

POLICY HANDBOOK

**CYNGOR CYMUNED
PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL**



SUMMER PLAYSCHEMES

Helen Treherne, Clerk to the Council July 2015

CONTENT

1. Aim of the Playscheme
2. Statement of Purpose
3. Admission Policy
4. Accident Procedure Policy
5. Medication Policy
6. Behaviour and Discipline Policy
7. Bullying Policy
8. Child Protection Policy and Procedures
9. Collection Policy
10. Compliments and Complaints Policy
11. Confidentiality Policy
12. Daily Routine Policy
13. Equal Opportunities Policy
14. Fire Procedure Policy
15. Health and Safety Policy
16. Special Needs Policy
17. Straying Policy
18. Staff Disciplinary Procedure

**PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL**

**Summer Playscheme
Aim of the Playscheme**

Our aim is to provide a safe, friendly atmosphere for the children and parents alike.

A place where parents can leave their children knowing that they are cared for by suitably experienced staff who cater for all the child's developmental needs - both socially and emotionally.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Statement of Purpose

Aims and objectives of the service

To provide a safe, fun and happy environment for children during the first four weeks of the school summer holidays and to provide age-appropriate play activities, with the emphasis on 'play'.

For whom is the service provided?

For children between the ages of 5 and 11. The playscheme will be registered for 30 children under eight years of age with the CSSIW and the ratio of 1:8 for the under eights will be strictly adhered to. The ratio of 1:2 for under eights will also be strictly adhered to for the swimming trips. The playscheme is open to both boys and girls.

Range of needs

The playscheme will aim to provide a welcome for children with special needs.

Children with special needs should be admitted after full consultation between parents/carers, playscheme staff, Clerk to the Council (Registered Person) and any other relevant agency workers involved. However, because of the short term duration and general nature of the Council's summer playscheme, the discussion with parents/carers will have to consider staffing arrangements and the physical environment of the scheme setting in meeting the needs of individual children who wish to attend and have special needs.

Opening hours

The summer playscheme will operate between the hours of 9.45 am and 2.45 pm during the four weeks of the playscheme.

Staffing

The playscheme will consist of one Play Leader and four Playworkers who have suitable qualifications/experience to work within a playscheme setting. All staff will be DBS-checked and will attend a First Aid course before the playscheme starts.

Details of provision

Facilities available : children will have access to the main playroom which includes all the activities within the playroom such as arts and crafts, games etc and they will have access to outdoor activities when supervised by staff. Eating facilities will be provided in the main playroom for lunch. Sufficient toilet facilities are also provided, as the venue is a primary school.

Activities offered : indoor activities such as arts and crafts and games, outdoor activities such as games and sports, visits to parks, one main trip per week and one swimming trip per week.

Daily routines

Children will be signed in and out of the playscheme and will bring their lunch. A tuck shop will be available daily with sweets, crisps, fruit etc. A programme for the day will be arranged each morning, in consultation with the children. Parents will be informed of any weekly trips or swimming trips, but ad hoc outings will also be carried out.

Language(s) used

The care is offered through the medium of English although there may, on occasion be one or two Welsh-speaking Playworkers.

Terms and conditions

Please read the Penyrheol Trecenydd Energlyn Playscheme terms and conditions carefully as you must agree to them if you would like your child to attend.

1. Children must permanently live within the Penyrheol Trecenydd Energlyn wards.
2. Children must be between the ages of five and 11.
3. If any child's behaviour is inappropriate to their age and level of understanding, the Playleader will discuss it with the parent or carer. Our concern is for the happiness and well being of the child. If any child disrupts the playscheme, e.g. bullying, being rude, not following instructions or hurting/upsetting other children, we reserve the right to withdraw their place.
4. In the event of any child being involved in an accident, becoming unwell or distraught, we will ring the emergency contact using the telephone number provided on the contact details form.
5. The playscheme operates a pre-booking service. All booking forms have to be handed in on the day of registration and this is run on a strict first come, first served basis.
6. Parents must collect their children from the playscheme at the appropriate time, ie 2.45 pm.
7. Swimming trips are operated on a strict 2:1 ratio, which means that children will not be able to attend every week's swimming trip.
8. Children will only be able to take part in the playscheme when a parent or carer has completed a contract form, contact details form and medical details form and accepted the terms and conditions.

Admissions policy

The playscheme is open to all children who live in the Penyrheol, Trecenydd or Energlyn Ward between the ages of 5 and 11.

Contact information

For any concerns/queries please contact : Mrs Helen Treherne, Clerk to the Council, Penyrheol Trecenydd Energlyn Community Council, 1 Lower Brynhyfryd Terrace, Senghenydd, Caerphilly CF83 4GR. Tel : 029 20 830666. E-mail : ptecouncil@btinternet.com

Arrangements for dealing with complaints and concerns

Any parent/carer who is uneasy about any aspect of the group's provision should talk over any worries and anxieties with the Senior Play Leader.

If there is no satisfactory outcome, or the problem recurs, the parent/carer should contact Mrs Helen Treherne, Clerk to Penyrheol Trecenydd Energlyn Community Council (Registered Person for the playscheme) either in writing or by telephone at Golwg-y-Cwm, 1 Lower Brynhyfryd Terrace, Senghenydd, Caerphilly CF83 4GR. Tel : 029 20830666.

Most problems should be resolved informally at this stage.

