



# Policies and Procedures

**The information in this document supports  
Ofsted requirements for the Early Years Register and the Voluntary Register.  
It reflects statutory guidance in "Keeping children safe in education" published in September 2018 and  
"Statutory framework for the early years foundation stage" published in 2018  
By the Department for Education.**

**Policies and Procedures are required for the efficient and safe management of camps and aimed to  
promote the welfare, care and learning of the children who attend.**

**A copy of this document is available on request from the SuperCamps Head Office.**

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## 1.0 Attendance Policy

### Policy

SuperCamps recognises the importance of having robust systems in place to ensure the safe arrival and collection of children on camp. SuperCamps has a duty of care to all children that attend camp and is committed to ensuring there are effective methods of delivering information between camp staff and the authorised adult in order for each child to remain safe whilst in SuperCamps care. SuperCamps will ensure that an accurate record is kept of all children on camp.

### 1.1 Procedure for arrivals and departures

SuperCamps believes that the best possible way of achieving this policy is to receive each child from an authorised adult and to release each child securely to an authorised adult at the end of the day in the following way:

- SuperCamps staff will receive information from Head Office detailing which children are expected to be on camp.
- On arrival the authorised adult must write the time of arrival and sign in to confirm the child is now in SuperCamps care.
- Children must be collected by an adult who has been authorised on the registration form, photo ID will be required to confirm identity. The password system will be used if no photo ID is available (**1.2 below**)

SuperCamps appreciate that many children make their own way to and from school and families may wish to continue this during the holidays. Whilst it is the preferred option that children are always accompanied by an authorised adult, SuperCamps recognises that the parent(s)/guardian(s) would like to allow their children to make their own way to and/or from camp. If this is the preferred option for the parent(s)/guardian(s) then the **unaccompanied child system (1.3 below)** will need to be followed.

### 1.2 Password system

If the authorised adult who dropped the child off requires another authorised adult to collect the child they must inform the Camp Manager in advance and provide: the name, and a description of the person and a password that they will use to identify themselves and the child. Only then will the Camp Manager release the child to another authorised adult. If the Camp Manager has any concerns regarding the authorised adult collecting the child or if the collecting authorised adult does not have the correct password, the Camp Manager will contact the parent(s)/guardian(s) for confirmation. For the welfare of the child, the child will not be released from camp until the parent(s)/guardian(s) on the registration form has been contacted. In exceptional circumstances, if the parent(s)/guardian(s) require another authorised adult who is not listed on the registration form to collect their child, they must inform the Camp Manager in advance and follow the same system.

### 1.3 Unaccompanied child

SuperCamps will respect this wish and allow children to arrive and/or leave unaccompanied. This is on condition that the parent(s)/guardian(s) have put their wishes in writing to SuperCamps indicating a time to expect the child on camp and a time that SuperCamps should release the child at the end of the day. This written consent can be sent to Head Office prior to the camp opening or be given to the Camp Manager by the authorised adult on the child's first day as follows:

- Any child with permission to arrive at camp unaccompanied must report to a SuperCamps staff member no later than ten minutes after the camp has started. Any child who is expected to arrive unattended and has not arrived by this time will be considered to be lost or missing. The **missing child system (1.6 Pg.5)** will be followed and the parent(s)/guardian(s) will immediately be contacted and informed.
- Only when the child has reported to the Camp Manager and has been signed into their group will Super Camps' duty of care begin.

- Any child with permission to leave SuperCamps unaccompanied will be signed out at the time stated by the parent(s)/guardian(s). At this point SuperCamps duty of care will cease.
- SuperCamps takes no responsibility for the health and welfare of any unaccompanied child before they signed in to camp or after they have been signed out.
- SuperCamps will not accept children who arrive at camp unattended if it has not been pre-arranged. Any such child will be kept safe whilst the parent(s)/guardian(s) is contacted and asked to come and collect the child or sign them in. If no contact is made the police will be called.

#### 1.4 Uncollected child

SuperCamps has a legal obligation to ensure that every child is safely returned to an authorised adult. SuperCamps will not release any child to an unauthorised adult, even if the collection is late, unless:

- The authorised adult telephones to state that a different authorised adult will be collecting the child and photo ID will be asked for or the **password system (1.2 pg. 3)** is followed.

**All children MUST be collected by 6pm** (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by 6pm, we ask that you call the Camp Manager or Head Office as soon as possible. Two members of staff will wait with your child until they are collected. You will be charged a late pick-up fee of £20 for every 15 minutes after 6pm to cover the additional staffing cost. If we have no contact from a parent/guardian by 6.30pm, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

In the event of a child still being present after 6.00pm, SuperCamps staff will follow the procedure below:

1. If the child has not been collected by 6.15pm, and SuperCamps has not been advised of a delay, the Camp Manager must notify Head Office.
2. Attempts will then be made by the Camp Manager and/or Head Office to contact the child's parent(s)/guardian(s) using the contact numbers provided on the registration form.
3. If the child's parent(s)/guardian(s) cannot be reached, and the child has not been collected by 6.30pm, the **Designated Safeguarding Lead (3.2 Pg.8)** will be informed and seek appropriate advice.
4. SuperCamps staff will follow the advice and instructions of Social Services if requested.
5. The Camp Manager and at least one other member of staff will stay with the child until they have been collected by an authorised adult, who is authorised by the parent(s)/guardian(s) or Social Services.
6. SuperCamps standard pick-up window is 4.30-5pm with an option to purchase extended care between 5pm-6pm available. The parent(s)/guardian(s) will be charged a late pick-up fee of £20 for every 15mins after 6pm the child remains in SuperCamps care to cover staffing costs.

#### 1.5 Absences

- If a child is going to be absent from a scheduled day at Super Camps, the parent(s)/guardian(s) must notify the Camp Manager or Head Office to allow us to update our records.
- If a child is absent without explanation, the Camp Manager or Head Office will contact the parent(s)/guardian(s) to check where the child is.
- SuperCamps will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

If staff have any concerns about the welfare of the child the Camp Manager will raise the concern with the **Designated Safeguarding Lead (3.2 Pg.8)**.

#### 1.6 Missing child

If a child appears to be missing, the following procedure should be followed:

1. The Camp Manager should be informed who will alert all other staff.
2. All children should be assembled as for a fire drill, to enable a roll call and head count to be completed.

3. A full register of the crews should be taken putting faces to names, to confirm the identity of the missing child.
4. SuperCamps Head Office must be advised immediately a child is suspected of being missing, so that they can offer further support and guidance.
5. If the child is confirmed to be missing, the remaining children should be kept together, with the minimum number of staff possible (commensurate with safety) to supervise, while all other staff carry out a full search of the premises and grounds.
6. If after 10 minutes from the child first being realised as missing and they cannot be located, the Camp Manager will inform the Police and advise the parent(s)/guardian(s) of the situation The **Designated Safeguarding Lead (3.2 Pg.8)** will be informed as part of point 4 above.

## 2.0 Visitor Policy

### Policy

SuperCamps is committed to providing a safe and secure environment for the children in its care. When SuperCamps has visitors and/or contractors on camp the below **visitor procedure** needs to be followed to ensure that the visitor and/or contractor will not have a detrimental effect on the children and that the person in question has a valid reason for attending the camp. The Visitor Procedure must be followed for both pre-arranged and unannounced visitors and/or contractors.

### Visitor procedure

- All visitors and/or contractors must report to the Camp Manager before entering camp. If the visitor cannot gain access to the sign in area, they must call the Camp Manager on the number provided on posters. If the visitor and/or contractor can gain access to camp, they must report directly to the SuperCamps sign-in area.
- SuperCamps will liaise with the camp management team to establish if and where any of their appointed contractors or visitors may be and if this will impact of the safe running of the camp.
- The Camp Manager should be aware that certain schools may have increased visitors during the summer, particularly on examination results day. As these visitors will have knowledge of the school they may not follow a set sign in procedure.
- The visitor and/or contractor must produce valid ID which is to be checked by the Camp Manager.
- If the Camp Manager requires further reassurance of the identity of the visitor and/or contractor, they will phone the employing organisation of the visitor (e.g. Ofsted/Local Authority), for further confirmation. If this is not possible, the Camp Manager will seek advice from SuperCamps Head Office.
- If a visitor and/or contractor has no reason to be on the camp's premises, staff will escort them from the premises.
- If the visitor and/or contractor refuses to leave, staff will call the police. In such an event an Incident Record will be completed and the Camp Manager will be immediately notified.
- Once/if approved the visitor and/or contractor must sign in the **Visitor Log** detailing the reason for their visit and the time they arrived.
- Before entering the visitor and/or contractor will be issued a **Visitor Badge** and a '**SuperCamps Child Protection and Safeguarding Visitor Leaflet**' which they are required to read before entering.
- All SuperCamps visitors will be escorted around camp and will never be left alone or unsupervised with children.
- Any contractor appointed by the school will be the responsibility of the school, but should sign in with the Camp Manger if working in an area used by Super Camps.
- When a visitor and/or contractor leave, staff will record the time of departure on the **Visitor Log**.
- All visitors and/or contractors must follow the **visitor code of conduct** as set out below.

### Visitor code of conduct

SuperCamps ask that visitors and contractors:

- Show identification to staff and sign the SuperCamps **Visitor Log**.

- Treat children with respect. Once on camp the children's needs and interests take priority.
- Mobile phone or electronic devices to be kept out of sight and not to be used in front of children.
- Respect children's personal space and privacy.
- Only use the designated staff toilets.
- Report to the Camp Manager any concerns about staff conduct or children's wellbeing.
- Ask for permission before joining in with children's play. Although some children love to involve an adult in their play it is not always appropriate for any number of reasons. Please ask a member of staff before you interact with children in their play.

SuperCamps ask that visitors and contractors do not:

- Use inappropriate language or display aggressive or threatening behaviour towards staff, children or other authorised adults either in person, on the phone or in writing.
- Discuss sensitive issues within earshot of a child or other adults.
- Take photos or videos unless approved as an official photographer arranged by SuperCamps Head Office (as set out in the **e-safety policy (4.0 Pg.16)**).
- Leave tools, bags or other equipment unattended or within reach of children.

#### **SuperCamps Visiting Staff**

- Any visitor from SuperCamps Head Office attending camp should produce their SuperCamps Head Office Photo ID card and sign in as a visitor.
- With the Camp Manager's permission, they will be free to walk around the camp and visit all of the activity areas.
- SuperCamps visiting staff will follow the set Policies and Procedures at all times.
- Any member of SuperCamps Head Office Staff that does not present their ID badge will be signed in as a normal visitor and accompanied on camp.
- If the Camp Manager requires further reassurance of the identity of the visitor, they will seek advice from SuperCamps Head Office.

### **3.0 Safeguarding Policy – Reference to other policy's within this document can be found in the main SuperCamps Policy and Procedures document.**

#### **Introduction**

This policy has been developed in accordance with the principles established by the Children Act 1989 and in line with the following:

- "Working together to safeguard children 2015".
- "What to do if you are worried a child is being abused 2015".
- "Keeping children safe in education 2016".

#### **Policy**

Safeguarding children describes the action SuperCamps takes to promote the welfare of children and protect them from harm. SuperCamps believe that safeguarding children is everyone's responsibility and that everyone who comes into contact with children and families has a role to play.

#### **SuperCamps define safeguarding as**

- Protecting children from maltreatment including female genital mutilation and child sexual exploitation
- Preventing children from being drawn into extremism or radicalisation
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care: and
- Taking action to enable all children to have the best outcomes.

SuperCamps believe that all staff need to be vigilant and act on any concerns they may have regarding the welfare of the children they are working with. If any member of staff has any suspicions about the treatment of a child, they must immediately raise it with the Camp Manager. The Camp Manager in turn must then raise the issue with the **Designated Safeguarding Lead (3.2 Pg.8)** so that the appropriate course of action for that child can be initiated. All staff should familiarise themselves with the **Local Safeguarding Children Board's** contact details which can be found on camp, and any Local Safeguarding issues that may have existed in the area.

It is the legal responsibility of SuperCamps staff to report any suspicions they have regarding the treatment of the children in their care.

### **Safeguarding policy including child protection procedures**

- All SuperCamps **Full Time** employees as a minimum, will complete safeguarding training, refreshed at least every two years, which enables them to recognise signs of potential abuse and neglect. All staff will be alert to the basic signs of abuse, be it physical, emotional, sexual or neglect. They will know to whom they should refer concerns or suspicions and be aware of the procedure to follow if a child discloses information to them regarding a situation in their life.
- All Seasonal staff are subject to safeguarding training. Staff will be instructed to complete online training with a knowledge test (with an 80% threshold pass rate) and receive face to face safeguarding training at a central training day.

All necessary steps to keep children safe and well are detailed in the following procedures:

- SuperCamps will report all allegations of serious abuse or harm by any person: living with, working with or looking after children, as well as serious accidents, illnesses and injuries sustained by any child in SuperCamps care. SuperCamps are fully aware that not to do so, would be committing an offence.
- SuperCamps allocate a key person to each Early Years group (Early Years defined as 0 – year olds). This ensures that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting and to offer a settled relationship for the child.
- SuperCamps fully complies with the ratio and qualification requirements applicable to each age range of children, (in keeping with the Statutory Framework).
- SuperCamps will inform Ofsted of any significant event which is likely to affect the suitability of any person who is in regular contact with children.
- SuperCamps ensures that staff undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children.
- All SuperCamps paediatric first aid training is compliant for workers caring for young children.
- SuperCamps complies with requirements of health and safety legislation including fire safety and hygiene.
- SuperCamps ensures that the premises, including floor space and outdoor spaces, are fit for purpose and suitable for the age of the children cared for and the activities provided on camp.
- SuperCamps do not allow smoking in or on the premises.
- SuperCamps ensures that it takes all reasonable steps to ensure staff and children in its care are not exposed to unacceptable risk and SuperCamps is able to demonstrate how it manages risk.
- All staff have an obligation to prevent children from being drawn into extremism and terrorism. SuperCamps recognise this is a statutory duty under the Counter Terrorism and Security Act 2015.
- Staff will be made aware of procedures regarding confidentiality and for the sharing and receiving of information, including the need for clear reporting of any conversations had, complete with dates and any action to be taken.
- SuperCamps have a Designated Safeguarding Team which is made up of a Designated Safeguarding Lead (DSL) and two Deputy DSLs. As per the **designated lead for safeguarding procedure (DSL) (3.2 Pg.8)** the DSL will ensure that all staff are aware of the safeguarding children procedures.
- All staff have access to the procedure, essential contact numbers, and procedures for sharing and

- receiving information.
- The Camp Manager will be the designated person for the co-ordination of safeguarding children procedures within each SuperCamps camp with guidance from the SuperCamps Designated Safeguarding Team.
- The **Designated Safeguarding Lead** will ensure that all staff are aware of the safeguarding children procedures to follow.
- Staff should be following best practice at all times and should not display inappropriate behaviour which could be deemed as a safeguarding issue. All staff should be aware of any signs of inappropriate behaviour by colleagues and should continue to follow procedure.
- All safeguarding concerns are to be communicated to Safeguarding team via phone and CPOMS concern management system. All safeguarding concerns are to be reported to the SuperCamps Designated Safeguarding Lead. The Safeguarding team will lead a thorough investigation. If deemed necessary, the case will be referred to the **Local Safeguarding Children Boards**.

### 3.1 Best practice

The behaviour of staff must not be open to criticism. Staff should protect themselves against liability or allegations which could cause conflict between them, the child and the parent(s)/guardian(s). Staff must ensure that they do not put themselves in a position that may inadvertently threaten or upset children in their charge, and use best practice in all they do.

Best practice refers to the actions of staff whilst working with or near to children. It also refers to the manner in which they communicate with the children and the information that they give them. SuperCamps staff will:

- Avoid shouting and making derogatory comments.
- Promote positive behaviours through positive comments and feedback whenever possible.
- Keep physical contact to a minimum unless absolutely necessary. When contact is necessary, make sure there is at least one other adult present and the incident is recorded on the online concern management system.
- Treat all children equally and avoid favouritism.
- Be non-judgemental when talking to or dealing with the children.
- Empathise with the children and understand their emotions.
- Ensure children are informed of why certain decisions are made in order for them to learn why certain things are done in certain ways (e.g. why you walk a certain way across the car park).
- Understand that it is their legal responsibility to report any suspected cases of child abuse to the **Designated Safeguarding Lead** so the best course of action for that child can be initiated.
- Not to use a mobile phone or camera whilst leading a session with a group of children as per the **mobile phone policy (4.1 Pg.17)**.
- Be aware of the **e-safety policy (4.0 pg.16)** to keep young people and staff safe in the digital world.
- All staff will be made aware of the potential risks of using social networking sites (e.g. Facebook) and the importance of considering the materials they post and how publishing unsuitable materials may affect their professional status as per the **social media policy (4.2 Pg.1)**.

