prepare snack and washing up and young people can be involved in this where possible. It is important that male and female workers play an equal role in order to present positive images.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

- Always ensure that you are aware of young person's medical backgrounds. Check if certain young people have special dietary needs or have an allergic reaction to certain types of food or drink.
- Encourage healthy eating as far as is financially possible.
- A rich menu of foods from a range of cultural backgrounds should be encouraged. Providing food from different countries and culture is important not only in giving positive recognition and reinforcement to the young people of that culture within the club, but also in encouraging young people to learn and respect each other's traditions and cultures.
- The young people must wash their hands before sitting down to eat and understand the importance of doing this. In addition the Out of School Clubs staff will display posters encouraging good hygiene.
- Snack time should be a social occasion where young people can share news. Workers should be fully involved in this, as it can be a time when relationships are both developed and strengthened.
- Young people should be encouraged to use good manners and improve social skills.
- Young people should remain seated until the majority of young people have finished. This will encourage slow eaters not to leave or rush their food.

4. Cleaning up after food:

- When young people have finished they should put their rubbish into the bin and return their plate/bowl and cup into designated place.
- The washing of plates and cups should be in a sink separate from that used for art and craft.



11.

<p>BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE HEALTHY EATING POLICY</p>
--

Christ Church Youth & Community Centre promotes good health for all children. This is emphasised throughout our sessions and at tuck times where we offer a variety of activities, resources and some choice. Christ church out of school club understands that tuck should only be a snack and is not an alternative to an evening meal; therefore we try and make it as healthy as possible.

- We provide cookery sessions, which promote healthy eating and help to give children the skills to cook healthy alternatives for themselves in the future.
- Water is always available for all children throughout the sessions and sugar free juice is served during snack.
- A variety of activities and resources are offer to all children throughout the session to promote a healthy lifestyle.



15.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE OUTDOOR POLICY

Christ Church Youth & Community Centre feels that outdoor play plays a big part in a child development and play opportunities. It offers them a chance to explore in a secure environment, as well as giving them the chance to run off excess steam built up throughout the school day.

- Children have access to the outdoor facilities other than in exceptional circumstances.
- Staff checks for hazards before session, this included brushing of area and raking of wood chip if necessary.
- Individual risk assessments must be made if weather conditions are different from normal, i.e.: snow
- Our resources and equipment promote outdoor play.
- Nivea factor 50 sun cream is provided by the centre for use in hot weather. Staff should check registration form to see if we have permission off parents/guardians to use it on their child/children.
- The out of school club also make use of local facilities. (Consent forms should be completed before taking children on a trip.



16.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE SUN CREAM POLICY

Christ Church Youth & Community Centre promotes good health and welfare of every child in their care. The follow procedures should be followed when applying sun cream.

- Written permission from parents needs to be given prior to any staff applying sun cream on a child. (Included on registration form)
- In unexpected circumstances if written permission is not obtained the setting staff need to contact parents/carers asking for verbal permission before applying sun cream and seek written permission as soon as possible. Make a record of verbal contact.
- If the centre is using their own sun cream then the parents/carers need to be informed of the type of sun cream and the factor to check that their child has no allergies to the settings sun cream. (Included on registration form)
- Parents can supply their own sun cream for their child providing it is in its original container and is clearly labelled with their Childs name and period of time we can use it on them. The sun cream should be appropriately stored. This sun cream should only be used on the named child.
- If parents supply sun cream then they should be informed when the expiry date is due to run out.

In the event of an allergic reaction:

- wash off straight away if minor allergy
- Call 999 if child has a major reaction and follow 'accident procedures'.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

Keeping Children Safe

1.

<p align="center">BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE CHILD PROTECTION AND ABUSE POLICY</p>

Policy Statement

Christ Church Youth & Community Centre is concerned with the well being wholeness of each individual. We seek to safeguard all users of the Centre and the wider community of all ages. It is the responsibility of each one of us to prevent the neglect or physical, sexual or emotional abuse of children and young people within the Centre, and their activities, both on and off the premises.

Child Protection Officer

Contact at **525 2565 (work)**

Rev Tom Rich

525 2565 (home)

07958784313 (mobile)

Deputy child Protection Officer

Contact at **525 1995 (work)**

Van Nguyen

childcare Manager

Customer Care Access Team

0151 934 3737

Social Care Emergency Duty Team

0151 920 8234

Local Authority Allegations Officer (L.A.D.O.)

0151 934 3114

What is child abuse?

Child abuse is any action (or lack of) which endangers or impairs a child's physical, psychological or emotional health and development. Child abuse occurs in different ways. All forms of child abuse and neglect are detrimental to the child, both physical and sexual abuse are crimes.

Child abuse may be:

- Physical - severe beating, shaking, burns, human bites, strangulation.
- Emotional - constant criticism, belittling and persistent teasing.
- Sexual - fondling, exhibitionism, sexual intercourse, incest, pornography.
- Neglect - absence of adequate food, shelter, emotional security, and medical care.

Physical abuse is any physical injury to a child which is not accidental.

Emotional and psychological abuse is when a child is not nurtured and is not provided with love and security.

Psychological abuse occurs when children are not provided with the necessary environment to develop mentally.

Sexual abuse is when the child is involved in any sexual activity with an adult.



Neglect is depriving a child of their essential needs. These include nutrition, clothing, warmth and shelter, emotional security and protection, medical and dental care, hygiene, education, and supervision.

This policy includes the following requirements and procedures:

- (i) that all staff, volunteers and others who come into regular contact with children be properly selected and authorised and requested to sign a declaration stating whether they have any unspent convictions, cautions, reprimands or warnings.

All staff are required to complete an Enhanced Criminal Records check.

- (ii) all individuals having care or responsibility for children should receive appropriate child protection training and be authorised for the work.
- (iii) that all groups and individuals involved with children or young people who use the Hall and the Youth and Community Centre will be required to adhere to the policies and procedures of the Youth and Community Centre, unless the group is part of an organisation with acceptable guidelines which either include or go beyond the recommendations and guidelines of the Youth and Community Centre policies and procedures. Those in charge of one-off events in the Church Hall or Youth and Community Centre, e.g. children's parties, etc., should be told of the existence of policies and procedure guidelines on this matter, and asked to sign accordingly.
- (iv) it is advised that no group shall be led at any time by one adult alone, or by a husband and wife team only,
- (v) It is strongly advised that mixed sex groups shall always have leaders of both sexes
- (vi) that emergency first aid or comfort should only be offered by an authorised leader. A qualified person only should offer specialist first aid. Leaders should try not to be alone with a child, especially when providing first aid treatment, except where there is danger to life. All leaders should be encouraged to undergo first-aid emergency training.
- (viii) that visitors, guest speakers, etc., from outside the Youth and Community Centre should not be left alone with a single child, and should be accompanied by a recognised leader or leader in charge.
- (ix) that the regulations should apply in all situations, including holidays, day trips, camps, outings, etc.
- (x) Parents/Guardians should sign a form agreeing to a leader administering emergency first aid treatment.



CHILD PROTECTION AND ABUSE PROCEDURES
FOR BOOTLE CHRIST CHURCH YOUTH AND COMMUNITY CENTRE
IN THE PARISH OF CHRIST CHURCH, BOOTLE.

Child Protection Procedures

Section 1-The Framework.

1. General

The procedures are the basis of good practice in this Youth and Community Centres care of children and young people. All who work with children and young people should have a copy of these procedures and sign to implement them.

The Youth and Community Centre Management Committee have appointed the following people who will be the contact persons for the development of good practice in Protection for All within the Centre.

<u>Chairman:</u> Contact at 525 1995 (work) or	Rev. T. Rich 525 2565 (home) 07958 784313 (mobile)
<u>Child Protection Officer</u> Contact at 525 1995 (work)	Rev Tom Rich 525 2565 (home) 07958784313 (mobile)
<u>Deputy Child Protection Officer</u> Contact at 5251995 (work)	Van Nguyen Childcare Manager

2. Independent Advice.

The role of the Independent Person is to provide an opportunity for children and young people to speak with somebody outside of the immediate situation about concerns they might have.

The Youth and Community Centre fulfils its commitment to providing independent advice and support for children and young people by displaying the numbers of a local contact person (customer care access team 0151 934 3737) or Childline **0800-1111** in prominent places in the Centre.

3. Register of Roles and Adults.

A register of the various roles and activities within the Centre undertaken with those under 18 and a register of those who have been authorised to have access to these young people will be kept. The Youth and Community Centre Management Committee reserve the right to withdraw or restrict such authorisation.

4. Declaration.

All those to be authorised to work with under 18s are requested to complete a Declaration form and complete a Enhanced Criminal records check. They must declare any past behaviour which might exclude them from working with under 18s including criminal convictions, unspent convictions, reprimands or warnings against them. Those seeking a position for the first time will be asked to complete an application form as well as the Declaration and a Disclosure and Barring Service (DBS) enhanced certificate will be



required.

5. Roles and Training.

Those appointed to work with Under 18s within the Church Hall or Youth and Community Centre will receive an agreed role description and will be provided with support and training in their task.

When new leaders are appointed they will have an induction to explain the procedures and ensure that the requirements for the appointment of new leaders have been met.

Newly appointed volunteers will be requested to undertake a three-month probationary period.

6. Special Needs.

Particular care must be exercised with children or young people with special needs. Consult with the Centre Manager who will have access to specialist advice if this is appropriate.

7. Unsupervised Access.

As a general principal group leaders should ensure that programmes do not offer unsupervised access to Under 18's. This requires careful planning in multi-room venues.

Where planned one to one working is essential to the role of an individual volunteer it is a requirement that parents should be informed directly by the volunteer that the activity is unsupervised and should have the opportunity without prejudice to withdraw their child.

The Youth and Community Management Committee recognise that spontaneous situations do occur (unexpected home visits or offering lifts etc.) but volunteers should be aware of potential risks to themselves and the child. Such casual spontaneous actions may create scope for false allegations.

The management committee therefore advises that particular care should be taken to:

- a. Ensure that another adult is aware of the spontaneous activity/visit (retrospectively if need be)
- b. Ensure that (if at all possible) another adult is present for home visits
- c. During the course of residential visits ensure that only normal 'daytime' rooms are used, -not bedrooms or bathrooms.
- d. Ensure that lifts offered are by an agreed route and time scale and that any variation is fully explained at the time.

In short: keep such activities public and accountable.

Section 2- The Task.

Creating a safe environment.

1. Staffing.

Whenever possible volunteers should not work on their own. Where this is important for confidentiality then it should be at known times agreed by parents, and other adults should be in the vicinity.

With mixed groups it is advised that a male and female leader is present.

Minimum ratios are recommended as follows: -

- | | |
|-----------|-------------------------|
| 3-8 years | 1 adult to 8 children. |
| 8 plus | 1 adult to 10 children. |



One member of staff must hold a full and relevant level 3 qualification and at least half of the remaining staff must hold a full and relevant level 2 qualification when working within the out of schools club.

Particular activities, vigorous sports, journeys or work with young people with special needs may require a higher ratio.

The key issues are adequate control, supervision and the ability to cope with an emergency in the event of injury or illness to a leader or group members.

Suspicion or Disclosure of Abuse.

Remember that you are not expected to be a specialist child protection worker and can only be expected to act reasonably and sensitively if a situation of abuse or suspected abuse arises.

- a. If child/young person makes an allegation or discloses abuse treat the matter seriously and do not minimise the situation e.g. Comments such as "I'm sure that can't be so" or "are you sure that really happened"? Should never be used.
- b. Absolute confidentiality should never be offered. A criminal offence may have been committed and other children may be at risk.
- c. Reassure the child and try to stay with the child or ensure that an adult remains with them. Do **not** question any further.

If you are in doubt about staffing consult with the Youth and Community Centre Manager or the Child Protection Officer.

Staff should share information with the Child Care Manager if they are concerned about or observe changes in children's behaviour or appearance ie.

- Any significant change in behaviour
- Any unexplained bruising or marks
- Any comments that cause concern
- Any deterioration in a child's general well being

The Child Care Manager should discuss with the Child Protection Officer any concerns that they or other staff have.

