



Candice Conway Theatre Camp Handbook

Adopted and reviewed August 2026

Date to be reviewed August 2027

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INTRODUCTION

Introduction

Our aim at Candice Conway Theatre Camps is to provide a stimulating, happy and caring environment where your child is encouraged to reach their full potential through a healthy balance of learning and play. We focus on your child's individual needs and talents to allow them to develop at their own pace.

We are a small, friendly, caring community, with many years experience and are extremely proud of our excellent facilities, equipment, surroundings and level of qualified staff and specialists.

To support the delivery of our quality care and education, we adhere to our Policies & Procedures that are also compliant with the Statutory Framework for the Early Years Foundation Stage (EYFS - EY496297)

This handbook includes the policies and procedures relevant to you during your time with us. Please do not hesitate to contact the Camp Management Team if you have any questions via the information below.

Email: theatreschool@candiceconway.co.uk

Call: 07903672216

We hope you and your family enjoy the time you spend with Candice Conway Theatre Camps and we thank you for your continued support.

Candice Conway Theatre Camps Ltd

CHILD PROTECTION AND SAFEGUARDING

Candice Conway Theatre Camp (CCTC) recognises that when working with or having contact with children we have a responsibility to promote and safeguard their welfare. This Policy sets out guidelines relating to the following areas:

- Policy statement
- Recognition of abuse
- Responding to allegations of abuse, neglect, including those made against employees
- County lines (including peer on peer and gang related incidents)
- Radicalisation
- Female genital mutilation including Breast Ironing

Children have the right to be kept safe from harm and protecting children is everyone's responsibility. All staff at CCTC is committed to making sure that all are safe from harm. This includes supporting parents and carer's and helping them to understand their children's well-being and needs.

POLICY STATEMENT

Camp managers and employees are committed to creating and maintaining the safest possible environment for children and young people.

We believe:

- The safety and welfare of children should always be of paramount importance, whatever the circumstances. Recognise and respond.
- That everyone with a role in working with children has a responsibility and duty of care to safeguard and promote a child's welfare particularly when it comes to protecting children from any form of abuse.
- Special care is needed in dealing with children whose age, inexperience or physical state makes them vulnerable to abuse.
- Sufficient training must be made available to volunteers to provide them with the necessary knowledge to ensure safe care is always maintained.

- Enhanced criminal records and barred list checks (known as DBS - Disclosure and Barring Service) and other suitability checks are carried out for staff and volunteers prior to their post being confirmed, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.
- Procedures are in place to record the details of visitors to the setting by completing the visitors signing in and out book and by wearing a visitor's badge.
- Steps are taken to ensure children are not photographed or videoed without consent provided on booking. Images taken of children are stored and shared appropriately.
- Any personal information is held securely and in line with data protection requirements.
- Whistleblowing.

Candice Conway Theatre Camps are committed to providing a safe and secure environment in which all children can participate in activities, seeking support and guidance wherever they feel it necessary. Expectations are set and demonstrated daily through briefings and discussions.

RECOGNITION OF ABUSE

The following behavioural signs may be indicators of abuse, but they must not be taken in isolation from other circumstances in a child's life. We are to use our own professional curiosity.

Possible Indicators of *Physical Abuse*

- Any injuries not consistent with the explanation given for them.
- Injuries which occur to the body in places which are not normally exposed to falls, rough games etc.
- Injuries that have not yet received medical attention which you would expect a reasonable parent to give/arrange.
- Instances where children are kept away from the group inappropriately.

- Reluctance to change for, or participate in, games or activities.
- Bruises, bites, burns, fractures ect which do not have an accidental explanation (e.g. multiple cigarette burns).
- Record any injuries that are visible upon arrival at camp.

Possible Indicators of *Sexual Abuse*

- Child with an excessive pre-occupation with sexual matters and a detailed knowledge of adult sexual behaviour, who regularly engages in age –inappropriate sexual play or discussion.
- Sexual activity through words, play or drawing.
- Child who is sexually proactive or seductive with adults.
- Inappropriate bed-sharing arrangements at home.
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares.

Possible Indicators of *Emotional Abuse*

- Marked changes or regression in mood and behaviour, particularly where a child withdraws or becomes clingy. Also depression/ aggression.
- Nervousness/ frozen watchfulness.
- Sudden under-achievement or lack of concentration.
- Inappropriate relationships with peers and/or adults.
- Attention seeking behaviour.
- Persistent tiredness.

Possible Indicators of *Neglect*

- Inadequate food and nutrition.
- Inadequate shelter or living conditions.
- Inadequate clothing.
- Exposure to physical danger or harm.

- Failure to ensure a child receives access to appropriate medical care or treatment.

Peer On Peer Abuse

- physical and sexual abuse
- sexual harassment and violence
- emotional harm
- on and offline bullying
- teenage relationship abuse

It can even include grooming children for sexual and criminal exploitation.

RADICALISATION

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

- Spending increasing time in the company of other suspected extremists.
- Changing their style of dress or personal appearance to accord with the group.
- 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.
- Possession of materials or symbols associated with an extremist cause.
- Attempts to recruit others to the group/cause.
- Communications with others that suggests identification with a group, cause or ideology.
- Using insulting to derogatory names for another group.

- 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, prejudice related ridicule or name calling of inappropriate forms of address.
- Refusal to co-operate.
- Attempts to recruit to prejudice-related organisations or condoning or supporting violence towards others.

Although serious incidents involving radicalisation have not occurred at CCTC to date, it is important for us to be constantly vigilant and remain fully informed about the issues which affect the local area, city and society in which we work. 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 through the appropriate channels. Refer to Channel Panel, prevent referral methods. Seek advice from our HCC Prevent Programme Manager at sophie.lawrence@hertfordshire.gov.uk | 07773094897.

SHARE - If Practitioner still has concerns, make referral:

Complete Prevent Referral and send to Hertfordshire Prevent at prevent@herts.pnn.police.uk;

We 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 individuals and/or groups. We must have the confidence to challenge, the confidence to intervene and ensure that we have strong safeguarding practices based on the most up-to-date guidance and best practice.

COUNTY LINES

County lines is the name given to describe drug dealing by criminal gangs from urban areas expanding their activities into smaller towns and rural areas.

Children can be exploited or recruited to support the transport of drugs and/or money. These gangs establish a base in the location they are targeting, often taking over the home of local vulnerable adults by force or cuckooing.

HONOUR BASED

Female Genital Mutilation:

“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.” (World Health Organisation-1997)

Post-FGM Symptoms include:

- Difficulty walking, sitting or standing
- Spend longer than normal in the bathroom or toilet
- Unusual behaviour after a lengthy absence
- Reluctance to undergo normal medical examinations
- Asking for help, but may not be explicit about the problem due to embarrassment or fear.

Breast Ironing:

A practice whereby the breast of girls, typically aged 8-16, are pounded using tools to delay the appearance of puberty.

Indicators and symptoms include those mentioned above within FGM.

MODERN SLAVERY

Modern slavery is a hidden crime and the true extent in the UK is unknown but considered to be significant. Individuals can be recruited through; adverts, abduction, befriending and grooming, internet, family and approach by a stranger.

Modern slavery can include;

- Human trafficking
- Labour exploitation
- Domestic service
- Forced begging
- Organ harvesting
- Criminal exploitation
- Sexual exploitation
- Illegal Adoption
- Forced marriage

PREVENT DUTY

When the Counter Terrorism and Security Act 2015 (now 2019) came into effect one of its provisions was to place duty on organisations to prevent people from being drawn into terrorism. This is known as the prevent duty. From July 2015 (now 2023) the Prevent Duty became law. This is a duty on all schools and registered early years providers to have due regard for preventing people being drawn into terrorism. The government has defined extremism in the Prevent strategy as ‘Vocal or active opposition to fundamental British values’.

- Being aware of things children or families might say which could give cause for concern.
- Ensuring that registers and attendance are accurate, up to date and any absences recorded.
- Ensuring that concerns regarding reasons for the absence are reported to senior management.
- Understanding links to British Values helping children to understand themselves, their immediate family and culture and to find out about and respect other families and cultures.
- Support children’s PSE development in an age appropriate way so that they can begin to make safe choices, show resilience, determination, self esteem and confidence.

PROMOTING BRITISH VALUES

British values are a set of four values introduced to help keep children safe and promote their welfare. We deliver a curriculum which includes teaching children about Britain and British values.

The fundamental British values which are already embedded through the EYFS Framework. We apply the DRIL approach

Democracy

Children and staff/volunteers treat everyone equally and children are taught that everyone has equal rights and to value their own views and those of others. We support the children's personal, social and emotional development (PSED) by encouraging them to talk about their personal feelings. We encourage them to negotiate about what they want to explore and how they are going to use the resources provided for them.

Rule of law

We set rules and expectations daily to teach the children to understand right and wrong. We encourage them to behave appropriately with agreed and clearly defined boundaries, understanding that they must deal with the consequences of their behaviour and manage their own feelings appropriately. Our staff will role model and encourage sharing, taking turns and good manners.

Individual liberty

Children should develop a positive sense of themselves. CCTC staff provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities. A range of experiences are provided that allow children to explore the language of feelings and responsibility, reflect on their differences and help them to understand they are all unique.

Mutual respect and tolerance for those with different faiths and beliefs

We look at people and communities with the children and help them to manage their feelings and behaviour. To provide an environment where questions can be asked and answered. Throughout the camp an ethos of inclusivity and tolerance is modelled where views, faiths, cultures and races are valued and children are engaged with the wider community.

Staff will promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping.

RECOGNISE, RESPOND AND REFER

It is not the responsibility of anyone working for CCTC to decide whether or not child abuse has taken place. However there is a responsibility to act on and record any concerns through contact with the appropriate authorities.

The organisation has appointed a person(s) responsible for Child Protection matters – Candice Marquiss/Richard Marquiss. Who are CCTC named DESIGNATED SAFEGUARDING LEAD (DSL). In the event of their absence the DSP Charlene Boothby our DEPUTY DESIGNATED SAFEGUARDING LEADS (DDSL).

If an employee suspect's abuse may have taken place it **must** be reported to the designated person as soon as possible. In doing this appropriate recording needs to have occurred in detail including the time, date and whereabouts of disclosure or recognition on our yellow form which can be found in the staff room.

The designated safeguarding lead will not delay in any referrals being made to the children's social worker services, the LADO, Ofsted or RIDDOR.

We are committed to responding promptly and appropriately to all incidents, allegations or concerns of abuse that may occur and to work with the statutory agencies in accordance with the procedures that are set down in this policy.

If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- Reassure the child that they were not to blame and were right to talk to them.
- Listen to the child but not question them.
- Give reassurance that the staff member will take action but ensure the child is aware it cannot be kept a secret.
- Record the incident as soon as possible (See below).
- Inform the DSP of the incident immediately.

If a member of staff witnesses or suspects abuse, they will record the incident straightaway. If a third party expresses concern that a child is being abused, we will encourage them to contact Hertfordshire Safeguarding Children's Partnership (HSCP). If they will not do so, we will explain that CCTC is obliged to and the incident will be logged accordingly.

Responding (Recording) to the incident

All information about the suspected abuse or disclosure will be recorded as soon as possible after the event. The record should include;

- Date of the disclosure of the incident causing concern.
- Date and time at which the record was made.
- Name and date of birth of the child involved.
- A factual report of what happened. If recording a disclosure, it is essential to use the child's own words.
- Name, signature and job title of the person making the record. Also a body map to be completed if needed to illustrate location and size of injuries..
- The record will be given to CCTC DSP who will decide whether they need to make a referral or what action needs to be taken.

Employees are aware that any reported incident is kept confidential and is not to be discussed outside a secure environment with the appointed staff.