### 3.2 Designated Lead for Safeguarding Procedure (DSL)

It is the duty of everyone working for SuperCamps to ensure that children are provided with the highest protection whilst in SuperCamps care. As part of the company's **safeguarding policy (3.0 Pg. 8)** a Designated Safeguarding Lead is appointed to oversee the child protection and safeguarding provision in all of Super Camps' camps.

#### The team

##### The Designated Senior Person: Nathan Nicholas (DSP) (Director)

The DSP is supported by SuperCamps Safeguarding senior person. The DSP has the overall view of the procedures and deputises the daily safeguarding responsibilities to the

**Designated Safeguarding Lead** who is supported by a team of **Deputy Safeguarding Designated Persons**.



**Designated Safeguarding Lead:**  
**Kirsty Farrar-Hockley (Operations Manager)**

**Deputy Safeguarding Designated Persons:**  
**Louise Jones (Recruitment Team Leader/HR Coordinator)**  
**Alan Stonell (Business Partnerships Manager)**  
**Molly Goodenough (Customer Service Team Leader)**

**E:safeguarding@supercamps.co.uk**  
**T: 01235 467300 (opt 5)**

It is the duty of the Training Manager to ensure that the training and professional development of the DSL and Deputy DSLs is ongoing, in order to enable them to deal effectively with changing child welfare concerns and the extra responsibilities that the job requires. This means being able to identify possible abuse, and knowing the right level of action to take, depending on the individual situation and circumstances. SuperCamps will ensure that the DSL and the Deputy DSLs attend relevant new or refresher training courses throughout their time in this role to make sure that they are up to date with all statutory policy and legislation. They must be in the best position to deal with concerns, incidents and allegations, as well as feed back to the rest of SuperCamps staff on any updated safeguarding provisions and policies and any available support resources.

### **The purpose of the role**

The purpose of the Designated Safeguarding Lead for Child Protection is to:

- Ensure that child protection and safeguarding policies and procedures are correctly in place, all laid out clearly, and are accessible to all staff and the parent(s)/guardian(s).
- Ensure that that all staff, children, and the parent(s)/guardian(s) are familiar with and understand all aspects of SuperCamps safeguarding provision.
- Ensure that the camps operate in line with, and staff are up to date with, all safeguarding legislation and that information, support, and resources on the topic of child protection and safeguarding are readily accessible to all staff and the parent(s)/guardian(s).
- Be a personal advisor to all staff, children and the parent(s)/guardian(s) and promote their role to ensure that everyone is aware of who they are and how to contact them.
- Be the first point of contact for any staff, children, or the parent(s)/guardian(s) who have concerns about a child's welfare.
- Attend and/or contribute to child protection conferences.
- Refer concerns to the relevant external agencies as required by individual circumstances.
- Use their specialist skills and training in child protection to support the identification of possible abuse and decide on actions that need to be taken.
- Ensure that all staff are taking responsibility and following procedure for the safeguarding of the children on camp.

### **3.3 Fundamental British values**

What are British Values?

The Fundamental British values were first set out in the Government's Prevent Strategy 2015. In the "Early Education and childcare: Statutory guidance for local authority" document published by the Department For Education, British values are described as democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

The promotion of these fundamental British values are reflected in the Early Years Foundation Stage (EYFS) at SuperCamps and exemplified in an age-appropriate way through practice guidance below:

- **Democracy** - making decisions together e.g. giving opportunities to develop enquiring minds in an atmosphere where questions are valued).

- **The rule of law** - understanding that rules matter as cited in Personal Social and Emotional Development, (e.g. collaborating with children to create rules and codes of behaviour) and in line with the **behaviour policy (13.0 pg.42)**.
- **Individual liberty** - freedom for all e.g. reflecting on people's differences and understanding SuperCamps are free to have different opinions.
- **Mutual respect and tolerance** - treat others as you want to be treated, e.g. sharing and respecting others' opinions.

### **How SuperCamps promote British values strategies in their settings**

Strategies include, but are not limited to:

- Teaching children to listen to each other and wait before speaking.
- How to have a conversation.
- Kindness, helpfulness, being respectful of others.
- Encouraging table manners.
- Promoting politeness, through saying please and thank you.
- Encouraging listening during story and song time.
- Teaching empathy and understanding.
- Encouraging appropriate behaviour and learning right from wrong.
- Promoting taking turns and sharing.
- Facilitating friends and friendship.
- Team work.

### **3.4 Tackling extremism and radicalisation policy**

SuperCamps is fully committed to safeguarding and promoting the welfare of all children attending a camp. Every member of staff recognises that safeguarding against radicalisation and extremism is no different from safeguarding against any other vulnerability in today's society. The tackling extremism and radicalisation policy sets out SuperCamps beliefs, strategies and procedures to protect vulnerable individuals from being radicalised or exposed to extremist views.

The following national guidelines should also be read when working with this policy:

1. Prevent Duty (DfE)
2. Keeping Children Safe in Education (DfE)
3. Working Together to Safeguard Children (HM Government)

#### **Aims**

The SuperCamps tackling extremism and radicalisation policy is intended to provide a framework for dealing with issues relating to vulnerability, radicalisation and exposure to extreme views. The objectives are that:

1. All staff will have an understanding of what radicalisation and extremism are and why there is a need to be vigilant during camp time.
2. All staff will understand the policy for tackling extremism and radicalisation and will follow the policy guidance swiftly when issues arise.
3. All children will understand the dangers of radicalisation and exposure to extremist views: building resilience against these and knowing what to do if they experience them.
4. All parent(s)/guardian(s) will know that the policies are in place to keep children safe from harm and that SuperCamps regularly reviews its systems to ensure they are appropriate and effective.

#### **Definitions and indicators**

**Radicalisation** is defined as the act or process of making a person more radical or favouring extreme or fundamental changes in political, economic or social conditions, or institutions or habits of the mind.

**Extremism** is defined as the holding of extreme political or religious views.

There are a number of behaviours which may indicate a child is at risk of being radicalised or exposed to extreme views. These include:

- Day-to-day behaviour becoming increasingly centred on an extremist ideology, group or cause.
- Loss of interest in other friends and activities not associated with the extremist ideology, group or cause.
- Changing their style of dress or personal appearance to accord with a particular extremist ideology, group or cause.
- Possession of materials or symbols associated with an extremist ideology, group or cause.
- Attempts to recruit others to the extremist ideology, group or cause.
- Communications with others that suggests identification with an extremist ideology, group or cause.
- Using insulting or derogatory names for another ideology, group or cause group.
- An increase in prejudice-related incidents committed by that person – these may include:
  - Physical or verbal assault.
  - Provocative behaviour.
  - Damage to property.
  - Derogatory name calling.
  - Possession of prejudice-related materials.
  - Refusal to co-operate.
  - Condoning or supporting violence towards others.

### **Procedures for referrals**

It is important to be constantly vigilant and remain fully informed about the issues which affect the local areas, cities and society in which SuperCamps works. Staff are reminded to suspend any 'professional disbelief' that instances of radicalisation 'could not happen here' and to be 'professionally inquisitive' where concerns arise, referring any concerns to the **Designated Safeguarding Lead (3.2 Pg.8)**.

SuperCamps believe that it is possible to intervene to protect people who are vulnerable. Early intervention is vital and staff must be aware of the established processes for front line professionals to refer concerns about an individual(s) and/or an extremist ideology(s), group(s) or cause(s). SuperCamps staff must have the confidence to challenge, and to intervene, and ensure that strong safeguarding practices are based on the most up-to-date guidance and best practice.

All SuperCamps staff undertake Channel General Awareness training created by the College of Policing. The DSL for SuperCamps will discuss the most appropriate course of action on a case-by-case basis and will decide when a referral to external agencies is needed.

As with any child protection referral, staff must be made aware that if they do not agree with a decision not to refer, they can make the referral themselves and will be given the contact details to do this via the Safeguarding Board on camp. SuperCamps staff have the option to follow the SuperCamps **whistleblowing policy (8.0 Pg.30)** if they are not comfortable discussing the concern with their line Manager.

### **3.5 Child sexual exploitation policy**

This policy has been developed in response to growing concerns about the scale of sexual exploitation and the recognition that any child might be targeted for grooming and exploitation. This policy should be followed by all Head Office staff, camp staff and volunteers.

### **Definitions**

The Government has released an updated definition of child sexual exploitation, following a consultation completed in 2017.

The new, clearer definition will help practitioners across all services understand and be able to recognise when children are in danger of child sexual exploitation. It will also help agencies record, analyse and disrupt incidences.

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

The revised definition is included in the Working Together to Safeguard Children Statutory Guidance.

- Children may be exploited by an individual, several individuals working as an organised group, or by a gang.
- Grooming is the process of ‘preparing’ a boy or girl for a sexual purpose. Grooming is often slow and subtle, continuing for several weeks or months and lulling the child into a false sense of security. It always involves manipulation and deceit.
- Two types of grooming are recognised: street grooming which occurs in the community, and online grooming using technology including the internet and mobile phones.

### **The complexity and challenge of sexual exploitation and grooming**

It can be difficult to identify children and young people who are at risk of sexual exploitation. The grooming process draws children in to what they initially perceive as a new and caring relationship with an exciting older boyfriend or girlfriend. Attempts to explain the risks to the child may be met with derision and hostility. By the time the child realises the reality of the ‘relationship’ they may have been seriously sexually, physically and psychologically abused, threatened with the distribution of indecent photographs or videos of their abuse and warned that they will put themselves or their family in danger if they speak out. Unsurprisingly, the child will be unwilling to disclose their abuse, particularly to people in positions of authority such as teachers, social workers or police officers.

The child may find it impossible, for a number of reasons, to speak to their parent(s)/guardian(s) and their abusers will have sought to isolate them from their family and friends. Some children may have developed drug or alcohol addictions and rely on their abusers for supply.

### **Procedure**

Camp staff are in daily contact with the children during the holidays and play an important role in keeping children safe and supporting them when things go wrong. To help keep children safe from sexual exploitation and grooming, SuperCamps will:

- Raise staff awareness of sexual exploitation and grooming.
- Help parent(s)/guardian(s) to understand the issue if a concern is raised.
- Contribute to multi-agency safeguarding and child protection arrangements.
- Promote healthy and safe relationships.

### **Sexually active young people**

In law, a child is a person under the age of 18. Not all sexual activity involving a child is criminal, nor is it always abusive. The law is very clear on certain aspects of sexual activity, but care providers and other agencies are expected to use professional judgement to determine whether a concern about sexual activity involving a child over the age of 13 is exploitative or abusive and should be referred to children’s social care or the Police. Sexual activity involving a child under 13 is always a criminal offence and SuperCamps will always refer such concerns to children’s social care.

### **Procedure for reporting**

Camp staff should report any concern about under-age sexual activity to the **Designated Safeguarding Lead (3.2 Pg.8)** who will decide on the most appropriate course of action.

Camp staff that are approached by a child wishing to discuss sexual matters must make it clear to the children that they cannot guarantee confidentiality but will act in the child’s best interests.

### 3.6 Female Genital Mutilation

SuperCamps has robust and rigorous safeguarding procedures and takes its responsibilities of child protection seriously. Female Genital Mutilation is a form of child abuse and as such is dealt with under the SuperCamps **safeguarding policy (3.0 Pg.8)**. SuperCamps uses the World Health Organisation definition as written below.

“Female Genital Mutilation (FGM) comprises of all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs whether for cultural or non-therapeutic reasons.”

The UK Government has written advice and guidance on FGM that states:

“FGM is considered child abuse in the UK and a grave violation of the human rights of girls and women. In all circumstances where FGM is practised on a child it is a violation of the child’s right to life, their right to their bodily integrity, as well as their right to health. The UK Government has signed a number of international human rights laws against FGM, including the Convention on the Rights of the Child.”

“Girls are at particular risk of FGM during school summer holidays. This is the time when families may take their children abroad for the procedure. Many girls may not be aware that they may be at risk of undergoing FGM.

UK communities that are most at risk of FGM include Kenyans, Somalis, Sudanese, Sierra Leoneans, Egyptians, Nigerians and Eritreans. However, women from non-African communities that are at risk of FGM include Yemeni, Kurdish, Indonesian and Pakistani women.”

#### Procedures

SuperCamps take proactive action to protect and prevent girls being forced to undertake FGM BY

- Having a robust attendance policy that does identify any unexplained absences.
- Giving FGM training for the **Designated Safeguarding Lead and team (3.2 Pg.8)** with disseminated training for all staff on camp.

#### Indications that FGM has taken place

- Prolonged absence from camp with noticeable behaviour change – especially after a return from holiday.
- Spend long periods of time away from the sessions during the day. e.g. extended toilet breaks.
- A child who has undergone FGM should be seen as a child protection issue.

#### Indications that a child is at risk of FGM

- The family comes from a community that is known to practice FGM - especially if there are elderly women present.
- In conversation a child may talk about FGM.
- A child may express anxiety about a special ceremony.
- The child may talk or have anxieties about forthcoming holidays to their country of origin.
- Parent(s)/Guardian(s) may comment on overseas travel.
- If a woman has already undergone FGM – and it comes to the attention of any professional, consideration needs to be given to any Child Protection implications e.g. for younger siblings, extended family members and a referral made to the **Designated Safeguarding Lead (3.2 Pg.8)** who will decide on the most appropriate course of action.

**If a member of staff suspect that a child is a victim of FGM it is their responsibility to raise the concern with the SuperCamps Designated Safeguarding Team who will provide advice.**

#### Record

All interventions should be accurately recorded using the **incident and accident policy (10.0 Pg. 36)**.

#### Referrals

The Designated Safeguarding Lead needs to seek advice about making referrals to Social Care and follow the Local Authority Safeguarding Boards Procedure Guidelines on FGM and Child Protection referrals.

### 3.7 Self Harm Policy

Recent research indicates that up to one in ten young people in the UK engage in self-harming behaviours, and that this figure is higher amongst specific populations, including young people with special educational needs. SuperCamps staff can play an important role in recognising self-harm and contribute to its prevention, and also support children that may be currently engaging in self-harm and their parents.

#### Definition of Self-Harm

Self-harm is any behaviour where the intent is to deliberately cause harm to one's own body for example:

- Cutting, scratching, scraping or picking skin
- Swallowing inedible objects
- Taking an overdose of prescription or non-prescription drugs
- Swallowing hazardous materials or substances
- Burning or scalding
- Hair-pulling
- Banging or hitting the head or other parts of the body

#### Risk Factors

Several factors can contribute to making a child vulnerable to self-harm: individual factors such as:

- Depression / anxiety
- Poor communication skills
- Low self-esteem
- Poor problem-solving skills
- Hopelessness
- Impulsiveness
- Drug or alcohol abuse

Family factor:

- Unreasonable expectations
- Neglect or physical, sexual or emotional abuse
- Poor parental relationships and arguments
- Depression, self-harm or suicide in the family

And social factors, such as:

- Difficulty in making relationships / loneliness
- Being bullied or rejected by peers

SuperCamps staff may become aware of warning signs which indicate a child is experiencing difficulties that may lead to thoughts of self-harm or suicide. These warning signs should **always** be taken seriously and staff observing any of these warning signs should seek further advice from one of the designated safeguarding team.

Possible warning signs include:

- Changes in eating / sleeping habits (e.g. children may appear overly tired if not sleeping well)
- Increased isolation from friends or family, becoming socially withdrawn
- Changes in activity and mood e.g. more aggressive or introverted than usual
- Lowering of academic achievement
- Talking or joking about self-harm or suicide
- Abusing drugs or alcohol
- Expressing feelings of failure, uselessness or loss of hope
- Changes in clothing e.g. becoming a goth

### **Staff Roles in working with children who self-harm**

Children may choose to confide in a member of SuperCamps staff if they are concerned about their own welfare, or that of a peer. SuperCamps staff may experience a range of feelings in response to self-harm in a child such as anger, sadness, shock, disbelief, guilt, helplessness, disgust and rejection. However, in order to offer the best possible help to children it is important to try and maintain a supportive and open attitude – a child who has chosen to discuss their concerns with a member of SuperCamps staff is showing a considerable amount of courage and trust.

Children need to be made aware that it may not be possible for staff to offer complete confidentiality. **If you consider a child is at serious risk of harming themselves then confidentiality cannot be kept.** It is important not to make promises of confidentiality that cannot be kept even if a child puts pressure on you to do so.

Any member of staff who is aware of a child engaging in, or suspected to be at risk of engaging in, self-harm should consult one of the designated safeguarding team.