The Child Protection Officer will then take any necessary action that is seen to be required. This may include informing the local authority child protection unit and / or the police and Ofsted.

2. Young people on work placement

On occasion, over the duration of the two-week work placements it is likely that the pupil or pupils in pursuit of duties at Christ Church Youth & Community Centre will be subject to the direct support & supervision of the Centre Manager & Community Development Worker. In order that the terms and conditions of the Centre's **Child Protection Policy** are not compromised however, all steps that are reasonably practicable will be taken to ensure that:-

- pupils are always aware of other volunteers, staff and group leaders to whom they can turn if a problem with that support & supervision is encountered – either from Christ Church Youth & Community Centre.
- the Chairperson and/or Manager is aware of pupils' accommodation and the nature of their duties,



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

- the school and pupil's parents are aware of supervision arrangements that are to be used over the duration of any given period,
- one-to-one meetings never take place in enclosed spaces,
- the Centre's insurance company are advised of pupils' pursuit of work experience under our employer's liability policy,

3. Attendance.

MOST IMPORTANT. You should keep a proper record of attendance of members of your group, including staff and volunteers, visitors or other adults present during the times of the session.

4. Procedures if a allegation is made against a member of staff

1. The allegation will be taken seriously.
2. The member of staff will be suspended from work immediately without prejudice on report of the allegation on full pay.
3. The Child protection officer will be informed of the allegation immediately.
4. The basic facts of the allegation will be recorded and checked with any available records or registers.
5. The Child Protection Officer will inform the local authority child protection unit and /or the police and Ofsted.
6. Information will be shared with authorised local authority/police convened strategy group or investigation team.
7. Confidentiality will be maintained outside of the investigation framework by the organisation and its employees.
8. If the member of staff is found to have behaved inappropriately and / or criminally then disciplinary action will immediately follow.
9. If a member of staff is disciplined for a Child Protection issue and dismissed from employment the Disclosure and Barring Service (DBS) will be notified.

IN SUMMARY

- * The Youth and Community Centre accepts the principles for protecting children outlined in the Home Office's Safe from Harm Code of Practice and will seek to implement the best possible practice.
- * The highest standards will be maintained in all its contact with children and young people and adult volunteers will be given appropriate training and support.
- * The exploitation of any relationship for self-gratification will not be tolerated and allegations of the abuse of children will be taken seriously and the appropriate authorities informed.
- * The Youth and Community Centre has clear procedures for supporting and supervising all its work with children and young people.

CHILDREN if you have any complaints about your treatment here contact, Tel. 0800-1111.

CHILDLINE FREEPHONE NUMBER IS – 0800-1111

Reviewed by Sarah Nelson – October 2015



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852



CODE OF PRACTICE

Personal conduct when dealing with children and young people

Every attempt should be made not to spend prolonged periods alone with a child or young person.

If a situation occurs where you have to see a child or young person alone, e.g. responding to an immediate crisis, avoid all physical contact and if at all possible, use a location where others can see you. For subsequent interviews, ensure that someone else is in the building where the interview takes place. Always make a confidential record of all private interviews, etc., with young people marking date, time, place and duration of the meeting.

Under no circumstances allow an unrelated child or young person to spend the night in the same house as you if you are alone.

Never offer or give food, money or (alcoholic) drink to children or young people if you are alone. If you do give anything to a lone child or young person, always record the incident.

Never request a young person to come to your house when you are alone. All invitations, etc. should be in writing. Never request or agree to a child or young person working alone in or around your home at any time.

On no account, offer or give money, gifts or any other rewards to a child or young person privately.

All schemes, projects, work programmes, etc., should be organised through the appropriate body and supervised by authorised leaders.

If you come across a case of abuse or suspected abuse of a child, you should seek the guidance of the Child Protection Officer, Chairperson/Centre Manager on how to proceed before any other action is taken except in the case of dire emergency. In an emergency, always contact the Police or Social Services as soon as possible. Never attempt to solve the situation yourself as this may place the child or young person in danger.



2.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE SAFEGUARDING POLICY

Statement of Purpose

At Christ Church Youth and Community Centre, we are determined to ensure that all necessary steps are taken to protect children and young people from harm. The following policy establishes the organisations position, role and responsibilities and clarifies what is expected from everybody employed and involved in the delivery of services (core and extended services). It is the aim of this policy to support the 5 outcomes of the Every Child Matters strategy. As such, this policy promotes:

Being Healthy

- Ensuring that children are able to remain mentally and emotionally healthy.
- Supporting parents in keeping their children healthy.

Staying Safe

- Ensuring that children are safe from maltreatment, neglect, violence and sexual exploitation.
- Keeping children safe from accidental injury and death.
- Working with agencies to safeguard children in accordance with current government guidance.

Achieve & Enjoy

- Ensuring children are collected from school, encouraged to attend school regularly, arrive on time at the centre and are collected at the appropriate time.
- Encouraging parents to support their children's learning through play.

Making A Positive Contribution

- Encourage parents to support their children's social and emotional development.
- Children are supported in managing changes and responding to challenges in their lives.
- Ensuring that children choose to engage in law abiding and positive behaviour.

Achieve Economic Well-being

- Families are supported in maximizing their economic well-being.
- Parents enabled to access affordable childcare and break through the poverty barrier.
- Parents supported to receive Working Tax Credit

At Christ Church Youth and Community Centre we are committed to providing a caring, friendly and safe environment for all children, young people and families so they can play and learn in a happy and secure atmosphere. We believe every child should be able to participate in all activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at Christ Church Youth and Community Centre.

As an organisation, we recognise that child abuse can be an emotive subject and therefore it is important to understand the feelings involved and not to allow them to interfere with judgment about any action that needs to be taken. We recognise our responsibility to safeguard and promote the welfare of all children and



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

young people by protecting them from physical, sexual or emotional abuse, neglect and bullying.

As such, we will ensure that:

- The welfare of the child remains paramount.
- All children whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to be protected from harm.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff (paid/unpaid) working on our premises have a responsibility to report concerns to the designated staff, namely Tom Rich; Chairman, Kathy Bradley; Centre Manager, Sarah Holland; Childcare Manager, Jenny Harden; Child and Youth Manager.
- The vast majority of adults who work with children act professionally. However we recognize some individuals will actively seek employment or voluntary work with young people in order to harm them. All concerns regarding any individuals' practice should be reported to the designated staff.

Christ Church Youth and Community Centre has a range of supporting policies and procedures to accompany this document which have been developed in accordance with DfE and Local Authority guidelines. All policies have been ratified by the Centre's Management Committee and are regularly reviewed. These policies include our arrangements for the following areas:

- Single Central Record
- Child Protection procedures, as outlined in our Child Protection Policy
- Safe recruitment and selection processes (including criminal record bureau (CRB), List 99 and Overseas checks and Independent Safeguarding Authority (ISA) registration)
- Health and Safety policy and procedures
- Delivery of safeguarding as part of the provision of all play and learning activities
- Volunteers and visitors working in centre

PROVIDING A SAFE AND SUPPORTIVE ENVIRONMENT

1. Safer Recruitment and Selection

The organisation pays full regard to current DCSF guidance 'Safeguarding Children and Safer Recruitment in Education' Jan 2007. We ensure that all appropriate measures are applied in relation to everyone who works in the centre who is likely to be perceived by the children as a safe and trustworthy adult, including, volunteers and staff employed by contractors. Safer recruitment practice includes scrutinising applicants, verifying identity and academic or vocational qualifications, obtaining professional references, checking previous employment history and ensuring that a candidate has the health and physical capacity for the job. It also includes undertaking interviews and understands that anyone with an enhanced DBS will have been checked against the Children's List. Where applicable we check an applicant's right to work in England.

In line with statutory changes, underpinned by regulations, the following will apply:

a DBS Enhanced Disclosure is obtained for **all** appointments to our centre's workforce including volunteers, through staffing personnel and payroll, from October 2009 it is a criminal offence for employers to take on an individual in Independent Safeguarding Authority regulated activity whom they know to have been barred and/or not refer to the ISA details of anyone who is permanently



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

removed from regulated activity or who leaves while under investigation for allegedly causing harm or posing a risk of harm.

- This organisation is committed to keep an up to date single central record detailing a range of checks carried out on our staff. A copy is also held in the Centre office.
- All new appointments to our centre workforce who have lived outside the UK will be subject to additional checks as appropriate
- Our organisation ensures that supply staff have undergone the necessary checks and will be made aware of this policy
- Identity checks must be carried out on all appointments to our workforce before the appointment is made.

Tom Rich, Chairman and Josie Williams, Volunteer and Trustee, have undertaken the Children's Workforce Development Council's Safer Recruitment in Education Training (www.cwdcouncil.org.uk). One of the above will be involved in all staff and volunteer appointments and arrangements (including, where appropriate, contracted services).

2. Safe Practice

Our organisation will comply with the current Safe Practice guidance to be found in Sefton Safeguarding Procedures at www.sefton.gov.uk

Safe working practice ensures that all centre users are safe and that all staff:

- are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions;
- work in an open and transparent way;
- work with other colleagues where possible in situations open to question
- discuss and/or take advice from the centre's leadership team over any incident which may give rise to concern;
- record any incidents or decisions made;
- apply the same professional standards regardless of gender or sexuality;
- be aware of confidentiality policy
- are aware that breaches of the law and other professional guidelines could result in criminal or disciplinary action being taken against them.

3. Safeguarding Information for centre users

All children and young people at Christ Church Youth and Community Centre are aware of a number of staff who they can talk to. The organisation is committed to ensuring that children and young people are aware



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

of behaviour towards them that is not acceptable and how they can keep themselves safe. All centre users know that Tom Rich is responsible for child protection. We inform children and young people of whom they might talk to, both in and out of the centre, their right to be listened to and heard and what steps can be taken to protect them from harm. PSHE and Citizenship topics we cover to help children and young people learn how to keep safe include firework safety, personal safety, road and railway safety, crime and safe behaviour. In ICT all pupils learn about e-safety.

At Christ Church Youth and Community Centre we ensure that children and young people know who they can talk to outside of the centre and the following details are included in our centre publicity;

Childline 08001111

Children's Helpline 0151 7277622

NSPCC 01515474646

Bully Busters 08001696928

Young Persons Confidential Helpline 0800393168

Kidscape 08451205204

Christ Church Youth forums and peer support programme ensure children and young people are consulted and are listened to.

We make children and young people aware of these arrangements by displays in rooms, displays around the centre, safeguarding information on our website and detailed safeguarding information available from the office

4. Partnership with Parents

The centre shares a purpose with parents to educate and keep children safe from harm and to have their welfare promoted. Information is shared with parents on keeping children safe

We are committed to working with parents positively, openly and honestly. We ensure that all parents are treated with respect, dignity and courtesy. We respect parents' rights to privacy and confidentiality and will not share sensitive information unless we have permission or it is necessary to do so in order to protect a child.

Christ Church Youth and Community Centre will share with parents any concerns we may have about their child unless to do so may place a child at risk of harm.

We encourage parents to discuss any concerns they may have with Christ Church Youth and Community Centre.

We make parents aware of our policy in via our website and parents are made aware that they can view this policy in the Centre office on request.

Ofsted registration number, and contact numbers are displayed for the attention of parents.

E.Y.F.S. keyworker files are shared with parents.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

Open days for parents and prospective parents and children are arranged.
Parent and children's evaluations are encouraged.

5. Partnerships with others

Christ Church Youth and Community Centre recognises that it is essential to establish positive and effective working relationships with other agencies who are partners in the Sefton Safeguarding Children Board. We work closely with Sefton LA, Social Care, Police, Health, Bullybusters, Barnardo's, Police, Health, Local Authority, Childline, NSPCC, Parent Partnership, Sefton Integrated Services, O.F.S.T.E.D. There is a joint responsibility on all these agencies to share information to ensure the safeguarding of all children.

6. Training and Staff Induction

The Centre's designated Child Protection Officer undertakes basic child protection training and training in inter-agency working, and refresher training at 2 yearly intervals.

The Managers and all other Centre staff, including support staff, and volunteers undertake appropriate induction training to equip them to carry out their responsibilities for child protection effectively, which is kept up to date by refresher training once a year.