Please note that CSSIW no longer acts as a complaints authority. Complaints should go to the Community Council for resolution. However if there is an issue around the quality of care, then CSSIW may respond by undertaking a focused inspection. The Care and Social Services Inspectorate for Wales (CSSIW), can be contacted as follows : Welsh Government, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ. Tel : 0300 790 0126.

Arrangements for dealing with an emergency

All accidents are recorded in the accident book. The playscheme has a regulation first aid box which is kept with the Senior Playleader at all times. All staff are qualified in Emergency First Aid and hold the appropriate certificate.

Only emergency first aid will be given to an injured child.

The injury will be assessed and if appropriate medical help will be sought. A doctor or an ambulance may be called which may result in the child being taken to hospital for treatment. The child's parent/guardian will be contacted as soon as possible.

Quality Assurance

A system is in place to monitor and improve the quality of the service provided. A report will be published annually, within 28 days of the end of the playscheme and this report will be made available to all interested parties, if requested.

Details of arrangements to review the Statement of Purpose and inform CSSIW of changes to the service

The Statement of Purpose will be reviewed on an annual basis or whenever changes occur during the course of the year.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Admission Policy

- The playscheme provides places for children between the ages of 5–11 years old. The child must live within the Community Council's Area.
- There is no admission charge for your child to attend the summer playscheme but you will be required to pay for any possible admission fees during swimming sessions and any entry fees payable whilst on any of the coach trips.
- Places must be booked in advance at the registration sessions on the first Monday at the start of each annual scheme. Registration is on a first-come-first-served basis and cannot be pre-booked.
- The playscheme is registered to take 30 children under the age of eight. The playscheme will also accommodate more children over the age of eight, up to a total (under eight and over eight) of 60 children. A reserve list will be kept in strict order of application.
- Registration forms and parent/guardian consent forms must be completed before the child will be allowed to attend. All changes (eg address, contact numbers, health condition etc) must be reported immediately in order that records are kept up to date.
- Sick children must not be sent to the playscheme. The parent/guardian of any child that appears to be unwell will be contacted in order that they can collect the child.
- The Council has the right to refuse access to any child who causes continuous disruption or upset in the playscheme.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Accident and Illness Procedure Policy

Penyrheol Trecenydd Energlyn is committed to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care, and helping to keep all playworkers and children safe from infectious and communicable diseases.

Before each playscheme every playworker attends a St John's Ambulance first aid course.

All accidents are recorded in the accident book.

The playscheme has a regulation first aid box which is kept with the Senior Playleader at all times. All staff are qualified in Emergency First Aid and hold the appropriate certificate.

The injury will be assessed and if appropriate medical help will be sought. A doctor or an ambulance may be called which may result in your child being taken to hospital for treatment. The parent/guardian will be contacted as soon as possible.

Any special medical needs of children are recorded and medical form would be taken to the hospital.

When a child has to bring any medication to the playscheme they must be handed over to the Senior Playleader. They must be clearly labelled with the child's name and administering details. They can only be dispensed with the written authority of the child's parent/guardian.

Children with asthma have access to their medication at all times as they know when they need to use it.

If a child is dependent on any medication or drug it is for the parent/guardian to ensure that their child receives the medication at the appropriate time. It is not the responsibility of playscheme staff to administer any drug or medication and no liability can or will be accepted in the event that a child does not receive their medication. Only emergency first aid will be given to an injured child. Only in a medical emergency situation will any medication (such as asthma pump, epi pen etc be administered by a member of staff).

Asprins or paracetamol are never given to children. The parent or guardian will be contacted in the event of injury that requires treatment other than emergency first aid or the child has to be hospitalised.

A First Aid kit will be taken on all off site visits or outings. This is the responsibility of the Play Leader.

All parents must complete and sign the appropriate registration' document, consenting and empowering the playworkers to give permission for emergency medical treatment for their child in the event of a major accident or illness.

Control of illness

There may be occasions when a child is not so ill as to require medical care but nevertheless attending the playscheme would be unsuitable. If a child arrives at the setting and the Play Leader does not consider him/her well enough to attend, the parent/carers will be advised accordingly.

We will make every effort to stop the spread of infection within the setting but can only do this with the co-operation of parent/carers.

Here is a list of the most common childhood ailments that are infectious and we have included the recommended exclusion period.

- Coughs, colds and sore throats – we appreciate that children often pick up cold viruses without being ill and accept they do not need to stay away from the setting, however, if they have a raised temperature, continued cough, or are unable to eat, then exclusion will be necessary.
- Any child with sickness or diarrhoea must be kept away from the setting for at least 48 hours after the last episode of sickness and / or diarrhoea
- Conjunctivitis – any child with symptoms of conjunctivitis must be kept away until eyes have stopped discharging. Medication is usually necessary.
- Temperatures – any child with a raised temperature, even if not accompanied by any other symptoms, should be kept away.

Illness - action for staff

- If a child becomes unwell during a session, make them comfortable in a quiet place and keep under observation, noting any changes in condition. Very sick children will not be left unattended. If there is a danger of vomiting, give a bowl or bucket.
- Contact the child's parent/carer and give them precise details of the child's condition. Discuss with them the best course of action, eg. to collect the child.
- Ask the parent/carer to keep them at home until s/he has recovered.
- If a parent/carer says that their child has been unwell but now seems to have recovered, ask for exact details, remind them that our policy is to ask them not to send a child to the setting for 48 hours after the final episode.