Following the report, the designated safeguarding team member will decide on the appropriate course of action.

This may include:

- Contacting parents / carers
- Arranging professional assistance e.g. doctor, nurse, social services
- Arranging an appointment with a counsellor
- Immediately removing the children from activities if their remaining on camp is likely to cause further distress to themselves or their peers
- **In the case of an acutely distressed child, the immediate safety of the child is paramount and an adult should remain with the child at all times.**
- **If a child has self-harmed whilst attending SuperCamps a first aider should be called for immediate help.**
- **Head Office must always be notified immediately if there is suspicion or evidence of self-harming.**

### **Further Considerations**

Any meetings with a child, their parents or their peers regarding self-harm should be recorded in writing including:

- Dates and times
- Concerns raised
- Details of anyone else who has been informed

This information should be stored in line with SuperCampsPolicy on retaining confidential documents.

If staff are aware of a child self-harming or a child on camp has spoken about self-harming, even if it is regarding a sibling, friend or parent, It is important to encourage the child to talk. They must be reassured that they are not in trouble; friends can worry about betraying confidences so they need to know that self-harm can be very dangerous and that by seeking help and advice for a friend they are taking responsible action and being a good friend. They should also be aware that their friend will be treated in a caring and supportive manner.

The peer group of a young person who self-harms may value the opportunity to talk to a member of staff either individually or in a small group. Any member of staff wishing for further advice on this should consult one of the SuperCamps designated safeguarding team.

When a young person is self-harming it is important to be vigilant in case close contacts of the individual are also self-harming.

### 3.8 Peer on Peer Abuse

Peer-on-peer abuse is any form of physical, sexual, emotional and financial abuse, and coercive control exercised between children, and within children’s relationships (both intimate and non-intimate), friendships, and wider peer associations.

Peer-on-peer abuse can take various forms, including (but not limited to): serious bullying (including cyberbullying), relationship abuse, domestic violence and abuse, child sexual exploitation, youth and serious youth violence, harmful sexual behaviour and/or prejudice-based violence including, but not limited to, gender-based violence. Online peer-on-peer abuse is any form of peer-on-peer abuse with a digital element, for example, sexting, online abuse, coercion and exploitation, peer-on-peer grooming, threatening language delivered via online means, the distribution of sexualised content, and harassment.

SuperCamps are committed to the prevention, early identification, and appropriate management of peer-on-peer abuse (as defined as above) both within and beyond the activity setting. In particular, we:

- In order to protect children, SuperCamps have taken a whole-company Contextual Safeguarding approach to preventing and responding to peer-on-peer abuse
- SuperCamps do not feel it is acceptable merely to take a reactive approach to peer-on-peer abuse in response to alleged incidents of it; and believe that to tackle peer on-peer abuse proactively, it is necessary to focus on all four of the following areas:
  - Systems and structures
  - Prevention
  - Identification
  - Response/intervention
- SuperCamps recognises the national and increasing concern about this issue and wish to implement this policy in order to mitigate harmful attitudes and peer-on-peer abuse in their activity settings.

#### How SuperCamps uses Contextual Safeguarding to Peer on Peer Abuse

SuperCamps is adopting a whole-company Contextual Safeguarding approach, which means:

- Being aware of and seeking to understand the impact that these wider social contexts may be having on the children in our care
- Creating a safe culture in the activity settings by, for example, implementing policies and procedures that address peer-on-peer abuse and harmful attitudes
- Promoting healthy relationships and attitudes to gender/ sexuality.
- Hotspot mapping to identify risky areas geography to look for trends or abusive natures.
- Training on potential bias and stereotyped assumptions.
- Being alert to and monitoring changes in students’ behaviour and/or attendance.

When does behaviour become problematic or abusive?

All behaviour takes place on a spectrum. Understanding where a child’s behaviour falls on a spectrum is essential to being able to respond appropriately to it.

SuperCamps follow the continuum model (below) to demonstrate the range of sexual behaviours presented by children, which may be helpful when seeking to understand a student’s sexual behaviour and deciding how to respond to it.

<b>Normal</b>	<b>Inappropriate</b>	<b>Problematic</b>	<b>Abusive</b>	<b>Violent</b>
Developmentally Expected	Single instances of inappropriate sexual behaviour	Problematic and concerning behaviour	Victimising intent or outcome	Physically violent sexual abuse
Socially acceptable Consensual, mutual, Reciprocal	Socially acceptable behaviour within peer group	Developmentally unusual and socially unexpected	Includes misuse of power	Highly intrusive Instrumental violence which is psychologically and/or sexually
Shared decision			Coercion and force to ensure	



making	Context for behaviour may be inappropriate  Generally consensual and reciprocal	No overt elements of victimisation  Consent issues may be unclear May lack reciprocity or equal power  May include levels of compulsivity	compliance Intrusive  Informed consent lacking or not able to be freely given  May include elements of expressive violence	arousing to the child responsible for the behaviour  Sadism
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#### Other behaviour

When dealing with other alleged behaviour which involves reports of, for example, emotional and/or physical abuse, Active Learning Group staff can draw on aspects of the continuum to assess where the alleged behaviour falls on a spectrum and to decide how to respond.

This could include, for example, whether it:

- Is socially acceptable
- Involves a single incident or has occurred over a period of time.
- Is socially acceptable within the peer group
- Is problematic and concerning
- Involves any overt elements of victimisation or discrimination e.g. related to race, gender, sexual orientation, physical, emotional, or intellectual vulnerability.
- Involves an element of coercion or pre-planning,
- Involves a power imbalance between the child/ children allegedly responsible for the behaviour and the child/children allegedly the subject of that power.

How can a child who is being abused by their peers be identified.

All staff should be alert to the well-being of students and to signs of abuse, and should engage with these signs, as appropriate, to determine whether they are caused by peer-on-peer abuse. However, staff should be mindful of the fact that the way(s) in which children will disclose or present with behaviour(s) because of their experiences will differ.

#### Record

All concerns should be accurately recorded using the online safeguarding reporting system (CPOMS).

#### Referrals

The Designated Safeguarding Lead needs to seek advice about making referrals to Social Care and follow the Local Safeguarding Partners Guidelines on Protection referrals.

### 4.0 E-Safety Policy

#### Policy

All SuperCamps staff have a duty to ensure that children are protected from potential harm both within and beyond the camp environment. Every effort will be made to safeguard against all risks, however it is likely that SuperCamps will never be able to completely eliminate them. Any incidents that do arise will be dealt with quickly and according to this policy to ensure that children and staff continue to be protected.

E-safety is a framework of policy, practice, education and technological support that ensures a safe e-learning environment in order to maximise the educational benefits of Information and Communications Technology (ICT) whilst minimising the associated risks.

#### Aims

- To offer valuable guidance and resources to SuperCamps staff to ensure that they can provide a safe and secure online environment for all children in their care.

- To raise awareness to staff and the parent(s)/guardian(s) of the potential risks associated with online technologies.
- To provide safeguards and rules for acceptable use to guide all users in their online experiences.
- To ensure staff and the parent(s)/guardian(s) are clear about procedures for misuse of any technologies both within and beyond the Early Year's environment on camp.

### Scope of policy

This policy applies to all staff, children, the parent(s)/guardian(s), visitors and contractors accessing the internet or using technological devices on camps. This includes the use of personal devices by all of the above mentioned groups, such as mobile phones or iPads/tablets which are brought onto a SuperCamps camp. This policy is also applicable where staff or individuals have been provided with SuperCamps issued devices for use off-site, such as a work laptop or mobile phone.

### Definition

The definition and purpose of e-safety forms part of the "staying safe" element of the Government's 'Every Child Matters' agenda, and all out of school providers have a responsibility under the Children Act 2004 to safeguard and promote the welfare of children, as well as owing a duty of care to children and their parent(s)/guardian(s) to provide a safe learning environment.

Safety awareness is vital so that children and staff are able to keep themselves and others safe and use the internet responsibly. As many children will have access to the internet at home and at schools, SuperCamps need to ensure that the parent(s)/guardian(s) are fully aware of e-safety issues so that they can extend e-safety strategies to the home environment.

### Staff responsibilities procedure

All staff (including visitors) have a shared responsibility to ensure that children are unable to use the internet and related technologies as per the **mobile phone policy (4.1 Pg.17)**. If any staff member suspects that a child is subject to abuse via an online platform, then this is categorised as a Child Protection concern and the **safeguarding policy (3.0 Pg.8)** must be followed.

### E-mail use

- SuperCamps provides the Camp Manager with access to a professional e-mail account to use for all work related business (to be used to correspond with SuperCamps Head Office only) This allows for e-mail content to be monitored and protects staff from the risk of allegations, malicious e-mails or inappropriate contact with children and their families.
- Staff must not engage in any personal communications with children who they have a professional responsibility for. This prohibits contact with former children outside of camp.
- All e-mails should be professional in tone and checked carefully before sending, just as an official letter would be.

### Use of Social Networking sites (advertising or parental contact)

Due to the public nature of social networking and the inability to keep content truly private, great care must be taken in the management and use of such sites. Best practice guidance states that:

- Identifiable images of children should not be used on social networking sites.
- Privacy settings are set to maximum and checked regularly.
- For safeguarding purposes, photographs or videos of looked after children must not be shared on social networking sites.

Please refer to the **social media policy (4.2 Pg.19)** for further guidance.

### Mobile or smart phones

Staff:

- As per the **mobile phone policy (4.1 Pg.17)**, personal mobile phones are permitted on camp, but are to be used during break times only, within designated areas away from children.
- Personal mobile phones must never be used to contact children or their families, nor should they be used to take videos or photographs of children.

## Photographs and video

Staff:

- Written consent must be obtained from the parent(s) or guardian(s) before photographs or videos of young people will be taken or used within the camp, including displays, learning journeys, SuperCamps website and other marketing materials.
- Staff will ensure that children are at ease and comfortable with images and videos being taken.
- Staff must not use personal devices, such as cameras, video equipment or camera phones, to take photographs or videos of children.

## Laptops and tablets

Staff and visitor use:

Personal use of laptops or computing facilities, whilst on site, is left to the discretion of SuperCamps and may be permissible if kept to a minimum. They must be used away from children.

- Where staff have been issued with a device or have had approval to use their own device (e.g. laptop) for work purposes, personal use is not authorised by Super Camps. The laptop/devices should be used by the authorised person only, which in most cases is the Camp Manager.
- Staff are advised not to bring laptops or tablets to camp and must advise the Camp Manager if they do.

Children's use:

- As per the **mobile phone policy (4.1 Pg.17)**, children are not permitted to have any electronic devices on camp. Any such device will be confiscated and stored securely until the child is signed out by an authorised adult.

## Data storage and security

- Sensitive data, photographs and videos of children which leave the premises will only be stored on devices authorised by Super Camps.

## 4.1 Mobile phone and wearable devices policy

### For children

The widespread ownership of mobile phones and wearable devices among young people requires that SuperCamps staff, children and their parent(s)/guardian(s) take steps to ensure that mobile phones and wearable devices are used responsibly at camp.

**Mobile phones and wearable devices are considered banned items and as such can be searched for and confiscated.**

SuperCamps has established the following policy for mobile phones and wearable devices that provides staff, children and their parent(s)/guardian(s) guidelines and instructions for the appropriate use of mobile phones and wearable devices during camp hours.

Use of mobile phones and wearable devices presents a number of problems, including:

- The value of items might render a child vulnerable to theft.
- Possible damage to the item in an active environment.
- The level of sophistication - or otherwise, can make children objects of envy or disparagement and could have implications with regard to discipline and potential bullying.
- Even when apparently silent, the use of mobile phones and wearable devices for texting purposes could be potentially undermining of group discipline and distract the enjoyment of others.
- The use of phones and wearable devices with integrated cameras could lead to child protection and data protection issues with regard to inappropriate capture, use or distribution of images.

## Responsibility

- Mobile phones and/or wearable devices should not be brought to camp. SuperCamps advises all parents/guardians to discourage children from bringing mobile phones and/or wearable devices to camps on the grounds that they are valuable and may be lost or stolen.
- Where a child is found, by a member of staff, to be in unauthorised possession of a mobile phone and/or wearable devices, the phone and/or device will be confiscated from the child and returned only to the authorised adult.
- The staff reserve the right to view the content of any child's mobile phone and/or wearable devices at any time in respect to issues regarding the safeguarding of children (two members of staff will be present).
- This policy is linked to the **behaviour policy (13.0 Pg. 42)**. SuperCamps will treat breaches as they would treat any other breach of SuperCamps rules and discipline accordingly.
- Children should protect their phone numbers by never giving their mobile phone number to anyone whilst at Super Camps. This helps protect the child's number from unwanted messages and calls.
- SuperCamps accepts no responsibility for replacing lost, stolen or damaged mobile phones and/or wearable devices whilst on camp.

### Unacceptable use

- Children who bring a mobile phone and/or wearable devices to camp by mistake should **never** leave it in their coat/bag when they arrive. Mobile phones and/or wearable devices will be kept by the Camp Manager in a locked box.
- Mobile phones and/or wearable devices should not be used to make calls, send SMS messages, surf the internet, take photos or used for any other application during camp time.
- Using mobile phones and/or devices to bully and threaten other children or staff is unacceptable and will not be tolerated. In some cases it can constitute criminal behaviour and the **behaviour policy (13.0 Pg.42)** will be followed.
- Using mobile phones and/or wearable devices to photograph or film any child or member of staff is unacceptable.

### For staff

SuperCamps acknowledges that staff members will own a mobile phone and/or wearable devices device and that they will bring it with them to camp. SuperCamps has established the following policy for mobile phones and/or wearable devices, providing staff with guidelines and instructions for the appropriate use of mobile phones and/or wearable devices during camp hours.

- **The use of a mobile phone must not detract from the quality of supervision and care of children. Staff members are forbidden from using non-approved devices i.e. personal mobile phones whilst leading a session with group of children. This will be treated as a case of misconduct if the staff member is caught doing so.**
- Mobile phones are not banned from being brought to camp however they must be left in an allocated SuperCamps staff area. Mobile phones are only to be used away and out of sight of children.
- Smart watches or wearable devices (without camera functionality) can be used for time keeping only, however staff members found using the watch for anything other than timing keeping can be treated as a case of misconduct.
- SuperCamps staff will be supplied with radio sets to communicate with each other during camp time.
- SuperCamps will only use a camera on camp if taking pictures for marketing reasons and this will be fully supervised by a member of the Head Office team. SuperCamps will always ask permission from parent(s)/guardian(s) beforehand. If SuperCamps employ an outside company, they will follow the **accompanied at all times when on camp**. If SuperCamps run any competitions on camp, pictures can be taken but must not have any children in them and only the Camp Manager may do so.

### Unacceptable use

- Using mobile phones and/or wearable devices to bully and threaten other children or staff is unacceptable and will not be tolerated. In some cases it can constitute criminal behaviour.

- Cameras are not permitted on camp and staff should not use a mobile phone camera and/or wearable devices to take any pictures of children on camp. This will be treated as a case of misconduct if the staff member is caught doing so.

### **Accepted use**

For the purpose of child welfare, every Camp Manager on camp is equipped with a mobile phone. The safety of children in the care of SuperCamps is paramount and the purpose of this phone is strictly for use in the following areas and for the following reasons:

- To allow Head Office to make contact with a Camp Manager or vice versa in order to share any important information regarding the running of the camp during that particular day.
- To allow the parent(s)/guardian(s) to make direct contact with a Camp Manager regarding their child. This could be to arrange a different pick up time or inform the camp about a late pick up or alternatively if the Camp Manager needs to contact an authorised adult regarding a child.

**Exception: The only exception is in a setting where the camp is spread across a very large area, and with permission from the Camp Manager, another staff member is asked to keep a SuperCamps provided phone on them, so if an emergency situation occurs, contact can be made. In most instances radio communication devices are provided to account for this and if a situation arises the main priority is always the welfare of the children in their care.**

All parent(s)/guardian(s) and child contact numbers are kept only by Head Office and the Camp Manager. Contacts are not stored on the mobile phone but are presented to the Camp Manager as a report which is kept with them at all times.

## **4.2 Social media policy**

### **Policy**

- This policy is intended to help staff make appropriate decisions about the use of social media such as but not limited to blogs, wikis, social networks, podcasts, forums, message boards and comments on web-articles.
- This policy outlines the standards SuperCamps require staff to observe when using social media, the circumstances in which SuperCamps will monitor use of social media and take action in respect of breaches to this policy.
- This policy does not form part of any contract of employment and it may be amended at any time.