If a disclosure is made to a member of staff they must record all that is said as soon as possible. Do not lead a child with questions and do not ask closed questions. Reassure the child it is safe to talk using the TED method (TELL, Explain Describe) and ask open ended questions.

Do not inform the alleged abuser about any suspicion of abuse or disclosure if there is a chance it places the child in greater danger until advice has been given on the matter by the statutory agencies. Once advice has been received by the correct agencies, appropriate action will be taken which may include inform the legal guardians or parents.

LOST CHILD PROCEDURE

In the unlikely event of a child going missing within or from the camp, the following procedure will be implemented immediately:

- All staff present will be informed via radio code and an immediate thorough search of the rooms will be made, followed by a search of the surrounding area, ensuring that all other children remain supervised throughout, the register for all group has been taken and once communicated to managers activities can then resume.
- The Camp Manager and Assistant Camp Manager, will carry out a second search of all areas communicating via radio the entire time.
- Contact will be made with the Venue Manager to start checking the CCTV footage.
- If the child has still not been accounted for within 15 minutes the Camp Manager and Assistant Camp Manager, will contact the Police and parents/carers.
- Doors and gates will be checked to see if there has been a breach of security where a child could wander out.
- The camp manager and assistant camp manager, will talk to the staff to find out when and where the child was last seen and record the information.
- The camp manager and assistant camp manager, will meet the Police and the parents/carers of the missing child.
- The camp manager and assistant camp manager, will then await instructions from the Police.
- The incident will be recorded in writing, detailing the date and time of the incident, the member of staff responsible for the child, when the child was last seen and what actions have taken place since the child went missing.
- OFSTED will be contacted and informed of any incident that requires disciplinary action.
- When the situation has been resolved the Senior Management team will review the reasons for it happening and ensure measures are taken including reviewing risk assessments to ensure that it does not happen again.

MAINTAINING A SAFE ENVIRONMENT

Where possible work in an open environment, avoid being alone with a child or being in an unobserved situation.

- Do not enter a toilet cubicle with a child alone unless another staff member is present.
- When changing a child who has had an accident ensure another member of staff is present and correct health and safety precautions are taken (gloves and masks are used for intimate care). Make a log of changing the child in our accident change log book which is located in the Camp Manager folder.
- Ensure professional relationships are maintained at all times with children.

Treat all adults, children and young people with equality, respect and dignity. Equality is to be shown regardless of disabilities, race, religion, gender or beliefs.

CCTC will ensure that parental consent is given to act in *loco parentis*, if the need arises to give permission for the administration of emergency first aid and/or other medical treatment.

Keep a record of any incidents or injuries that occur, along with the details of any treatment given in the log book with the first aid equipment.

Do not invite children or young people into your home.

CCTC is committed to ensuring the safety and security of all children in its care. We will offer opportunities for parents to give feedback positive or negative in written form via the company email address. If unable to give feedback in a written form this can be done verbally instead. We will act upon any formal complaints professionally keeping information confidential and work towards a resolution. The resolution will ensure that child, parent and staff are happy and confident with the care that is offered and provided through the company.

Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded in the incident book. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to Hertfordshire Safeguarding Children's Partnership and to Ofsted.

- Following advice from the Hertfordshire Safeguarding Children's Partnership, it may be necessary to suspend the member of the staff pending full investigation of the allegation.

Looked after Children

We recognise children who are being looked after have often experienced traumatic situations; physical, emotional, sexual abuse and neglect. However we recognise that not all children have experienced abuse and that there are a range of reasons for children to be taken into care. Whatever the reason a child's separation from their home and family signifies a disruption in their lives that has an impact upon their emotional well-being.

We promote children's right to be strong, resilient, and listened to. We promote secure attachments in the children's lives as a foundation for resilience. For young children to get the most out of educational opportunities they need to be settled enough with their carer to be able to deal with further separation, a new environment and new expectations made upon them.

Late Collection Policy

Children must be collected each day their designated pick up time, which you are made aware of upon booking. Your child can not stay at camp later than this unless they are booked in to late pick up where the camp will close promptly at 4.00pm.

If your child is not collected on time, our legal responsibility relating to the staff/child ratio will be infringed as two members of staff must remain at the camp until the last child has been collected. Any parent/carer who is late collecting their child will have to pay a charge which helps to cover the additional staffing costs incurred for this reason. The charge is £5 for the first 5 minutes, with an additional £5 for every 5 minutes thereafter.

If we have not been notified of late collection and a parent is more than 5 minutes late for collection, we shall use the emergency numbers provided on your booking form to attempt to gain contact with someone else to collect your child. Please note that your password must still be given to a member of staff for us to let the child/children leave.

As an Ofsted registered company we have duty of care to inform Hertfordshire Safeguarding children's partnership (HSCP) of any parents who are later than 30 minutes to collect their child/children.

Procedures

If you are going to be late collecting your child at the end of their session, please inform the Camp at the earliest opportunity. If you have not contacted the Camp and we are unable to contact you, a staff member will call the first emergency name on your child's file. We will continue to try to make contact with parent/carers and emergency contacts throughout this time.

- If you are late collecting your child, they will be cared for where possible, by their key person and a senior member of staff. Your child will be inside the Camp and reassured by the staff members. Any specific needs will be addressed. In the process if this means that the member of staff must work alone they will maintain presence in areas where the CCTV is able to record them as much as possible.
- If you are late picking up your child on the first occurrence, you will be verbally reminded of our late pick up procedure and the late collection fees, you will also receive a letter/email confirming your late collection and you will be asked to sign the late collection form.
- If you are late picking up your child a second time an initial charge is £5 for the first 5 minutes, with an additional £5 for every 5 minutes thereafter. You will also be asked to sign the late collection form and you will receive a 2nd letter/email confirming your late collection fee.
- On the 3rd occasion an Initial charge of £50 will be raised and £1 for every additional minute late you will be asked to sign the late collection form and you will receive a letter/email confirming the late collection fee.

Late collection fees will be invoiced to your provided email address and will be due immediately.

Escalation:

Our uncollected child policy and procedures will commence if the child remains uncollected by an authorised adult after 30 minutes, we will then contact our local children's social services core team.

Please inform the Camp Management team of any changes in your contact details.

BABYSITTING

CCTC do not provide a babysitting service outside of our normal operating hours. However, we understand that parents sometimes ask camp staff to babysit for their children and this policy has been implemented to clarify some the points regarding private arrangements between staff and parents.

CCTC do not take any responsibility or have any affiliation with babysitting services provided. It is at the parent/guardian's discretion and is arranged privately. Parents would need to do all their background checks including staff's DBS, check their first aid.

If staff carry out any private work not through CCTC then it is their responsibility to contact HSCP themselves.

Keeping children safe online, E-safety policy

Introduction

Internet technology (IT) is now an integral part of children's lives and provides them with access to a wide range of information and increased opportunities for instant communication and social networking.

Using the internet can benefit children's education and social development, but it can also present several risks. Children are often unaware that they are as much at risk online as they are in the real world, and parents may not be aware of the actions they can take to protect them.

It is our policy that the educational and social benefits of the internet should be promoted, but that this should be balanced against the need to safeguard children.

CCTC staff working with children have a role in implementing this strategy by helping the children they work with to keep themselves safe on-line and dealing with safeguarding issues arising from e-safety incidents.

This policy provides guidance to staff on how to recognise the risks of internet use and take action to reduce these risks. The guidance also sets out what actions

should be taken where a child's use of the internet puts them at risk of significant harm.

Use of social media and E - Safety within our camp

At CCTC the children do not have direct contact with the internet whilst in our care, nor are they permitted to bring in any smart phones or electrical items that allow them to do so.

CCTC holds authorised written consent from parents, as to whether their child/ren are allowed to have photographs shared on our Facebook group or Instagram account. Our Facebook group is closely monitored by the Camp Manager and Assistant Camp manager. All parents in the group must be authorised and closely monitored during and prior to every camp. However, our Instagram account is open to the public and parents are made aware of this in their welcome emails.

Staff may only use the camp computer to access the internet for reasons relating to the camp, to find materials and to assess government legislation. Internet history is regularly checked and monitored.

Staff may not access personal emails without permission from the management and under no circumstances are they allowed access to social networking sites whilst at work.

Any staff found to be accessing social networking sites or other websites not relating to work either via the computer or their mobile phones, even if they are on lunch break, or off duty, will be subject to disciplinary action.

The camp recognises the lines between public and private and personal and professional are blurred in online social networks. Staff should therefore recognise the potential for damage to be caused (either directly or indirectly) to the camp in certain circumstances through personal use of social media, when can be identified as an CCTC employee.

STAFF MUST

Only disclose and discuss publicly available information.

Be careful about what they say and how it might be interpreted, particularly discussing topics which can be inflammatory or expose matters of confidentiality.

STAFF MUST NOT

Use Social media sites for contacting Parents or carers , unless this has been authorised by the manager as stated in the terms and conditions within the signed staff contract.

Use social media to display images connected with their job in the camp. E.g. images of children or staff without the staff's permission.

Please be aware that defamatory comments posted by an employee on their Facebook page can be used as evidence in the employees disciplinary proceedings, as long as that evidence is obtained by lawful means.

Preventative work

Staff may have concerns about the internet use of a child with whom they work, and parents may express concerns themselves. It is important that staff are aware of the key risks and safety messages for children and parents in order to use the internet safely so that they can advise children and parents accordingly.

Children need to be guided on:

- the benefits and risks of using the internet
- how their behaviour can put themselves and others at risk
- what strategies they can use to keep themselves safe
- what to do if they are concerned about something they have seen or received via the internet
- who to contact to report concerns
- that they won't be blamed if they report any e-safety incidents
- that cyberbullying cannot be tolerated
- the basic principles of "netiquette" (how to behave on the internet).

Staff should be aware that some children may be more vulnerable to risk from internet use, generally those children with a high level of computer skills but coupled with poor social skills.