Serious illness

If a child should suddenly become seriously ill during the duration of the group, we will immediately seek medical attention.

Riddor 95

Riddor 95 means the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, which came into force on April 1st 1996.

Reportable diseases include certain poisonings, some skin diseases, lung diseases, infections such as hepatitis, tuberculosis, anthrax, legionellosis and tetanus.

The following incidents will be reported to Riddor :

Accidents resulting in the death of any person

Accidents resulting in serious specified injuries to any person

Non-fatal accidents requiring hospital treatment to any person

Dangerous occurrences

A record will be kept, which will include the date and method of reporting, the date, time and place of event, the personal details of those involved and a brief description of the nature of the event or disease. This will be reported in the incident book. As well as reporting the outbreak to Riddor, the CSSIW will be notified.

**PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL**

**Summer Playscheme
Medication Policy**

Any special medical needs of children are recorded on the Medication form.

Children with asthma must have access to their medication at all times as they know when they need to use it.

If a child is dependent on any medication or drug it is for the parent/guardian to ensure that their child receives the medication at the appropriate time. It is not the responsibility of playscheme staff to administer any drug or medication and no liability can or will be accepted in the event that a child does not receive their medication.

As this is only a four week playscheme, no training has been provided by a qualified health professional to administer medication.

Aspirin or Paracetamol will never be given to children.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Behaviour Management Policy

Positive behaviour is essential to ensure the smooth and safe running of the scheme. The foundation is provided for the development of morals and values whilst advocating acceptable behaviour in children. Deliberate negative behaviour is never acceptable.

Adults involved in the playscheme are aware of their role in promoting acceptable behaviour and will :

- Act as a good role model by showing consideration, respect and good manners to, and for, others, particularly the children
- Provide a social environment where activities are stimulating and appropriate for the developmental stage of the children
- Provide situations where each individual can enjoy freedom without threatening the enjoyment of others
- Understand age/stage appropriate behaviour
- Encourage children to develop self discipline
- Be positive, constructive and fair, rewarding and praising acceptable behaviour with praise, a sticker system, treats etc
- Manage inappropriate behaviour with time out, sanctions, distraction methods and try to redirect children's energies by offering them alternative and positive options. Playworkers will be open in stating and explaining non-negotiable issues.
- Be able to differentiate between deliberate and accidental occurrences
- Be aware there may be underlying problems when unacceptable behaviour occurs
- Use appropriate language and establish eye contact when talking to the children
- Work with parents and carers to promote and encourage positive behaviour
- Always respect confidentiality
- Not use any form of physical intervention, eg holding or restraint, unless it is necessary to prevent personal injury to the child, other children or an adult, or serious damage to property. Before reaching this stage, staff will have used all possible non-physical actions, such as verbal tone, dialogue and

diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop. Any incident is recorded and the parent informed of the incident on the day.

Playworkers will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoiding repeat incidents. Details of all warnings, suspensions and exclusions will be recorded and kept on the child's records. Each warning will be discussed with the child concerned and their parents, and wherever possible agreements made between all parties that are fair and reasonable to the situation. Such agreements can include removal of privileges, eg participation in certain activities/off-site trips. Any agreements should reflect the circumstances and be appropriate to the individual concerned, as this can afford the child opportunity to display positive behaviour whilst serving as a motivator to reinforce such. Playworkers will be made aware of any warnings given to a child, and the implications of any agreements made. Penyrheol Trecenydd Energlyn Community Council has the right to temporarily suspend; this includes informing a parent their child must be collected immediately, or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in the playscheme. These will be periodically reviewed so that children have a say in how the rules of the playscheme operate.

Challenging behaviour will be addressed in a calm but assertive manner. In the first instance, playworkers will try to redirect children's energies by offering them alternative and positive options. Playworkers will be open in stating and explaining non-negotiable issues.

Playscheme ground rules will be clearly displayed so that children, staff and parents are aware of such ground rules.

The playscheme's boundaries will apply equally to all children, staff and parent/carers.

When dealing with challenging behaviour, playworkers will always communicate in a clear, calm and positive manner. For those children who need support in order to behave in an appropriate manner, playworkers will investigate strategies and offer consistent care whilst at the playscheme.

Staff and parent/carers will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.

Playworkers and parent/carers will avoid shouting whilst at playscheme.

Playworkers will facilitate regular and open discussions with children about their behaviour. This will help them to understand the inappropriate aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.

Playworkers will work as a team by discussing incidents and resolving to act collectively and consistently.

Playworkers will discuss concerns confidentially with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of inappropriate behaviour and share strategies for dealing with it.

Children who experience bullying, racism or other unacceptable behaviour will be actively encouraged to speak to a member of staff.

Playworkers will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.

The play space will be well resourced and planned to meet the needs of the children and young people and therefore offering a variety of play opportunities.

'Disengaged' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to reengage a child in purposeful activity.

'Disruptive' behaviour describes behaviour which prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Playworkers will be clear that consequences will follow from such behaviour, including in the first instance, temporarily removing a child from the activity session.

When an incident of inappropriate behaviour occurs, playworkers will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was unacceptable about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the activity. Consideration will be given to the child or young person's individual needs. Every effort will be made to communicate in the most appropriate manner in order to assist in an improvement in behaviours.