### **Who is covered by the policy?**

- This policy covers all individuals working at all levels including Directors, Senior Managers, staff, trainees, homeworkers, part-time and fixed-term, casual and agency staff (collectively referred to as staff in this policy).

### **The scope of the policy**

- All staff are expected to comply with this policy at all times to protect the privacy, confidentiality, and interests of Super Camps, its staff, partners and customers.
- A breach of this policy may be dealt with under Super Camps' disciplinary procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

### **Responsibility for implementation of the policy**

- The Directors have overall responsibility for the effective operation of this policy.
- The Directors are responsible for monitoring and reviewing the operation of this policy and making recommendations for changes to minimise risks to operations.
- All staff are responsible for their own compliance with this policy and for ensuring that it is consistently applied. All staff should ensure that they take the time to read and understand it. Any breach of this policy should be reported to the relevant Line Manager.

- Questions regarding the content or application of this policy should be directed to the staff member's Line Manager.

### **Representing SuperCamps on social media**

Some staff represent SuperCamps by handling corporate social media accounts or speaking on our behalf. We expect them to act carefully and responsibly to protect Super Camps' image and reputation. These staff should:

- Be respectful, polite and patient, when engaging in conversations on Super Camps' behalf. They should be extra careful when making declarations or promises towards customers.
- Follow our privacy policy and data protection policy and observe laws on copyright, trademarks, plagiarism and fair use.
- Avoid deleting or ignoring comments for no reason. They should listen and respond appropriately.
- Never post discriminatory, offensive or libellous content or comments.
- Correct or remove any misleading or false content as soon as they become aware of it.

### **Personal use of social media**

The use of social networking sites such as Facebook and Twitter is a part of daily life and they are frequently used as much by children attending camps as by adults. Staff should not conduct or portray themselves in social media in a manner that may:

- Bring SuperCamps into disrepute.
- Lead to valid parental complaints.
- Be deemed as derogatory towards SuperCamps or its customers.
- Be derogatory towards children and/or parent(s) and guardian(s).
- Bring into question their appropriateness to work with children and young people.

Any communication between children/parent(s)/guardian(s) and staff, by whatever method, should take place within clear and explicit professional boundaries. This includes the use of text messages, digital cameras, video, web-cams, websites and blogs. Staff should ensure that all communications are transparent and open to scrutiny. In summary this means that staff:

- Should not share any personal information online with a child in SuperCamps care.
- Should not form on-line "friendships" or enter into communication with children in SuperCamps care using social media.
- Should never use or access social networking profiles of children in SuperCamps care.
- Should not give their personal contact details to children in SuperCamps care, including mobile numbers.
- Should not use the internet or web-based communication channels to send personal messages to children in SuperCamps care.

We advise our staff to:

- Ensure others know that posts on personal social media accounts do not represent SuperCamps and that personal opinions and content are not endorsed by Super Camps.
- Not use any intellectual property such as logos on a personal account without permission.
- Not upload, post, forward or post a link to any abusive, obscene, discriminatory, harassing, derogatory or defamatory content.
- Never disclose commercially sensitive, anti-competitive, private or confidential information, or upload, post or forward any content belonging to a third party unless of third party's consent.
- Do not discuss colleagues, competitors, customers or suppliers without their approval.

### **Monitoring the use of social media sites**

- Staff should be aware that any use of social media sites (whether or not accessed for work purposes) may be monitored and, where breaches of this policy are found, action may be taken under SuperCamps Disciplinary Procedure.

- SuperCamps reserves the right to restrict or prevent access to certain social media sites if it considers personal use to be excessive. Monitoring is only carried out to the extent permitted or as required by law and as necessary and justifiable for business purposes.
- Misuse of social media sites can, in certain circumstances, constitute a criminal offence or otherwise give rise to legal liability against the staff member and Super camps.
- In particular uploading, posting or forwarding a link to any of the following types of material on a social media site, whether in a professional or personal capacity, will amount to gross misconduct (this list is not exhaustive):
  - Pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature):
  - A false and defamatory statement about any person or organisation:
  - Material which is offensive, obscene, criminal, discriminatory, derogatory or may cause embarrassment to Super Camps, host camps or staff:
  - Confidential information about SuperCamps or any members of staff or host camps (which you do not have express authority to disseminate):
  - Any other statement which is likely to create any liability (whether criminal or civil, and whether for you or us): or
  - Material in breach of copyright or other intellectual property rights, or which invades the privacy of any person.
- Any such action will be addressed under the SuperCamps Disciplinary Procedure and is likely to result in summary dismissal.
- Where evidence of misuse is found, SuperCamps may undertake a more detailed investigation in accordance with the SuperCamps Disciplinary Procedure, involving the examination and disclosure of monitoring records to those nominated to undertake the investigation and any witnesses or managers involved in the investigation. If necessary, such information may be handed to the police in connection with a criminal investigation.

## 5.0 Intimate Care Policy

### Definition

Intimate care is any care which involves washing, touching or carrying out an invasive procedure (such as cleaning up a child after they have soiled themselves) to intimate personal areas. In most cases such care will involve cleaning for hygiene purposes as part of a staff member's duty of care.

### Responsibility

The issue of intimate care is a sensitive one and will require staff to be respectful of the child's needs. The child's dignity should always be preserved with a high level of privacy, choice and control. There shall be a high awareness of child protection issues. Staff behaviour must be open to scrutiny and staff must work in partnership with the parent(s)/guardian(s) to provide continuity of care to children/young people wherever possible.

SuperCamps is committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. SuperCamps recognises that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain.

## 5.1 Best practice

- The management of all children with intimate care needs will be carefully planned. The child who requires intimate care is treated with respect at all times: the child's welfare and dignity is of paramount importance.
- Staff who provide intimate care are trained to do so (including Child Protection and Health and Safety training in lifting and moving) and are fully aware of best practice.
- Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation.
- The child will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for him/her as he/she can. This may mean, for example, giving the child responsibility for washing themselves.
- Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many staff might need to be present when a child is toileted. Where possible one child will be catered for by one adult however will be supervised by a second member of staff. Each case of intimate care must be clearly documented.
- Wherever possible the same child will not be cared for by the same adult on a regular basis: this will ensure, as far as possible, that over-familiar relationships are discouraged from developing, whilst at the same time guarding against the care being carried out by a succession of completely different carers.
- Wherever possible staff should only care intimately for an individual of the same sex. However, in certain circumstances this principle may need to be waived where failure to provide appropriate care would result in negligence for example, female staff supporting boys on camp, if no male staff are available.
- Intimate care arrangements will be discussed with the parent(s)/guardian(s) on a regular basis and recorded on the child's care plan. The needs and wishes of children and the parent(s)/guardian(s) will be taken into account wherever possible within the constraints of staffing and equal opportunities legislation.

## Health and safety of intimate care

- Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.
- Staff at SuperCamps will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

## First aid with intimate care

- Staff who administer first aid should ensure wherever possible that another adult or other children are present. The child's dignity must always be considered and where contact of a more intimate nature is required (e.g. assisting with toileting or the removal of wet/soiled clothing), another member of staff should be in the vicinity and should be made aware of the task being undertaken.
- Regular requirements of first aid with an intimate nature should be planned for. Agreements between those with parental responsibility and the camp should be documented and easily understood on an **Administration of Medicine Form**. The necessity for such requirements should be reviewed regularly. The child's views must also be actively sought and, in particular, any discomfort with the arrangements addressed.

## 5.2 Toilet training

- SuperCamps asks that children attending camp have been toilet-trained. If a child is still in nappies, he/she is unsuitable for camp activities, and SuperCamps asks that the child is not booked onto camp.



- SuperCamps understand that accidents can happen, and suggest that younger children bring a change of clothes. If a child is to soil themselves whilst on camp then the **intimate Care Policy (5.0 pg. 22)** will be followed.

### **6.1 Safer Recruitment and Employment Policy**

SuperCamps' reputation for high quality childcare depends on the professionalism and hard work of all staff. SuperCamps place the safeguarding and safety of all children as their number one priority, and therefore follow this strict safer recruitment policy, to protect both the children and the staff working within the individual camp settings, and wider offices.

#### **Recruitment**

SuperCamps use a variety of recruitment channels to appoint staff members with relevant experience in childcare. Recruitment decisions are made following an extensive application, interview, training and vetting process. Camps are staffed with the following positions:

- Regional Manager
- Camp Manager
- Early Years Practitioner
- Early Years Instructor
- Senior Activity Instructor
- Lifeguard
- Activity Instructor
- RAW Manager
- RAW Instructor
- A Passion for... Leader
- A Passion for... Instructor

In making the decision, the following factors are taken into account:

- Relevant qualifications or applicants studying towards a relevant qualification.
- Experience working with children in similar environments.
- Additional skills such as first aid or lifeguarding.
- Personality and enthusiasm.

#### **Advertising**

At SuperCamps, we believe in providing an environment which recognises and values people's differences/individuality, and benefits from the unique strengths that these differences bring to our organisation. This commitment promotes respect and equal treatment for all persons regardless of age, disability, gender, ethnicity, marital or civil partnership, nationality, race, religion or belief, sex, or sexual orientation. We insist that this respect is applied in every aspect of our business and in how we conduct ourselves, under the Equality Act 2010. We advertise our vacancies through a variety of channels, from specialist job boards, to local schools, to our own website. We believe this approach allows us to reach a wide range of applicants, to ensure SuperCamps attracts the best talent.

### **6.2 Selection and appointment**

In appointing staff, SuperCamps use the following procedures:

#### **For Seasonal Workers and Fixed Term Contract Workers.**

- **Application Form:**  
All Seasonal staff are required to complete an application form for the role for which they are initially applying. This includes all Personal Details (e.g. Current and previous name(s)), full Educational History including dates and institutions, and five years of Employment History at the time of application. Any gaps in the Application Form must be clarified and updated with the Recruitment Co-Ordinator responsible for the camp prior to the commencement of employment.

- **Interview:** Candidates with a strong application will be invited to take part in a telephone or Skype interview with one of our Recruitment team for a suitable role. Camp Manager applicants may be required to attend an assessment day with members of the HR Recruitment and Operations teams. At least one member of the Assessment Panel will have completed Safer Recruitment Training. All members of the HR Recruitment team have received extensive Safer Recruitment Training.

SuperCamps use interview templates that are specific to the role for which a candidate has applied. They help to assess a candidate's suitability for the role by investigating their experiences, motivation for working with SuperCamps, any gaps in employment, ability to adapt to on-camp scenarios, personality and safeguarding experience amongst other factors.

- **References:**  
SuperCamps require one professional or academic reference covering the past 3 years for every seasonal candidate as sufficient evidence to establish a candidate's employment and / or educational history.

Volunteer or Personal (e.g. Baby sitting) referees cannot be used.

- **Health Declaration:**  
All seasonal staff are required to complete an annual self-assessed Health Declaration for SuperCamps to ensure they are fit for work, and to declare any medical issues that may impact their ability to complete their job role on camp. Where any concerns are raised, further discussion will take place with the Recruitment Co-Ordinator responsible for that camp.
- **Certificates and Qualifications:**  
Seasonal staff appointed in specialist roles (e.g. Camp Managers, Early Years Practitioners and Lifeguards) are required to provide evidence of their qualification to SuperCamps. These records are kept on file centrally at Head Office and the staff member is required to have the originals on camp for inspection, if required.
- **UK Right to Work and Identification (ID) Checks:**  
All staff members are required to provide original evidence that they are eligible to work in the UK, by providing at least one document from the list provided by the Home Office.

Separate to the UK Right To Work Check,

- one proof of name - ID 1 (e.g. Full Driving Licence with current name) and
- one proof of address – ID 2 (e.g. bank statement with current address dated in the past 3 months) document is required for identification purposes.

This can be done either in person or via the Post Office Document Certification Service, it is to be kept on file centrally at Head Office. Staff members are required to show photo ID when they arrive at any assessment day and on their first day on camp to the Camp Manager.

- **DBS Staff Checks:**  
A prerequisite to be able to work with children in SuperCamps' care is to hold and provide evidence of a valid Enhanced Disclosure & Barring Service (DBS) Certificate where the outcome of the check is deemed satisfactory. The DBS certificate may be registered on the DBS Update Service, with DBS certificates obtained and issued via SuperCamps they will be valid for three years. Non SuperCamps DBS certificates will be accepted if they are either on the Update Service, or were obtained within the last 3years with no breaks in ether education or work history, for more than 3months. This must be with a current employer or University.

SuperCamps may make checks regarding this period of time, including checks against the children's barring list. A Staff member should only start work if they fall under one of the categories below:

- a. **SuperCamps DBS:** issued within 3 years of the last day of your employment.
- b. **Non SuperCamps DBS; under 1 year:** if the check is LESS THAN a year old by the time the staff member works, they must provide a copy of the certificate and be in the process of applying for a SuperCamps DBS. This will be accompanied by a SuperCamps risk assessment.
- c. **Non SuperCamps DBS; between 1 – 3 years:** if the check is MORE THAN a year old by the time a staff member works and no more than 3 years old, SuperCamps will require confirmation from either the current employer or University that issued the DBS. SuperCamps ask them to provide a copy of the certificate and be in the process of applying for a SuperCamps DBS. This will be accompanied by a SuperCamps risk assessment, including to be supervised at all times as a control measure.
- d. **DBS Update Service:** the subscription must be valid on the last day of employment with SuperCamps.

Confirmation of student or work history can be in the form of:

**School, College or University**

- Current ID card, or
- a 'Letter of Study Verification' from the Student Admissions department only (need to be currently studying)

This is valid for two seasons at a time, excluding Summer which will require a separate check.

**From Current or Previous employer**

- Current ID Card,
- a 'Letter Of Employment Verification',
- reference from a senior manager, or
- a Payslip issued in the past month (this must include name and address, and employer details (e.g. logo) on it)

- **Overseas Police Checks**

Overseas Police Checks' or a 'Certificate of Good Conduct' will be required from the applicant's country of residence where the applicant has lived outside the UK. This may be in addition to the UK Enhanced DBS if circumstances apply.

- **Contract Paperwork:**

All Staff will be sent a contract of employment, which they are asked to read, understand and sign with wet ink (physically sign). Contracts should be returned to the Recruitment Co-Ordinator within 7 days of issue, along with the:

- Employee declaration,
- financial details (including bank details), and
- new starter checklist (including employee statement and student loan questions for taxation purposes).
- Next Of Kin details (for emergency purposes),
- Overseas Criminal Record checks (if applicable), and
- other relevant information should be provided.

- **SuperCamps Reserve Seasonal Staff Members:**

Where an applicant is strong, but no position is currently available, that applicant will be invited to an assessment and appointed as an assessed reserve staff member. They are subject to the same background checks as appointed staff members, captured in the current staff database, and are called upon as and when work is available. This is usually to cover last minute sicknesses and dropouts or when there are increases in bookings.

- **Returning Members Of Staff:**

Returning members of staff are asked to re-apply, and re-interview (if applicable) each season to inform SuperCamps of any change in circumstances. This ensures SuperCamps records are kept up to date and employment gaps are monitored. SuperCamps will not re-employ anyone that has previously been dismissed from the Company.

- **Performance Management & Appraisals:**

All seasonal staff members will be subject to ongoing performance management to help identify strengths and weaknesses. Seasonal appraisals will also be held, and information passed on to the Recruitment Team. Any performance or conduct issues will be addressed by the Camp Manager, Operations and or Recruitment Team, and may affect future employment with SuperCamps.

- **Risk Assessments:**

In the event that some Personal Details and or documents have not been provided prior to the commencement of employment, a Seasonal staff member may be allowed to work subject to a strict and full Risk Assessment against background checks such as; A Full five year work History and a Clear Barred List Check. SuperCamps reserves the right not to employ a staff member if key background and or document checks (e.g. UK Right To Work) have not been deemed satisfactory.

- **Agency Staff**

The Agency will be required to submit a copy of their vetting form to confirm the individual meets the requirements for employment in the UK in regulated activity. On their first day, the agency staff must provide proof of identification for verification by the Camp Manager, and complete the onsite induction check.

### **For Full Time Members of Staff Including Head Office and SuperClubs Staff.**

- **References:**

Staff members require two professional and / or academic references covering the past 3 years. Volunteer or Personal (e.g. Baby sitting) referees cannot be used.

- **Curriculum Vitae (CV)**

Staff are required to provide a CV to SuperCamps. SuperCamps will keep a copy of the staff members CV on file at Head Office. A CV should not and will not be used instead of a fully completed role specific application form.

- **Health Declaration:**

Staff are required to complete an annual self-assessed Health Declaration for SuperCamps to ensure they are fit for work, and to declare any medical issues that may impact their ability to complete their job role. Where any concerns are raised, further discussion will take place with their Line Manager and HR representative.