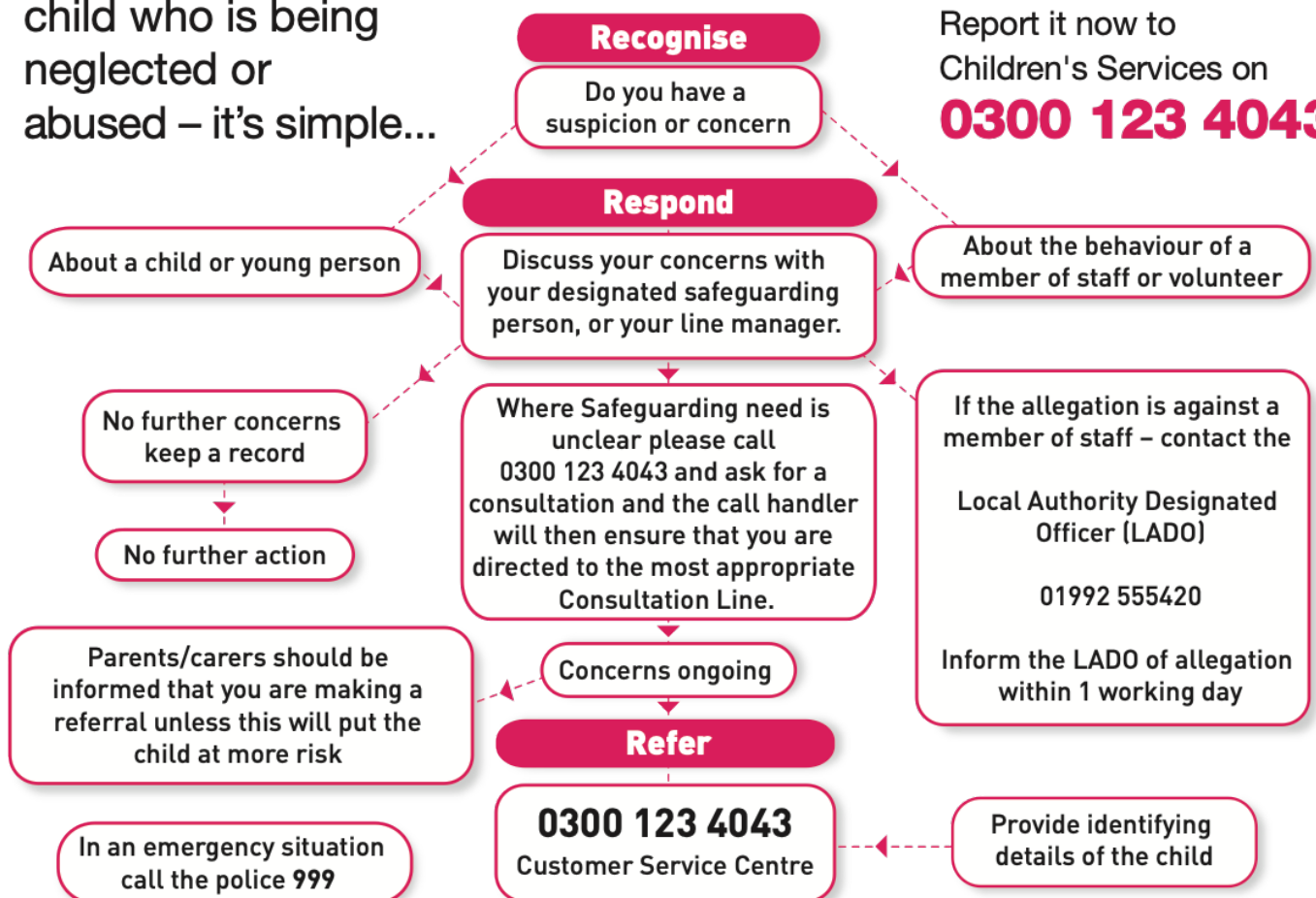
- Staff are not permitted to use their phones or devices for personal reason during the working day unless agreed with the management and in extenuating circumstances.

Recognise, Respond and Refer

Children have a right to be cared for and protected and protecting them is everyone's responsibility

If you know of a child who is being neglected or abused – it's simple...

Report it now to Children's Services on
0300 123 4043



Design ref: 079xx

Children have a right to be cared for and protected and protecting them is everyone's responsibility

Safeguarding Children



HERTFORDSHIRE
safeguarding**children**
BOARD

CONTACT NUMBERS AND INFORMATION

The Hertfordshire Community NHS Trust Safeguarding Team

There is a Named Nurse for Safeguarding Children and two Managers who support seven Safeguarding Children Nurse Specialists and Two MASH (Multi-Agency Safeguarding Hub) Nurses.

To contact this team please call: 01727 732005 or email

hct.safeguardingchildren@nhs.net

If you are worried about any child up to the age of 18 years or a parent or a carer of a child, the following numbers will enable you to speak to someone about your concerns:

- **Social Services (Hertfordshire Children's Services):** 0300 123 4043
- **Hertfordshire Constabulary Police:** 101 (or 999 in an emergency)
- **NSPCC Child Protection Helpline:** 0808 800 5000
- **Child Line:** 0800 11 11
- **Hertfordshire Domestic Abuse Helpline:** 0808 8088088

You may also find the following information helpful:

Hertfordshire Children's Services - Offers a range of support and services for children, young people and their families: Tel 0300 123 4043

Hertfordshire Police (Constabulary) – Hertfordshire Constabulary is the police force responsible for policing the county of Hertfordshire. Tel 101 or 999 in an emergency.

NSPCC – The National Society for the Prevention of Cruelty to Children, is a United Kingdom charity campaigning and working in child protection. You can also report any concerns about a child to this number: Tel 0808 800 5000

Child Line – is a free 24 hour counselling service for children and young people up to and including 18 years of age in the UK. Child Line deals with any issue which causes distress or concern to a child. This may include any abuse, neglect, bullying (cyber bullying) and sexual exploitation (this includes people who abuse children through computers or phones), or anything a child feels is worrying them. Tel: 0800 11 11

TIERS - THE FOUR LEVELS OF NEED

Tier 1

NO ADDITIONAL NEEDS (manage in setting)

These are children with no additional needs; all their help and developmental needs will be met by universal services.

These are children who consistently receive child focused care from their parents or carer. The majority of children living in each local authority area require support from universal services alone.

No Early Help Assessment (CAF) OR Referral to Children Social Care is required for these children.

Tier 2

EARLY HELP (short term help)

These are children with additional needs, they may be vulnerable and showing early signs of abuse and/or neglect; their needs are not clear, not known or not being met.

This is the threshold for the multi-agency Early Help Assessment (CAF) to begin.

These children require a lead professional for a co-ordinated approach to the provision of additional services. These will be provided within universal or targeted services provision and do not include services from children's social care.

Tier 3

CHILDREN WITH COMPLEX MULTIPLE NEEDS (long term intervention - could need a section 17)

These children require specialist services in order to achieve or maintain a satisfactory level of health or development, or to prevent significant impairment of their health and development and/or who are disabled. This is the threshold for an assessment led by children's social care under Section 17, Children Act 1989 although the assessments and services required may come from a range of provision outside of children's social care.

Tier 3 assessments are not statutory, so consent from families is required.

Tier 4

CHILDREN IN ACUTE NEED (section 47)

These children are suffering or are likely to suffer significant harm.

This is the threshold for child protection.

These children are like to already have experienced adverse effects and to be suffering from poor outcomes. Their needs may not be considered by their parents.

Recruitment and Selection Policy

LONE WORKING POLICY

At Candice Conway Theatre Camps LTD (CCTC), the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy. It is CCTC's discretion to decide when it is appropriate to implement this policy.

Preparation and planning: The Manager must approve all instances of lone working in advance and such instances will be recorded on the staff rota. Parents will be notified if only one member of staff will be on duty for a session or part of a session via email.

A full risk assessment for lone working is carried out before lone working is approved. Our insurers have confirmed that CCTC is covered in situations when only one member of staff is on duty.

Suitable staff:

Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant qualifications, training and skills. For example:

- current 12 hour paediatric first aid certificate
- child protection training
- competent use of English
- the necessary skills and experience to supervise the children
- does not have any medical condition that might affect their suitability to work alone.
- is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.

Working practices:

When a member of staff is working alone, they must keep all children “within sight or hearing at all times” and all essential resources must be readily to hand and not kept in a separate part of the building:

- Emergency Contacts
- First aid kit
- Mobile phone fully charged and accessible
- Pills box / cleaning materials / sick bowl readily accessible

Policy Statement

CCTC recognises that safe and robust recruitment practices are an essential part of creating a safe environment and will ensure that adults looking after children or having unsupervised access to them are suitable to do so.

Procedures

- We carry out extensive checks on applicants for all positions. No staff member will be allowed to work for CCTC until all checks including DBS, references and enquiries have been satisfactorily completed.
- The Camp Managers have responsibility for the recruitment of staff.
- Ongoing suitability will be reviewed regularly for all staff. They will be made aware that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children, as well as if they are taking any medication that could impact on their role. This is checked regularly during supervision meetings and staff are asked to sign to say they are suitable to work with children at supervision meetings and appraisals. Staff must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If staff members are taking medication which may affect their ability to care for children, they should seek medical advice. We ensure that staff only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly.
- We ensure our job descriptions make reference to the responsibility for safeguarding and promoting the welfare of children.
- We obtain independent verbal or written professional and character references that answer specific questions to the candidate's suitability to work with children.
- We conduct face-to-face interviews which explore the candidate's suitability to work with children and duties required.
- We verify the successful candidates' qualifications ie. Original copy of certificate from awarding board.
- We ensure the candidates employment history via references.

- We ensure new employees and volunteers obtain criminal records checks in accordance with requirements under the Safeguarding Vulnerable groups Act (2006).
- Staff are also advised to subscribe to the DBS 'Update service' and the Camp Managers regularly check the status of the disclosure prior to each camp. Where the check identifies there has been a change to the disclosure details, a new enhanced DBS disclosure must be applied for. Before accessing the DBS update service consent to do so must be obtained from the member of staff.
- We welcome applicants from all sections of the community. Applicants will be considered on the basis of suitability for the post, regardless of disability, gender, pregnancy and maternity, race, religion or belief, sexual orientation, age, marriage or civil partnership (Equality Act 2010).
- When recruiting and considering deployment of staff we are compliant with EYFS guidelines that to count in the ratios at level 3, staff holding an Early years Educator qualification must also have achieved a suitable level 2 qualification in English and maths as defined by the DoFE on the Early Years Qualifications list published on GOV.UK.

Disqualification:

When a person is disqualified, we will not employ them. When we become aware of any relevant information which may lead to the disqualification of an employee, we take appropriate action to ensure the safety of the children. We must notify Ofsted of any significant event which is likely to affect the suitability of any person who is in regular contact with children in the nursery. The disqualification of an employee could be an instance of a significant event. If a childcare worker is disqualified they may, in some circumstances, be able to obtain a 'waiver' from Ofsted.

Staffing

Procedures

To meet these requirements, we use the following ratios of adult to children:

- We follow the Early Years Foundation Stage Safeguarding and Welfare Requirements where a Qualified Teacher, Early Years Professional or other suitable level 6 qualified person is working directly with children aged three and over.
- There is at least one member of staff for every 13 children
- At least one other member of staff holds a full and relevant level 3 qualification.
- We show our parents/carers who we are by emailing out a camp welcome letter with a short biography, funny questions and answers (for the children) and a headshot one week prior to camp commencing.
- A minimum of two staff are on duty at any one time, one of whom should be qualified.
- We assign each child a key person to help the child become familiar with the setting from the outset and to ensure that each child has a named member of staff with whom to form a relationship.
- We hold regular staff meetings to keep on top of new protocols and day to day information that needs to be shared.

Access Control/Restricted Areas

- Access to the camp area is restricted to authorised staff and registered campers only.
- Secure access points (e.g locked doors, key fob access) will be used to control entry to the camp area. Unless an emergency takes place and doors are opened automatically.
- Parents and Guardians may visit the premises to drop off and pick up their children only and to follow the registration process.
- Parents/Guardians and outsourced contractors are not permitted in the camp area during camp hours unless specifically authorised and the

correct check measures have been conducted and accompanied by a staff member.

- During special events or emergencies, specific access arrangements will be communicated in advance.

CCTC STAFF DEVELOPMENT AND INDUCTION POLICY

Candice Conway Theatre Camps LTD (CCTC) aims to have a team of well-motivated, highly skilled and professional staff. We recognise that our employees are one of our most valuable assets and we want to ensure that we provide training opportunities for all staff, so they develop professionally. In return for CCTC investing in staff and staff developing their knowledge and their job satisfaction, CCTC's practice will continually improve. Staff at CCTC are motivated and enthusiastic as well as passionate about their job and continued professional development is one of the ways staff feel valued. The aim of this policy is the enhancement and enrichment of each staff member as an individual.

CCTC aims to:

- Create an environment where staff take a shared responsibility for their own individual effectiveness, personal and career development.
- Staff are required to undertake and attend statutory courses off site as well as in house training.
- Have regular inhouse training and weekly/daily reminders during briefing.
- Monitor and maintain clear staff recruitment procedures, always ensuring equality of opportunity.
- Provide a comprehensive induction programme for new staff and re-induct existing staff every academic year.
- Maintain a strong supervisory and appraisal system to support staff in developing their careers further and evaluate their practice.
- Maintain staff development and training records- CPD (Continued Professional Development) and ensure opportunities to develop.