In the event that unacceptable behaviour persists, more serious actions may have to be taken. At all times, children will have explained to them the potential consequences of their actions.

It is recognised that an incident of unacceptable behaviour is a stressful situation for staff and children alike. However, staff will be aware that there is also a need to be mindful of confidentiality and will only discuss such incidents on a 'need to know' basis. Where causes of incidents suggest possible abuse, child protection procedures will be followed.

The Play Leader will have responsibility for behaviour management issues. They have the skills to support any other staff and are able to access expert advice if usual methods are not effective with a particular child.

Any information stored on a computer will be password-protected.

Information on children attending the setting will only be shared with parents other than if staff had safe guarding concerns and need to report in line with the Child Protection Policy.

This policy will be kept under review and CSSIW will be notified of any changes within 28 days of it being made.

CHILDREN WILL NEVER BE SMACKED, SHAKEN, HUMILIATED, RIDICULED, THREATENED, LEFT IN ISOLATION OR MADE TO FEEL UNWANTED OR UNDERVALUED

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Bullying Policy

Bullying is the deliberate hurting, persecuting or intimidating of a weaker person and is completely against the values of the playscheme. Bullying can be physical or psychological and is a matter taken very seriously by the playscheme.

The aim of the Playscheme is to project this anti-bullying message to all :

THAT BULLYING IS CRUEL AND MUST BE STOPPED.
IF YOU ARE BULLIED IT IS NOT YOUR FAULT.
YOU MUST REPORT ANY BULLYING OR ABUSE.

Parents/guardians are requested to report any concerns to a member of staff as laid down in the Compliment & Complaint Policy.

Procedures

Any member of staff made aware of bullying must give a written report to the Senior Leader.

A number of strategies may then be followed (a record will be kept at each stage) :

- The children/child involved will be taken aside and spoken to separately.
- A meeting between the bully/bullies and victim/victims to resolve the problem.
- If the bullying reoccurs then the parents of the bully and victim will be informed of the incident and the action to date that the playscheme has taken.
- The playscheme will work in partnership with the parent/guardian to help change the unacceptable behaviour.
- If the bullying continues the offending child will be excluded from the scheme.
- The above procedures also apply to racial harassment.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Child Protection Policy And Procedures

The scheme will create an environment in which children are safe from harm and abuse, in which the welfare of the children is paramount and any suspicion of abuse is responded to promptly and appropriately.

In order to do this the group will :

- Exclude known abusers;
- Prevent abuse by means of good practice;
- Respond appropriately to suspicion of abuse;
- Keep accurate records.

Exclude Known Abusers

It will be made clear to applicants for posts within the scheme, that they will be asked to give their permission for checks to be made for by the Criminal Records Bureau.

All applicants for work within the scheme will be interviewed before appointment and asked to provide at least one reference from someone who has experience of their work with children. All references will be followed up.

Prevent Abuse by Means of Good Practice

Children will be supervised at all times by a responsible adult.

Adults who have not been registered as '*fit*' persons will not take children unaccompanied to the toilet. (A '*fit*' person is one who has had checks made for criminal records and references and been cleared/passed).

There are no circumstances in which the children will be punished by smacking, slapping, or shaking. Neither will humiliating and/or frightening methods of punishment be used.

Children will not be left alone with visitors to the group

If stipulated by parent/carer, children will only be collected from the scheme by an authorised adult whose details are held by the scheme. The group can only prevent an estranged parent from collecting a child where a Court Order has been issued. A copy of this order must be given to the Senior Play Leader for reference. Any other persons who may be asked to collect a child in the case of unforeseen

circumstances must make themselves known to the play leader before the session ends. The parent/carer must ensure that the scheme has been informed of the change before the end of the session so that arrangements can be made for the identification of the new person.

The Senior Play Leader will hold regular meetings with all staff and volunteers working in the group to facilitate the raising of any concerns.

Respond Appropriately to Suspicion of Abuse

Changes in a child's behaviour or injuries will be investigated.

Parents will normally be the first point of contact.

If there are grounds for suspecting abuse, these will be referred to the Contact and Referral Team of Caerphilly County Borough Council on 0808 100 1727, Unit 3, Foxes Lane, Oakdale Business Park, Oakdale, Blackwood NP12 4AB.

In an emergency outside normal office hours, the Emergency Duty Team can be contacted on 0800 3284432, or the Police by dialling 999 and also the Care and Social Services Inspectorate for Wales (CSSIW).

All such suspicions/investigations/referrals will be kept confidential and shared only with those who need to know. These would usually be a member of staff, the Playleader and Clerk to the Council (Registered Person).

Keep Accurate Records

Whenever worrying changes are observed in a child's behaviour or physical condition, or if there is an injury, a confidential record should be set up. The record will include (in addition to the child's name, address, age and date) observations of the child's behaviour/appearance, without comment or interpretation. Exact words spoken by the child may also be recorded, timed, dated, and signed by the recorder.

Such records will be kept confidential and should not be accessible to anyone in the group other than the Playleader, Clerk to the Council (Registered Person) and other members of staff, as appropriate.

Existing injuries to children will be recorded and parents asked to sign the record to acknowledge the entry.