All staff (including temporary staff and volunteers) are provided with the centre's child protection policy and informed of the centre's child protection arrangements on induction.

7. Support, Advice and Guidance for Staff

Staff are supported by the centre's designated persons for Child Protection.

Advice is available from Sefton Duty & Assessment Team CP Unit and the Police Child Abuse Investigation Team.

8. Related Policies

Many policies now established in the centre cross refer to Safeguarding, some of them are referred to on the Safeguarding mind map. They can all be accessed on the intranet under S:Staff Handbook for all Staff and Volunteers. A list of associated policies is attached in the appendix 1.

'.....safeguarding covers more than the contribution made to child protection in relation to individual children. It also encompasses issues such as children's and young people's health and safety and bullying.....and a range of other issues, for example, arrangements for meeting the medical needs of childrenproviding first aid, centre security, drugs and substance misuse, positive behaviour etc. There may also be other safeguarding issues that are specific to the local area or population'

Safeguarding Children and Safer Recruitment in Education DfES 2007

A summary of safeguarding areas and the senior staff responsible for each area is attached. This document is updated regularly and shared with all staff.

Children Missing from Education

The centre follows Sefton LA procedures "Identifying and maintaining contact with children missing education ". Contact: Carole Blundell on 0151 9343181 carole.blundell@cs.sefton.gov.uk

Forced Marriages

A forced marriage can be a violation of Human Rights and it is seen in the UK as a form of domestic violence or child abuse. As an organisation it is very rare that we would come across an issue relating to Forced Marriages but as an organisation we would follow the appropriate guidance provided by the LA.



Confidentiality

The centre has regard to “Information Sharing: Practitioner’s guide” HM Government, 2006

www.ecm.gov.uk/deliveringservices/informationsharing

“Where there is a concern that the child may be suffering or is at risk of suffering significant harm, the child’s safety and welfare must be the overriding consideration. “

The centre should have a clear and explicit confidentiality policy.

The centre policy should indicate:

- a) When information must be shared with police and Social Care where the child/young person is / may be at risk of significant harm
- b) When the centre users and/or parent’s confidentiality must not be breached
- c) That information is shared on a need to know basis

9. Children and Young People Information

Our centre will endeavour to keep up to date and accurate information in order to keep children/young people safe and provide appropriate care for them the centre requires accurate and up to date information regarding:

- names and contact details of persons with whom the child normally lives
- names and contact details of all persons with parental responsibility (if different from above)
- emergency contact details (if different from above)
- details of any persons authorised to collect the child from the centre (if different from above)
- Any relevant court orders in place including those which affect any person’s access to the child (e.g. Residence Order, Contact Order, Care Order, Injunctions etc.)
- if the child is or has been on the Child Protection Register or subject to a care plan
- Name and contact detail of G.P.
- any other factors which may impact on the safety and welfare of the child

The centre will collate, store and agree access to this information via the centre registration form, completed by all upon registration at Christ Church Youth and Community Centre and updated annually via data collection form.

10. Roles and Responsibilities

Our Management Committee will ensure that:

- the centre has a child protection policy and procedures in place that are in accordance with local authority guidance and locally agreed inter-agency procedures, and the policy is made available to parents on request;
- the centre operates safe recruitment procedures and makes sure that all appropriate checks are carried out on staff and volunteers who work with children; and that any panel involved in the



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

recruitment of staff has at least one member who has undertaken the CWDC's or equivalent Safer Recruitment Training.

- the centre has procedures for dealing with allegations of abuse against staff and volunteers that comply with guidance from the local authority and locally agreed inter-agency procedures;
- a senior member of the centre's leadership team is designated to take lead responsibility for child protection issues, providing advice and support to other staff, liaising with the local authority and working with other agencies
- staff including the Chairman and Centre Manager undertake appropriate child protection training which is updated every year
- they remedy, without delay, any deficiencies or weaknesses regarding child protection arrangements;
- a management committee member is nominated to be responsible for liaising with the LA and /or partner agencies in the event of allegations of abuse being made against the Chairman / Centre Manager
- where services or activities are provided on the centre's premises by another body, the body concerned has appropriate policies and procedures in place in regard to safeguarding children and child protection and liaises with the centre on these matters where appropriate.
- they review their policies and procedures annually and provide information to the LA about them and about how the above duties have been discharged

Our Chairman / Centre Manager will ensure that:

- the policies and procedures adopted by the Management Committee are fully implemented, and followed by all staff and volunteers;
- sufficient resources and time are allocated to enable the designated persons and other staff to discharge their responsibilities including taking part in strategy discussions and other inter-agency meetings and contributing to the assessments of children.
- all staff and volunteers feel able to raise concerns about poor or unsafe practice in regard to children and young people, and such concerns are addressed sensitively and effectively in a timely manner in accordance with agreed whistle blowing policies.

Designated Member of staff with Responsibility for Child Protection will:

Referrals

- refer cases of suspected abuse or allegations to the relevant investigating agencies and liaise with other agencies
- act as a source of support , advice and expertise within the organisation;
- liaise with the Management Committee of any issues and ongoing investigations and ensure there is always cover for this role.

Training

- recognise how to identify signs of abuse and when it is appropriate to make a referral;



- have a working knowledge of how Sefton Safeguarding Children Board operate, the conduct of a child protection case conference and be able to attend and contribute to these and ongoing child protection plans
- ensure that all staff have access to and understand the centre's child protection policy;
- ensure that all staff have safeguarding training as part of their induction;
- keep detailed accurate secure written records of referrals; discussions with other agencies and/or concerns
- obtain access to resources and attend any relevant or refresher training courses at least every two years.

Raising Awareness

- ensure the child protection policy is updated and reviewed annually and work with the Management Committee regarding this;
- ensure parents are made aware of the child protection policy which alerts them to the fact that referrals may be made and the role of the organisation in this to avoid conflict later;

All staff and volunteers will:

- fully comply with the centre's policies and procedures
- attend appropriate training
- inform the designated person of any concerns

Staff, volunteers and Management committee members are all bound by a Code of Conduct as advised by the LA. Management committee and employees should all be aware that if at any time events at Christ Church Youth and Community Centre ever came to the attention of the media then absolutely no comment should be made to any of their representatives.



Procedure to follow in the event of an allegation being made against a member of staff

2.

3.

1

Allegation made against a member of this organisation

2

Person receiving the allegation writes down details from child / adult including:

When the alleged incident took place

Who was involved

What is alleged to have taken place

NB. Neither party should be interviewed further.

3

Written report of the allegation against a member of staff is immediately given to senior officer in organisation*

* **TOM RICH**

4

Senior person in organisation then assesses the nature of the allegation and if in doubt consults with the Local Authority Designated Officer (LADO) on (0151) 934 3114.

5

Decision made:

- 1) Further action
- 2) Internal review in organisation
- 3) No action required



4.

<p>BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE ARRIVALS POLICY</p>
--

Christ Church out of school club understands the importance of ensuring the safe arrival and hand over of children into the centre, this is why we have an arrivals policy in place to minimise the risk of danger to children.

- All children who are collected by the mini bus will be handed over by the mini bus escort to the staff member waiting to receive them at the centre.
- Children should not remove their seat belts until a member of staff asks them to. Only one row at a time should exit the mini bus when directed by the member of staff.
- The driver and the escort of the mini bus should refer to mini bus procedures when collect the children from their schools to maximise safety and accuracy.
- All children arriving at the out of school club should be welcomed and a register should be taken.
- The staff member taking the register should sign each child in with their full name, using the correct school register.
- When the mini bus returns the collection lists should be compared to the register to ensure complete accuracy is achieved. In the unlikely event that any errors have been made they will be discovered quickly and will be able to be dealt with immediately.
- Once children have been registered and this has been cross checked with the pickup list, the member of staff escorting them shall type in the code on the key pad to open the connecting door into the play area. On arrival the children should be asked to hang up their coats and place their lunch boxes and book bags in the boxes provided before taking part in any activities.
- Any new children should be welcomed in accordance with the 'new child policy and procedures.'
- If any errors have occurred the appropriate measures should be taken; i.e.: refer to 'missing child policy' etc.



5.

<p style="text-align: center;">BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE MINI BUS COLLECTION PROCEDURES</p>

- Make sure all the pick up lists have been faxed to schools.
- Make sure you take a copy of the collection lists for that day from admin officer.
- Ensure that there are no more than the capacity of the mini bus which is fifteen children being collected from each school. If there are make the necessary arrangements.
- Read list while on bus to formulise the names in your head
- Park bus and both member of staff will take the list into the school.

Bedford Primary and Cambridge Road Nursery Procedures:-

- A list is faxed over every day to Bedford school and Cambridge Road Nursery between 12noon and 1pm. Office staff will then send a copy around to teachers before the end of day so that they are aware of what children we are collecting each day.
- The Mini bus parks in the teachers car park, once parked a code will need to be entered to get in the gate, then the member of staff will have to buzz to be let into the school building.
- If there are any children from Cambridge Road Nursery then one member of staff will go over to the nursery and collect the child/ children from the nursery staff. The nursery has a photo of all staff so that they can check if unsure of whether the person works for CCYCC. Once collected the member of staff will guide the young people over to the meeting point in Bedford primary where the other member of staff will be waiting for them.
- Young people will either be collected from the reception classes by ASC staff or young people will meet at collection point which is between the infant class rooms. Juniors bring themselves once they are informed to leave by their classroom teacher. Infant children year 1 & 2 are brought by their teachers to staff at pick up point.
- Check off young people by calling out their names from the register and do a head count.
- When convinced all young people are present get all the young people to a line.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

- Then one of the members of staff go to the office and check off the children's names to ensure the office know exactly which children we have collected. Once this is done a copy of our list is handed into office. If two buses are required then the second escort will take the remaining children to sit quietly by the office while this happens.
- One member of staff should lead the young people out to the mini bus while the other follows at the rear of the line to make sure no young people are left behind.
- There is a key code on the gate; the member of staff should enter this code once ready to lead the young people onto the bus. The member of staff at the back of the line should make sure the gate is closed properly behind them.
- Once young people are on the bus another register should be taken as well as a head count to make sure all the young people are still with you.
- After this the escort should ensure that all the young people have their seat belts on before the bus sets off. This may require the member of staff to help the young people put their belts on or adjusting them so that they are comfortable and safe.
- The driver will then set off.
- When the mini bus returns to the centre all young people should remain on the bus until the escort has rung the bell for the centre door to be opened. They should also inform them how many young people there are.
- Children should not remove their seat belts until a member of staff has asked them to. Only one row at a time should exit the mini bus. This happens once the outside door to the hall is open.
- The register will be then taken into the centre; this should be compared to the pick up list to ensure all young people who are meant to be in our care are in the centre. (Refer to the Arrival Policy)
- Once all young people are accounted for then a member of staff will type in the code to the keypad to open the hall door and allow the young people to enter, removing their coats and bags and following the correct procedures for hanging them up.

St Monica's procedures:-

- A list is faxed over every day to St Monica's school between 12noon and 1pm.
- The Mini bus parks in the teacher's car park, the driver has to push a buzzer for the office staff to lift the barrier for access to the car park. Once parked the members of staff will get off the minibus and buzz to be let into the school building.
- The main collection point is by the office, the juniors make their own way there, one of the staff members waits at this point with a register. The other member of staff usually the escort goes to the infants to collect them from the teachers.



- The staff member will lead the infants back to the main collection point where a register is taken to ensure all the young people have been collected which are on the list.
- A copy of our pick up list will be given to the office once all young people have been checked off.
- The young people will be led to the minibus. One member of staff at the front of the line and one at the rear of the line.
- Once young people are on the bus another register should be taken as well as a head count to make sure all the young people are still with you.

- After this the escort should ensure that all the young people have their seat belts on before the bus sets off. This may require the member of staff to help the young people put their belts on or adjusting them so that they are comfortable and safe.
- The driver will then set off.
- When the mini bus returns to the centre all young people should remain on the bus until the escort has rung the bell for the centre door to be opened. They should also inform them how many young people there are.
- Children should not remove their seat belts until a member of staff has asked them to. Only one row at a time should exit the mini bus. This happens once the outside door to the hall is open.
- The register will be then taken into the centre; this should be compared to the pick up list to ensure all young people who are meant to be in our care are in the centre. (Refer to the Arrival Policy)
- Once all young people are accounted for then a member of staff will type in the code to the keypad to open the hall door and allow the young people to enter, removing their coats and bags and following the correct procedures for hanging them up.