Staff induction will include:

- Introduction to their children, parents and colleagues.

- Introduction and overview of key policies, Safeguarding/Child Protection. Location of Policies, all of which must be read and understood. A time period will be agreed upon for completion of policy reading and understanding. Staff must sign a Policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.
- Signing in/out procedure.
- Tour of the premises to include: identification of all fire exits and assembly points, location of First Aid Kit and Fire Safety Equipment, and information about the Emergency Evacuation Procedures; outside play areas, collection points at the camp, route that we use at CCTC etc, and identification of any known hazards. Location and storage areas of our resources/equipment etc.
- Staff will receive Staff Handbook and Terms and Conditions of Employment, ie: holiday, sickness, Code of Conduct and a signed contract retained on personnel file and a copy for staff.
- Overview of all aspects of the day-to-day management and running of CCTC including schedule/timings.
- Explanation of the processes for supervisory/appraisal, training and development and rotas.
- Safeguarding Policy and Procedure as well as Health and Safety Policy.

All new employments are subject to successful completion of a three-month probationary period.

Supervisories/Appraisals: We will regularly observe staff and record this on our staff observation sheets. Once the staff member has been observed we shall have a meeting regarding any feedback or profession within the role. The Manager and staff member set targets and identifies any additional needs or support. It is also a time to raise any concerns and work together to find solutions. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs. This ensures staff perform their role effectively and ultimately contributes towards aims, values, objectives. When training needs are identified, the management does their utmost to source relevant training.

Training We hold regular training sessions prior to most holiday camps:

Training can be online, via zoom or other platforms, face to face- attending a course or internal. If a staff member has attended training by an external provider, on their return they have a 1:1 feedback meeting with the Manager. The Manager will then assess how to implement knowledge gained to others within the team, this could include sharing the knowledge in the form of in-house training, reminders in staff briefing, providing resources

and activities to reinforce training within the setting. Peer learning and sharing of practice is a very successful method, as it provides staff a time for discussion.

Staff are required to:

- Be motivated and pro-active when attending courses
- Readily participate during induction and reinduction
- Regularly seek advice, support and assistance
- Attend and contribute to supervisory and appraisals
- Actively listen and ask questions to clarify learning
- Feedback to Manager after external courses, retain all course paperwork and resources to share with the team for In House Training.
- Participate in in House Training
- Planning and organising activities
- Implement learning into practice
- Ensure training agreement, which forms part of staff contract is signed
- Attend Staff meetings as staff can share information, solve problems and raise work issues.

The Management will:

- Provide continuous support and encouragement to staff
- Conduct regular in-house training and ensure staff CPD is continually maintained
- Allow staff time out during a session to meet with tutors and attend courses
- Pay staff when attending courses out of working hours
- Provide feedback/ documentary evidence for Apprenticeship Organisations
- Provide any learning material if required
- Ensure no individual will be excluded from training on the grounds of gender, marital or family status, religious belief, political view, disability, race, ethnic origin, nationality, sexual orientation, age or any other criteria that could be deemed to be discriminatory.

Health

- Comprehensive training records are retained by the Management and staff are reminded of expiry dates of courses.

Staff meetings: Happen every morning of camp at 9.15am. This is where we shall go through any new information for the day. It is a time for staff to ask questions.

Administering medication, illness and Accidents policy

Illness:

Children should not be left at camp if they are unwell. We will follow these procedures to ensure the welfare of all children within the camp:

- If a child becomes ill during the day, their parent(s)/ guardians will be contacted and asked to pick their child up as soon as possible. During this time the child will be cared for in a quiet, calm area with their key person or Senior Management.
- Should a child have an infectious illness, such as an eye/ear infection or sickness and diarrhoea, they should not return to camp until they have been clear for at **least 48 hours**.
- We strictly follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea, conjunctivitis and chicken pox to protect other children in the camp. Illnesses of this nature are very contagious and it is exceedingly unfair to expose other children to the risk of an infection.
- If a contagious infection is identified in the camp, parents will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection.
- For the welfare of the child we would not disclose the name of the child who is suffering from the illness, nor disclose the group the child is in. We would give parents as much information on spotting the signs and symptoms. In any case the infected child would have been excluded for that period.

- It is important that children are not subjected to the rigours of the day, which requires socialising with other children and being part of a group setting, when they have first become ill or require a course of antibiotics. **Our policy, therefore, is to exclude children on antibiotics for the first 48 hours of the course.**
- The camp has the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and **is non-negotiable.**
- Once places have been paid for and reserved we cannot offer credit or refunds. Refunds cannot be made due to illness. By filling out the booking form and making payment you are agreeing to our cancellations policy, which can be viewed in full on our website. Please note if your child is sent home from camp due to illness, refunds or exchanges cannot be made.

Infection Control

• AIM AND OBJECTIVES

This document aims to provide the CCTC community with guidance when preparing for, and in the event of an outbreak of an infection such as pandemic influenza. It contains a checklist of actions to aid planning and preparing for an outbreak of pandemic influenza and clarifies communication procedures.

PRINCIPLES

CCTC recognises that infections such as influenza (or Coronavirus) pandemics are not new. No-one knows exactly when CCTC will be faced with having to deal with a potentially contagious illness amongst its community. We recognise the need to be prepared.

Infections are likely to spread particularly rapidly in holiday camps and as children may have no residual immunity, they could be amongst the groups worst affected. We recognise that closing our camp may be necessary in exceptional circumstances in order to control an infection. However, we will strive to remain open unless advised otherwise. If this is the case and the decision is taken out of our hands we revert to our force majeure cancellation policy.

Good pastoral care includes promoting healthy living. CCTC staff will give children positive messages about health and well-being through the sessions and through conversations.

PLANNING AND PREPARING

In the event of the holiday camp becoming aware that a pupil or member of staff has an infectious illness we would direct their parents/residential staff to report to their GP. Alternatively, they may contact the holiday camp to advise us that a child or member of staff has sought medical attention and has been diagnosed as having an infectious illness. During an outbreak of an infectious illness such as pandemic influenza (or Coronavirus) the holiday camp will seek to operate as normally as possible but will plan for higher levels of staff absence.

The decision on whether our holiday camps should remain open or close will be based on medical evidence. This will be discussed with local health bodies. It is likely that the holiday camp will remain open, but we recognise the fact that both the illness itself and the caring responsibilities of staff will impact staff absence levels.

INFECTION CONTROL

Infections are usually spread from person to person by close contact, for example:

- Infected people can pass a virus to others through large droplets when coughing, sneezing or even talking within a close distance. Through direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands. By touching objects (e.g. door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands.
 - Viruses can survive longer on hard surfaces than on soft or absorbent surfaces. Staff and children are given the following advice about how to reduce the risk of passing on infections to others:
- Wash your hands regularly, particularly after coughing, sneezing or blowing your nose.
 - Minimise contact between your hands and mouth/nose, unless you have just washed your hands.
 - Cover your nose and mouth when coughing or sneezing.
 - Do not attend our camps if you think you may have an infectious illness.

- If you feel ill during the day go to the medical room. Parents will be contacted if First Aiders feel children are not well enough to be in the camp.

HAND WASHING IS THE SINGLE MOST IMPORTANT PART OF INFECTION CONTROL.

Minimise sources of contamination

We store food that requires refrigeration, covered and dated within a refrigerator, at a temperature of 5°C or below. We wash hands before and after handling food. We clean and disinfect food storage and preparation areas. Food is bought from reputable sources and used by recommended date.

To control the spread of infection

We ensure good hand washing procedures (toilet, handling animals, soil, food) Children are encouraged to blow and wipe their own noses when necessary and to dispose of the soiled tissues hygienically. We keep a record of the washing of equipment. Ensure different cloths and towels are kept for different areas. We cover all cuts and open sores. Aprons are worn when preparing food. We wear protective clothing when dealing with accidents. (e.g. gloves) A protocol is in place that is followed regarding contact with blood and body fluids.

- Gloves worn
- Soiled articles sealed in a plastic bag

Staff aware of procedures for the prevention of HIV infection

To raise awareness of hygiene procedures

Inform all attending adults of the existing procedures.

To prevent cross-contamination

Ensure that adults and children have separate toilet facilities.

During outbreaks of diarrhoea and/or vomiting the following should be auctioned:

Children who have had diarrhoea and/or vomiting should not be included in cooking for 48 hours.

If a child is unwell at camp

They should wait in the first aid area until they are collected by their parents or carers. They should be closely monitored and should not wait in communal areas.

To prevent the persistence and further spread of infection

- Ensure that dedicated sinks are clearly marked by only using the dibbled toilet at the front of the building. (Leaving the other disabled toilet free to use).
- Be vigilant as to signs of infection persisting or recurring.
- Ask parents/carers to keep their child at home if they have an infection, and to inform the holiday camp as to the nature of the infection.
- Remind parents/carers not to bring a child to camp who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

SUPPORT FOR STAFF, STUDENTS, PARENTS AND CARERS

The holiday camp has a number of Qualified First Aiders who assess children and staff before recommending further action. Individuals who are believed to have an infectious illness are sent home and are advised to contact their GP or local hospital.

MONITORING AND EVALUATING

Senior staff will evaluate the effectiveness of the policy and agree adjustments that may be necessary to address any current concerns. These will be shared with staff, parents/carers and children.

Contagious Illness procedure (In line with the Public Health England guidance):

If a parent informs the camp that their child has a contagious illness, the camp manager would contact the Infection Control of their area, and *Ofsted*. They will give guidance and support in each individual case. We work closely with

our Health & Safety department of the county. We always liaise with them in cases such as these.

- If the sickness is severe, call for an ambulance immediately. We would NOT attempt to transport the sick child in our own vehicle.
- Whilst waiting for the ambulance, we would contact the parent and arrange to meet them at the hospital.
- A senior member of staff would accompany the child and collect together registration forms, relevant medication sheets, medication. A member of the management team must also be informed immediately.
- Remain calm at all times. Children who witness an incident may well be affected by it and may need reassurance.

Medication:

We promote the good health of children attending CCTC Camps and take necessary steps to prevent the spread of infection. If a child requires medicine we will obtain information about the child's needs for this, and will ensure this information is kept up-to-date.

When dealing with medication of any kind in the camp, strict guidelines will be followed.

Prescription medication

- Prescription medicine will only be given to the person named on the bottle for the dosage stated.
- Medicines must be in their original containers.
- Those with parental responsibility of any child requiring prescription medication should allow a senior member of staff to have sight of the bottle. The staff member should note the details of the administration on the appropriate form and another member of staff should check these details.
- Those with parental responsibility must give prior written permission for the administration of each and every medication.
- The written permission is only acceptable for that brand name of

medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed

- The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed.
- Parents should notify us IMMEDIATELY (via email or text) if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
- The camps will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by a doctor's letter.
- **The parent must be asked when the child had last been given the medication before coming to camp; Similarly, when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times.**
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication) Although if a child is unable to do it then with written permission a staff member shall help.
- If the child refuses to take the appropriate medication then a note will be made on the form and parents will be notified immediately.
- Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response.

Non-prescription medication:

- If the camp feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse camp's care until the child is seen by a medical practitioner.