Abuse can take many forms, but they are usually divided into four categories (please see Appendix 1) :

1. Physical Abuse
2. Neglect
3. Sexual Abuse
4. Emotional Abuse

Appendix 1

1. **Physical Abuse** can range from over-chastisement, slapping with the hand, a belt, a stick or other object to shaking, punching or throwing a child across the room.

Physical indicators can include :

- Unexplained bruises/welts/lacerations/abrasions.
- Unexplained burns.
- Unexplained fractures.

Behavioural indicators can include :

- Flinching when approached or touched.
- Reluctance to change clothes for activities.
- Wary of adult contacts.
- Difficult to comfort.
- Apprehension when other children cry.
- Crying/irritability.
- Frightened of parents.
- Behavioural extremes-aggressiveness, withdrawal, impulsiveness.
- Regression to childlike behaviour.
- Apathy.
- Depression.
- Poor peer relationships.
- Panics in response to pain.

2. **Neglect** can range from ignoring a child's developmental needs to not feeding or clothing him/her adequately and not properly supervising him/her.

Physical indicators can include :

- Consistent hunger.
- Poor hygiene.
- Inappropriate dress.
- Consistent lack of supervision, especially in dangerous activities for long periods.
- Unattended physical problems or medical needs.
- Abandonment.

Behavioural indicators can include :

- Begging.
- Stealing food.
- Constant fatigue, Listlessness.
- Poor relationship with care giver.
- Frequent delays in picking child up from activities.

3. **Sexual Abuse** is involving a child or adolescent in sexual activities that she/he does not understand, cannot give consent to and which are not acceptable by our society.

Physical indicators can include:

- Difficulty in walking, sitting down.
- Stained or bloody underclothing.
- Pain or itching in genital area.
- Bruising, bleeding, injury to external genitalia, vaginal and/or anal areas.
- Vaginal discharge.
- Bed wetting.
- Excessive crying.
- Sickness.

Behavioural indicators can include:

- Inappropriate sexual behaviour or knowledge for the child's age.
- Promiscuity.
- Sudden changes in behaviour.
- Running away from home.
- Wary of adults.
- Feeling different from other children.
- Unusual avoidance of touch.
- Reporting of assault.
- Substance abuse [eg glue sniffing].
- Emotional withdrawal through lack of trust in adults.
- Over compliance with requests from others.
- Frequent complaints on unexplained abdominal pains.
- Eating problems.
- Sleeping disturbances.
- Poor peer relationships.
- Possessing money or "gifts" that cannot be adequately accounted for.
- Inappropriately sexually explicit drawing or stories.

4. **Emotional Abuse** ranges from rejecting a child, refusing to show a child love or affection, or making a child unhappy by continually belittling her/him or verbally abusing him/her.

Physical indicators can include :

- Failure to thrive.
- Delays in physical development or progress.

Behavioural indicators can include :

- Sucking, biting, rocking.
- Anti-social destructive.
- Sleeping disorders, inhibition of play.
- Compliant, passive, aggressive, demanding.
- Impairment of intellectual emotional, social or behavioural development.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Collection Policy

All children must be collected promptly from the playscheme at the end of each session.

Only persons named on the registration forms may collect the child unless otherwise stated via letter.

If the child is not collected within fifteen minutes of the close of the session the emergency contact number, stated on the registration form, will be contacted.

If no contact can be made, the Social Services Department of Caerphilly County Borough, or the Police will be advised.

If a parent/guardian is continually late collecting their child it could lead to exclusion from the playscheme.

No child will ever be left unsupervised by the playleaders if a parent/guardian does not turn up for whatever reason.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Compliments and Complaints Policy

Penyrheol and Trecenydd Playcheme offers a warm welcome to all children and families and by working in partnership with parents/carers provides a warm, caring environment, where children can learn and develop as they play.

Suggestions on how to improve the provision in the scheme are welcomed.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

Making Concerns Known

Any parent/carer who is uneasy about any aspect of the group's provision should talk over any worries and anxieties with the Senior Play Leader. The Play Leader will communicate a detailed response, including any actions to be taken, to both the Clerk and the parents concerned within five working days.

The Play Leader may arrange to meet the child and parent and any other relevant individuals, to discuss the complaint and his/her response to it. The Play Leader will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice. Any mediator must ensure discussions are kept confidential.

A formal response to the complaint will be sent to the child, parent or staff member concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Penyrheol Trecenydd Energlyn Playscheme policies or procedures emerging from the investigation.

If there is no satisfactory outcome, or the problem recurs, the parent/carer should :

- Contact Mrs Helen Treherne, Clerk to Penyrheol Trecenydd Energlyn Community Council (Registered Person for the Schemes) either in writing or by telephone at Golwg-y-Cwm, Lower Brynhyfryd Terrace, Senghenydd, Caerphilly CF83 4GR. Tel : 029 20830666.

Most problems should be resolved informally at this stage. The complainant will be notified, in writing, of the outcome of the investigation within 14 days of receiving the complaint. With the agreement of the complainant, the period for resolution may be extended by up to a further 14 days, if necessary.

If a serious complaint is received which requires external intervention, eg a safeguarding children issue, the Play Leader and/or Clerk will suspend all dialogue and internal investigation, contact the appropriate external agency (eg Social Services, Police etc) and await further instructions from the said external agency.