Christ Church School Procedures:-

- A list is faxed over every day to Christ Church School between 12noon and 1pm.
- A member of staff will go over to the school at 3pm ready to get the young people ready for the bus arriving to pick them up.
- The member of staff will collect the infants from their class rooms, then go to the junior hall to collect the juniors before waiting in either the infant hall or parents room for the bus to collect them. This member of staff will ensure all the young people are ticked off the list and ready to go to ASC.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

- The Mini bus parks in Cornwall Road, by the main office. The minibus driver will go to the main office and be buzzed into the school to meet our member of staff who has already collected the children from their collection points.
- A copy of our pick up list will be given to the office once all young people have been checked off.
- The young people will be lead to the minibus. One member of staff at the front of the line and one at the rear of the line.
- Once young people are on the bus another register should be taken as well as a head count to make sure all the young people are still with you.
- After this the escort should ensure that all the young people have their seat belts on before the bus sets off. This may require the member of staff to help the young people put their belts on or adjusting them so that they are comfortable and safe.
- The driver will then set off.
- When the mini bus returns to the centre all young people should remain on the bus until the escort has rung the bell for the centre door to be opened. They should also inform them how many young people there are.
- Children should not remove their seat belts until a member of staff has asked them to. Only one row at a time should exit the mini bus. This happens once the outside door to the hall is open.
- The register will be then taken into the centre; this should be compared to the pick up list to ensure all young people who are meant to be in our care are in the centre. (Refer to the Arrival Policy)
- Once all young people are accounted for then a member of staff will type in the code to the keypad to open the hall door and allow the young people to enter, removing their coats and bags and following the correct procedures for hanging them up.

St Elizabeth's Primary School:-

- The member of staff will be dropped of at the Penny bridge, they will cut through to the school for 3pm
- At 3pm the member of staff will collect any nusery children before walking them through the reception and to the meeting point in the school library.
- The member of staff is required to sign in at the reception before entering the building.
- The member of staff will go to the library where the teachers will bring their children from their own classes who are to be picked up.
- A register will be taken.



- Once minibus arrives the member of staff will lead the children out of the school ensuring they sign out at reception on the way out. The reception should be informed of any changes to pick ups. (i.e: a child has already been picked up by a parent so is not there to go to ASC.)
- The young people will be lead to the minibus. One member of staff at the front of the line and one at the rear of the line.
- Once young people are on the bus another register should be taken as well as a head count to make sure all the young people are still with you.
- After this the escort should ensure that all the young people have their seat belts on before the bus sets off. This may require the member of staff to help the young people put their belts on or adjusting them so that they are comfortable and safe.
- The driver will then set off. Staff are to follow the same procedures as the other schools on arrival to the centre.

Lander Road Primary & Linacre Primary:-

- Unlike the other schools these school will get the young people ready for the staff.
- With the minibus a staff member will collect the young people from the office and get them onto the bus checking the register again.
- The escort will also check all young people's belts before the bus sets off.
- Same procedures will follow on arrival to the centre as the other schools.

What to do if a child turns up for the bus but isn't on collection list:

- Get parent/ carer to sign consent form on mini bus or give verbal permission over the phone.
- If a child has been told by parent/ carer that they can attend ASC but they are not present, phone the centre to check if the child is able to attend, only with consent from parent should the child go to the ASC. If the child is able to attend the ASC inform school before leaving.
- The childcare manager or the admin will check the book in sheet and if required will contact the young person's parent/carer for their permission.
- Ensure the school has a copy of the collection sheet with the amendments on them.
- All reasonable efforts must be taken to get consent before taking the child to ASC, remember that the child's safety is paramount.

What to do if a child isn't at school but is on the book in sheet:

- Inform school, they may do a check with Childs teacher.
- The school will then try and contact the child's parent/carer.



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

- THE SCHOOL HAS DUTY OF CARE STILL. If the child still isn't found it is their responsibility to follow their policy.
- Inform childcare manager and admin at centre of situation.
- If necessary record information on an Incident report.

What to do in the case of an emergency:

- Refer to the missing child policy.

5a.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE
PARENT/CARER CONSENT ON THE DAY OF PICK UP FROM
SCHOOL FOR THE MINI BUS.

I give permission for my child..... to be

Picked up by Christ Church Out of School Club on.....

Signed Parent/ Guardian:.....

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE
PARENT/CARER CONSENT ON THE DAY OF PICK UP FROM
SCHOOL FOR THE MINI BUS.

I give permission for my child..... to be

Picked up by Christ Church Out of School Club on.....



Signed Parent/ Guardian:.....

5b.

<p>BOOTLE CHRIST CHURCH YOUTH AND COMMUNITY CENTRE ASC LOG SHEET FOR PICK UP CHANGES</p>
--

Complete this form after any incident where a child/young person has not been collected from school but is on the pick up list or if a child/young person has been collected from school but has not been booked in by parents

After completion, this form must be passed to Childcare Manager or the Centre Manager

Name of child/young person.....

School attended.....

Date and time.....

Name of mini bus driver.....

Name of mini bus escort.....

Brief description; include times, who you informed within the school;



7.

<p>BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE DEPARTURE POLICY</p>

Christ Church out of school club understands the importance of ensuring the safe departure and hand over of children to their parents/carers this is why we have a departure policy in place to minimise the risk of danger to children.

- Only the childcare manager, ASC staff or the admin staff should be on the door to receive the parents/ carers. This helps to create a relationship between parent/ carers and the centre.
- Staff answering the door should be aware of which children are allowed to make their own way home. If they are unsure they should refer to the Childs registration form.
- No children under the age of eight years old should be allowed to walk home alone. All children under 8 should be collected by someone 18 years or over. Children over 8 can only be collected by an older sibling if the parent has stated this on their registration form.
- All parents/ carers have to ring the bell for access to the building.
- Staff should always refer to the camera before letting anyone enter the premises.
- Only a member of staff should open the outside door. Poster to be displayed informing people of this.
- Parents/Carers should not be allowed access to the hall or other areas of centre unless they are accompanied by a member of staff.
- The member of staff who is on the door will use the radio or call either of the centre mobiles to contact the member of staff in the appropriate age group to ask for a child. This will happen only if they are happy that the correct person is collecting the young person. If they are unsure they will ask for the childcare manager to confirm the person's identity. The member of staff bringing them down will help the young person to collect their possessions. The member of staff will buzz the young person out of the hall. Only staff should use this buzzer.
- It is the responsibility of parents/ carers to inform Christ Church out of school club if someone different from normal is collecting their child. Staff should not let a child go with someone different



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

unless they have been informed in advance. If unsure the childcare manager/ admin staff should phone the contact numbers on the Childs registration form.

- A parent/ carer should make up a code word and only tell the childcare manager and or the admin staff of this word. They should also inform the person collecting the child, this ensures maximum safety. The member of staff on the door should then ask the person collecting the child for the code, if there is any doubt contact the parent. **DO NOT ASK FOR THE CHILD UNTIL YOU ARE SURE THE PERSON IS SAFE TO COLLECT THE CHILD.**
- All children leaving the centre should be signed out with the time of departure by the member of ASC staff or the admin.
- If a parent/ carer are late picking up their child, then the childcare manager or ASC staff should refer to the 'uncollected child policy.'

8a.

<p align="center">BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE CODES OF BEHAVIOUR FOR YOUNG PEOPLE</p>

Discipline Procedures

“Young people seem to learn best how to control their own behaviour if workers explain what they have done wrong, what led up to misdeed or what the consequences of the misdeed were for the young person and others.”

STAFF WILL ALWAYS CHALLENGE NON ACCEPTABLE BEHAVIOUR AND LANGUAGE.

Christ Church out of school club encourages young people to take responsibility for their own behaviour.

Methods of doing this are:-

- By use of the FOUR promises (Kind Hands, Kind Feet, Kind Mouth and Be Friends)
- Encourage young people through group discussions within circle time or on an individual basis.
- By praise and reinforcing good behaviour and explaining why certain forms of behaviour are unacceptable.
- Positive posters encouraging good behaviour, using a support medium such as Boardmaker.

Persistent or severe incidents of unacceptable behaviour are dealt with in the following way:-

1. Recorded and witnessed on an incident form and filed within the incident file.
2. Report the incident to the Childcare Manager, resulting in one to one discussions with the young person/ people involved or group discussions during circle time of what is acceptable behaviour i.e.: Could use examples and get young people to decide what they think acceptable behaviour is.

If unacceptable behaviour continues:-

1. Report this to the Childcare Manager and more one to one to take place.
2. Parents/ Carers brought in to discuss behaviour; the Childcare Manager will work with the parent/carer as well as the young person to work out a suitable method of monitoring and helping the young person to improve their behaviour. i.e.: reward chards, behavioural book, and behaviour contract.



3. Suspension from club.
4. Exclusion from club.

In circumstances where a young person's behaviour is a threat to Health & Safety it may be appropriate to go straight to stage 3.

8b.

<p style="text-align: center;">BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE BEHAVIOUR MANAGEMENT GUIDANCE FOR STAFF</p>
--

Christ Church out of school club aims to offer a quality service for parents and young people. We recognise the need to set reasonable and appropriate limits to help manage the behaviour of young people in our care.

We do not and will not administer physical punishment or any form of punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any young person in our care.

Hitting and hurting are unacceptable within our club.

We endorse positive discipline as a more effective way of setting limits for young people.

Positive discipline means:

- **Rewarding good behaviour** because rewards are constructive, they encourage further effort. Punishment is destructive – it humiliates young people and makes them feel powerless.
- **Encouraging self discipline and respect** because young people need to grow into people who behave well even when there's no one to tell them what to do.
- **Setting realistic limits according to age stage and development** because as young people grow and develop, our expectations change.
- **Setting a good example** because young people take more notice of how we are and what we do than what we say.
- **Encouragement, not orders and instructions** because 'Do as you're told' teaches nothing for next time. Positive discipline means explaining why.
- **Being consistent – saying no and meaning no** because young people need to know where they stand and it helps if they know that we mean what we say.
- **Praise, appreciation and attention** because when young people are used to getting attention with good behaviour they won't need to seek it by misbehaving.
- **Building young people's self esteem** shaming, scolding, hurting and humiliating young people can lead to even worse behaviour. Attention, approval and praise build self esteem, and a young person who feels valued is likely to behave well.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

By providing a happy, well managed environment, the young people in our care will be encouraged to develop social skills to help them be accepted and welcome in society as they grow up.

8c.

<p style="text-align: center;">BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE BULLYING POLICY</p>
--

Christ church youth & community centre does not condone any form of bullying whether it is physical or psychological. Bullying can happen between two adult as well as two children. In some circumstances an adult could bully a young person or a young person bully an adult.

Effects of bullying

The effects of bullying can lead to children, young people or adults:

- becoming depressed - they actually become ill
- experience low self esteem
- becoming shy and withdrawn
- experiencing physical complaints, like constant stomach aches and headaches, which are brought on by stress
- Feeling so anxious that they truant from school/ work. Adults may get signed off from work by a doctor for work related stress.
- In worse cases bullying has resulted in the person taking their life as they feel they are unable to deal with it anymore.

Ways you can help

- Inform a member of staff if you or someone you know is being bullied.
- Treat others how you would like to be treated.
- Staff can include session to help inform young people of the effects of bullying and why it is so harmful.

Reviewed by Sarah Nelson – October 2015



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

- Staff or user forum could set up a buddy system to help support young people who maybe vulnerable to potential bullying. This could build up the persons self-esteem.

Generally a quick response can stop small incidents from escalating into a large one. An hopefully try to prevent further acts of bullying in the future. Remember bullying can happen to anyone through lots of different Medias.

9.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE INCIDENT REPORT
--

Complete this form after any incident where a child/young person has been put at risk by the behaviour of another person

After completion, this form must be passed to Chairman/Centre Manager

Name of child/young person:

Address of child/young person:
.....