- If a child needs liquid paracetamol or similar medication during their time at camp, such medication will be treated as prescription medication with the *onus being on the parent provide the medicine to the camps. Again a medicine form must be completed at the start of the day.
- Giving liquid paracetamol provided by a parent, will be a last resort and the camp staff will use other methods first to try and reduce a child's temperature, e.g. remove clothing, fanning, tepid cooling with a wet flannel. The child will be closely monitored until the parents collect the child. If the child's temperature is dangerously high or they result in having a febrile convulsion an ambulance will be called.
- For any non-prescription cream for skin conditions e.g. Sudocreme, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name. Once again the if able to the child will be asked to administer, if unable then a staff member will help with prior written consent.
- If any child is brought to the camp in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the camp. If the child is staying, **the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form.**
- As with any kind of medication, staff will ensure that the parent is informed of any medicines given to the child whilst at the camp, together with the times and dosage given.
- The camp DOES NOT administer any medication unless prior written consent is given for each and every medicine or if not provided by the parent.

Staff medication:

The first aid box for staff should be kept in a readily accessible position, but out of reach of the children.

First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressing, bandages, and eye pads. No other medical items, such as paracetamol should be kept in the first aid box located in the staff kitchen area.

Storage

- All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children and under supervision at all times.
- Emergency medication, such as inhalers and epipens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach and under supervision at all times.
- Any antibiotics requiring refrigeration must be kept in an area inaccessible to children.
- All medications must be in their original containers, legible and not tampered with or they will not be given.
- All prescription medications should have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

Care Plans:

- If a child has a particular need or illness that requires specialist medication or care a care plan is required. A step by step guided care plan is to be given to the camp manager prior to the child attending camp, so that the correct procedure can be implemented and the staff working with the children can be correctly notified of their condition. All staff working with the child are to read their care plan, prior to their duties starting. Which all involved, staff, parent and (even child if able to,) should sign.

Allergy Risk Assessment

Candice Conway Theatre Camps LTD has an **Allergy Risk Assessment** in place to identify and manage risks associated with allergies and allergic reactions. All relevant staff are made aware of individual allergy requirements and the appropriate procedures to follow.

Injections, pessaries, suppositories:

As the administration of injections, pessaries and suppositories represents intrusive nursing, they should not be administered by any member of staff unless

appropriate medical training is given to each member of staff caring for this child. This training would be specific for each child and not generic.

Accidents, Incidences from home and First Aid

Reporting of any accidents/incidents from home.

Parents are required to report to the camp manager or assistant camp manager any accident that their child may have had from home. This is to ensure that staff at the camp may keep an eye on the child. This is important especially with accidents where a child may have hit their head. This would be recorded by the staff and parents asked to sign when child is picked up. Accidents can be very distressing for everyone involved so at the camp we follow this policy and procedure to ensure all parties are supported and cared for, and their health, safety and welfare is protected throughout their time in the camps.

Location of accident files: *[In Office]*

- The person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident. They must record it in the Accident file / accident form, then report it to the camp manager. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report, informed of any first aid treatment given and asked to sign it as soon as they collect their child.
- Accident forms are checked daily for patterns e.g. one child having a repeated number of accidents, a particular area in the camp or a particular time of the day when most accidents happen. Any patterns will be investigated by the camp manager.
- The camp manager will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 2013)).
- The Accident File will be kept for at least 21 years and three months.
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately.

- Where medical treatment is required the camp manager will also inform the insurance company in writing.
- The camp manager will report any accidents of a serious nature to *Ofsted, within 2 weeks.

First aid

The first aid box is located in: *[In the staff kitchen]*

These are accessible at all times with appropriate content for use with children.

Emergency first aid procedures are located in: *staff kitchen*

The appointed person/s responsible for first aid is [Candice Marquiss, Richard Marquiss or DDSLP]

*All/*most of the staff are trained in paediatric first aid and this training will be updated every three years to ensure this remains current.

Dealing with blood

Always take precautions when cleaning wounds as some conditions such as Hepatitis or the HIV Virus can be transmitted via blood. Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

The camps will not necessarily be aware if there is a child carrying Hepatitis or who is HIV Positive on their register.

Needle puncture and sharps injury

Blood-borne infections may be transmitted to employees who injure themselves with needles, broken glass etc. For this reason, great care must be taken in the collection and disposal of this type of material. For the safety and well-being of the employees, ALL NEEDLES, BROKEN GLASS etc, SHOULD BE TREATED AS CONTAMINATED WASTE. If a needle is found the building management must be contacted to deal with its disposal. The camp treats it's responsibilities and obligations in respect of health and safety as a priority and will provide ongoing training to all members of staff which reflects best practice and which shall be in line with current health and safety legislation.

Work related accidents

Any work-related accident leading to a specified injury to one of our employees. Specified injuries include injuries such as fractured bones, the loss of

consciousness due to a head injury, serious burns or amputations.

- Any work-related accident leading to an injury to one of our employees which results in them being unable to work for seven consecutive days. All work-related injuries that lead to one of our employees being incapacitated for three or more days are recorded in our accident book.
- When one of our employees suffers from a reportable occupational disease or illness as specified by the HSE.
- Any death, of a child or adult, that occurs in connection with a work-related accident.
- Any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done; such as a gas leak.
- Any dangerous occurrence is recorded in our incident book.
- We meet our legal requirements in respect of the safety of our employees and the public by complying with RIDDOR.

Broken Bones/Major Injury Policy

Procedure

It is the parent's responsibility to notify the setting of a child who has sustained a major injury or broken bone prior to readmission. Accident forms are available to parents to identify any injury of a child including details on how the incident occurred.

In the event of a major injury or broken bone, the parent must also provide the required information outlined below prior to wanting the child to be admitted.

Only on the completion of our procedure will the child be allowed to attend.

In addition to our accident forms, in the case of a broken bone or major injury, the following will also be required:

- If the child has sustained an injury or broken bone which has required hospital care or out-patients treatment, the parent must provide confirmation from their consultant or doctor that the child is considered well enough to attend nursery. Within this confirmation any ongoing physical limitations of the child must be outlined.
- The parent must provide a signed letter confirming the ongoing care requirements of the child along with their confirmation that they are comfortable with the child attending the setting. And will not hold CCTC responsible for any further damage
- On receipt of the parental and doctors confirmation a risk assessment will be carried out. This will take into account any ongoing physical limitations and will determine appropriate strategies for managing risk within the setting. Should the risk assessment determine that one to one supervised care is a requirement of safe admission to the setting, the setting reserves the right to request the parent to provide this. In order to maintain staff to children's mandatory ratios it will not be possible for the setting to provide this level of care without parental support. The person must hold a current DBS check and will be required to understand and sign our external staff safeguarding policy and procedures.

The risk assessment will be discussed with the parent and must be carried out before a child is admitted to the setting.

Any provisions for the child will be made with the approval of the parent, Camp manager and health and safety officer.

Choking prevention policy statement

Those caring for children should be aware of times where the risk of choking may be higher, such as during mealtimes and when children have access to small objects. All staff need to know how to take preventive measures against these risks and what to do in an emergency.

At CCTC we recognise the importance of training all staff in basic first aid. It is important that the staff feel confident to be able to take action to apply first aid treatment in the event of a child choking. Staff should regularly refresh their knowledge.

This policy is for staff and covers any activity/mealtime/messy play/snack that children take part in which contains food or small objects. A choking incident could occur if food gets lodged in the back of a child's throat or windpipe. If there is a mild airway obstruction, the child should be able to clear it, but if it is complete, they will be unable to speak, cough or breathe. Unless there is intervention at this point the casualty will become unconscious. It can block the flow of air, cutting off oxygen to the brain and it may lead to brain damage and possible death. The treatment of the choking differs depending on the age of the casualty.

Procedures

Toys and Housekeeping

To minimise the risk of choking on small toys and resources we ensure the camp is clean and tidy. Younger children are always closely supervised and staff encourage the Early Years children to stay safe by talking with them about the dangers of small objects. Staff are aware that all small objects could be a potential hazard and block a child's airway, for example coins, pins, screws, beads, button batteries, deflated balloons or pieces of a burst balloon, glitter (to prevent inhalation). We check that toys have no broken bits, sharp edges or loose parts.

Messy Play

All children are actively encouraged to participate in "Messy Play" activities. We ensure "Messy Play" activities are age appropriate and are linked to the Early Years Foundation Stage, which actively promotes their creative and sensory development.

- Messy play should always be closely supervised by staff.

Mealtimes

- Staff must always be sitting with the children whilst they are eating.
- Foods brought from home are closely monitored and in line with our policy of being a nut and allergies aware camp.

- Always cut up food to a size that the child can chew and eat safely. To make food safer, change the texture – grate, cook, finely chop, or mash it.
- Remove the parts of food that could choke a child – peel off the skin or remove any strong fibres, pips or stones.
- Prior to camp we will remind parents how food such as grapes and other choking hazards should be cut.

Sun Care

At CCTC we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

Procedures

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Children must have a clearly named sun hat which will always be worn whilst outside in sunny weather.
- Children must have their own named high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and liaise with parent/carers to discard sunscreen after this date. We ask for sun cream to be pre applied at the start of the day before coming to camp.
- Children's safety and welfare in hot weather is the camps prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun; children will not be allowed in the direct sunlight on hot days and shaded areas in the form of gazebos and trees etc will always be available outdoors.

- Children are encouraged to drink water more frequently throughout sunny or warm days and this will be accessible both indoors and out.
- Children will learn about being safe in the sun and are made aware of the need for sun hats, sun cream, the dangers of too much sun and the need to drink more fluids during their time in the sun.

CCTC Medical Conditions, Medication and Emergency Medical Needs:

1. Purpose

CCTC is committed to providing a safe, inclusive and supportive environment for all children attending our holiday camps, including children with medical conditions, allergies, disabilities and additional needs.

We recognise that children may have medical conditions that require medication, emergency medication, adjustments to activities or specific procedures to ensure that they can participate safely in camp activities.

This policy explains the arrangements we have in place for identifying, managing and responding to children's medical needs.

We aim to work in partnership with parents/carers and, where appropriate, healthcare professionals, to understand each child's needs and ensure that appropriate arrangements are in place.

2. Scope

This policy applies to all children attending CCTC, including children attending on a day-to-day or short-term basis during school holidays.

It applies to:

- Medical conditions
- Allergies and anaphylaxis
- Prescribed and emergency medication
- Asthma and other respiratory conditions
- Diabetes and other conditions requiring specific support
- Epilepsy and seizure conditions
- Physical disabilities and conditions requiring reasonable adjustments
- SEND where a child's needs have a medical or safety implication
- Any other condition requiring additional medical support or consideration.

3. Declaration of Medical Conditions

Parents/carers are required to provide relevant information about their child's medical conditions, allergies, disabilities, SEND and medication requirements as part of the online booking process.

Parents/carers should provide accurate and up-to-date information, including where relevant:

- The child's medical condition
- Allergies
- Known triggers
- Symptoms and warning signs
- Medication required
- Emergency medication
- Dosage and administration instructions
- Relevant care plans
- Any restrictions or adjustments required
- Emergency contact information.

Parents/carers are responsible for informing the camp if their child's medical circumstances change after the booking has been completed.

Parents/carers can contact the camp using our designated email address to provide updated information or documentation.

Where a child's needs change, parents/carers should provide updated care plans or medical information as soon as possible and before the child attends camp where practicable.

4. Individual Medical/Care Plans

Where a child has a medical condition requiring specific support, parents/carers will be asked to provide an existing care plan or relevant medical information where available.

Where possible, CCTC will work from the child's existing healthcare/care plan rather than unnecessarily duplicating information.

The information provided will be reviewed by appropriate camp staff before the child attends, so that staff understand:

- The child's condition
- The support required

- Any medication required
- Emergency procedures
- Potential symptoms or warning signs
- Activities or situations that may require additional consideration
- When parents/carers or emergency services should be contacted.

Where a formal healthcare plan is not available, the camp will use the information provided by parents/carers to determine the appropriate arrangements for the child's attendance.