Please note that CSSIW no longer acts as a complaints authority. Complaints should go to the Community Council for resolution. However if there is an issue around the quality of care, then CSSIW may respond by undertaking a focused inspection. The Care and Social Services Inspectorate for Wales(CSSIW), can be contacted as follows : Welsh Government, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ. Tel : 0300 790 0126.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playschemes
Confidentiality Policy

The playscheme's work with children and families will sometimes bring us into contact with confidential information

To ensure that all who use, and work in, the group can do so in confidence, confidentiality will be respected in the following ways :

- Parents/carers will have ready access to any files and records of their own children but will not have access to information about any other children
- Staff should not discuss individual children, other than for purposes of curriculum planning/group management with anyone other than the parents/carers of that child without their permission
- Information given by parents/carers to the play leader/member of staff should not be passed to other adults without permission
- Any anxieties/evidence relating to a child's personal safety should be kept in a confidential file and should not be shared within the group except with the staff and the Clerk to the Council (Registered Person)
- Issues to do with the employment of staff should remain confidential to the Community Council
- No personal details are stored on a computer
- Information on children attending the playscheme will only be shared with parents, other than if staff have safeguarding concerns and need to report in line with the Child Protection Policy

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Daily Routine Policy

The Schemes run for a four-week period (week days only). The daily sessions run between 9.45 am to 2.45 pm and the children should bring a packed lunch and adequate refreshments for the time spent at the playscheme.

As there is no adequate refrigeration facilities at the venue ice packs should be placed in children's lunch boxes or parents/guardians should ensure that the lunch boxes are adequately chilled before attending the playscheme.

Five members of staff are present at all times (one Playleader and four Playworkers at each playscheme venue).

Parents/guardians escort children into the building where each child is marked in on the register as they arrive.

Activities are arranged before the children arrive/as they arrive for each session. Activities are held both indoors and outdoors, weather permitting. Normally all indoor activities are carried out in the main hall.

Activities normally commence straightaway or when all the children have arrived.

During session the children can purchase items from the tuck shop after washing their hands. Sugar free drinks are available.

New activities will then continue until they are collected at the end of each session.

Activities are usually tidied away when they are finished with.

The child must be collected by a named person at the end of each session unless instructions are received to the contrary.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Equal Opportunities Policy

'Equal Opportunities' does not mean treating everyone the same. This policy is intended to provide and maintain equality of opportunity for all children and parents/carers within the scheme and will reflect the needs of the scheme by :

- Advertising the scheme
- Admissions
- Employment
- Parents/carers role in the group
- Children in the group
- Resources

Advertising the Scheme

The Council will ensure that everyone in the community has access to information about the group. Information posters will be given to local schools for distribution to children and displayed in the Post office and local shops etc.

Admissions

The scheme will be open to every child living within the Community Area between the age of 5 to 11 years.

The individual needs of each child wishing to join the group will be considered. Children need not attend every session. The language used will be English and the use of other languages will be encouraged, as appropriate

Employment

The Council will appoint the best person for the job.

Advertisements will be placed externally in the local paper and Job Centre. The existence of an Equal Opportunity Policy will be highlighted. It will be ensured, at interview, that the candidate agrees with the policy and will do their best to uphold it, by treating every child and parent/carer as individuals.

Only questions relevant to the job will be asked. Each candidate will be asked, broadly, the same questions. A welcome and professional approach to interviews will be ensured.

All applicants will have copies of any relevant information.

Each candidate will be treated as an individual in compliance with current employment legislation.

Parents/Carers Role in the Scheme

The scheme will encourage the views of parents/carers by making them welcome and by respecting the differences in families, their language and culture and by encouraging them to contribute in whatever way they can.

Any information written or spoken will be clearly communicated as appropriate. All parents/carers and staff will be encouraged to understand the effects of stereotyping and discrimination, and any discriminatory remarks will be challenged.

Children in the Scheme

The scheme will ensure that all children are respected and their individuality and potential recognised, valued and nurtured. The needs of the children with special needs in the community area will be provided for, wherever possible.

The children will be given the opportunity to learn to respect cultures, languages and celebrations other than their own, as appropriate. Children growing up in all white areas need the opportunity to see they are part of a multi-racial society.

The children will be offered activities to give them the opportunity to explore, acknowledge and value similarities and differences between themselves and others, as appropriate. Children with special needs will be included in the group. Any discriminatory remarks or behaviour will be challenged and children will be encouraged to understand the effect of any such remarks or behaviour.

Resources

Books, posters and all resources will be checked regularly to ensure they positively and accurately reflect a multi-racial society. Boys and girls will have the same opportunity and be encouraged to use all activities.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Fire Procedure Policy

A weekly fire drill will be carried out in order that everyone is aware of the procedure to be followed in the case of a suspected fire.

If a fire or smoke is detected then :

At the sound of the whistle all staff and children should make their way to the nearest fire exit.

Do not try to collect personal belongings (they can be replaced, a life cannot).

The children and senior playleader must make their way outside in a calm and an orderly fashion.

The assistant playleaders will check all rooms, toilets, under the stage if applicable and any other areas to ensure that no children or staff remain in the building.

When the search has been completed the assistant playleaders will also evacuate the building.

The senior playleader will then check the register to ensure that everyone who was on the premises has been accounted for.

THE DESIGNATED ASSISTANT SHOULD THEN DIAL 999.

No one should be allowed back into the premises until advised by the emergency services.