Date and time of the incident:

Brief description of the incident (include location):

Name/s of witness/s:

.....

.....



Describe any injuries sustained by the child/young person:

Indicate action taken, including any of the emergency or statutory services contacted:

Signed:

Date & time:

Name: (block letters)

Position held:

10.

<p style="text-align: center;">BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE FIRE AND EMERGENCY PROCEDURES: INDUCTION FOR STAFF/ VOLUNTEERS</p>

The centre Management committee are responsible for ensuring that all staff and volunteers are fully aware of the Fire and Emergency Procedures for the Centre.

Accordingly, as soon as possible on their first day in post they should be conducted over the whole of the premises and instructed in basic fire precaution measures, e.g.

- What to do on discovery of or suspicion of fire.
- How to operate the alarm.
- Run through the fire procedure notice with them.

During the tour they should be shown:

1. Location of fire alarm points.
2. Means of escape routes from different parts of the building.
3. Final exits (front and rear doors)
4. Location of the three assembly points.
5. Location of the fire extinguishers. Discuss the various types of extinguishers and classes of fires on which they can be used.

Run through Fire drill procedures. Training in fire precaution will be given at suitable and regular intervals.

The Line managers and Childcare Manager should be responsible for maintaining a current up-to-date record of all staff and volunteers (daily). This must be done immediately when a member of staff leaves and returns during a working day. (Staff signing in/ out book) They should also have the responsibility of checking all children and staff are present at the assembly point should a fire alarm sound. All outcomes should be recorded and reported back to the Centre Manager.

Staff/ volunteers should ensure they sign in and out in the staff book located in the main office.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

Staff / Volunteers also have the responsibility of ensuring all visitors sign in and out in the visitor book when entering or leaving the centre. If the alarm sounds when a visitor is in the building the member of staff who is with them should direct them to the nearest fire exit and assembly point.

SUPPLEMENTARY HEATING

Supplementary heating must be brought into, and used on the premises with the express permission of the Centre Manager.

11.

<p style="text-align: center;">BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE FIRE AND EMERGENCY PROCEDURES FIRE DRILL</p>
--

This is a standard fire drill. Please familiarise yourself with it.

Familiarise yourself with fire exits, extinguishers and fire buttons.

Keep fire exits clear at all times.

In the event of a fire or an evacuation of the building carry out the following procedure:-

1. Isolate the fire by closing doors.
2. Inform other staff by sounding the fire alarm.
3. Childcare Manager should telephone the fire brigade immediately.
4. Children's Workers and young people evacuate at the nearest exit and meet at the assembly point.
5. Designated Children's Worker takes the register with them to the assembly point.
6. The after School Club Childcare Manager should check the building has been evacuated if it is safe to do so. (Can use centre mobiles to contact other staff if not safe.)
7. Children's Workers should take the register and a head count to check everyone is accounted for. They should also supervise the young people encouraging them to stay calm.
8. The fire Brigade should be informed immediately of any missing young people, staff and visitors.
9. Remain outside the building until told it is safe to re-enter.



12.

<p>BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE MISSING CHILD POLICY</p>

Christ Church out of school club understand the importance of safeguarding children, this is why there are clear procedures for the staff to follow when dealing with a missing children incident.

Procedures within the centre:

- Radio other members of staff to see if they have seen the missing child.
- Inform the childcare manager that a child is missing.
- Conduct a full search of the building and the immediate vicinity.
- The childcare manager should inform the parents/ carer of the child being missing, if appropriate someone should drive to the parents/ carer's house to see or find the young person.
- If the child has not been found following a complete search of the building inform the police immediately.
- Inform Ofsted of the incident.
- Update both police and parent/carer with any changes to situation.
- Record all information in an incident report and put in any necessary measures to prevent it from occurring again.

Procedures for dealing with a missing child from the transition between school and minibus and minibus and centre:

- Conduct a full search of the immediate vicinity.



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

- Inform the school. (Only if between school and minibus)
- Contact a manager in the centre.
- Contact the child parents to ensure they haven't just walked home.
- If the child has not been found following a complete search inform the police immediately.
- Inform Ofsted of the incident.
- Update police, parent/carer and school with any changes to situation.
- Return to centre with the remaining children.
- Record all information in an incident report and put in any necessary measures to prevent it from occurring again.

13.

<p style="text-align: center;">BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE UNCOLLECTED CHILD POLICY</p>

Christ Church out of school club understands the importance of child safety and our responsibility to ensure all children are collected from our centre. To ensure that the risk is minimised we have a set policy for staff to follow when a child is not collected.

- All children who attend the out of schools club should be collected from our centre by 6pm; this may vary during holiday time.
- Two members of staff should wait with the child. While the childcare manager, an ASC staff member or the admin staff will look up child's registration form to try and contact the parents/ carers, this will depend on who is manning the door.
- If a contact with the child parents/ carers have not established within 15 minutes of the closing time or the parents/ carers have not contacted us to say why they have been delayed then the company will follow these procedures.
- A childcare manager will phone the customer care access team (0151 934 4657 or 08451 400 845) for advise.
- Dependent on the advice received they may phone the police.
- While the child remains in the centres care two members of staff will stay with the child on the premise. Under no circumstances should they leave the centre with the child.
- Inform Ofsted of the situation 0330 123 1231 (Centre Registration Number: EY347566)
- Follow up action may be required depending on the outcome.
- All information should be recorded, including times, the action taken and the results. This should then be signed and dated by the Childcare manager and the supporting ASC staff member.



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852



17.

RISK ASSESSMENT FORM

Form RA2

Use this form to record details of individual risk assessments. Use it in conjunction with the guidance found in the Management of Risk Booklet.

Risk Assessment Number;		Date Of Assessment;				
Task / Work Activity / Work Area Assessed;		People Involved In Making This Assessment;				
Supplementary Checklist Used In Respect Of;						
New And Expectant Mothers <input type="checkbox"/> Fire safety <input type="checkbox"/> Young Persons <input type="checkbox"/> Substances Hazardous To Health <input type="checkbox"/> Display Screens <input type="checkbox"/> Manual Handling <input type="checkbox"/>						
1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4		6. Work Completed
<i>*Employees * Public * Children * Young Persons * Other vulnerable people*</i> <i>Delete inappropriate entries. Add any affected people not listed.</i>				Allocated to	For	Date And Signature
	<p align="center"><i>Now turn over to complete boxes 7, 8 and 9 or to continue your assessment.</i></p>					



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

1. Persons Affected By The Activity	2. What Hazards Have Been Identified?	3. Control Measures Already In Place	4. Further Control Measures Identified As Necessary	5. Action on measures listed in Col. 4 Allocated to (Name) For completion by (Date)		6. Work Completed Date And Signature
<p>* Employees * Contractors * Public * New & Expectant Mothers * Children * Young Persons * Other vulnerable people*</p> <p>Delete inappropriate entries. Add any affected people not listed.</p>						
<p>7. People allocated actions in col. 4 and target dates approved by Manager / Supervisor; Name; Signature; Date;</p>		<p>8. Details Of Further Control Measures Required (Column 4) transferred to the Control Measures Action Record: YES / NO On Date:</p>				
		<p>9. Risk Assessment Reviewed. Date and initials of Reviewer;</p>				



BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE
HEALTH & SAFETY DAILY CHECK LIST

Date..... **Name** **Before/After**

<p>Art Room</p> <p>Fire exits clear Equipment put away Tables cleared Floor brushed/mopped Any damages Lights off Comments</p> <p>Room 9/Computer Room</p> <p>Fire exits clear All mice accounted for Floor cleared Any damages Windows locked Lights off Comments</p> <p>Room 10</p> <p>Fire exits clear Equipment put away Furniture put back in place Floor cleared Any damages Lights off Comments</p> <p>Pool Room</p> <p>Fire exits clear Tables checked for damage Balls/Cues/Triangles put away Floor cleared Any damages Lights off Comments</p> <p>Top Floor Kitchen</p> <p>Fire exits clear Equipment put away Sinks clear/Dishes washed Floor cleared Any damages Lights off Comments</p> <p>Girls/Boys Toilets/Middle Floor</p> <p>Any damages Lights off Comments</p>	<p>Room 5/Computers</p> <p>Fire exits clear All mice accounted for Floor cleared Files put away Any damages Windows locked Lights off Comments</p> <p>Room 6</p> <p>Fire exits clear Floor cleared Equipment put away Files put away Any damages Windows locked Lights off Comments</p> <p>Middle Floor Kitchen</p> <p>Fire exits clear Equipment put away Sinks clear/Dishes washed Floor cleared Any damages Windows locked Lights off Comments</p> <p>Under stairs Toilet</p> <p>Any damages Lights off Comments</p> <p>Ground Floor Office</p> <p>Fire exits clear Floor cleared Equipment put away Files put away Any damages Windows locked Lights off Comments</p> <p>Link way Toilet</p> <p>Any damages Lights off Comments</p> <p>Hall Toilets/Girls/Boys/Disabled</p> <p>Any damages Lights off Comments</p>	<p>Room 2</p> <p>Fire exits clear Floor cleared Equipment put away Furniture put in place Any damages Windows locked Lights off Comments</p> <p>Room 3</p> <p>Fire exits clear Floor cleared Equipment put away Furniture put in place Any damages Windows locked Lights off Comments</p> <p>Large Kitchen</p> <p>Fire exits clear Equipment put away Sinks clear/Dishes washed Floor cleared Any damages Windows locked Lights off Comments</p> <p>Hall</p> <p>Fire exits clear Equipment put away Floor cleared Any damages Windows locked Lights off Comments</p> <p>Hall Kitchen</p> <p>Fire exits clear Equipment put away Sinks clear/Dishes washed Floor cleared Any damages Lights off Comments</p> <p>Outside Play Area</p> <p>Equipment put away Bark chippings raked Hazards Removed Comments</p>
---	---	--



BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE ACCEPTABLE USE POLICY

Christ Church Out of Schools Club understands the importance of ensuring safety when using Information and Communication technology (ICT). Christ Church Out of Schools Club recognises that ICT can be a very important and useful tool in helping to support children's learning and development which will help to prepare them for the 'real' world.

ICT encompasses a wide range of media applications and connecting methods, which are continually changing and advancing. These include:

- Computers & Laptops, Wireless and broadband connection.
- Mobile Phones with Internet access, Bluetooth, Cameras, Videos, WiFi, BBM and MSM's.
- Games Consoles- Online gaming such as PSPs, Wii and X-Box, many of these can interconnect with other devices.
- Video broadcasting and Music downloading
- Digital Cameras
- Whiteboards (An interactive whiteboard (IWB), is a large [interactive](#) display that connects to a [computer](#) and [projector](#).)
- Ipods

It is important for young people to be empowered with knowledge and skills so that they can keep themselves safe whenever they use technology both in the centre and within their daily lives. Ways in which this can be achieved is through planned interactive sessions with our staff which will equip the young people to recognise potential dangers of each technology.

The Acceptable Use Policy (AUP) will aim to:

- Safeguard Children and young people by promoting appropriate use of information and communication technology.
- Outline the control measures of how we will ensure safe use of ICT.
- Highlight potential risks.

Internet Access

- Children and Young people must be supervised at all times while using the internet.
- Internet Access should be included on the daily plans.
- The Designated Safe Guarding Officer Should Know about all sessions which will use internet access and what the aim of the session is.
- All Staff should be made aware of risks to young people when using the search engines as information deemed as inappropriate may appear when some information is searched for.
- Any website or information which is found to be inappropriate should be reported immediately to the Designated Safeguarding Officer.
- All young people, service users from the community group , staff and volunteers should have their own access codes so that internet access can be monitored regularly.
- All miss use of the internet will be investigated and reported to the relevant bodies if deemed necessary.
- Any young people using the internet inappropriately may be prevented for further use in the future.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

- Networking Sites such as facebook should not be used by any young people under the age of 13.
- Website such as 'you tube' should only be used in specific sessions, i.e.: playing a song for singing and dancing sessions.

Mobile Phones

Mobile Phone technology has become more sophisticated over recent years and will continue to evolve. Wireless connections in particular are to extend the capabilities of mobile phones further; which allow access to content and services, such as internet, social networking sites and instant messaging. Many mobile phones offer cameras, video and audio recording as standard.