- **Certificates and Qualifications:**

Staff appointed in or asked to complete specialist roles (e.g. First Aider or Lifeguard) are required to provide evidence of their qualification to SuperCamps. These records are kept on file centrally at Head Office and the staff member is required to have the originals when working in a location other than Head Office for inspection, if required.

- **UK Right to Work and Identification (ID) Checks:**

All staff members are required to provide original evidence that they are eligible to work in the UK, by providing at least one document from the list provided by the Home Office.

Separate to the UK Right To Work Check,

- one proof of name - ID 1 (e.g. Full Driving Licence with current name) and
- one proof of address – ID 2 (e.g. bank statement with current address dated in the past 3 months) document is required for identification purposes.

This can only be done in person at Head Office or with a Safer Recruitment trained member of staff if offsite.

- **DBS Staff Check:**

Staff must hold either a valid SuperCamps DBS certificate or third party DBS which is live on the Update Service at all times. SuperCamps DBS certificates will be obtained and issued via Head Office and are valid for three years. Staff can then, if they wish to, register on the DBS Update Service at their own expense. Staff with a third party DBS must provide the original DBS certificate as part of this validation. If the subscription to the Update Service lapses at any time, then the staff member will be issued with a SuperCamps DBS. The cost of the Update Service subscription is at the sole expense of the staff member.

- **Overseas Police Checks**

Overseas Police Checks' or a 'Certificate of Good Conduct' will be required from the applicant's country of residence where the applicant has lived outside the UK. This may be in addition to the UK Enhanced DBS if circumstances apply.

- **Contract Paperwork:**

All Staff will be sent a contract of employment, which they are asked to read, understand and sign with wet ink (physically sign). Contracts should be returned to the Recruitment Co-Ordinator within 7 days of issue, along with the:

- Employee declaration,
- financial details (including bank details), and
- new starter checklist (including employee statement and student loan questions for taxation purposes).
- Next Of Kin details (for emergency purposes),
- Overseas Criminal Record checks (if applicable),
- Signed job role, and
- other relevant information should be provided.

- **Performance Management & Appraisals:**

Staff members will be subject to ongoing performance management to help identify strengths and weaknesses. Annual appraisals will also be held, and any performance or conduct issues dealt with at the time they occur. Depending upon the outcome of these, this may affect future employment with SuperCamps.

- **Application Form:**

Staff are required to complete an application form for the role for which they are initially applying. This includes all Personal Details (e.g. Current and previous name(s)), full Educational History including dates and institutions, and full Employment History from the moment of leaving full-time Education. Any gaps in the Application Form must be clarified and updated with the Safer Recruiter at interview prior to the commencement of employment.

In the event that some Personal Details and or documents have not been provided prior to the commencement of employment, a full-time member of staff member may be allowed to work subject to a strict and full Risk Assessment against background checks such as; A Full work History and a Clear Barred List Check. SuperCamps reserves the right not to employ a staff member if key background and or document checks (e.g. UK Right To Work) have not been deemed satisfactory.

### **For all Staff members.**

SuperCamps will record the information provided from any DBS Check but will only keep a copy of the disclosure for a maximum of 6 months if there is a disclosure note.

- In exceptional circumstances a staff member who does not hold a current DBS may work on camp, supervised by a fully DBS checked member of staff. This will be subject to a risk assessment, authorised by the company director and placed on Camp.
- As the information contained in a DBS Check is only correct at its date of issue, all staff members are asked to sign a DBS Declaration as part of their Application Form and contract of employment. Before they begin work the staff member needs to state that no criminal offences have been committed since the disclosure was issued, which would be every 3 months. Any false information or deliberate omission may result in dismissal or disciplinary action.
- SuperCamps volunteers are subject to the same pre-employment checks as paid staff members. This includes satisfactory DBS status and references.
- SuperCamps takes its responsibility to safeguard children seriously and acts on 'Keeping children safe in education' guidance referring to 'Disqualification by Association'. SuperCamps asks their staff to provide relevant information about themselves or a person who lives or works in the same household as them, in order to determine whether or not the disqualification by association requirement applies.

A **Single Central Register** containing the vetting requirements of all staff working at Head Office and on camp is maintained in accordance with current guidelines to ensure the safeguarding of all children in SuperCamps care.

### **6.3 Assessment and Selection Training**

SuperCamps believe pre-camp and ongoing training is vital in ensuring the safe and smooth running and delivery of the SuperCamps product and all safeguarding practices. SuperCamps will endeavour to ensure all staff complete 3 stages of selection and training relevant to their role, before working with children. Returning staff all have regular training updates during their employment with SuperCamps. Although SuperCamps preference is to employ qualified staff in childcare studies or teaching, SuperCamps understands the importance of SuperCamps specific training to ensure all staff members are aware of SuperCamps Policies and Procedures and the on-going updates in the childcare industry.

Once a member of staff has been employed they will be required to complete this 3 part training process:

1. **Online training:** SuperCamps has an online training platform which requires staff to watch various videos and read literature which gives an introduction to SuperCamps and includes in depth training on Health and Safety and Safeguarding. Staff will need to complete a modular knowledge test with a threshold of 80% to complete the training. SuperCamps keeps a central record of all staff that complete the online training.
2. **Central Assessment & Selection Days:** This is the core element for all camp staff. This face to face and led by the SuperCamps Operations Team. It builds on the lessons from the Online Training programme through team building games, workshops and exercises. There is also specific Safeguard element.
3. **Camp Induction Day:** This takes place at the specific SuperCamps camp at which a staff member is employed. It is compulsory for all staff to complete a Camp Induction Form at each different SuperCamps camp, each season. (A season is defined as an individual school holiday break be it half term or between terms). If a member of staff is unable to make the Camp Induction Day (usually the weekend before camp starts) then they will need to complete the Camp Induction Form on the first day they start at that particular camp. Staff will put what they learn at their Central Training and Assessment Day into practice at the camp whilst preparing camp for the upcoming season.

### **Returning members of staff**

Due to camps only operating during the school holidays, SuperCamps defines a returning member of staff as someone that has worked on camp previously and has been through the SuperCamps Assessment and Selection within the past year.

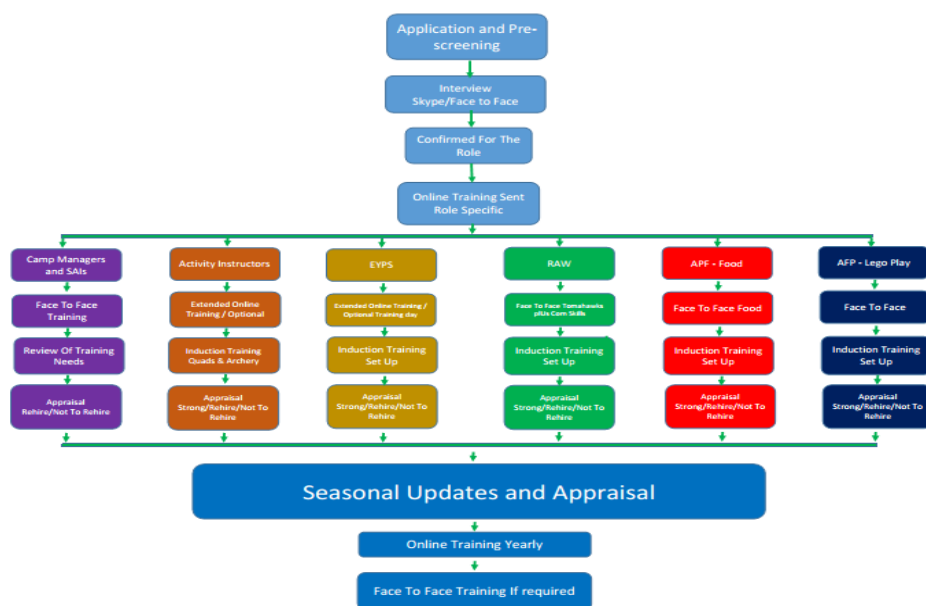
Returning members of staff receive training in the following ways:

1. Returning staff are asked to complete the SuperCamps assessment and selection every year.
2. Returning members of staff are on the SuperCamps mailing list and receive a pre-camp update email pre-camp, each season. The pre-camp email contains updates and changes to SuperCamps procedures.
3. Returning members of staff have the opportunity to gain further qualifications through SuperCamps such as Paediatric First Aid, Specialist Safeguarding Training and a Food Hygiene Certificate.

### Records of assessment and Selection

Selection records for SuperCamps staff members are kept centrally at SuperCamps Head Office. Information regarding the training a staff member has received is sent to the Camp Manager on a weekly basis during the season.

### SuperCamps Recruitment, assessment and selections:



### 6.4 Allegations against a member of staff

SuperCamps is committed to providing a service of the highest quality. This right to a high quality service applies to all children, the parent(s)/guardian(s), staff members, host camp staff and members of the public. If any individual feels that the service they have received is less than adequate SuperCamps ask that they make a complaint through the **complaints procedure (14.1 Pg. 46)**. If an individual feels that a staff member has acted inappropriately, they have the right to make a formal allegation of misconduct against that staff member.

#### If the allegation is made by a child

- The member of staff who receives the allegation should involve the Camp Manager immediately.

- The Camp Manager will inform the **Designated Safeguarding Lead** who will then will discuss this with the local authority designated officer (LADO) in the first instance before SuperCamps investigates. **(3.2 Pg.8)** The **Recruitment Manager** at Head Office will also be informed at the earliest convenience.
- If the allegation is against the Camp Manager the member of staff who received the allegation should contact the **Designated Safeguarding Lead (3.2 Pg.8)** or **Recruitment Manager** at Head Office at the earliest convenience.
- Full notes should be recorded detailing what is said, and staff dealing with the allegation must show themselves to be sympathetic and understanding, but non-committal and non-judgemental.
- Once informed, the **Designated Safeguarding Lead (3.2 Pg.8)** or **Recruitment Manager** will take charge of the situation and commence the investigation process.
- The **Designated Safeguarding Lead (3.2 Pg.8)** or **Recruitment Manager** will contact the parent(s)/guardian(s) of the child to explain the nature of the allegation and to discuss/propose the action to be taken.
- The **Designated Safeguarding Lead (3.2 Pg.8)** or **Recruitment Manager** will arrange for the member of staff concerned to be questioned about the matter, and for the incident to be investigated. This may necessitate taking statements from other members of staff/children on camp about the alleged incident.
- The **Designated Safeguarding Lead (3.2 Pg.8)** or **Recruitment Manager** will use all available resources to resolve the matter, including informing Ofsted, the Local Authority Safeguarding Board, Social Services and the Police where necessary, and will ensure that all parties, staff member(s) the parent(s)/guardian(s) and child) are kept advised of any on-going developments.

#### **If the allegation is made by the parent(s)/guardian(s)**

- The parent(s)/guardian(s) will be directed immediately to the Camp Manager, and the above procedure will be followed and the matter will be investigated accordingly.

#### **If the allegation is made by another member of staff**

- Minor internal disputes e.g. stemming from a conflict of interest/personality should not need to involve other members of staff, parent(s)/guardian(s), and will be resolved through a meeting with the involved parties, the Camp Manager and/or a representative from Head Office.
- Allegations regarding the staff member's behaviour towards a child, the parent(s)/guardian(s) or member of the public will follow the procedure above.
- If an allegation is made and proved to be accurate, resulting in formal action, where appropriate and necessary to do so, SuperCamps will inform all the appropriate regulatory bodies, including Ofsted.
- SuperCamps believes that every member of staff has the right to work in an environment that is free of abuse and harassment. This includes verbal, physical, sexual, emotional and racial abuse and bullying. SuperCamps will take very seriously any reports of abuse, assault or harassment and will support the individual in making complaints to the police and other appropriate authorities.
- If the staff member does not feel that SuperCamps have taken the allegation seriously enough then the staff member should follow the **whistleblowing policy (8.0 Pg. 30)**.

#### **Suspension of staff**

- If allegations of misconduct are made against a staff member and this requires investigation from the Local Authority Safeguarding Board, the police, Ofsted or any other regulatory body, SuperCamps will suspend the staff member whilst the investigation takes place.
- If allegations of misconduct are made against a staff member and are investigated internally, SuperCamps will make any decisions regarding suspension during the investigation in accordance with SuperCamps Disciplinary Procedures.
- SuperCamps will fully cooperate with any external agencies that may be involved in all or part of any investigation.

#### **The outcome of investigations**



- If allegations of misconduct are proved to be true and are considered to be an act of gross misconduct, the staff member concerned may be immediately dismissed and referred to the Local Safeguarding Board and Ofsted if not done so already.
- If the allegations of misconduct are proved to be true and are considered to be an act of misconduct, the staff member concerned may be issued with a first or final formal warning.
- The SuperCamps staff member coordinating the investigation will inform all parties involved where appropriate, of the outcomes reached.

**This procedure should be read in conjunction with the Complaints Policy and Procedure (14.0 Pg. 45). This procedure in no way affects the rights of any individual to make a complaint to SuperCamps Head Office, Ofsted, Local Safeguarding Board or the police**

## **7.0 Alcohol and Substance Misuse Policy**

### **Policy**

To protect the safety and well-being of all children and staff, illegal drugs, unauthorised drugs or alcohol must not be possessed or bought, sold, or otherwise obtained on camp at all. This policy applies to all staff and children and anyone else present on camp.

Illegal or unauthorised drugs and alcohol have no place at SuperCamps and are not acceptable within the boundaries of any of our camps or venues. Authorised drugs in the form of prescribed medicines, for both staff and children, are to be stored in a secure place (out of reach of the public and children) and are to be administered by the Camp Manager following the Administration to Medicine procedure. **(11.0 Pg.39)**

SuperCamps realise that the children that attend camp are young and unlikely to be exposed to the misuse of drugs, alcohol or tobacco however it cannot ignore the dangers to which they are exposed through the media and older children within the range of their acquaintance.

Where any member of the SuperCamps community, staff, parent(s)/guardian(s) or visitor is or appears to be under the influence of alcohol or illegal drugs, they will be asked to leave immediately and action taken to ensure their safety, with supervision.

### **Staff misuse**

It is the aim of SuperCamps to provide the highest possible quality of childcare delivered by its staff. The contract sent to every staff member highlights that it is the staff member's responsibility to ensure that they are fit for duty and free of any substances that may impair their performance each day. Under section 7 of the Health and Safety at Work Act 1974, staff are required to take reasonable care of themselves and others who would be affected by what they do.

The following declaration is written in every contract which each member of staff is expected to read, sign and return to Head Office:

*'If offered employment with SuperCamps you will not at any time be under the influence of drugs or be compromised by alcohol consumed during or prior to your shift'.*

Camp Managers are trained in what is considered acceptable conduct from their staff members. If they have any cause for concern and feel that the welfare of the children is in any way at risk they are trained to deal with the situation immediately by following the **allegations against a member of staff (6.4 Pg.27)**.

### **Procedure for dealing with incidents involving staff**

- Substance misuse related incidents involving staff is subject to SuperCamps Employment and Disciplinary Policy and Procedures.
- Substance misuse outside camp hours could adversely affect job performance and so trigger competency procedures. If the effects of misuse are such that child or staff safety is at risk, the member of staff can be suspended pending disciplinary action. This may include dismissal.
- Staff are obliged to cooperate with testing procedures, including giving biological samples for analysis when there is reasonable suspicion of substance abuse. Refusal to cooperate is a disciplinary offence that could result in disciplinary action including dismissal.

### **Procedure for dealing with children after an incident**

- Drugs and alcohol affect behaviour. The fact that drugs or alcohol have caused a child to behave inappropriately will not be seen as a mitigating factor – the behaviour will be dealt with using the **behaviour policy (13.0 pg.42)**.
- It would be normal practice to contact the police according to the agreed protocol if a search is required or if there is a concern about dealing in illegal drugs.
- Exclusion may be an appropriate action for using alcohol or drugs on camp, but each case will depend on circumstances. Longer exclusions could be used for situations where accompanying behaviour is sited.
- A child must not be released to walk, cycle or catch the bus home if there is concern about mental impairment resulting from drink or drugs. If necessary, reasonable force may be used to restrain the child - the behaviour will be dealt with using the **behaviour policy (13.0 pg.42)**.

### **Informing the parent(s)/guardian(s)**

- Parent(s)/guardian(s) should be informed of any drug related incident unless there are child protection concerns.
- Parent(s)/guardian(s) would normally be contacted directly by telephone in the event of proven drug usage.

### **Procedure for dealing with adults (not staff)**

- SuperCamps is not able to release children into the care of other adults where there is a possibility of harm to that child.
- Where there is evidence that the parent(s)/guardian(s) or authorised adult(s) arriving at camp to collect children are under the influence of drugs or alcohol, either social services or the police will be contacted in line with the **safeguarding policy (3.0 Pg.8)**.