Fire risk assessment

The Play Leader, with the help of the Playworkers will :

- Identify any potential fire hazards.
- Decide who, in the event of a fire, might be in danger or while trying to escape from it, and note their location.
- Ensure that all doorways are free from hazards and can open easily.
- Ensure that power points are not overloaded with adaptors.
- Check for frayed or trailing wires.
- Check that fuses are replaced safely.

- Unplug equipment before leaving the premises.
- Store any potentially flammable materials safely.

Staff are made aware of the location of fire exits and the fire assembly point. The actual evacuation process will be managed by the school staff.

In the event of a fire, the Play Leader and Playworkers will :

- Raise the alarm
- Pick up the register
- Immediately evacuate the building using the nearest safe exit to lead the children out
- Check all rooms to include toilets, corridors etc.
- Telephone Emergency Services by dialling 999 and asking for FIRE Service

In a place of safety, outside the building :

- Have all children to line up quietly
- Make a headcount
- Check the children against the register
- Account for all adults

Children will be made aware of the fire safety procedures during their settling in period and on regular occasions from then on. Children will be made aware of the location of fire exits and fire assembly point. Fire doors and fire exits are clearly marked and never locked, are not obstructed at any times, and are easily opened from the inside.

Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer's guidance. The assembly point will be risk assessed and moved when appropriate.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Health and Safety – Policy and Practice

The safety of young children is of paramount importance. In order to ensure the safety of both children and adults the group will ensure that :

- All children will be supervised by adults at all times although older children will be permitted to enter the toilets alone if they so wish. A book will be available at each session for the reporting of any accident/incident
- As well as daily risk assessments within the playscheme venue, risk assessments will also be carried out and the appropriate risk assessment form completed for any trips/swimming trips that the children attend
- Regular safety monitoring will include checking of the accident and incident books
- All adults will be aware of the system(s) in operation for the arrival and departure of children, and an adult will be at the door during these periods
- A safety check on premises, both indoor and outdoor will be made every session
- The main entrance will be kept locked, the key will be available close by
- Fire doors will not be obstructed
- Electric points will be adequately guarded
- All dangerous materials, including medicines and cleaning materials, will be stored out of reach of children
- Children will not have unsupervised access to kitchens, cookers or any cupboards storing hazardous materials including matches
- Fire drills will be held at least once a fortnight
- A register of both adults and children will be completed as people arrive, so that a complete record is available in any emergency
- A correctly stocked first aid box will be available at all times
- Smoke detectors will be fitted and checked periodically
- Whenever children are on the premises, at least one adult will be present

- Activities such as cooking and energetic play will receive close and constant supervision
- The premises will be checked before locking up at the end of the session/day
- Appropriate safety arrangements will be made for children with disabilities or learning difficulties
- The senior playleader will be appointed as Safety Officer/Coordinator and be responsible for bringing the safety policy to the attention of everyone, and for monitoring all aspects of safety.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Special Needs Policy

The scheme will have regard to the current Code of Practice on the Identification, Assessment and Education of children with Special Educational Needs. The scheme will aim to provide a welcome to the playscheme for children with special needs.

Children with special needs, like all other children, should be admitted after full consultation between parents/carers, playscheme staff, Clerk to the Council (Registered Person) and any other relevant agency workers involved. However, because of the short term duration and general nature of the Council's summer playscheme, the discussion with parents/carers will have to consider staffing arrangements and the physical environment of the scheme setting in meeting the needs of individual children who wish to attend and have special needs.

Full cooperation will be given to all agencies, ie therapists, social workers, health visitors, medical staff, psychologists, portage workers etc, in order to meet the specific needs of each child, as appropriate.

If a child is found to have special needs during the playscheme the Play Leader will liaise with the parent to discuss the best way forward with regards to the suitability of the playscheme for the child and any assistance that may be required, including one-to-one help that could be provided by an external agency.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Keeping children from Straying Policy

The Playscheme aims to ensure that children remain within the confines of the premises and that it is not possible for them to stray.

Code of Practice

Each Playscheme should:

- ensure that children themselves cannot open or shut doors; handles or bolts can be fixed out of the children's reach;
- ensure that windows are safe and cannot be opened by the children. A safety catch should be fitted on any windows which open;
- ensure that any outside play area should be securely enclosed and that any doors/gates cannot be opened by children;
- inspect the room/building before each session in order to ensure that the place is secure, e.g. make sure that emergency exits are securely closed, that low windows are not open;
- put in place a system of registering children as soon as they arrive;
- put in place a system of keeping a record of children leaving the Playscheme as they are handed over to the care the adult responsible for them;
- make a regular check/head count on children if they are out on a trip

In the unlikely event it is discovered that a child is missing, the following steps should be taken after checking the register :

- make sure that the child has not been collected by a parent or carer
- question every member of staff
- look in obvious places, e.g. under the stage (if there is one), in the toilets
- ask the children
- take a quick look around the immediate vicinity of the premises
- contact/telephone the police
- contact/telephone the parents
- contact/telephone Social Services and CSSIW

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Staff Disciplinary Procedure

Purpose and scope

Penyrheol Trecenydd Energlyn Community Council's aim is to ensure the highest level of individual conduct or performance in its playscheme staff. This procedure sets out the action which will be taken when disciplinary rules are breached.