If the camp considers that it does not have sufficient information, training, staffing or resources to safely meet a child's particular medical needs, we will discuss this with the parent/carer before the child attends.

5. Medication

Medication required by a child during camp must be declared during the booking process and, where applicable, supplied to the camp in accordance with our medication procedures.

Medication is handed to the appropriate camp staff at drop-off and is signed into the camp's medication record.

At the end of the camp day, medication is signed out and returned to the parent/carer.

Medication must:

- Be clearly labelled with the child's name
- Be in its original packaging where appropriate
- Be within its expiry date
- Have clear instructions for administration
- Be accompanied by any necessary care plan or instructions.

Medication will only be administered in accordance with the information and instructions provided to the camp.

6. Administration of Medication

Medication will be administered by staff who are appropriately trained and/or authorised to administer the medication concerned.

Where medication is administered, staff will record:

- The child's name
- The date
- The time medication was administered
- The medication administered
- The dose, where applicable
- The name/initials of the staff member administering it
- Any relevant observations or concerns.

Parents/carers will be asked to acknowledge/sign the medication record at collection at the end of the day.

If medication cannot be administered for any reason, the parent/carer will be informed as soon as reasonably practicable.

Staff will not administer medication in excess of the instructions provided by the parent/carer, prescription, medication label or relevant care plan.

7. Emergency Medication

Children who require emergency medication, such as adrenaline auto-injectors (AAIs), inhalers or other emergency medication, must have the required medication available at camp.

Emergency medication will be kept in an appropriate and accessible location known to relevant staff.

Staff will follow the child's care plan and emergency instructions when responding to a medical emergency.

Where a child experiences a serious or potentially life-threatening medical emergency, staff will contact the emergency services where appropriate and inform the child's parent/carer as soon as reasonably practicable.

8. Allergies and Anaphylaxis

All allergies declared through the booking process will be communicated to relevant staff.

Where a child has a known severe allergy or risk of anaphylaxis, staff will familiarise themselves with the child's care plan, known triggers, symptoms and emergency procedures before the child attends.

Where an adrenaline auto-injector is required, parents/carers must ensure that appropriate medication is provided to the camp and remains available throughout the child's attendance.

Relevant staff will be familiar with the location of emergency medication and the procedures to follow in an emergency.

Where anaphylaxis is suspected, staff will follow the child's emergency/care plan and seek emergency medical assistance where appropriate.

9. Staff Training and Awareness

CCTC recognises the importance of staff being suitably trained and confident to respond to children's medical needs.

Most staff working at camp are first-aid trained, and relevant staff receive appropriate additional training where required by the needs of children attending.

Staff are briefed on relevant medical conditions and individual care plans before the child attends camp.

Where a child's condition requires specific knowledge or skills, the camp will consider whether appropriate training or additional arrangements are required before the child attends.

Staff are expected to understand the limits of their competence and should seek assistance from appropriately trained colleagues or emergency services where necessary.

10. Communication of Medical Information

Relevant medical information will be shared with staff who need to know in order to safely care for the child.

This may include:

- The child's care plan
- Allergies
- Medication requirements
- Emergency procedures
- Relevant SEND or disability information
- Reasonable adjustments required.

Information will be shared on a need-to-know basis and handled sensitively and confidentially.

Staff will be briefed before the child starts camp and, where necessary, reminded of the child's needs during the camp.

11. SEND, Disabilities and Reasonable Adjustments

CCTC aims to provide an inclusive environment and support children with SEND and disabilities wherever reasonably possible.

We will consider reasonable adjustments to activities, routines, supervision and the camp environment where necessary to enable children to participate safely and meaningfully.

Where a child's SEND or disability has medical or safety implications, we will consider the information provided by the parent/carer and any relevant care plan.

Examples of adjustments may include:

- Adapting activities
- Providing additional supervision
- Adjusting the physical environment
- Allowing additional rest or breaks
- Adapting communication
- Making reasonable changes to routines or participation.

We will discuss significant adjustments with parents/carers where necessary.

The safety of the child, other children and staff will always be taken into consideration.

12. Medical Emergencies

Staff will respond to medical emergencies in accordance with their training, the child's care plan and the camp's emergency procedures.

Where necessary, staff will:

1. Assess the situation and provide appropriate first aid.
2. Follow the child's individual emergency/care plan.
3. Administer emergency medication where appropriate and authorised.
4. Contact emergency services where required.
5. Contact the child's parent/carer as soon as reasonably practicable.

6. Record the incident and actions taken.

Staff will not delay contacting emergency services where they believe a child's health or safety is at serious risk.

13. Recording and Monitoring

CCTC maintains appropriate records relating to medication administered and significant medical incidents.

Medication records will include the details set out in Section 6 of this policy.

Significant medical incidents will be recorded and reviewed where appropriate to identify whether any changes to procedures, care plans, staff training or risk assessments are required.

Parents/carers will be informed of significant medical incidents involving their child.

Where an incident or near miss identifies a potential risk to other children, staff or the operation of the camp, the camp will consider whether wider preventative measures are required.

14. Confidentiality and Information Sharing

Medical information is treated as confidential and will only be shared with staff and other individuals who have a legitimate need to know in order to safeguard and support the child.

Information will be handled in accordance with applicable data protection requirements and the camp's privacy and data protection arrangements.

15. Working with Parents and Carers

Parents/carers are an important source of information about their child's medical needs.

We expect parents/carers to:

- Provide accurate medical information during booking
- Provide relevant care plans where available
- Provide required medication
- Ensure medication is in date and clearly labelled
- Inform the camp of changes to their child's condition or medication
- Provide updated instructions where circumstances change

- Discuss any concerns regarding their child's medical needs with the camp. The camp will communicate with parents/carers where additional information or clarification is required.

16. Review of Arrangements

Medical arrangements will be reviewed where:

- A child's medical condition changes
- Medication changes
- A new care plan is provided
- A significant medical incident occurs
- A near miss occurs
- Staff identify a concern with existing arrangements
- There is a significant change to camp activities or procedures.

This policy will also be reviewed periodically to ensure that it remains appropriate and reflects current legislation, guidance and the operation of the camp.

17. Related Policies and Procedures

This policy should be read alongside the camp's:

- Safeguarding and Child Protection Policy
- First Aid Policy/Procedure
- Medication Procedure
- Health and Safety Policy
- Risk Assessment arrangements
- SEND/Inclusion Policy
- Allergy and Anaphylaxis Procedures
- Emergency Procedures
- Data Protection/Privacy Policy.

Heatwave

A heatwave is an extended period of hot weather relative to the expected conditions of the area at that time of year, which may be accompanied by high humidity. Extra care should be taken with young children in hot temperatures as the heat may exacerbate existing conditions such as asthma.

During a heat wave the nurseries will operate in the following ways:

- The building will be kept as cool as possible by using ventilation, air conditioning, fans and drawing curtains/closing blinds as available and switching off lights as appropriate
- Keep lots of cool fresh water available for children who can self-serve throughout the day and give them gentle reminders
- Day to day decisions will be made about whether it is appropriate for children to go outside and play and at what times
- Staff will provide more 'cooling water and ice themed 'activities and experiences to help to keep children cool
- If children are behaving differently to normal or become floppy or unusually tired, then cool them down with wet flannels, cold water, drinks and fans. If there are concerns a health professional and the parents will be called
- Staff are aware that children with SEND or asthma may be more at risk during hot days

Positive Behaviour Policy

Positive behaviour policy

At CCTC, we are determined to create an inclusive culture where all children will be challenged in their thinking, strive for continuous self-improvement and be motivated to become life-long learners.

We will empower our children to become respected citizens to enable them to make valuable contributions locally and globally.

Our camp is held in high regard for our inclusive approach, voice and ethos which strives to create a welcoming, caring environment where relationships are based on our values of respect, honesty, love and kindness. We respect and celebrate adults and children's religion, race and culture in the implementation of our behaviour policy. We aim to develop positive self-esteem in each child to encourage the best efforts, independence, self-reliance and responsibility for their own actions. As staff we will provide clear expectations of behaviour to which everyone can aspire.

This policy takes into account the needs of all children including Special Educational Needs, disability and vulnerability.

Acknowledging Behaviour – General Principles

Acknowledging acceptable and unacceptable behaviour consistently and appropriately ensures that children learn how to behave quickly and effectively. Every morning of camp the children will all meet in the theatre with a senior member of staff. Together the children and staff discuss and set their behavioural expectations and rules of the camp.

We pride ourselves on the fair approach to our camp rules, behaviour that we do not tolerate at camp: racial harassment, violence and aggression, hurting other people's feelings, threatening behaviour including bullying, dishonesty, deliberate disobedience, discrimination, lack of respect, using unacceptable language, deliberately damaging property, disrupting teaching and learning, taking things that do not belong to us.

We must stress that this behaviour of any kind is unacceptable at our camp. If we see a problem occur we, will address the situation immediately. How we address it will depend on the severity of the incident.

If it is something that can be sorted out between a team leader and the children involved we will do so. We will then notify the parent or guardian at the end of the day if necessary

Depending on the severity of the situation we may issue the child with a warning. The system we use includes three warnings followed by exclusion from the remainder of their time at that camp only. If a child is issued with a warning they will be sent to the camp manager to discuss their behaviour, they will be reassured if a problem needs to be resolved. If this should happen again at future camps it will result in a permanent exclusion from our camps.

Physical aggression towards another child, member of staff or property will be an instant dismissal from our camp, the child's parent or guardian will be called immediately and asked to collect their child.

Please note that any senior member of staff is entitled to issue a warning where deemed necessary.

If a child has been asked to leave the camp we will then decide if it's in the best interests of the other children at the camp if the said child does not return.

Safety and Suitability of Premises, Environment and Equipment

Bullying

We take bullying very seriously and understand that bullying involves the persistent physical or verbal abuse of another child or children. It is characterised by the intent to hurt and is often planned and accompanied by an awareness of the impact of the bullying behaviour.

Bullying does not normally occur in children below five years of age as a child has to reach a stage of cognitive development where they are able to plan to carry out a premeditated intent to cause distress to another.

Bullying in general including any form of peer on peer abuse is not tolerated and can result in staff disciplinary.

We believe that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents and staff. We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

Insurance cover

We have public liability insurance, employers' liability insurance and product's liability insurance. The certificate for public liability insurance is displayed at the front.

Procedures

Awareness raising

- As necessary, health and safety is discussed regularly at our staff meetings.
- We operate a no-smoking policy.

- We make children aware of health and safety issues through discussions, planned activities and routines.

Windows

- We ensure that any blind cords are secured safely and do not pose strangulation risk for young children.

Doors

- We take precautions to prevent children's fingers from being trapped in doors.

Floors and walkways

- All our floor surfaces are checked daily to ensure they are clean and not uneven, wet or damaged. Any wet spills are mopped up immediately.
- Walkways and stairs are left clear and uncluttered.

Electrical/gas equipment

- We ensure that all electrical/gas equipment conforms to safety requirements and is checked regularly.
- Our boiler/electrical switch gear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and we teach the children not to touch them.
- We ensure that the temperature of hot water is controlled to prevent scalds.
- Lighting and ventilation is adequate in all areas of our setting, including storage areas.

Storage

- All resources and materials, which are used by the children, are stored safely.
- All our equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.
- Equipment should not be stored on top of high cupboards to avoid unnecessary stretching.

Outdoor area

- Our outdoor area is securely fenced. All gates and fences are childproof and safe.
- Our outdoor area is checked for safety and cleared of rubbish, animal droppings and any other unsafe items before it is used. A daily risk assessment is completed.
- We check that children are suitably attired for the weather conditions and type of outdoor activities; ensuring that sun cream is applied and hats are worn during the summer months.
- We supervise outdoor activities at all times.