## **8.0 Whistleblowing Policy**

### **Policy**

SuperCamps is committed to the highest possible standards of:

- Openness and inclusiveness.
- Accountability.
- Integrity in-line with that commitment.

### **Aims**

- Encourage those working in a SuperCamps setting to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- Provide guidance on how to raise concerns.
- Reassure those raising concerns that they are able to raise genuine concerns “made in the public interest” without fear of reprisal, even if they turn out to be mistaken.

SuperCamps will provide all reasonable protection for those who raise concerns “made in the public interest”. SuperCamps will be responsible for ensuring that appropriate personal support is offered both to a staff member raising a concern and to any staff member against whom allegations have been made under this policy.

### **What is whistleblowing?**

Whistleblowing is defined as ‘raising concerns about misconduct within an organisation or within an independent structure associated with it’ (Nolan Committee on Standards in Public Life). In the legislation it is called a protected disclosure. The Public Interest Disclosure Act 1998 protects staff from suffering a detriment in their employment or being dismissed by their employer if they make disclosures in accordance with the legislation.

A staff member has certain common law confidentiality obligations to their employer. However, in a limited set of circumstances whistleblowing may override these obligations if a staff member reveals information about their employment or the work of Super Camps. This guidance sets out the circumstances under which these disclosures may lawfully be made.

### **A concern must relate to something which:**

- Is a breach of SuperCamps policies.
- Falls below established standards or practice.
- Amounts to improper conduct, including something that may be:
  - A breach of the law.
  - A failure to comply with a legal obligation.
  - A possible miscarriage of justice.
  - A Health & Safety risk.
- Is damaging the environment.
- Is corruption or unethical conduct.
- Involves the abuse of children or other adults.
- Deliberately conceals any of these matters.
- Is of any other substantial or relevant concern.

These issues could have arisen in the past, be currently happening or likely to happen in the future. The law does not protect a staff member who would be breaking the law in making the disclosure.

### **How to raise a concern**

All concerns will be treated sensitively and with due regard to confidentiality and where possible every effort will be made to protect identity. Nevertheless, this information will need to be passed on to those with a legitimate need to have this information and it may be necessary for the whistle-blower to provide a written statement or act as a witness in any subsequent disciplinary proceedings or enquiry. This will always be discussed first.

### **Step 1**

To raise a concern you should normally raise it with your line manager. This can be done in person or in writing. SuperCamps recognises that sometimes it may be inappropriate for you to approach your line manager with your concern. In these circumstances, a number of alternatives are available depending on the nature of your concern. You can contact any of the following:

- **DSL Team**
- **Head of Operations**
- **Ofsted**

Although you are not expected to prove beyond doubt the truth of your concerns, you will need to demonstrate that you have sufficient evidence or other reasonable grounds to raise them.

## Step 2

The person with whom you have raised your concern will acknowledge its receipt as soon as possible and will write to you within 10 days to let you know how your concern will be dealt with. The information you can then expect to receive is:

- An indication of how the concern will be dealt with.
- An estimate of how long it will take to provide a final response.
- Whether any initial enquiries have been made.
- Whether further investigations will take place, and if not why not.
- Information about support available for you.

The person with whom you have raised your concern will at the same time notify the **HR Manager** that a whistleblowing allegation has been made.

## Step 3

Initial enquiries will be made to decide whether an investigation is appropriate. Where an investigation is necessary, it may take the form of one or more of the following:

- An internal investigation by the manager, which may, for example, take the form of a disciplinary investigation.
- An investigation by the HR Manager.
- A referral to Ofsted or the police.
- The setting up of an external independent inquiry.

## Step 4

You will be informed of the outcome of any investigation, in writing, and/or of any action taken, subject to the constraints of confidentiality and the law. If you do not feel your concern has been addressed adequately you may raise it with an independent body such as one of the following as appropriate:

- The Citizen's Advice Bureau.
- Ofsted.
- A relevant voluntary organisation.
- The Police.
- The Local Government Ombudsman.
- Equality and Human Rights Commission.

You must make a disclosure "in the public interest": and in the circumstances it must be reasonable for you to make the disclosure. If there is an issue of an exceptionally serious nature which you believe to be substantially true, then you may disclose the issue to someone other than those listed above. In determining whether it is reasonable for you to have made a disclosure the identity of the person to whom the disclosure is made will be taken into account. Disclosures to anyone outside of the recognised bodies specified may not be protected under the Disclosures Act.

You have a duty to SuperCamps not to disclose confidential information. This does not prevent you from seeking independent advice at any stage.

## 9.0 Health and Safety Policy

SuperCamps aims to meet the Health and Safety requirements as much as reasonably possible in order to safeguard the well-being of all children, the parent(s)/guardian(s) and staff on camp.

SuperCamps complies with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times. SuperCamps has appropriate insurance cover, including Employer's Liability Insurance and Public Liability Insurance.

Staff members are required to follow Super Camps' Health and Safety Procedures and are responsible for:

- Maintaining a safe environment.
- Taking reasonable care for the health and safety of themselves and others attending the camp.

- Reporting all accidents, incidents and near misses which have caused injury or damage or may do so in the future.
- Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

### **Responsibilities of the registered person**

SuperCamps designated health and safety officer is the Health and Safety Manager and this individual will ensure that:

- All staff receive information on health and safety matters, and receive training where necessary
- The Health and Safety policy and procedures are reviewed regularly.
- Staff understand and follow health and safety procedures.
- Resources are provided to meet the camp's health and safety responsibilities.
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) when appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

The Camp Manager holds ultimate responsibility and liability for the safe operation of the camp they manage.

### **The Camp Manager is responsible for ensuring**

- The premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature.
- Camp equipment is safely and securely stored.
- Children are only allowed in SuperCamps approved areas which have the necessary risk assessments.
- A working telephone is available on the premises at all times.
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets (Control of Substances Hazardous to Health).
- Daily risk assessment checks are carried out to ensure the premise does not have any additional risks.

### **Security**

The safety and security of children and staff are extremely important to Super Camps. To ensure the all children and staff are secure with as minimal risk as possible, SuperCamps aims to restrict all external access to the public by locking doors and gates. When it is impossible to lock all external access, SuperCamps will endeavour to have all external/class room doors closed to prevent unwanted visitors. Staff are responsible for monitoring the entrances and exits to the premises throughout the session.

All visitors to camp must follow the **visitor policy (2.0 Pg.5)**.

Children are not permitted to leave camp, unless prior permission has been given by the parent(s)/guardian(s) for a child to sign themselves out as per the **unaccompanied child (1.4 Pg.4)**.

Security procedures will be regularly reviewed by the Camp Manager, in consultation with staff and the parent(s)/guardian(s).

### **Equipment**

All furniture, toys and equipment are kept clean, well maintained and in good repair. All equipment is appropriately risk assessed before children or staff are allowed to use them. Broken/damaged equipment is to be decommissioned and returned to SuperCamps Head Office or appropriately disposed of at the camp.

SuperCamps store flammable equipment in safe and secure places, away from potential risks or hazards.

## 9.1 Food and personal hygiene

It is part of the employment contract that all SuperCamps staff members are to maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection. To reduce the potential spread of infection SuperCamps do the following:

- Toilets are checked at regular intervals throughout the days and cleaned when necessary.
- During cookery sessions there will always be at least one member of staff that has completed Food Hygiene training.
- Waste is disposed of appropriately and all bins are changed before they overflow.
- Staff are to ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.
- The responsibility for daily cleanliness checks is held by the Camp Manager.
- Dealing with body fluids, spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with the **intimate care policy (5.0 pg.21)**.

## Promoting good health

SuperCamps staff will ensure that children in their care uphold high standards of cleanliness in regards to hand washing before handling food or after using the toilet, litter, and the equipment they use for the activities.

SuperCamps strongly believes in promoting good health through giving children an opportunity to be active via a wide variety of fun, sporting activities during school holidays. Each child is encouraged to participate in the wide variety of sports on offer which will not only teach them new skills but will also keep them fit and healthy.

SuperCamps encourages children and their parent(s)/guardian(s) to pack healthy lunchboxes with a balance of food groups and healthy snacks for morning and afternoon breaks. Additionally, SuperCamps advises a refillable water bottle is brought to camp each day to keep the children hydrated. A water station is always available for them to fill their bottles from. SuperCamps tries to discourage unhealthy eating by not offering a tuck shop or by offering sweets as prizes. Healthy play in the sun is also encouraged by requesting sun hats and sun cream be worn. Time is allowed for sun cream to be applied before outdoor activities and will be applied using the **intimate care policy (5.0 pg.21)**.

## 9.2 Food and drink

SuperCamps believes that in order to participate effectively whilst on camp, children need to have a full and balanced diet. Whilst SuperCamps does not provide meals on camp, it actively encourages the parent(s)/guardian(s) to provide a healthy packed lunch for their child/children in a self-chilled container.

SuperCamps will ensure:

- Drinking water is available on all camps, which the children may access at all times.
- Children are welcome to access their lunch-boxes at morning and afternoon break time as well as the lunch break.
- Children are encouraged to bring from home and carry with them a refillable drink bottle.
- SuperCamps members of staff will encourage children to take drink breaks at frequent intervals. This is a high priority for all staff, especially on hot days throughout the summer.
- SuperCamps staff receive training in recognising signs of dehydration and the appropriate course of action.
- Packed lunches must be provided in a clearly named lunch-box. Although SuperCamps endeavour to store the lunch-boxes in a cool, dry environment they do not provide refrigeration so advise all food is brought on camp in a self-chilled container.
- SuperCamps recommends strongly that the parent(s)/guardian(s) give careful consideration to the contents of the packed lunch, especially to any high risk foods such as cooked meats and dairy products, which are best kept chilled.
- Children should also be provided with a mid-morning and afternoon snack for break times.

- At lunch time children will be supervised at all times whilst eating and will be encouraged to eat what is in their lunch-box.
- At no time will children be forced or punished in any way for not eating what is in their lunch-box. Should a child refuse to eat what is in their lunch-box it will be returned home uneaten or part eaten so that the parent(s)/guardian(s) can see for themselves. The child's Camp Manager will highlight this to the parent/guardian concerned at collection time.
- Allergy and special dietary requirements are requested at the time of booking and recorded. Every staff member has a full list of these requirements.
- Due to the seriousness of food allergies and special dietary requirements SuperCamps has a policy of never allowing children to share or swap food, regardless of whether the children have any known allergies or special dietary requirements or not.
- Although SuperCamps does not enforce a No Nut or other allergy Policy it does take all allergies very seriously. If it is made known to SuperCamps that a child on camp has a specific allergy, SuperCamps will make every attempt to prevent any spread of the allergen. This may result in the child with the allergy being separated during break and lunchtimes.
- If the allergy is severe, SuperCamps reserves the right to enforce a ban on the offending allergen at that camp.

Ofsted will be notified of any food poisoning affecting 2 or more children looked after on the premises. Notification will be made as soon as is reasonably practicable, but in any event within 14 days of the incident. SuperCamps may also involve other agencies.

### 9.3 Health and sickness

SuperCamps requires that all children who are ill or infectious are kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. If the Camp Manager or staff has any suspicions regarding a child's health they should first refer to the HSE the infectious diseases chart to compare symptoms. The Camp Manager will then make a decision as to whether the child should be allowed to remain on camp or whether to seek further medical advice.

In the event of a child becoming ill whilst at camp, the following procedure will be followed:

- The child will be removed from the group and made comfortable in an area where they can rest and be supervised until they can be collected.
- The Camp Manager will contact the child's parent(s)/guardian(s) and inform them that their child is ill and needs to be collected as soon as possible.
- The Camp Manager and first aider will continue to monitor the condition of the child and make them comfortable until the parent(s)/guardian(s) comes to collect them.
- If at any time the child's condition deteriorates and requires immediate medical attention the Camp Manager will call for an ambulance and follow the **serious accident procedure (10.4 Pg.37)**.

SuperCamps will inform parents/guardians if an outbreak of any infectious diseases or illnesses occurs. Although head lice can be easily passed from one individual to another, SuperCamps are bound by government policy not to exclude a child suspected to have head lice, or disclose the identity of the child affected. SuperCamps will however inform parent(s)/guardian(s) if an outbreak occurs on camp, recommending that they check their children for any signs and apply the appropriate treatment if necessary.

### Illness Protection Scheme

To provide cover against illness, SuperCamps offer an Illness Protection Scheme which must be added to an order no later than 28 days before the start of camp. If the parent(s)/guardian(s) opt not to take the Illness Protection Scheme, there is no refund available in case of illness or injury. Any claim made under the Illness Protection Scheme must be made within four weeks of the first date of illness or injury on completion of the **Illness Protection Scheme Claim Form**.

All claims need to be supported by a doctor's note. If this is not possible, SuperCamps will accept self-certification for a maximum of 3 days within one camp season. (A season is defined as an individual school holiday break be it half term or between terms). If the claim is successful, SuperCamps will hold the value of the claim as a credit on the parent(s)/guardian(s) account.

### **10.0 Incident and Accident Policy**

SuperCamps is committed to providing an environment which is as healthy and as safe as possible for its children, staff and visitors. However, accidents do happen and there is a statutory requirement to report all serious accidents, dangerous occurrences and instances of occupational ill health to the Health and safety Executive (HSE) and Ofsted. SuperCamps also has a duty to investigate and report all accidents and incidents affecting children, staff and visitors. All accidents and incidents must be reported for monitoring and investigation to ensure that procedures are in place to prevent, as far as possible, similar accidents happening in the future. All Incidents and Accidents will be recorded in the relevant Accident and Incident Books. These books are duplicated to allow the Parents / Guardian to have a copy of the report.

***The reporting of work related accidents is a statutory requirement under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).***

#### **Incident reporting**

Any incident that occurs involving children, staff or the parent(s)/guardian(s) that falls outside the normal every day running of camp should be recorded in the Incident Book. If substantial, the information on this form should be reported to SuperCamps Head Office at the earliest convenience. SuperCamps Head Office will then be responsible for informing any relevant authorities of the incident that occurred.

Ofsted will be notified of all significant illness (incl. food poisoning), accidents, injuries and incidents that occur on camp. Notification will be made as soon as is reasonably practicable, but in any event within 14 days of the incident. SuperCamps may also involve other agencies such as the local safeguarding board or the HSE (Health and Safety Executive).

#### **10.1 Ofsted notification categories**

- Broken bones or a fracture.
- Loss of consciousness.
- Pain that is not relieved by simple pain killers.
- Acute confused state: persistent, severe chest pain or breathing difficulties.
- Amputation.
- Dislocation of any major joint including the shoulder, hip, knee, elbow or spine.
- Loss of sight (temporary or permanent).
- Chemical or hot metal burn to the eye or any penetrating injury to the eye.
- Injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours.
- Any other injury leading to hypothermia, heat-induced illness or unconsciousness.
- Or requiring resuscitation.
- Or requiring admittance to hospital for more than 24 hours.
- Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent.
- Medical treatment or loss of consciousness arising from absorption of any substance by inhalation, ingestion, or through the skin.

#### **When and how to report an accident**

If an accident happens to either a child or adult, an **Accident Form** found in the Accident Book should be filled in:

- All accidents to children and adults should be recorded in the **Accident Book**. These forms are in the **Accident Book** found in the Camp Support Box.
- Behaviour incidents and physical interventions should be recorded in the **Incident Book**.



- Incidents/near misses for children and adults are recorded on an **Incident Form** found in the **Incident Book**.

### 10.2 Minor accidents procedure - child

If a child has a minor injury, (e.g. minor cuts, grazes or bruises):

- Check the **Special Details Form** for any allergies or illnesses.
- Administer first aid by a qualified first aider, if appropriate.
- Record details on the **Accident Form** detailing any injuries sustained and treatment administered.
- If necessary, allow the child time to recover in a quiet place with supervision.
- Place a capital 'A' in the child's sign out box to show there is an **Accident Form** that needs to be signed by the parent(s)/guardian(s) to acknowledge the accident and actions taken by the staff.
- Ensure that the parent(s)/guardian(s) reads, understands and countersigns the **Accident Form**.
- Once the form has been acknowledged and signed by the parent(s)/guardian(s), they receive the carbon copy and the top (*white*) copy is left in the book to be returned to SuperCamps Head Office.