Principles

- a) Due to the short nature of the playscheme the procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated;
- b) At every stage the Playworker will be informed in writing of what is alleged and have the opportunity to state his/her case at a disciplinary meeting with representatives of the Playscheme Sub-Committee and be represented or accompanied - if they wish - by a person of their choice.
- c) The Playworker has the right to appeal against any disciplinary penalty.

The Procedure

Stage 1 – first written warning

If conduct or performance is unsatisfactory, the Playworker will be given a written warning. Such warnings will be recorded but disregarded after three days of satisfactory service. The Playworker will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. (Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the organisation, playscheme or the children, it may be justifiable to move directly to a final written warning.)

Stage 2 – final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within three days action at Stage 3 will be taken.

Stage 3 – dismissal or action short of dismissal

If the conduct or performance has failed to improve the Playworker may suffer dismissal.

Gross misconduct

If, after investigation, it is confirmed that a Playworker has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice : physical or verbal abuse, theft, damage to property, fraud, incapacity for work due to being under the influence of alcohol or illegal drugs, physical violence, bullying and gross insubordination.

While the alleged gross misconduct is being investigated, the Playworker may be suspended. Any decision to dismiss will be taken by the Community Council Playscheme Sub-Committee only after full investigation.

Appeals

A Playworker who wishes to appeal against any disciplinary decision must do so to the Chairman of Penyrheol Community Council within five working days. The Chairman will hear the appeal and decide the case as impartially as possible.

PENYRHEOL TRECENYDD ENERGLYN
COMMUNITY COUNCIL

Summer Playscheme
Trip/Outings Policy

Penyrheol Trecenydd Energlyn Community Council believes that visits and outings play an important and enriching role in the programme of activities that we provide for the children. However, during such events, the safety of children remains paramount.

These may be ad hoc short walks or visits that parents have signed to agree on their initial contracts of agreement, or a weekly trip, arranged in advance (a parent consent form must be completed for the weekly trips). These include walks to local parks or nature trails. These will be spontaneous and organised on a day-to-day basis.

The Playleader will ensure that a thorough risk assessment has been carried out prior to the proposed visit or outing, accordingly to the provisions set out in the Risk Assessment Policy and that each trip is age-appropriate. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, the Playleader will write to the venue requesting all relevant information and a risk assessment statement where available. All children will wear sashes for ease of identification.

The playscheme will make every effort to involve children in the planning of a visit or outing. Staff will explain the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution.

Children will be talked through any potential safety hazards and told to remain with staff at all times. Staff will explain to children what to do in an emergency, including designating a suitable meeting point. Staff will use the club's register and procedures.

Parental consent :

The playscheme will have detailed information about the proposed event. This will include a full programme of activities, any costs, as well as approximate arrival and departure times. A permission slip must be obtained from parents before children can attend weekly trips.

During trips and outings :

On trips or outings, the staff to child ratios will be 1:8. Children will remain under close supervision at all times.

Private transport will be booked with a reputable coach company ensuring suitable child restraints are fitted.

The Playleader will ensure that a full first aid kit is at hand at all times.

In the event of an emergency, parents will be informed by mobile phone, which will be carried at all times during the trip.

A register will be taken at the beginning, middle and end of the visit or outing and on entering the transport provided. Additionally, staff will take regular head counts.

Parents must supply children with sun cream, as appropriate.

Parents must supply children with packed lunches.

STAFF HANDBOOK

Child Protection Whistleblowing Policy

This guidance is written for all Playleaders and Playworkers working at the summer playschemes.

Playworkers must acknowledge their individual responsibilities to bring matters of concern to the attention of the Playleader (Person in Charge), the Clerk to the Council (Responsible Officer) and/or relevant agencies. Although this can be difficult, this is particularly important where the welfare of children may be at risk. You may be the first to recognise that something is wrong, but may not feel able to express your concern out of a feeling that this would be disloyal to colleagues or you may fear harassment or victimisation. These feelings, however natural, must never result in a child or young person continuing to be unnecessarily at risk. Remember, it is often the most vulnerable children or young people who are targeted. These children need someone like you to safeguard their welfare.

Don't think what if I am wrong—think what if I am right!

Reasons for whistle blowing

- Each individual has a responsibility for raising concerns about unacceptable practice or behaviour.
- To prevent the problem worsening or widening.
- To protect or reduce risks to others.
- To prevent becoming implicated yourself.
-

What stops people from whistleblowing?

- Starting a chain of events which spirals.
- Disrupting the work or project.
- Fear of getting it wrong.
- Fear of repercussions or damaging careers.
- Fear of not being believed.
-

How to raise a concern

- You should voice your concerns, suspicions or uneasiness as soon as you feel you can. The earlier a concern is expressed, the easier and sooner it is possible for action to be taken.
- Try to pinpoint what practice is concerning you and why.
- Approach someone you trust and who you believe will respond.
- Make sure you get a satisfactory response—don't let matters rest.
- Put your concerns in writing on a 'Confidential Incident Record' form.
- Discuss your concerns with the Playleader, or Clerk to the Council.
- A member of staff is not expected to prove the truth of an allegation, but you will need to demonstrate sufficient grounds for the concern.
- The Playleader, or Clerk to the Council will undertake an investigation into your concerns and offer you support.

If a serious complaint is received which requires external intervention, eg a safeguarding children issue, the Playleader and/or Clerk to the Council will suspend all dialogue and internal investigation, contact the appropriate external agency (eg Social Services, Police etc) and await further instructions from the said external agency.