Hygiene

- Our daily routines encourage the children to learn about personal hygiene.
- The toilet area has a high standard of hygiene, including hand washing and drying facilities Risk assessments and daily checks are carried out.
- We implement good hygiene practices by:
 - cleaning tables between activities with antibacterial spray and disposable towels.
 - cleaning and checking toilets regularly;

- wearing protective clothing - such as aprons and disposable gloves - as appropriate;
 - providing sets of clean clothes;
 - providing tissues and wipes;
- Activities, resources and repairs
- When taking the children to the toilet to wash their hands we ask them what else can we do in the sink? Encouraging the children to talk about good oral hygiene.

- Before purchase, we check equipment and resources to ensure that they are safe for the ages and stages of the children currently attending the setting.
- The layout of our play equipment allows adults and children to move safely and freely between activities.
- All our equipment is regularly checked for cleanliness and safety, and any dangerous items are repaired or discarded.
- We separate from general use any areas that are unsafe because of repair is needed.
- All our materials, including paint and glue, are non-toxic.
- Physical play is constantly supervised.
- We teach children to handle and store tools safely.
- Our staff do not wear jewellery or fashion accessories, such as belts or high heels, that may pose a danger to themselves or children.

Safety of adults

- We ensure that all warning signs are clear.
- We ensure that adults do not remain in the building on their own.
- We record the sickness of staff and their involvement in accidents. The records are reviewed to identify any issues that need to be addressed.

Control of substances hazardous to health

- Our staff implement the current guidelines of the *Control of Substances Hazardous to Health Regulations (COSHH)*. COSHH posters are displayed in kitchen area.
- Hazardous substances are stored safely away from the children.
- We keep all cleaning chemicals in their original containers.
- Anti-bacterial sprays are not used when children are nearby.
- Environmental factors are taken into account when purchasing, using and disposing of chemicals.
- All members of staff are vigilant and use chemicals safely.
- Members of staff wear protective gloves when using cleaning chemicals.
- Health and Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations (1999)
- Electricity at Work Regulations (1989)
- Control of Substances Hazardous to Health Regulations (COSHH) (2002)
- Manual Handling Operations Regulations (1992 (As Amended 2004))
- Health and Safety (Display Screen Equipment) Regulations (1992)

Security

- Systems are in place for the safe arrival and departure of children.
- The times of the children's arrivals and departures are recorded on the register.
- The arrival and departure times of staff and visitors are recorded.
- Our systems prevent unauthorised access to our premises due to needing a pass to enter.
- Our systems prevent children from leaving our premises unnoticed as you need a pass to exit the building.
- We only allow access to visitors with prior appointments.
- Our staff check the identity of any person who is not known before they enter the premises by asking them for a form or ID or a work identification card.
- We have a security pass entry service to the nursery only.
- The personal possessions of staff are securely stored during sessions.
- Minimal petty cash is kept on the premises.

FIRE EVACUATION PROCEDURE

Fire safety precautions taken

- CCTC will run a practice fire drill once a year and log this in the Ofsted folder with a certificate obtained by The Bushey Arena. Should new children attend our camps within the time frame and miss the drill we do go through the event of an alarm at the start of the day during our meeting in the theatre to set out our expectations of the day.
- We ensure that smoke detectors/alarms and fire fighting appliances conform to BS EN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.
- We have all electrical equipment checked annually by a qualified electrician (PAT tested).
- Any faulty electrical equipment is taken out of use and either repaired or replaced. We ensure sockets are covered.

Emergency evacuation procedure

- In the unlikely event of a fire, staff will remain calm, gather the children and the evacuation bag containing the registers, children's medication and Camp mobile phone (if easily located).
- Staff will then lead the children out of the nearest fire exist. One member of staff should do a final sweep of the space the children were using.
- The camp manager and assistant manager are to check the toilets and all rooms if safe before leaving.
- The staff are to lead the children to the fire meeting point (which is the far end of the car park)
- Once all safety out of the building the staff are to do a head count and are to take the register.
- Once the emergencies services have arrived and cleared the area, we can then re-enter the building.
- If this is a fire drill practice the Camp manager will time how long it takes for everyone to safely evacuate the building and meet at the safety point.
- We will then notify the parents that we have had a practice fire drill on our private Facebook page and daily diary that is emailed out to the parents.

Legal framework

Regulatory Reform (Fire Safety) Order 2005

Further guidance: www.completefireprotection.com

EVACUATION IN CASE OF FIRE OR OTHER EMERGENCY SITUATIONS

For the safety of everyone within the Camp the following procedures for evacuation must be followed

ON DISCOVERING A FIRE

- **SOUND THE NEAREST FIRE ALARM**

- **CHECK ALL AREAS OF CAMP**

- **COLLECT FIRE REGISTERS AND MOBILE TELEPHONE**

- The nearest member of staff collects that day's classroom register from the nursery room, evacuation bag (including a first aid kit), any children's medication and a walkie talkie.
- Staff and visitor registers are collected from the office and a member of the Management Team will take the nursery mobile phone and any staff medication if it is safe to collect it.

- **EXIT PROCEDURES**

-Tell the children and visitors what to do and lead them in a calm and orderly manner to the exit furthest from where the suspected fire is.

- CHECK ALL TOILETS**

- SHUT ALL THE DOORS BEHIND YOU AS YOU GO**

- **MAIN ENTRANCE**

- THEATRE**

- CONNECTING DOORS**

- KITCHEN AND GARDEN DOORS**

- DANCE STUDIO**

- STAFF ROOM**

- KITCHEN**

- DRAMA STUDIO**

- **ALL DOORS LEADING INTO THE CORRIDOR**

- **FIRE ASSEMBLY POINT** in the top left hand corner of the Car Park beside the tennis court.

- **CALL THE FIRE BRIGADE-999** The Camp Manager or a senior member of staff will call.

- **COMPLETE CLASSROOM REGISTERS**

- Once a class is at the Fire Assembly Point, a senior member of staff in each class will complete the register for staff and children. Another member of staff for each room will answer the register on behalf of each child as they are checked.

- It is essential that all procedures are carried out **efficiently** and **calmly**. We are acting in an emergency situation and therefore it is important that the whole procedure takes no more than 3 minutes.

- All Fire Procedures are to be recorded by the Camp Manager or Assistant in the Fire and Incident Log which is kept in the Ofsted folder.

Lockdown Procedure

CCTC recognises the potentially serious risks to children, staff and visitors in emergency or harmful situations. A lockdown may take place where there is a perceived risk of threat to the camp, its staff, children, visitors or property.

Prior to any Lockdown:

- Ensure that the procedure is clearly displayed in key areas and that the drill is practised and recorded at least termly and in accordance with the local threat level.
- Ensure that there is a clear unambiguous signal to alert all staff to begin the procedure. ALL staff MUST be aware of the signal.
- Ensure that local police contact numbers are clearly displayed for staff to refer to.
- Identify all access points and allocate responsibility for securing these. Ensure keys and door stops (wedges) are readily available. Consider if the site can be sectorised to allow specific areas to be locked down.
- Allocate key roles and ensure deputies for those staff in case of absence.
- Update staff with information on emergency services exercises, disputes with parents/carers, custody cases, banning cases etc. on a regular basis
- In the case of a full lockdown where it is unsafe for children to remain in or return to their rooms and they must be hidden out of sight, allocate a designated safe location away from windows and doors and, if possible, with access to first aid, water and toilets. Whilst in the designated safe location, staff must keep the children as quiet and calm as possible, hidden from view and potentially be prepared to stay there for a long period.

During Lockdown:

- STAFF INSIDE the building including visitors remain by external doors until they are locked and supervised (keys to be kept on a hook by the door)
- Take on allocated duties and proceed to own room (partial lockdown) or safe location (full lockdown) as appropriate.
- Lock external room's doors and close windows
- Lock/block internal doors (full lockdown)
- In case of smoke, noxious fumes etc. outside, turn off ventilation fans etc. ○ Move away from windows if appropriate and pull-down blinds.
- Ensure access to emergency bags containing children's medication and first aid supplies.
- Obtain calm
- Conduct a roll call
- If appropriate and safe to do so, send headcount to the Nursery Manager
- Embark on normal activity (partial lockdown)
- Await further instructions or confirmation that the incident has concluded.
- ASSISTANT/ CAMP MANAGER IN THEIR ABSENCE.
- Go to main entrance and ensure door security
- View any CCTV images if system present
- Ensure any communication devices are activated and in use to agreed protocols e.g. radios, telephones and senior management mobile phones.
- Contact any staff outside of the immediate vicinity e.g. staff taking children out to play.
- Ensure all staff have access to their emergency bags including children's medication and first aid equipment.

- Ensure that no non-essential calls are made on mobile phones or landlines.
- **MANAGER (ASSISTANT IN THE ABSENCE OF THE MANAGER)**
- Take command and control and ascertain the cause of the alert
- Ensure Emergency Services and if appropriate, security services are contacted.
- Ensure that procedures have been activated and completed.
- Receive headcount and situation reports.
- Ensure occupants are moved away from potential hazards e.g. from the side of the building facing fire or potential explosion.
- Once you are sure the situation is not a false alarm, agree activation of an appropriate notification to parents by email, social media etc.:

“Due to an incident we have been advised by the emergency services to secure the premises and stay put until we are given the ‘all clear’. Please do not attempt to collect your child until it is safe to do so. We will be acting on the advice of the emergency services throughout this time and will let you know as soon as we are able when that is likely to be.

In the meantime, we need to keep our telephone lines clear and would appreciate your cooperation in not calling unless it is absolutely vital that you speak to us. Thank you for your support.”

NB: It will be necessary to have a contingency plan for those who ignore and challenge these instructions. The safety of yourself and the majority must be your prime concern. However, in a partial lockdown situation you may have to ‘release’ individuals in a manner that does not let potentially contaminated people or contamination in e.g. quickly allowing exit through controlled twin sets of down-wind doors.

Following Lockdown:

- Ensure that you have all of the registers and children’s details ready for evacuation.
- Co-operate with the emergency services regarding evacuation procedures

- Be aware that the police may wish to speak to staff and children about what they may have witnessed
- Liaise with the emergency services regarding any necessary on-going support and actions.
- Notify Ofsted within 24 hours.
- Review lessons learnt from the incident with appropriate parties.

Equality policy

In line with the Equalities Act 2010

Candice Conway Theatre Camps Ltd is committed to the principle of equal opportunity in the camp and employment of it's staff in general.

Accordingly, our employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, disability, trade union membership or non-membership, sex or marital status. The objective of this policy is to ensure that individuals are selected, promoted and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

At the camp we value and respect all racial origins, religions, cultures and languages. Each child is valued as an individual, without racial or gender stereotyping. We endeavour to provide access and facilities for children with special educational needs. All play equipment is selected to show positive images of all races, cultures and disabilities and to avoid racial or sexist stereotyping

Every child should be encouraged to develop and learn without prejudice. Equal Opportunities should be fully integrated into the camp by activities and displays positively reflecting the history and culture of living in a multicultural society.

All play activities must reflect non sexist and non racist attitudes. Role playing situations, books, posters, storytelling, food & cooking activities, dressing up, jigsaws, music etc. should all be used to emphasise our non racist and non sexist attitudes.

The CCTC has declared itself an "Equal Opportunities Employer" and all staff must make every effort to make this declaration a reality. Our good practice enables children to develop positive attitudes to differences in race, culture, language and gender.

Management has the primary responsibility for the successful implementation of the policy by:

- Not discriminating in the course of employment against fellow employees or job applicant.
- Not inducing or attempting to induce others to practice unlawful discrimination.
- Bringing to the attention of employees that they will be subject to disciplinary action for failure to adhere to the policy.
- Reporting any discriminatory action to senior management.