### 10.3 Head injury procedure - child

- Check the Special Details form for any allergies or illnesses.
- Administer first aid by a qualified first aider, if appropriate.
- Any hard blow or fall involving the head should be regarded as a serious incident and professional medical advice must be sought from the NHS Help line on 111. Accident and incident forms must record and reflect the advice received, including timing.
- Record details on the **Accident Form** detailing any injuries sustained and treatment administered.
- If necessary, allow the child time to recover in a quiet place with supervision.
- Inform the parent(s)/guardian(s) by telephone of the accident.
- The general principle is that anyone who has a head injury needs observing for 24 hours.
- In the case of a serious head injury arrangements must be made for the child to be taken to hospital by ambulance (see below for the **serious accident procedure - child (10.4 Pg.37)**).
- Place a capital 'A' in the child's sign out box to show there is an **Accident Form** that needs to be signed by the parent(s)/guardian(s) to acknowledge the accident and actions taken by the staff.
- Ensure that the parent(s)/guardian(s) reads, understands and countersigns the **Accident Form**.
- Once the form has been acknowledged and signed by the parent(s)/guardian(s), they receive the carbon copy and the top (*white*) copy is left in the book to be returned to SuperCamps Head Office
- Parents of any child with a head injury should receive a copy of the "Head Injuries Advice" sheet.

### 10.4 Serious accident procedure - child

- The first aider(s) should apply first aid whilst a member of staff or Camp Manager calls an ambulance providing the necessary details regarding the injury, location of site and child's name.
- The Camp Manager will then inform SuperCamps Head Office of the situation and continue to keep them informed.
- The Camp Manager or SuperCamps Head Office will then call the parent(s)/guardian(s) and advise them of the situation.
- If the parent(s)/guardian(s) have not arrived on camp by the time the ambulance is ready to leave a member of staff will accompany the child to hospital.
- The injury should be reported on an **Accident Form** and a full detailed report must be written on an **Incident Report Form** (see **incident and accident policy (10.0 pg.36)**).
- Ensure that the parent(s)/guardian(s) read, understand and countersign the **Accident and Incident Forms**.
- Once the form has been acknowledged and signed by the parent(s)/guardian(s), they receive the carbon copy and the top (*white*) copy is left in the book to be returned to SuperCamps Head Office
- A risk assessment surrounding the incident will be completed to try to prevent the same incident/accident occurring again.

## 10.5 Accidents procedure – adult/child including visitors

### Minor accidents procedure – adult/ child

If an adult or child visiting the camp has a minor injury, (e.g. Minor cuts, grazes or bruises):

- Administer first aid by a qualified first aider, if appropriate.
- Record details on an **Accident Form**.
- The injured person will receive the carbon copy of the accident form.
- Once the form has been acknowledged and signed by the parent(s)/guardian(s), they receive the carbon copy and the top (*white*) copy is left in the book to be returned to SuperCamps Head Office
- The Camp Manager must report any accident or incident that is due to the condition of the camp or its equipment to the camps management immediately, as well as Head Office.

### Head injury procedure – adult

- Administer first aid by a qualified first aider, if appropriate.
- Record details on the **Accident Form** detailing any injuries sustained and treatment administered.
- Inform the next of kin by telephone of the accident.
- The general principle is that anyone who has a head injury needs observing for 24 hours.
- In the case of a serious head injury arrangements must be made for the adult to be taken to hospital by ambulance (see below the **serious accident procedure - adult 10.5 pg.38**).
- Ensure that the next of kin reads, understands and countersigns the **Accident Form**.
- Once the form has been acknowledged and signed by the parent(s)/guardian(s), they receive the carbon copy and the top (*white*) copy is left in the book to be returned to SuperCamps Head Office

### Serious accident procedure - adult

- The first aider(s) should apply first aid whilst a member of staff or Camp Manager calls an ambulance providing the necessary details regarding the injury, location of site and adult's name.
- The Camp Manager will then inform SuperCamps Head Office of the situation and continue to keep them informed.
- The Camp Manager or SuperCamps Head Office will then call the next of kin and advise them of the situation.
- If the next of kin has not arrived on camp by the time the ambulance is ready to leave a member of staff will accompany the adult to hospital.
- The injury should be reported on an **Accident Form** and a full detailed report must be written on an **Incident Report Form** (see **incident and accident policy (10.0 pg.36)**).
- Once the form has been acknowledged and signed by the parent(s)/guardian(s), they receive the carbon copy and the top (*white*) copy is left in the book to be returned to SuperCamps Head Office
- Ensure that the next of kin reads, understands and countersigns the **Accident and Incident Forms**.
- A risk assessment surrounding the incident will be completed to try to prevent the same incident/accident occurring again.

**Accidents leading to major injuries resulting in more than seven days away from work must be reported to RIDDOR.**

## 10.6 Procedure for near misses

Near misses which do not result in an injury should be recorded on Incident Forms and if substantial (e.g. if the near miss could have caused serious injury) should be reported to SuperCamps Head Office.

## 10.7 Record management

There are data protection regulations that apply to all accident/incident reports and these should be stored safely and securely. They are held at SuperCamps Head Office. The retention period for accident/incident reports for adults is the date of incident + 7 yrs. The retention period for accident/incident reports for children is the date of birth of the child + 25 years. They will be shredded at the end of the retention period.

### **11.0 Medication and Treatment of Anaphylactic Shock Policy**

All SuperCamps staff must be fully aware of the medical history of children in their care. SuperCamps rely on the information provided by the parent(s)/guardian(s) in order to achieve this. Information provided by the parent(s)/guardian(s) is kept confidential and is relayed to site via the Booking Summary Forms and the Special Details Sheets.

#### **Administration of medicine**

SuperCamps will only administer medication if it has been prescribed by a doctor or other health professional. The medicine must be in date and specific to the child in question.

The parent(s)/guardian(s) must also complete an Administration of Medicine Form and provide a signed letter of instruction.

- The parent(s)/guardian(s) must give full instruction to the Camp Manager and nominated Crew member regarding how to administer the medicine.
- The Camp Manager will then give the appropriate dosage of medicine at the appointed time with the nominated Crew member present as a witness.
- A record of the medicine being administered should be kept on the Administration to Medicine Form and signed at the end of the day when the child is collected by the parent(s)/guardian(s).
- If the child requires it for multiple days the same consent form can be used. The dates, time and actions need to be updated on a daily basis along with the parental signature in the boxes provided on the **Consent Form**.

**All medication, including Epipens must be handed to the Camp Manager for safe keeping.**

#### **Consent for First Aid**

- Consent for permission to give a child first aid is completed either on line or over the phone at the time of booking.

#### **Treatment of anaphylactic shock**

- Any child on camp that suffers from allergies that can result in anaphylactic shock must be made known to SuperCamps before their arrival on camp.
- On arrival at camp the parent(s)/guardian(s) must fill out an Anaphylactic Shock Consent Form and provide training in the use of the child's Epipen. The Epipen must be prescribed by a medical professional.

**It is the responsibility of the parent(s)/guardian(s) of the child to fully explain the actions required when dealing with their child and how to administer any treatment. SuperCamps advise that the parent should have received their knowledge from a qualified medical professional such as the child's GP, Practice Nurse or Health Visitor. SuperCamps accept that the parent(s)/guardian(s) giving the explanation to the First Aider(s), Crew Leader and the Camp Manager, are not professionals, but will have sufficient knowledge to enable staff to react in an emergency. This explanation must take place when the parent(s)/guardian(s) signs the child in on their first day at camp.**

### **12.0 Emergency Evacuation Policy**

In the event of an emergency, Super Camps' primary concern will be to ensure that both children and staff are kept safe. SuperCamps will make every effort to keep the camp open, however in exceptional circumstances SuperCamps may be forced to close the camp at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions.
- Heating system failure.
- Burst water pipes.

- Fire or bomb scare or explosion.
- Death of a member of staff or child.
- Assault on a staff member or child.
- Serious accident or illness.

It may be necessary to evacuate camp in the event of any of the above, if deemed necessary the following procedures will happen:

- The emergency services will be contacted at the earliest opportunity, only delaying if it will slow down the process in securing the safety and welfare of children and staff on camp.
- All children will be escorted from the building to the allocated Emergency Evacuation Assembly Point using the nearest safe exit. In the case of a bomb threat, this may be away from the site for some camps.
- At no point during an evacuation should the word bomb be used, as this often instils panic.
- No persons should re-enter a building unless given permission from the emergency services.
- No attempt should be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
- Once the all staff and children are out of harm's way, a register will be taken to ensure all children and staff are safe.
- If any person is missing from the register, the emergency services will be informed immediately. There will be no attempt to re-enter the building.
- SuperCamps Head Office will be informed who will in turn devise a plan to contact the parent(s)/guardian(s) for each child on camp. Parent(s)/guardian(s) may be asked to collect their child immediately.
- All children will be supervised until they are safely collected or until it is clear to re-enter the building, which can only be authorised by the emergency services or Camp Manager. In any event of structural damage, returning to the building can only be authorised by the emergency services or professional services provider dealing with the incident.
- If after every attempt, a child's parent(s) or guardian(s) cannot be contacted, SuperCamps will follow its **uncollected child procedure (1.4 Pg.4)**.

#### **In the event of a bomb threat**

- In the event of a bomb threat or delivery of a suspicious package, children and staff should be evacuated to a designated safe area at the following distances:
  - 100m                      Smaller items e.g. letters, parcels, rucksacks or briefcases
  - 200m                      Medium objects e.g. suitcases, wheelie bins or small cars.
  - 400m                      Large objects e.g. Vans or lorries

**If the Camp has to close, even temporarily, or operate from alternative premises as a result of the emergency, SuperCamps will notify Ofsted. In the event that an alternative camp cannot be found, a full refund or credit for another day will be offered. If the camp re-opens, an alternative camp is found or the parent(s)/guardian(s) fail to bring the child on camp as a result of an emergency closure being declared, no refund will be applicable.**

#### **12.1 Lock-down procedure**

Lock-down procedures should be seen as a sensible and proportionate response to any external or internal incident which has the potential to pose a threat to the safety of staff and children at the camp. Procedures should aim to minimise disruption to the camp environment whilst ensuring the safety of all children and staff.

**Where there has been a recent incident in the general location of our camps, all staff will receive extra advice and support, particularly in the large towns and cities we operate in.**

Lock-down procedures may be activated in response to any number of situations, but some of the more typical might be:

- A reported incident/civil disturbance in the local community (with the potential to pose a risk to staff and children on camp).
- An intruder on the camp premises (with the potential to pose a risk to staff and children)
- A warning being received regarding a risk locally, of air pollution (smoke plume, gas cloud etc.)
- A major fire in the vicinity of the camp
- The close proximity of a dangerous dog or animal roaming loose

In the case of an emergency at one of the SuperCamps venues which requires a 'lock-down', SuperCamps have three levels of lock-down procedures:

### **Level 3 lock-down alert to staff: potential situation**

Staff will be alerted via the Camp Manager via the camp's radio communication systems.

- Level 3 lock-down is to make all staff aware of the possibility of a situation and to be ready to escalate to Level 2 or Level 1 lock-down.

### **Level 2 lock-down alert to staff: partial lock-down**

Staff will be alerted by the Camp Manager via the camp's radio communication systems. This may be as a result of a reported incident/civil disturbance in the local community with the potential to pose a risk to staff and children on camp. It may also be as a result of a warning being received regarding the risk of air pollution.

Immediate action:

- SuperCamps will carry on as normal where possible except for any children or staff outdoors who must make their way to the main play area inside and lock all doors in the school/building.
- Be ready to escalate to Level 1 lockdown. All situations are different: once all staff and children are safely inside, the Camp Manager will conduct an on-going and dynamic risk assessment.

This can then be communicated to staff and children. 'Partial lock-down' is a precautionary measure but puts the Camp in a state of readiness (whilst retaining a degree of normality) should the situation escalate.

### **Level 1 lock-down alert to staff: full lock-down**

Staff will be alerted by the Camp Manager via the camp's radio communication systems. This signifies an immediate threat to Super Camps. Lock-down level 1 procedure:

- All outside activity to cease immediately, children and staff to return to the designated meeting area inside.
- All staff and children to remain in the building with external doors and windows locked.
- Classroom doors to be blocked/locked.
- Blinds to be drawn and children to sit quietly.
- Head count to be taken. The Camp Manager will contact Head Office.
- Staff and children remain in lock-down until SuperCamps Head Office or the emergency services have lifted it.
- During the lock-down, staff will keep agreed lines of communication open, via mobiles, but will not make unnecessary calls as this could delay more important communication.
- **Staff will be trained in the Run, Hide, Tell procedure recommended by Counter Terrorism Policing and ACT (Action Counters Terrorism)**

### **Communication between the parent(s)/guardian(s) and SuperCamps**

- In the event of a Level 1 lock-down on camp, the parent(s)/guardian(s) will be contacted by SuperCamps Head Office and reassured that the camp understands the concern for their child's welfare, and that everything possible is being done to ensure his/her safety.

- SuperCamps ask that the parent(s)/guardian(s) do not come to the camp during a Level 1 lock-down. They could interfere with the emergency services access to the camp and may even put themselves and others in danger.

### 13.0 Behaviour Policy

#### Policy

SuperCamps has a responsibility for ensuring the well-being and safety of all children whilst on camp. SuperCamps recognises the importance of encouraging positive behaviour as well as clear guidelines for staff dealing with poor behaviour to ensure the well-being and safety of all children. It should be regarded as integral to the **health and safety policy (9.0 pg.35)** and **equal opportunities policy (16.0 pg.55)**.

This behaviour policy offers guidelines to management, staff, the parent(s)/guardian(s) and children regarding acceptable behaviour whilst on camp. This policy also covers the course of action that will be taken if behaviour is deemed unacceptable. SuperCamps strives to promote positive behaviour which should be honoured by every child and member of staff at camp.

**Staff are trained to pick up on bullying, which is defined as any persistent unpleasant behaviour which demeans or injures a person, either physically or mentally. Training consists of online child management training and a central training workshop on child management.**

#### SuperCamps strategies for increasing desirable behaviour

- SuperCamps aims to provide a calm, relaxed atmosphere where children can feel safe and secure.
- Staff will strive to raise self-esteem among all children by rewarding positive behaviour and actively discouraging poor behaviour.
- SuperCamps staff will reward positive behaviour using the Colour Points System and Daily Certificates.
- The staff will build a relationship with the children so that they feel valued and trusted, encouraging full involvement in all activities.
- Staff will provide a sense of community and belonging by recognising children who attend camp regularly and by remembering and using names of all children.
- Staff will speak appropriately to children and avoid shouting, swearing, offensive language and name-calling.
- Behave considerately and welcome newcomers to camp.
- Respect the environment, buildings, equipment and furniture, moving around the camp in a safe manner.
- Attend to the cleanliness of the camp and avoid causing litter.
- Encouraging children to design their own "Code of Behaviour" during art and AM/PM Club.

At times, some behaviour may be unacceptable and in such situations discipline may be required.

#### 13.1 Code of Behaviour

Upon signing a child into camp the authorised adult agrees that their child/children will follow the below points:

- ✓ I will respect the property of others.
- ✓ I will be patient, honest, fair and polite to others.
- ✓ I will not use abusive or obscene language.
- ✓ I will not be aggressive in the way I speak or behave to others.
- ✓ I will be respectful and treat others as I would wish to be treated.

If a child fails to comply to the above points SuperCamps will follow the **steps to dealing with poor behaviour (13.2 pg. 43)**.

### 13.2 Steps to deal with poor behaviour

- SuperCamps does not use corporal punishment at any time on camp. SuperCamps takes all reasonable steps to ensure that corporal punishment is not given by any person who cares for, or has contact with a child whilst at Super Camps. A person will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. SuperCamps keeps a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable.
- Physical intervention is where practitioners use reasonable force to prevent children from injuring themselves or others or damaging property

#### Step 1

If a child misbehaves the activity leader should take the child to one side and explain what they have done wrong and why it is not acceptable. Indicate the behaviour that is acceptable so they have the means to improve.

#### Step 2

If the poor behaviour continues the leader should give the child a timeout from the activity (the timeout should be no longer than the child's age in minutes). They should reinforce what behaviour is acceptable. The leader will then inform the Camp Manager who will in turn inform the authorised adult picking the child up, highlighting the situation that occurred.

#### Step 3

If after following **steps 1 and 2**, and discussion with the parent(s)/guardian(s), the child's behaviour does not show a marked improvement, the Camp Manager should discuss part exclusion with Head Office. If all are in agreement, the Camp Manager will contact the parent(s)/guardian(s) to request they pick the child up straight away. They will record what has happened on an **Incident Report Form**. This is referred to as 'Part Exclusion'. This is not a permanent exclusion: the child will be allowed back for any subsequent days booked however the parent(s)/guardian(s) needs to be clear that this is the child's final warning and without a significant improvement in behaviour he/she could be excluded permanently.