Although mobile phones can provide security and reassurance due to the speed of communication it is important for us to recognise the associated risks as with any forms of technology. It is our job to ensure that young people, service users from the community group and all staff and volunteers understand the risks to help them keep themselves and others safe when using this technology.

The use of mobile phone by all users should be limited to specific times and areas with the centre. Under no circumstances should images, videos or audio recording to be made on a mobile phone without permission from the Designated Safeguarding Officer.

Procedures

- Staff must not use their own personal phones for contacting children, parents and carers or other service users.
- Staff should be encouraged to leave their personal mobile phones in the locked offices, where a staff member needs to carry their mobile on them, they should seek permission from the Designated Safe Guarding Officer.
- Young people should be encouraged NOT to bring mobile phones with them, as they are able to contact their parents should they need to from the main offices. Any young people who insist on bringing their mobile phones with them will be asked to leave them in the office this is to stop them from being used in our mobile free areas. Young people will be allowed some access during the session this will be through permission from the members of staff running the session.
- Other Service Users from the Community groups, Visitors and Parents/ Carers should be informed of the Centres policy and the areas where they can and can't use their mobile phones.

Work Mobiles

- Work Mobiles are an effective communication tool enabling text and calls to be made and received.
- It is an essential part of the emergency toolkit which can be taken on the school pickups, trips and or residential.
- Work Mobiles can be used as a backup should landlines be unavailable, or where contact needs to be made outside of operational hours.
- Work Mobiles should NOT be used for personal use.
- Work mobile cameras should NOT be used; it is the responsibility of the managers to regularly check these phones.
- Work Mobiles should only be used outside the centre for work use such as School Pickups, Trips and Residential.
- Under NO circumstances should staff take the work phones home.
- It is the staff's responsibility to keep these mobiles charged.
- Work Mobiles should be turned off after use and returned to the lockable draw in the office.



Driving

- Staff who are required to drive the minibuses should turn off any work or personal mobile while driving. Hands free use is also NOT allowed.
- Under NO circumstances when driving on behalf of the centre should staff make or take a call, text or use any other function on a phone.
- Any Staff or Volunteer who is found to ignore these procedures will be disciplined following our disciplinary procedures.

Emergency Contact

It is recognised that mobile phones provide direct contact to others, and will often provide reassurance due to ease access, particularly in emergencies. Therefore agreed acceptable use of mobile phones is promoted. However it is the responsibility of staff to report any use of mobiles in this circumstance as soon as possible. It is the responsibility of the Designated Safeguarding Officer to monitor use. The landline must remain operable, unless due to unforeseen circumstances. This will ensure that the landline is available for emergency/ urgent contact at all times.

Misuse of Mobile Phones

- It is the responsibility of all staff and volunteers to report ANY misuse of mobile phones. Refer to our Whistle Blowing Policy.
- Any Misuse may result in disciplinary or being referred to the relevant agencies depending on severity.

Games Consoles

- All use of games consoles should be monitored by staff and volunteers.
- Games console should only be used at specific days and times which should be included on the daily plans. Permission should be sort for any additional use from the Designated Safe Guarding Officer before the session can take place.
- Internet should not be used in conjunction with the centres games consoles.
- Any young people using DS should be monitored and made aware of the rules.

Video Broad Casting and Music Downloads

- See Internet & Camera and Image Policy.

Camera and Image Policy

- Signed consent should be requested from the Parent or Carer for taking photos and recording videos. (Included on the Registration Forms)
- The consent will cover the taking of images for general purposes, such as documentation of a child learning, i.e.: keywork files and Awards, Flyers advertising the centre and our centres website.
- All Registration forms are to be renewed annually.
- If Consent is not received then NO images can be taken of a child.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

- The Parent/Carer has the right to withdraw consent at any point throughout the year. If this happens all images and video footage should be removed, shredded or deleted of the system.
- Additional consent should be received for any photos which are to be taken by outside organisations such as newspapers.
- All outside photographers should be CRB checked and accompanied by a member of staff in accordance with our vaster policy.
- All staff should follow the Data Protection Act when taking and storing images.
- All photos and videos should be regularly reviewed and deleted, shredded or given to parents/carers if of individual child.
- The Designated Safeguarding Officer has the right to refuse anyone access to camera or video cameras.
- All Electronic equipment should be kept in a safe place when not in use, which is in one of the locked offices
- The cameras should be downloaded on a regular basis in order to be reviewed and to minimise risk of other people accessing photos should the camera be lost or stolen.
- Any Lost or Stolen equipment should be reported immediately.
- Staff and Volunteers should ONLY use the centres cameras or recording devises for centre use.
- Under NO circumstances should any of this equipment be taken home. All equipment should stay in centre unless prior arranged for a trip or residential.
- Photos should only be taken when children are in full and suitable dress. Under NO circumstances must any be taken while the children are changing and especially not in sensitive area in the centre such as toilets.
- Children must NOT be forced into having their photo taken if they are uncomfortable with it. A child's rights not to be photographed must be respected.
- The taking of photographs with an adult on a one to one basis should be avoided wherever possible, unless there is an agreed specific reason for doing so, i.e.: for their keywork files.
- Staff and Volunteers have a duty to report any concerns relating to potential misuse. Clear whistle-blowing procedures are to be followed.



1.

Helping Children to make a Positive Contribution

<p>BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE PARENTAL/ CARER INVOLVEMENT POLICY</p>

We at Christ Church Youth & Community Centre value the support of all sections of the community. This policies aim is to give guidelines to staff of why and how we should liaise with one section of the community and that is parents/carers.

- All parents/ carers have something to offer, experience! Staff should listen to their ideas and their views should be considered a benefit to our service.
- Parents/ carers should feel comfortable with the place they are leaving their children. They should feel safe in the knowledge that the best possible care and attention is available to each and every young person.
- Encourage parents/ carers to view our setting and become more involved in the centre and what we provide, i.e.: Becoming a member of the 'User Forum'.
- Remember nobody knows that young person better than the parents/ carers.
- Each day try to mention something personal to the parent/ carer about the young person this will encourage a stronger relationship with the parent/ carer and the young person. Any children who have key workers; it is the key workers responsibility to complete the parent/carer contact form for EYFS.
- If you have to mention anything negative try to end the conversation with something positive.
- A parent/ carer should only be informed about a young person's behaviour if the correct procedures have been followed through, i.e.: 3 warnings given and an incident report completed.
- Do not discuss young people other than that of the parent/ carer and under NO circumstances take part in gossip about other young people or parents.
- Ensure that parents know that all the policies and procedures of the centre are available for their viewing.
- Ask parents/ carer to complete evaluations to gain their views on our facility. Review all suggestions and make improvements were needed to service.
- Ask parents to put a comment on their child's observation sheets for their file.
- Hold open days to give parents/ carers a chance to view the centre, talk with staff and look at children's artwork and photos.



Bootle Christ Church Youth & Community Centre
Charity Number: 1147852

- Make parents/ carers aware of any information through letters, parents notice board and news letters.

2. Christ Church Youth and Community Centre PC.....

Parental Consent to participate in activities supported and delivered by
Christ Church Youth and Community Centre

Project:- Bootle Way After School Club Splash Alternative Curriculum
Lifestyles Bridge Fun for Tots Community Education Reached

Members Name..... Date of Birth.....

Address..... Post Code.....
.....

School your child attends Start date in Centre.....

Name of Parent or other legal guardian, and anyone else who has legal contact

Relationship Relationship.....

Name Name

Address..... Address

.....

Contact Tel Number Contact Tel Number

Please give a another contact name and Tel number in case of emergency.
Name Contact Tel Number

Please note it is crucial we are able to contact one of these two numbers in the event of an emergency.

Name of Doctor..... Tel Number

Address Postcode

In the event of unacceptable behaviour, where the young person is a risk to themselves or others, the parent/carer will be expected to collect the young person they are responsible for.

I hereby agree to indemnify and keep indemnified Christ Church Youth and Community Centre, NRF, Sefton M.B.C., Sefton Borough Partnership, W.N.F. Greater Merseyside Connexions, their officers, servants, agents, contractors and sub-contractors from and against all claim or action losses, damages, costs and expenses which may be brought against, incurred or suffered by Christ Church Youth and Community Centre other than those arising from negligent acts of Christ Church Youth and Community Centre or aforesaid person, arising directly or indirectly out of this arrangement except in so far as this cannot be required under the provision of the Unfair Contract Terms Act 1977

I acknowledge and accept that in so far as the law allows, the organisation providing the facilities their agents or employees shall have no liability whatsoever in respect of any personal injury, loss or damage occurring whilst in attendance at any of the activities organised with the programme.

I understand that in order for my child to participate in this programme certain information will be held and may be shared with other agencies if relevant and deemed to be in my child's best interests



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

Information may also be shared where there is a legal obligation to do so. Early Years Foundation Stage partners for example.

I confirm that I am the parent/carer of the above named person and consent him/her taking part in the activities provided. I understand that he/she will be under the supervision of the staff, workers and/ or other persons approved by the scheme and that all reasonable care will be taken at all times.

Signed.....Parent/ LegalGuardian (or Member over 18)

Date.....

Name of Member / Child

PC.....

1. The Disability Discrimination Act 1995 defines a disabled person as anyone who has or has had a physical or mental impairment which has a substantial and long-term effect on their ability to carry out normal day-to-day activities. Taking this definition into consideration do you consider him/her have a disability or adaptations? If yes, please indicate the nature of the disability and describe any equipment or adaptations that your child may need to enable them to participate fully in activities	Yes/No
2. I am satisfied that he/she is in good health and this his/her health is adequate to cope with the activities	Yes/No
3. If he/ she has any medical conditions that may need to be taken into account, please give details	Yes/No
4. Is he/she receiving medication for an illness or condition? If so what	Yes/No
5. In the unlikely event of an accident occurring, I give my permission to a Scheme Representative to authorise emergency medical treatment, including use of anaesthetic, if deemed necessary	Yes/No
6. What is your child's blood group?	
7. Any allergies? (e.g. Penicillin/ nuts)	
8. Special dietary needs	
9. Any other information you think we should be aware of?	
10. Can he / she have their face painted?	Yes/No
11. Do you give permission for your child to be picked up on the minibus from their school if applicable?	Yes/No
12. If this section is NO your son/daughter will be kept at the centre until they are collected. I give permission for my child to make their own way home. (Only applicable to age 8+)	Yes/No
13. We often use photographs or videos to promote the work we do and these may feature you or your child. I give permission for you to use photographs of me or my child.	Yes/No
14. In the case of Early Years legal obligation we need your permission to contact other Early Years providers	Yes/No
15. In the event that your child is going to be playing in the outdoors and you may not have provided a sun blocker. Do you give permission for Nivea Sun Children's sun lotion factor 50 + sun blocker to be made available for their use by the Centre..	Yes/No

Signature of Parent / Legal Guardian (or Member over 18): _____

Date: _____

In order for your child to participate in any project, it is essential that you complete and return this form to the person below, supplying relevant information and your consent as a Parent / Legal Guardian:

This form is to be returned to:

Christ Church Youth and Community Centre



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

0151 525 2565



8, Oxford Road, Bootle
L20 9HW

(LEAVING DATE..... office use only)

3.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE SOCIAL INCLUSION POLICY

Christ Church Youth and Community Centre recognises that in society; groups and individuals have been and continue to be excluded. Christ Church Youth and Community Centre is committed to striving for equality of opportunities for all irrespective of age, religion, race, disability, gender, health related reasons or membership of any minority group. Christ Church Youth and Community Centre is committed to the principles of equal opportunities. Refer to Equal Opportunities Policy.

The aim of our social inclusion is to provide vulnerable children, young people and adults with the opportunity to access and experience the same variety of resources and opportunities available in their own community that others enjoy.

Christ Church Youth and Community Centre are committed to a continuous programme of action to make this policy effective.

