

# Policies and ProceduresJuly 2021

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## Overview

Compass Wensleydale is a business partnership between Helen Hardill and Nicola Beales, providing children’s activities. These policies are followed by all adults working in a leadership role, either paid or voluntary, in the setting.

These policies will be reviewed termly, or when a different type of children’s activity is being provided. If there is anything in our policies that you would like to discuss, please contact us at compasswensleydale@gmail.com

## Dealing with Complaints

If you have any concerns, please bring them to our attention straight away. We are always happy to listen to your concerns and worries. Our aim is to provide children’s activities that are fun for all and provide adventure, growth, and lovely memories. To do this, it is important that families communicate any difficulties or concerns to us right away.

The start and end of activities are great for a quick chat and informally sharing information about your child’s time with us. However, they are not always appropriate for lengthy conversation. If you would like to discuss a concern with us, please telephone Helen or Nikki or email compasswensleydale@gmail.com to arrange a time to meet up and discuss things fully.

If you wish to make a formal complaint, it will be logged in our Complaints Record, alongside any action taken to resolve the issue. We will investigate any formal complaint and report on the outcome within 28 days.

We would also love to hear from you and get some feedback if your children are enjoying taking part in Compass activities. We will review our activities regularly and seek the input of both the children and their parents.

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Next review date – January 2022

## Safeguarding Children Policy

Keeping all the children safe is our priority. This is done by supervising the children during their activities, assessing, and minimising any risks identified, and putting into place procedures to deal with emergencies. Please see our Emergency Procedure and Risk Assessment documents for more details.

If an accident occurs during an activity, parents will be informed, and it will be recorded in the Accident Book. Occasionally, we may also record existing injuries in our Accident Book.

Once children have arrived at a Compass activity, they will only be released to their parent/carer or someone named and authorised by them.

All adults leading activities are DBS checked and registered with the DBS update service. Any other adults, such as a visiting parent, are not left along with the children at Compass.

All adults working at Compass have completed Safeguarding Training. We are aware of the signs and symptoms of child abuse and understand our duty to report any concerns to the duty social worker at North Yorkshire’s Safeguarding Children’s Partnership. The contact numbers and the Universal Referral Form are saved in our Documents file. We would call the Duty Team for advice as soon as we had concerns and follow this up with a written referral within 24 hours.

We would normally discuss our concerns with parents/carers, unless we felt the child would be in danger by doing so. We would not investigate any concerns ourselves; we would simply refer them to the relevant authorities.

If an allegation is made against an adult working as Compass, we would refer this to the Local Authority Designated Officer and follow the North Yorkshire Safeguarding Children’s Partnership procedures.

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## Communication Policy

In order to safely care for your child, it is necessary that we have relevant information about your child and your family. This information will be shared with Compass Leaders so they can also provide the best experience for your child. However, this information will not be shared with other people and without your consent.

The information we hold will be stored safely on a computer which is password protected and can only be accessed by Compass staff. Nicola Beales is the named Data Controller for Compass Wensleydale and is registered with the Information Commissioner’s Office.

We will only keep and use the data that is necessary for our purposes of providing activities for your child. We will not pass your information on to any third parties and will only keep your information for as long as is necessary. Parents have the right to inspect the records about their child.

We will only share information without your consent if we had a safeguarding concern.

To provide the best possible experience for your child it is necessary that parents and Leaders work closely together. As a parent you know your child better than anyone else, so do let us know any information you think we need to make sure your child has a great time. If you need to discuss something, please do not hesitate to get in touch by phone or email. If your child is unsettled when being left, we are more than happy to send you a quick reassuring text later in the day.

Please make sure you inform us of any changes to emergency contact details or email address straight away.

We will both have our mobile phones with us, so we can contact parents quickly in an emergency. We seek the permission of parents before their child attends a session to take photographs of your child. No child will be singled out or disadvantaged by refusing to give permission. With parental permission, we will use our phones to take photos of the children so we can share them with you, record their activities, and use images for promoting Compass. Where images are used on social media no child will be identified by name. Photos taken on our phones will be uploaded onto a secure, password protected, computer and then deleted from the phone. We ask that children don’t bring their phones or devices to Compass sessions and that parents don’t use their phones and take pictures when dropping off and collecting.

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## Equal Opportunities Policy

We actively promote equality of opportunity and anti-discriminatory practices in our work. We value all children equally and respect the cultures, religions and languages of all families involved in our activities. We will not discriminate against any child or family on the grounds of disability, sexual orientation, age, class, family status, or any other factor. We will ensure our setting is a warm and welcoming environment for all children and families that attend. Every effort will be made to accommodate any children with additional needs.