#### Step 4

If no improvement in the child's behaviour is seen, the Camp Manager and Head Office will review the situation. If deemed completely unmanageable or dangerous to others, the Camp Manager will contact the parent(s)/guardian(s) and the child will be excluded permanently from camp for the rest of the season.

If deemed necessary, SuperCamps reserves the right to exercise any step of the **steps to deal with poor behaviour** above at any stage. In the event that a child is excluded from camp, no refund will be made for any remaining days booked, and any costs associated with the exclusion, will be the parent(s)/guardian(s) responsibility. The parents/guardian will be expected to collect when informed of the exclusion. All exclusions (Steps 3&4) will be recorded at SuperCamps Head Office. Any child permanently excluded from a camp may not be allowed to enrol on any future camp at any SuperCamps venue.

### 13.3 Bullying and discrimination

SuperCamps is committed to providing a positive experience for all children on camp where they can have fun, make new friends and learn new skills in a safe and welcoming environment. SuperCamps follow a zero tolerance policy on discrimination, bullying or persistent poor behaviour of any kind, irrespective of any special needs. SuperCamps encourage any child to let us know if they see or experience this during their time on camp so it can be addressed immediately.

#### Bullying

SuperCamps believe that bullying in any form is wrong and should not be tolerated, and that any environment that encourages bullying, or shows indifference to prejudice and discrimination is unacceptable.

- SuperCamps believe that bullying is a behaviour choice and that anyone can be encouraged to change their behaviour.
- SuperCamps believe that all children and young people have intrinsic value and worth and SuperCamps embrace their uniqueness and autonomy.
- SuperCamps respect difference and welcome diversity in children, young people and in society in general, and believe camps should be inclusive of all.
- SuperCamps believe that children and young people should have the right to feel safe, secure and valued, and that creating a safe environment and dealing with bullying is everyone's responsibility.
- SuperCamps believe children and young people should actively participate in decisions that affect them and should be supported in taking responsibility for their choices and subsequent actions.
- SuperCamps believe every child at SuperCamps should be treated with respect and courtesy and no-one should be bullied.

Bullying includes:

- All kinds of name calling.
- Taking or asking for money.
- Ridiculing people with any kind of medical or physical condition, and, emotional, physical, homophobic, racial or electronic bullying.
- Forcing racist or extremist views onto others.

#### **If a child is a victim of bullying**

- If a child is being bullied they must let a member of the SuperCamps staff team know. They will then inform the Camp Manager who will immediately investigate the allegation.
- An Incident form will be filled out and the Camp Manager should inform the parent(s)/guardian(s) of the victim, highlighting what has happened and the actions they have taken to deal with the situation. The Camp Manager will ask the parent(s)/guardian(s) to sign the **Incident Form**.
- The camp staff will continue to monitor the situation to ensure the child is not upset and can continue the day.
- All cases of bullying will be reported to SuperCamps Head Office and **Designated Safeguarding Team (3.2 pg.8)**.
- The bullying helpline provides a free and confidential service to all children in distress. The number is located on the Bullying UK poster which is on display in the sign in area on camp.

#### **If a child commits an act of bullying**

- The offending child should be taken to one side and be told why their actions are considered to be bullying and informed of the consequences should it continue.
- The parent(s)/guardian(s) of the child will be informed of the allegation made against their child.
- If it persists the Camp Manager will raise the issue with the person collecting the child as a case of bullying and the Camp Manager will follow the **steps to deal with poor behaviour (13.2 pg.43)**
- An **Incident Report** should be completed should the situation require it following the **incident and accident policy (10.0 pg.36)**.

If an allegation of an act of bullying is in the form of a formal complaint to Head Office, SuperCamps will follow the SuperCamps **complaints procedure (14.0 Pg.45)**. Those who bully others must be aware that SuperCamps reserves the right to exclude a child without warning for bullying.

#### **Language**

Any use of bad/foul language by any child will be stopped immediately. The staff will explain to the child that this is not polite and not accepted at Super Camps, and also explain that children of a more naive nature may overhear such language and then start to use it.

#### **13.4 Procedure when dealing with racial harassment**

An approach that supports diversity and equality involves creating a childcare setting where each child feels a sense of belonging. SuperCamps Staff should observe and listen to children's play and adult interaction to



identify any bias or discrimination, and then develop methods to deal with issues that arise. Every aspect of the setting comes into play: how children relate to each other, how staff relate to minority and majority children, how language is used, how and what discussions take place, and what activities are undertaken.

Each SuperCamps camp has a duty to create and implement strategies to prevent and address racism and include:

- Recording all racist/discriminative incidents.
- Ensuring all recorded incidents are reported to the parent(s)/guardian(s), and when appropriate to the Camp Manager.

Parent(s)/guardian(s) have a right to know when racism occurs and the actions SuperCamps will take to tackle it.

### **Definition of racial harassment**

‘Violence which may be verbal or physical and which includes attacks on property and people because of their race, nationality, ethnic origins – when the victim believes that the perpetrator was acting on racial grounds and/or there is evidence of racism’ – (Commission for Racial Equality).

### **Examples of racial harassment**

- Physical assault against a person or group of people.
- Derogatory name calling, insults and racial jokes.
- Racist graffiti and other written insults.
- Provocative behaviour such as wearing racist badges and insignia and the distribution of racist literature.
- Threats against a person or group of people because of their colour or race.
- Discriminatory comment including ridicule made in the course of discussions or elsewhere.
- Patronising words or actions against a person or group of people.

### **Procedure when dealing with racial discrimination**

All staff working for SuperCamps should be constantly vigilant of any racial harassment taking place. If a staff member suspects racism or discrimination taking place in any form they must:

- Intervene firmly and quickly to prevent all forms of racial harassment. Any allegation should be taken seriously and reported to the Camp Manager.
- Each incident should be investigated and recorded in detail as accurately as possible using the **incident and accident policy (10.0 pg. 36)**. This record should be available for inspection by staff, inspectors and the parent(s)/guardian(s) where appropriate.
- The Camp Manager is responsible for ensuring that incidents are handled appropriately and sensitively and recorded appropriately.
- Note any changes of behaviour. The perpetrator/victim’s initials only may be used in the record as information on individuals is confidential to Super Camps.
- Where an allegation is substantiated following an investigation, the parent(s)/guardian(s) of the perpetrators and victims should be informed of the incident and of the outcome.
- Any form of racial abuse will be dealt with seriously in accordance with the **steps to deal with poor behaviour (13.2 Pg.43)**.

## **14.0 Complaints Policy**

### **Policy**

SuperCamps views all complaints as an opportunity to develop and improve our services, as well as a chance to put things right for the person that has made the complaint.

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of the complaints procedure so that people know how to contact us to make a complaint.

- To make sure everyone at SuperCamps knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what SuperCamps do in the future.

### **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Super Camps.

### **Confidentiality**

All complaint information will be handled sensitively, talking to those who need to know and following any relevant data protection requirements.

### **14.1 Complaints procedure**

SuperCamps has a set procedure for addressing complaints. Removing children from a camp prior to a complaint being formally presented, forfeits access to or continuation with these procedures. The complaints procedure should be used only when informal attempts to resolve problems have been unsuccessful.

#### **Step 1**

In the first instance, SuperCamps encourages any issues to be discussed with the Camp Manager who is responsible for the day to day operations of the camp.

#### **Step 2**

If there is still dissatisfaction after the response and feedback from the Camp Manager, SuperCamps requests that the complaint is made to SuperCamps Head Office by completing the camp related Complaints Form which can be obtained from Customer Services.

The matter will be fully investigated. The investigation may include such elements as interviewing on-site staff and referring to external agencies such as local authority, environmental health departments or social services. A full response to the complaint will be sent to the parent(s)/guardian(s) well within the 28 days stipulated by Ofsted – Super Camps’ target response time is 14 days.

If there is a serious concern(s) SuperCamps encourage the complainant to contact Super Camps’ Customer Services team on 01235 467300 so the operations team can begin to investigate immediately. The person carrying out the investigation will review the way the complaint has been handled by SuperCamps and will ensure that the issues have been dealt with properly and fairly.

#### **Step 3**

If the complainant is not satisfied with the result from **Step 2**, they may choose to refer the complaint to **Step 3** of the procedure. This must be done in writing to SuperCamps Head Office within 15 days of the completion of **Step 2**. At this stage, the complaint will be considered under the guidance of the Managing Director of Super Camps. The complainant will be informed in writing of the results of this review:

The general principle is that SuperCamps should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the procedure set out here. If the Managing Director has any concerns, he/she may ask the Senior Management Team of SuperCamps to re-open the investigation. The complainant will be kept informed of any delay. If the issue is still not resolved the complainant may wish to put the complaint to Ofsted.

Parent(s)/guardian(s) have the right to contact Ofsted if they feel they have not received a satisfactory response to their complaint. Ofsted can be contacted on 0300 123 1231. Parent(s)/guardian(s) should provide the camp registration number to Ofsted. For Registration numbers call our customer services team or ask at the camp itself. Alternatively, they can write to: **The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.**

## **Monitoring and review**

SuperCamps monitors the complaints procedure in order to ensure that all complaints are handled properly. SuperCamps logs and records all formal complaints received which are stored at Head Office and against specific camps. The senior management team will examine how they were resolved, and on an annual basis, consider the need for changes if required.

## **15.0 Early Years Foundation Stage Policy**

### **Policy**

Within this policy the term Early Years Foundation Stage (EYFS) is used to describe children between 3-5yrs who are in SuperCamps care.

### **Aim**

SuperCamps aims to provide the highest quality of care and development for all children, giving them a strong foundation to develop individually at the necessary pace. SuperCamps creates a safe and happy environment with motivating and enjoyable learning experiences that enable children to become confident and independent. SuperCamps values the individual child and endeavours to work alongside the parent(s)/guardian(s) and other professionals to meet their needs and help every child reach their full potential.

As outlined in the EYFS: 'Every child deserves the best possible start in life and the support that enables them to fulfil their potential. Children develop quickly in the early years and a child's experiences between birth and age five have a major impact on their future life chances.'

The following policies should be read in conjunction with this policy-**attendance policy (1.0 pg.3), safeguarding policy (3.0 pg.8), health and safety policy (9.0 pg.38), behaviour policy (13.0 pg.49) and equal opportunities policy (16.0 pg.49).**

SuperCamps adheres to the Statutory Framework of the EYFS and the four guiding principles that shape practice within Early Years settings.

1. Every child is a unique child, who is constantly learning and can be resilient, capable, confident and self-assured.
2. Children learn to be strong and independent through positive relationships.
3. Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and the parent(s)/guardian(s) and/or other professionals involved.
4. Children develop and learn in different ways and at different rates.

### **SuperCamps strategies**

- SuperCamps believes it is important to have balanced programme of activities, based on the EYFS, across the seven areas of learning, using play as the vehicle for learning.
- Promote equality of opportunity and anti-discriminatory practice. SuperCamps provide early intervention for those children who require additional support.
- Work in partnership with the parent(s)/guardian(s) and within the wider context of the child's development.
- Plan challenging learning experiences, based on the individual child, informed by observation and assessment and previous knowledge.
- Provide opportunities for children to engage in activities that are adult-initiated and child-initiated, supported by the adult.
- Have a key person approach to develop close relationships with individual children.
- Provide a secure and safe learning environment indoors and out.

## Early Years provision

SuperCamps plans an exciting and challenging programme of activities based on observation of children's needs, interests, and stages of development across the seven areas of learning to enable the children to achieve and exceed the early learning goals.

All the seven areas of learning and development (3 prime and 4 specific) are important and inter-connected. SuperCamps focuses on igniting the children's curiosity, enthusiasm for learning, forming relationships and building their capacity to learn and thrive by embracing the 3 prime areas of learning:

1. Communication and Language.
2. Physical Development.
3. Personal, Social and Emotional Development.

Children are also supported through the four specific areas of learning

1. Literacy,
2. Mathematics,
3. Understanding the World and
4. Expressive Arts and Design

All which strengthened and supported the above three prime areas of learning.

Children are provided with a range of rich, meaningful first-hand experiences in which children explore, think creatively and are active. SuperCamps aim to develop and foster positive attitudes towards learning, confidence, communication and physical development.

Children have whole group and small group times which increase as they progress through the EYFS. The program of activities is delivered using a play-based approach as outlined by the EYFS - 'Each area of learning and development must be implemented through planned, purposeful play and through a mix of adult-led and child-initiated activities.'

SuperCamps plan a balance between children having time and space to engage in their own child-initiated activities and those that are planned by the adults. During children's play, early years practitioners interact to stretch and challenge children further. SuperCamps create a stimulating environment to encourage children to free-flow between inside and outside activities.

## Observation and assessment

As part of the daily practice, SuperCamps observe and assess children's development and learning(s) in a variety of ways before recording them. Significant observations of children's achievements are collated in their own weekly **Daily Feedback Cards**, which are shared with the parent(s)/guardian(s) at the end of each week. The Early Years Practitioner also gives verbal feedback to parent(s)/guardian(s) daily when required. The Early Years Practitioner can always be made available if the parent(s)/guardian(s) would like to speak to them about their child.

## Safety and welfare

Children's safety and welfare is paramount. SuperCamps create a safe and secure environment and provide a curriculum which teaches children how to be safe, make choices and assess risks. SuperCamps have stringent policies, procedures and documents in place to ensure children's safety.

SuperCamps promote the good health of the children in numerous ways as set out in the **health and safety policy (9.0 pg.32)**. Please also see the following policies for additional information – **safeguarding policy (3.0 pg.8)**, **intimate care policy and incident and accident policy (10.0 pg.36)**.

## Inclusion

SuperCamps value all children as individuals, irrespective of their ethnicity, culture, religion, home language, background, ability or gender. SuperCamps plan a programme of activities that meet the needs of the

individual child and support them at their own pace so that most children achieve and even exceed the Early Learning Goals. SuperCamps strongly believe that early identification of children with additional needs is crucial in enabling us to give the child the support that they need.

### **Partnerships with parent(s)/guardian(s)**

SuperCamps strive to create and maintain partnerships with the parent(s)/guardian(s) and recognise that together, this can have a significant impact on a child's learning. SuperCamps welcome and actively encourage the parent(s)/guardian(s) to participate confidently in their child's education and care.

SuperCamps requires information such as allergies, swimming ability, other provisions the child attends, toilet training and any physical or social needs. SuperCamps encourages the parent(s)/guardian(s) to complete a **Child Information Form** which details more specific learning difficulties and physical conditions. This includes, but is not limited to: reading ability or co-ordination.

## **16.0 Equal Opportunities Policy**

### **Policy**

SuperCamps will ensure that a safe and caring environment is provided on camp, free from discrimination, including children with additional needs. As part of this policy people will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sex, age, race, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all the parent(s)/guardian(s) and children in the local community.
- Ensure that the camp's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act.
- Monitor and review the effectiveness of its inclusive practice by conducting an Inclusion Audit on an annual basis.

### **Challenging inappropriate attitudes and practices**

SuperCamps will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through staff modelling anti-discriminatory behaviour at all times.

### **Children with additional needs**

SuperCamps recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the camp environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

**It is the responsibility of the parent/carer** to inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the phone, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on camp within the staffing ratios provided for their age group. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.

We are not able to provide additional staff to support a child above our standard ratios of 1:8 for 3 year olds, 1:12 for 4 to 5 year olds, 1:16 for 6-7 year olds and 1:20 for 8 years old and over, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Where a child does require one-to-one support, SuperCamps will permit parents/carers to attend camp to support their child, providing the SuperCamps safer recruitment standards are met. SuperCamps does not provide one-to-one support.

We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

### **17.0 Confidentiality Policy**

At SuperCamps we respect the privacy of the children attending the Camp and the privacy of their parents or carers. Our aim is to ensure that all those using and working at SuperCamps can do so with confidence.

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents to Camp Manager will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our Safeguarding Policy).
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely.

### **18.0 Data Protection Act**

SuperCamps is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25<sup>th</sup> May 2018). To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation

The Camp Manager is responsible for ensuring the safe storage and access to any confidential documents relating to both parents and children. All staff are aware that the disclosure of any confidential information contravenes the Data Protection Act 1998 (GDPR from 25<sup>th</sup> May 2018) and any such disclosure may result in disciplinary action.

All parent and child paper information held on Camp is stored in a lockable box and accessed only the Camp Manager, if, due to emergency, another member of staff need to access the information they will ensure confidentiality of information at all times.

Data stored electronically will be password protected and accessed only by the Camp Manager.

It is not SuperCamps Policy to disclose any client data to third parties unless such request are made by legal authorities.