Employees are responsible for ensuring that:

- They follow the Equal Opportunity Policy.
- That all the ramps are kept clear and remain accessible. Any specialise equipment is kept in good working order and reported to Health & Safety Officer if there is a fault.
- There are activities available for all ages.
- Styles, methods, language, questioning and centre management includes and engages everyone who uses the centre.
- Suitable resources are chosen which motivate and are sensitive to different groups, cultures and backgrounds
- The environment is welcoming- Inclusive posters, positive imagery and use of boardmaker.
- Sessions include different religions and races, this may be as a cookery session, i.e.: Foods from around the world or in the form of reading books, jigsaws etc.
- Stereotypes and what are thought to be stereotypical activities are effectively challenged.
- They are aware of possible cultural assumptions and bias within their own attitudes.
- Help and Advice is available for those who need support in filling out our registration forms etc.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

- They refer to the information collected on our registration forms about special dietary needs, ensuring that an alternative is available if required.
- All service users know that their opinion is important and how they can share their views, i.e.: Users forum, face to face, through group discussions, evaluations and our complaints procedure.

4.

BOOTLE CHRIST CHURCH YOUTH & COMMUNITY CENTRE EQUAL OPPORTUNITIES POLICY

Christ Church Youth & Community Centre recognises the importance of equal opportunities for everyone who uses our service. This ensures everyone can be involved and has the opportunity to fulfil their potential. We protect against anyone from experiencing discrimination on the basis of the following characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnerships
- Pregnancy and maternity
- Race, this includes ethnic and national origins, colour and nationality
- Religion or belief or lack thereof
- Sex
- Sexual orientation
- Carer status

STATEMENT OF POLICY FOR SERVICE USERS (including young people, adults and parents/carers)

Christ Church Youth & Community Centre recognise that discrimination is unacceptable; any circumstances where someone is wrongfully discriminated against will be challenged. This includes any discrimination from service users towards staff. Volunteers or visitors.

It will be the responsibility for all staff to monitor this and ensure that people are fairly treated, any incident where this doesn't happen it should be recorded and reported to the line manager.

STATEMENT OF POLICY FOR EMPLOYEES (Paid & Voluntary)



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

Christ Church Youth & Community Centre recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability.

We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.

We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

RECRUITMENT AND SELECTION

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

Selection decisions will not be influenced by any perceived prejudices of other staff.

TRAINING AND PROMOTION

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

All promotion will be in line with this policy.

MONITORING

We will maintain and review the employment records of all employees in order to monitor the progress of this policy.

Monitoring may involve:-

the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;

the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and

recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

Equal Opportunities (Young People) Procedure

Employees are responsible for ensuring that:

- Styles, methods, language, questioning and centre management includes and engages everyone who uses the centre.
- Suitable resources are chosen which motivate and are sensitive to different groups, cultures and backgrounds
- Stereotypes and what are thought to be stereotypical activities are effectively challenged.
- They are aware of possible cultural assumptions and bias within their own attitudes



5.

<p style="text-align: center;">CHRIST CHURCH YOUTH & COMMUNITY CENTRE COMPLAINTS POLICY AND PROCEDURE</p>

2.

Christ Church out of school club understands the importance of parents and staff having the ability to comment on any concerns they may have about our service. This is why we feel it is important to implement the follow actions in order for parents and staff to have their concerns heard and resolved.

- A displayed sign informing parents and staff of how to access our complaints procedure book.
- Copies of our complaints procedure available at parents and staff request.
- Ofsted's number displayed in the foyer. Ofsted Number: 0300 123 1231
- A regular review of any complaints made in the booklet.
- An investigation into the complaints, carried out by our childcare manager and management team.
- Generally we would hope to resolve any complaints verbally with our parents/carer. However, when this is not possible, we will
- Ask the complainant to put the complaint in writing to the Childcare Manager.
- The Childcare Manager will acknowledge the complaint within 3 days.
- The Childcare Manager will investigate the complaint and inform the parent/carer of the findings within 28 days
- Contact established with parent or staff member to arrange a meeting.
- A meeting will be held to inform the parent or staff member of the findings to our investigation into the complaint.
- A full record kept in the complaints book stating the complaint and action taken.
- Please note our Safeguarding children's policy overrides this policy.

If parents/carers aren't happy with the outcomes of our investigation then they can contact Ofsted on: 0300 123 1231

EYFS Welfare Requirements

Welfare Requirement 1: Safeguarding & Promoting Children's Welfare.

Welfare Requirement 2: Suitable People.

Welfare Requirement 3: Suitable premise, Environment & Equipment.

Welfare Requirement 4: Organisation.

Welfare Requirement 5: Documentation.



Provider Complaints Record – Compulsory and Voluntary Registers

Date of complaint:										
A: Source of complaint											
Parent (in writing, including email) Parent (in person) Parent (phone call)			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				Staff member Anonymous Ofsted (include complaint number if known) Other – (please state method)			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
B: Nature of Complaint											
(please tick all welfare requirements that the complaint relates to)											
Req. ref.	Tick	Req. ref.	Tick	Req. ref.	Tick	Req. ref.	Tick	Req. ref.	Tick		
CR1.1		CR3		CR6.1		CR8		CR10			
CR1.3				CR6.2							
CR1.4		CR4.3		CR6.3		CR9.1		CR11			
CR1.5		CR4.4		CR6.4		CR9.2					
CR1.7				CR6.5		CR9.3		CR12			
CR1.8		CR5.1									
CR1.10		CR5.2		CR7.1				CR13			
CR1.12		CR5.3		CR7.2							
		CR5.4		CR7.3				CR14.2			
CR2.1				CR7.4				CR15.1			
CR2.3				CR7.5							
				CR7.6							
Please note further details of the complaint											
Internal investigation Investigation by Ofsted Investigation by other agencies (please state which agency)				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>							



Please give details of any internal investigation or attach an outcome letter from Ofsted:	
D: Actions and outcomes	
Internal actions <input type="checkbox"/> Actions agreed with Ofsted <input type="checkbox"/> Changes to conditions of registration <input type="checkbox"/> Other action taken by Ofsted <input type="checkbox"/> No action <input type="checkbox"/> Actions imposed or agreed with other agencies <input type="checkbox"/>	Brief Explanation
Has a copy of this record been shared with parent(s) Yes / No	
Name of recorder:	Outcome notified to parent: Yes / No (within 28 days for Early Register and 20 days for Child Care Register)* Date:
Position:	Date completed:
Name:	
Signature	

* Requirements require the providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days (for those registered on Early Years Register) and 20 days (for those registered on Childcare Register) of the date of the complaint.



Helping Children to Achieve & Enjoy

1.

<p style="text-align: center;">CHRIST CHURCH YOUTH & COMMUNITY CENTRE SETTLING IN POLICY FOR NEW CHILDREN</p>

Christ Church Out of School Club understands the importance of making a child feel safe and welcome this is why we have a settling in policy in place to ensure the enjoyment and development of all children who attend the centre.

- Registration form and an 'All about Me' form should be completed and returned to CCYCC before the child starts.
- If required any medical administration forms will need completing too.
- The child and their parent/ carer should be shown around the centre before attending the Out of School Club.
- Child should be booked in for collection.
- Staff should decide who is going to be responsible for the settling in of a child prior to collection. If the child is under 6 they should be allocated a key worker, the key worker should make themselves know straight away to the child and their parent/ carer. (In accordance with EYFS)
- Allocated member of staff should have a read of registration form to familiarise themselves with the Child's abilities and family background.
- All staff should introduce themselves to new children and welcome them into the centre with a happy friendly approach.
- Only one member of staff should be allocated to the new child, this helps them to settle and not be overwhelmed.
- Once the child is in the centre the allocated member of staff should show the new child around pointing out toilets, access to drinking water, fire exits and child information board.
- The child should then be paired up with either someone they know or an older child using the buddie system.
- The staff should include games within the day, which helps to integrate the new child into the group, i.e.: Name pass, Pass the object.
- Throughout the session the allocated member of staff should check on the new child and make sure they feel welcome and happy.
- During the session the allocated Key worker should do an observation and complete an 'All about Me' form with the child, if this has not already been done.
- At the end of the session the child could either be asked to fill in a child evaluation or questioned by their allocated member of staff informally, this will depend upon the age and development of the child.
- A member of staff should talk to the parent/carer about the activities the child has taken part in and how they found their first day. This gives an opportunity for the parent/carer to supply any further information which may help a smooth transition.
- Continual support may be required for the child for the next few visits they make to the centre. Staff should be aware that individual time and development required will vary from child to child.
- Follow ups may include: child evaluations, child observations and planning, making child aware of our that their suggestions are important and getting parent evaluations.



1. **Organisation**

<p style="text-align: center;">CHRIST CHURCH YOUTH & COMMUNITY CENTRE EQUAL OPPORTUNITIES POLICY</p>
--

Christ Church Youth & Community Centre recognises the importance of equal opportunities for everyone who uses our service. This ensures everyone can be involved and has the opportunity to fulfil their potential. We protect against anyone from experiencing discrimination on the basis of the following characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnerships
- Pregnancy and maternity
- Race, this includes ethnic and national origins, colour and nationality
- Religion or belief or lack thereof
- Sex
- Sexual orientation
- Carer status

STATEMENT OF POLICY FOR SERVICE USERS (including young people, adults and parents/carers)

Christ Church Youth & Community Centre recognise that discrimination is unacceptable; any circumstances where someone is wrongfully discriminated against will be challenged. This includes any discrimination from service users towards staff. Volunteers or visitors.

It will be the responsibility for all staff to monitor this and ensure that people are fairly treated, any incident where this doesn't happen it should be recorded and reported to the line manager.

STATEMENT OF POLICY FOR EMPLOYEES (Paid & Voluntary)

Christ Church Youth & Community Centre recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability.

We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.

We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

RECRUITMENT AND SELECTION

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.

Selection decisions will not be influenced by any perceived prejudices of other staff.

TRAINING AND PROMOTION



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

All promotion will be in line with this policy.

MONITORING

We will maintain and review the employment records of all employees in order to monitor the progress of this policy.

Monitoring may involve:-

the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;

the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and

recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

Equal Opportunities (Young People) Procedure

Employees are responsible for ensuring that:

- Styles, methods, language, questioning and centre management includes and engages everyone who uses the centre.
- Suitable resources are chosen which motivate and are sensitive to different groups, cultures and backgrounds
- Stereotypes and what are thought to be stereotypical activities are effectively challenged.
- They are aware of possible cultural assumptions and bias within their own attitudes



CHRIST CHURCH YOUTH & COMMUNITY CENTRE

VOLUNTEER POLICY

PURPOSE OF A VOLUNTEER

The purpose of the policy is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management. The policy is intended for internal use only and does not constitute either implicitly or explicitly a binding contractual agreement. Instead it is a working document recognising the issues and needs of volunteers and volunteer management and is an evolving document responding to change and development.

DEFINITION OF 'VOLUNTEER'

A volunteer is anyone who performs tasks at the direction of the organisation without financial remuneration except reimbursement for expenses incurred.

VOLUNTEER STATEMENT

Christ Church Youth and Community Centre is committed to the active involvement of volunteers in its work and recognises the unique contribution they make. We acknowledge that the relationship between paid workers and volunteers should be complementary and mutually beneficial. Paid workers and volunteers should be made aware of the distinction between paid and voluntary work.

Volunteering is a unique experience and as such volunteers are viewed as a valuable resource to this organisation. Volunteers shall engage in meaningful assignments, they have the right to full involvement and receive effective support and supervision. The experience should enable volunteers to maximize their potential from a positive learning experience.

In return, the volunteer shall agree to actively perform their duties to the best of their abilities, be honest and remain committed to the values and goals of the organisation.

EQUAL OPPORTUNITIES

Christ Church Youth and Community Centre is committed to working towards equal opportunities and operates within an anti-discriminatory framework. All volunteers are expected to adhere to the equal opportunities statement and attend training to enhance anti-discriminatory working practice.

SELECTION AND RECRUITMENT

Volunteers shall be recruited by the organisation on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to gender, disability, sexuality and race. The sole qualification for the volunteer will be suitability to perform the task on behalf of the organisation.

All volunteers will be asked to complete an equal opportunities monitoring form, which is strictly confidential and used exclusively for the purpose of monitoring representation within the organisation.