Some examples of how this will be put into practice include:

* All resources, books, photographs reflect positively the diversity of life in our society.
* We will work with families where additional support may be needed to enable their children to access our activities, e.g. by allowing a parent to stay or applying for funding to provide an additional supporting adult.
* We will challenge gender stereotypes; all children are encouraged to find and develop their own skills and interests
* We will promote the British values of democracy, individual liberty and mutual respect of different beliefs and faiths.
* We will help all children feel good about themselves and bolster their self-esteem by celebrating the differences that make us all unique.

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## Managing Behaviour Policy

We will have clear, consistent, and realistic expectations about the behaviour of children taking part in Compass activities. We encourage the children to be kind to one another and to take care of the resources and the venue. We expect children will follow basic safety rules.

Children will only be able to use equipment, such as tools and be involved in cooking and fires, once we are confident their behaviour and development ensures they can take part safely.

We will encourage positive behaviour by giving each child lots of positive attention and helping them to feel valued and settled.

If behaviour arises that is not appropriate for the setting, we will first try to understand the cause of that behaviour. Most behaviour is communication. Does the child have an unmet need, is this activity appropriate for the child? Can we change the situation or activity to ensure a better outcome for all?

If necessary one Leader would calmly talk to the child, explain why their behaviour needs to stop and if it continued ask them to sit out from the activity for a short while. As a last resort parents may be asked to collect their child. In this situation Compass reserves the right not to issue a refund.

Compass Leaders will only raise our voices if it was needed to gain the children’s attention in an emergency – we do not shout at the children. We would only ever physically restrain a child if it were necessary to prevent them from hurting themselves or others. This would be recorded, and parents would always be informed.

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## Dealing with Illness

Children should not attend a Compass event if they are unwell. If your child is unwell and cannot attend, please let us know. If we can fill their place, we will offer you a refund.

If we are unable to provide the event due to illness, or for any other reason, you have the choice to move your child’s place to another date or receive a full refund.

If your child has a long-term medical condition, you must inform us before the session so we can best discuss how to manage this during the session. We cannot usually administer medicine during a session, with some exceptions such as an inhaler for asthma or an epi-pen. We will keep a written record of any medicine administered.

Covid-19

Children must not attend a Compass event if they are exhibiting any of the symptoms of Covid-19 or have been asked to isolate. Please see our system of controls document for more information about dealing with Covid.

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## Bad Weather Policy

A Compass event will not be cancelled because it is raining! Children need to bring good wet weather clothes and footwear if it is raining and sunhats and sunscreen if it’s hot. If our event goes ahead but your child chooses not to attend, a refund will not be given. However, if there is severe bad weather (snow storms, flooding etc.) we may decide to postpone or move the venue of the event. In this situation you would have the choice to move your booking or get a refund.

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## Dealing with an Accident or Incident

How we would deal with an accident or incident would depend on the exact nature of the problem. These procedures give a general picture of the action we would take in certain circumstances. Parents are very welcome to discuss any concerns with us.

## Emergency Contact System

At every Compass event we will have an Emergency Contact. This will be a DBS checked adult, who is aware and follows all Compass policies and procedures. They will not ordinarily attend the sessions, but will be available and a short distance away in case of an emergency.

For example, if one child has been injured or had a medical emergency.

* One Leader would deal with and provide first aid and reassurance to the injured child, including calling for emergency services if necessary.
* The second Leader would supervise the other children, whilst phoning the parents of the injured child. Then they would phone the Emergency Contact and explain the situation.
* The Emergency Contact would then call the parents of all the other children and arrange for them to be collected early if necessary.

This frees up the Leaders to deal with the children at the session, whilst the Emergency Contact can make the phone-calls. When you book your child onto a session you will be given the name and phone number of the Emergency Contact for that session.

If you need to contact us urgently during a session and cannot get hold of us directly, please try the Emergency Contact number.

If there was an Accident or Incident a full report would be written up as soon as possible afterwards.

## Dealing with a Fire

At one-off Compass Events children will be shown what to do in case of a fire at the start of the session. During regular weekly sessions, a fire drill will be held once a term in each venue. A signal will be agreed with all participants in case of a fire, or fire drill. This could be the fire alarm or a whistle. Children will be led to nearest exit, with one adult. Second adult will check toilets/kitchen as necessary before exiting building. Children led to designated safe place away from the fire where a register is taken. 999 would be called if necessary. Emergency Contact system used to contact parents. After the event, or drill, a review would be carried out to reflect on best practice.