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

From the beginning, volunteers should be informed of the selection and recruitment process. All volunteers must be dealt with promptly and courteously and informed at the earliest opportunity if they will be offered a volunteer place with the organisation.

APPLICATION FORM

Volunteers will be requested to complete an application form and supply the names of two references, which will be followed up before a final decision is made.

All information relating to the recruitment and selection process will be kept in the strictest confidence within the organisation. Volunteers have the right to view any personal information at any time. If an applicant is unsuccessful they can request their personal details to be destroyed or returned.

INTERVIEW

Prior to being assigned a position, all volunteers will be interviewed to ascertain their suitability for the project. The interview should be viewed as a two way process. To facilitate this, the volunteer must be given as much information as possible before the interview and encouraged to think about their skills and abilities to prepare them for the content of discussion at the interview. A certain amount of information should be obtained which will reveal attitudes and enable volunteers to make an informed decision about the project and allow the organisation to decide compatibility.

ACCEPTANCE AND APPOINTMENT

All volunteers will receive written confirmation of acceptance and we would request a written reply in return.

PROBATIONARY PERIOD

Probationary periods allow both the volunteer and the organisation to decide if the placement is mutually appropriate. All volunteers placements shall initially be done on a trial period of 30 days. At the end of this period, a second interview shall be conducted to establish progress. If volunteers are unsuitable for a particular placement, others might be more appropriate, then volunteers will be offered an alternative, either within the organisation or through suggesting a more compatible organisation.

GRIEVANCE AND DISCIPLINE

Volunteers will be made familiar with the centre's grievance and discipline procedures. It is important that volunteers clearly understand this procedure which will be explained during the induction training.

RESIGNATION

Volunteers may resign from the organisation at any time. It is requested that volunteers who intend to resign provide 1 weeks notice for their departure and a reason for their decision. An exit interview will be arranged at an appropriate time.

DBS CLEARANCE

Most of the work involves substantial access to children if not directly then indirectly. As such, all volunteers 18 and over will be required to fill in a DBS and all volunteers will be required to sign a child protection declaration. The implication for child protection in work practice will be thoroughly discussed during the induction process.



HEALTH

Volunteers health is an important factor to be taken into consideration in the recruitment for particular tasks. Whilst we do not request that volunteers undergo a health examination it is expected that volunteers will declare any medical conditions they might have for their own protection and that of the user groups.

INDUCTION

Volunteers shall undertake an induction. This will include an overall perspective of the work at Christ Church Youth and Community Centre as well as the specific aims and objectives of the position applied for.

The aim of the induction process is to provide an in depth understanding of the work to be undertaken, a clear understanding of roles and responsibility and to make explicit integral aspects of work practice such as child protection. It further allows volunteers to ask questions and discover if the position meets their expectations and if they are suitable.

Induction training will include:-

Christ Church Youth and Community Centre Aims and Objectives
Health and Safety
Equal Opportunities
Volunteers Terms and Conditions
Confidentiality
Project outline Aims and Objectives
Support and Supervision

SUPPORT AND SUPERVISION

Support and supervision is a professional relationship, which allows workers to reflect on and develop their work practice. The supervisor's role is not to advise or instruct but to facilitate a process, which enables workers to reflect on their practice and provide support for development and transition.

All volunteers will have an identified supervisor and mentor. Supervisors should make themselves available for structured support and supervision sessions. The format of support and supervision will be outlined during the induction process. Support and supervision will take place on a regular basis.

TRAINING

Christ Church Youth and Community Centre is committed to training and the development and views this as an on going process. All volunteers will be encouraged to undertake training for personal and professional development. Training should enable volunteers to:-

- (1) develop their existing skills and abilities
- (2) acquire other skills appropriate to their work practice
- (3) identify future opportunities for their personal development

Volunteers and supervisors are responsible for identifying training needs and supervisors are to report this to the centre manager.



MONITORING AND EVALUATION

Monitoring and evaluation provides an effective way of measuring whether individual and group needs are being met, issues addressed and the aims and objective of the organisation achieved. Also this process acts as a useful tool to develop work practice.

Volunteers will be expected to evaluate group developments and individual practice, which will form the basis of discussion in support and supervision sessions.

CONFIDENTIALITY

Volunteers shall observe Christ Church Youth and Community Centre Policy. The practical application of which will be outlined in the induction process.

VOLUNTEER EXPENSES

Volunteers are entitled to be reimbursed by Christ Church Youth and Community Centre with their travel expenses and an allowance towards meals. Volunteers using their own car on centre business are entitled to mileage allowance at an agreed rate, which is reviewed annually. Child/dependant expenses are also reimbursed at the national childcare rate.

All applications for expenses must be made on appropriate forms supported by the relevant documentation and submitted regularly to your line manager.

CAR INSURANCE

If volunteers use their own vehicle on behalf of Christ Church Youth and Community Centre they should have adequate insurance cover and a valid driving licence. It will be the responsibility of the centre manager to ensure that these measures are in place.

PUBLIC LIABILITY

Christ Church Youth and Community Centre holds a public liability insurance policy, which provides indemnity of up to a maximum of £5,000,000.

VOLUNTEERS CHARTER

1. Volunteers should have a clear idea of the task they are being asked to perform and of the responsibility that goes with those tasks.
2. Volunteers should be told who is responsible for their support and supervision. They should have regular access to this person, and the person should ensure that each volunteer is given adequate support.
3. To ensure the fair representation of the needs and interest of volunteers, volunteers should have access to, and play a part in, the decision making process of the organisation where they are working as volunteers.
4. Volunteers should be protected against exploitation of their interests, both as volunteers and as individuals. Volunteers should not be put under moral pressure to undertake work, which is against their principles.



5. Volunteers should be adequately protected against any risks involved in volunteering. (The organisation should have public liability and motor insurance. Some organizations may have additional personal accident cover).
6. Volunteers should not suffer financially by volunteering. Volunteers should receive all reasonable out-of-pocket expenses (including travel, meals and child/dependant care costs) and be provided with the appropriate equipment/tools/materials to enable them to carry out tasks.
7. Volunteers should not undertake work which agency staff is being paid to do. Also volunteers should not be used to replace previously paid workers.
8. The relationship between paid workers and volunteers should be complementary and mutually beneficial. Paid workers should be fully aware of the areas of work undertaken by volunteers and of the distinction between paid work and volunteering
9. Volunteering should have the right to join a Trade Union relevant to their area of voluntary activity.
10. Volunteering should be a fulfilling experience. Through adequate support and supervision, volunteers should be able to develop, expand and change their work.



3.

CHRIST CHURCH YOUTH & COMMUNITY CENTRE DATA PROTECTION ACT POLICY

Statement of Intent

This policy sets out the arrangements for ensuring that the organisation complies with the Data Protection Act 1998, which now applies to some paper records as well as computer records.

Preamble

The Data Protection Act 1998 came into force on 1 March 2000. It sets rules for processing personal information and applies to some paper records as well as those held on computers.

The Data Protection Act applies to “personal data” that is, data about identifiable living individuals. Those who decide how and why personal data are processed (data controllers), must comply with the rules of good information handling, known as the data protection principles, and the other requirements of the Data Protection Act.

The rules of good information handling - the principles

Anyone processing personal data must comply with the eight enforceable principles of good practice. They say that data must be:

- fairly and lawfully processed;
- processed for limited purposes and not in any manner incompatible with those purposes;
- adequate, relevant and not excessive;
- accurate;
- not kept for longer than is necessary;
- processed in line with the data subject's rights;
- secure;
- not transferred to countries without adequate protection.

Personal data covers both facts and opinions about the individual. It also includes information regarding the intentions of the data controller towards the individual.

Processing personal data

“Processing” is broadly defined and takes place when any operation or set of operations is carried out on personal data. The Act requires that personal data be processed “fairly and lawfully”. Personal data will not be considered to be processed fairly unless certain conditions are met. A data subject must be told the identity of the data controller and why that information is or is to be processed.

Processing may only be carried out where one of the following conditions has been met:

- the individual has given his or her consent to the processing;
- the processing is necessary for the performance of a contract with the individual;
- the processing is required under a legal obligation;



Bootle Christ Church Youth & Community Centre

Charity Number: 1147852

- the processing is necessary to protect the vital interests of the individual;
- the processing is necessary to carry out public functions;
- the processing is necessary in order to pursue the legitimate interests of the data controller or third parties (unless it could prejudice the interests of the individual).

Paper files

The Data Protection Act covers information which is recorded as part of a relevant filing system, that is, a set of information in which the records are structured, either by reference to individuals or by reference to criteria relating to individuals, so that "specific information relating to a particular individual is readily accessible". The definition means a significant amount of manual data falls under the scope of the Data Protection Act, as does the extension of the definition of data to cover "accessible records". Accessible records are broadly: school pupil, housing, social services and health records, to which access was previously available under other legislation.

Security

Data controllers must take security measures to safeguard personal data. The 1998 Act requires that data controllers must take appropriate technical or organisational measures to prevent the unauthorised or unlawful processing, or disclosure, of data. Where a controller uses the services of a data processor, the security arrangements must be part of a written agreement between the two.

Notification

Most data controllers will need to notify the Commissioner, in broad terms, of the purposes of their processing, the personal data processed, the recipients of the personal data processed and the places overseas to which the data are transferred. This information is made publicly available in a register. Notification is not linked to enforcement. Under the 1998 Act all data controllers must comply with the data protection principles, even if they are exempt from the requirement to notify. Data controllers have a single register entry. Notifications are renewable annually.

Transitional Relief

Processing already under way before 24 October 1998 will be eligible to claim transitional relief from the additional requirements introduced by the 1998 Act until 23 October 2001. Data held in accessible records are exempt from the requirements of the data protection regime, except for subject access and rights to compensation for inaccuracy, until 23 October 2001.

The rights of individuals

The Data Protection Act allows individuals to find out what information is held about themselves on computer and some paper records. This is known as the right of subject access. The Data Protection Act allows individuals to apply to the Court to order a data controller to rectify, block, erase or destroy personal details if they are inaccurate or contain expressions of opinion which are based on inaccurate data.

Policy Statement

The Centre will comply with the requirements and principles of the Act. It is the responsibility of the Centre Manager to ensure that adequate systems are in place in order to comply with the Act. It is the responsibility of individual members of staff to ensure that they comply with the requirements of the Act and adhere to the organisation's systems and arrangements.



The Centre Manager is responsible for

1. Ensuring that appropriate registrations are submitted to the Data Protection Registrar.
2. Ensuring that data is held securely.
3. Ensuring that data is accurate and up to date, with appropriate safeguards to monitor and control the disclosure of data.

All computer users are responsible for ensuring that they:

1. Comply with the requirements of this policy, the Data Protection Act, and the terms of the Registration.
2. Only record accurate data.
3. Do not disclose data unless authorised to do so or required by law.
4. Maintain proper security of data.

Subject Access

The data user must respond to a subject access request within 40 days. Having regard to the amount of data likely to be held, it will be the policy to attempt to respond to a subject access request within seven days.

Subject access requests should be made in writing and addressed to the Chair of the Management Committee. On receipt of a request the Centre Manager should arrange for the appropriate data to be extracted, or confirm that either no personal data is held or any data held is exempt from the subject access requirements. The Centre Manager is also responsible for preparing any explanations required to make the data intelligible to the subject.

The Centre Manager should prepare the necessary data and explanations. However the Chair of the Management Committee or, if he is not available, another member of the management committee must approve the release of the data and explanation to the data subject.

Disclosure of Data to the Police, Courts, Inland Revenue or other Statutory Agencies

All requests for data from the Police, Courts or other agencies should be made in writing to the Chair of the Management Committee or if he is not available, another member of the management committee. Data will be disclosed where a statutory duty exists to disclose the data or where the Chair believes on the basis of the information supplied by the person making the request, that a non-disclosure exemption from the Act applies.

Certain information will be held and may be shared with other agencies if relevant and deemed necessary.

The Chair of the Management Committee should consider informing the data subject of the request for data and of any data supplied. The data subject should be informed of the request unless there is a statutory duty not to do so or if by informing the data subject, the investigation of a serious arrestable offence could be prejudiced.