Special educational needs policy:

A child is considered to have special educational needs (SEND) if they have significant learning difficulties in comparison to their peers.

The camps policy in relation to children who experience difficulties in learning or in adapting to the physical, social or behavioural demands of the camp environment is described below.

CCTC recognises the right of each individual child, including those with special needs, to an appropriate quality experience, which combines care and learning through play.

The camp is sensitive to the needs and feelings of children with SEN and their families. We will ensure individual needs are recognised and addressed. Parents/ carers will be involved at every stage and in any plans that are made to meet the needs of a child.

Equality of opportunity for all children is essential and it is important that children with special needs have the opportunity of learning alongside their peers.

If your child has additional needs of any kind, we will discuss:

- How the child can be supported.
- What is required of the staff.
- What adaptations need to be made.
- What behavioural or educational plan needs to be devised, tailored to each individual child.

INTRODUCTION

At Candice Conway Theatre Camps LTD, we all work very hard to build positive relationships with all parents. Our aim is to deal with issues and problems before they become a 'complaint'. However there is a clear protocol to follow if necessary and the steps to follow and their outcome are outlined in this document.

1. If any parents are unhappy with the experience that their child is receiving, or have any concerns relating to the camp, we encourage them to talk to the camp manager, immediately. There is no doubt that if a concern is shared with the camp manager they can either reassure worried parents or together devise steps to take to address the concern. Parents must never worry about sharing their concerns with the camp manager. They will always be taken seriously, and due consideration given to a mutually agreeable resolution.
2. We promise we will always be fair, open and honest when dealing with any complaint and to deal with them as swiftly as possible. Our focus will always be on the child and what is best for them.

The complaints process

Stage 1.

Informal expression of concern made to the camp.

In the first instance, the matter should be discussed with the camp manager. In our experience most matters of concern can be resolved positively in this way with apologies where necessary.

Stage 2.

We expect most complaints to be resolved by this stage. However, if the matter has not been resolved and needs further investigation parents must make an appointment with the camp manager and assistant camp manager. The camp manager and assistant camp manager will need time to take a written statement to fully investigate the matter and will respond within 5 working days.

We hope complaints rarely reach this formal level but should you need to you should make a formal complaint.

Stage 3.

Once an investigation is completed outcomes and information need to be shared with the complainant. If the complainant is unhappy in the investigation and it's

outcomes a formal written complaint should be submitted. The letter should state why you remain unhappy and what you wish to see happen.

Stage 4.

If a meeting with you and others involved is considered necessary you will be given adequate notice to prepare. You will be informed of the outcome of the camp managers' investigation and decision on what further action will be taken within 10 working days.

Stage 5. Ofsted

You may take your complaint to Ofsted within 6 months of the camp managers' response. If the complaint is not resolved, and all previous stages have been explored, a parent may make a disclosure to Ofsted.

Ofsted: 0300 123 1231

enquiries@ofsted.gov.uk.

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

The person investigating the complaint will:

- Establish what has happened so far and who has been involved.
- Clarify the nature of the complaint and what remains unresolved.
- Meet with the complainant or contact them if further information is required
- Clarify what the complainant feels would put things right.
- Conduct any interviews with an open mind and be prepared to persist in the questioning.

Resolving complaints

At each stage in the complaint CCTC and complainant will want to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- An apology;
- *An admission that the situation could have been handled differently or better;
- Assurance that the event that was the basis of the complaint will not recur;
- Explanation of the steps that have been taken to ensure it does not happen again.

- Details of any disciplinary procedures that have taken place as a result of the complaint will not be shared.
- An undertaking to review CCTC policies or procedures in light of the complaint;
- An explanation that there is insufficient evidence and thus the complaint cannot be upheld;
- An explanation that, following investigation, the evidence does not substantiate the concern.

*An admission that the camp could have handled things better is not the same as an admission of negligence

Learning and Development at CCTC (Parent Guide to EYFS)

Children's development and learning

We aim to ensure that each child:

- is in a safe and stimulating environment;
- is given generous care and attention, because of our ratio of qualified staff to children;
- has the chance to join in with other children and adults to live, play, work and learn together;
- is helped to take forward her/his learning and development by being helped to build on what she/he already knows and can do;
- is in a setting that sees parents as partners in helping each child to learn and develop.

The Early Years Foundation Stage (EYFS)

Provision for the development and learning of children from birth to 5 years is guided by the Early Years Foundation Stage. Our provision reflects the four overarching principles of the *Statutory Framework for the Early Years Foundation Stage* (DfE 2023):

- A Unique Child

- Every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.
- Positive Relationships
- Children learn to be strong and independent through positive relationships.
- Enabling Environments
- 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, parents and carers.
- Learning and Development
- Children develop and learn in different ways and at different rates. The framework covers the education and care of all children in early years provision including children with special educational needs and disabilities.

How we provide for development and learning

Children start to learn about the world around them from the moment they are born. The care and education offered by our camps help children to continue to do this by providing all of the children with interesting activities that are appropriate for their age and stage of development.

The Areas of Development and Learning include: Prime Areas

- Personal, social and emotional development.
- Physical development.
- Communication and language.
Specific Areas - Literacy.
- Mathematics.

- Understanding the world.
- Expressive arts and design.

For each area, the level of progress that children are expected to have attained by the end of the Early Years Foundation Stage is defined by the Early Learning Goals. These goals state what it is expected that children will know, and be able to do, by the end of the reception year of their education. As we are not the child's primary provider we are therefore not required to undertake any assessments, progress checks.

Our approach to learning, development and assessment

Learning through play

Being active and playing supports young children's learning and development through doing and talking. This is how children learn to think about and understand the world around them. We use the EYFS statutory guidance on education programmes to help plan and provide opportunities which will help children to make progress in all areas of learning.

Characteristics of effective learning

We understand that all children engage with other people and their environment through the characteristics of effective learning that are described in the Early Years Foundation Stage as:

- playing and exploring - engagement;
- active learning - motivation; and
- creating and thinking critically - thinking.

Assessment

We assess how children are learning and developing by observing them frequently. We use information that we gain from observations, as well as from photographs or videos of the children, to document their progress and where this may be leading them. We do this by writing an end of week report for each child. We know the child's next steps and what we can do to progress their learning further.

How parents take part in the setting

Our setting recognises parents as the first and most important educators of their children. Our staff see themselves as partners with parents in providing care and education for their children by:

- exchanging knowledge about their children's needs, activities, interests and progress with our staff;

Key person and your child

Our camp use a key person approach. This means that each member of staff has a group of children for whom she/he is particularly responsible. You will see your Child's key workers name written at the top of their report that you will be given on a Friday at the end of camp. Your child's key person will be the person who works with your child. Although your child/ren will have specific keyworker assigned to them, your child will still build rapport with all other staff in the event that their keyworker is not present, as we do not want them to only have an attachment to their keyworker.

The setting's timetable and routines

Our camps believe that care and education are equally important in the experience which we offer children. The children follow a strict timetable which includes activities such as Singing, Dancing, Acting, Art, Cooking, Free play, Outdoor games and Mindfulness. The routines and activities that make up the day in our camps are provided in ways that:

- help each child to feel that they are a valued member of the setting;
- ensure the safety of each child;
- help children to gain from the social experience of being part of a group; and provide children with opportunities to learn and help them to value learning.

Snacks and meals

We provide a tuck shop with plenty of healthy options available to purchase. The children can attend the tuck shop once a day. We make this a learning opportunity for all by encouraging the children to use their numeracy skills and also bring in

British values. Parents will provide their child with a cold packed lunch. Meal time is a social time at which children eat together with adult support. We encourage parents to pack healthy and nutritious food. We are a nut aware and not free camp.

Clothing

We ask for children to wear clothes that they can move and dance in. We only allow trainers or dance shoes as suitable forms of footwear at camp. We encourage children to gain skills that help them to be independent and look after themselves. These include taking themselves to the toilet and taking off, and putting on, outdoor clothes. Clothing that is easy for them to manage will help them to do this.

Policies

Copies of our Essential Policies and Procedures are available to you and can be obtained from the camp website.

Our policies help us to make sure that the service provided by our camps is a high quality one and that being a member of the setting is an enjoyable and beneficial experience for each child and her/his parents.

STANDARD TERMS & CONDITIONS

1. Candice Conway Theatre Camps Ltd

- **A) Our Ethos and Aims:** The Camps aim to provide a stimulating, happy and caring environment in which children are encouraged to reach their full potential. To enrich and support the current curriculum, to give the pupils a holistic and kinaesthetic, multi-sensory approach towards learning. Focusing on encouraging independent learning, decision making and outcomes. To enhance the children's confidence when performing, presenting or speaking in front of a group and to boost their self-esteem through fun and engaging classes.
- **B) The standard terms and conditions:** We believe that these standard terms and conditions reflect current customs and practice.

2. Care and Good Discipline

- **A) Parents' Authority:** The parents authorise the Camp Manager while in loco parentis to take and/or authorise in good faith all decisions that safeguard and promote the welfare of the child. Parents' consent also to emergency medical treatment including general anesthetic and operation under NHS or at a private hospital where certified by a doctor necessary for the welfare of the child and if parents cannot be contacted in time.
- **B) The child's health:** Parents must inform the Camp Manager if the child has any known medical conditions, health problems or allergies or has been in contact with infectious diseases. Before entering camp, CCTC strongly recommend that children are vaccinated in accordance with the government's health policy for their age.
- **C) The child must not be sent to Camp if unwell.** If a child becomes unwell during the day, parents will be contacted and the child must be collected and taken home.

3. Bookings

- **A) Registration:** Children will be considered for admission when the camp registration form has been completed and returned to us via our online booking system.
- **B) Offer of a place:** If a place is offered, the fees will be payable within 24 hours. A child may not be able to start camp until all relevant and required documentation has been received and payment has been made.

4. Fees and Cancellations

Cancellations:

Once places have been paid for and reserved, we can not offer refunds. Refunds can not be made due to illness or choosing not to attend. By filling out the booking form and making payment you are agreeing to our cancellations policy, which can be viewed in full on our website.

Once camp has commenced, should any bubble need to isolate then we will not be able to offer any refunds or exchanges.

Please note if your child is sent home from camp due to illness, refunds or exchanges cannot be made. By filling out the booking form and making payment

you are agreeing to our cancellations policy. Policies can be found on our website, therefore all cancellations are paid for.

- **A) Responsibility of payment: Payments** are the joint and overall responsibility of each person who has received a confirmation of booking email.
- **B) Child Care Vouchers:**
We accept child care vouchers from employers who offer this benefit to their eligible employees as an e- voucher. Vouchers are non-taxable and exempt from NI contributions for employees, whilst offering NI savings for employers. Both parents are eligible to claim if they are both in employment. If you are already signed up for the Childcare Vouchers scheme with your employer, then you can continue claiming them until your employer stops offering them. As from April 2018 no new entrants will be able to join the Childcare Vouchers scheme. Childcare vouchers from employers are required to be set up to ensure we are in receipt of the funds on or before the first day of the month to which they relate.
- **Tax-Free Childcare**
You may be eligible for Tax-Free childcare. Candice Conway Theatre Camp Ltd is registered if you open a Tax- Free Childcare account. Please visit www.gov.uk/tax-free-childcare for more information.

6. Removal of a child

- **A) Removal at the request of the Camp:** Parents may be required to remove the child without refund of fees, temporarily or permanently from the Camp. If, after consultation with a parent, the Manager is of the opinion that the conduct or progress in the child's conduct has been unsatisfactory or a parent has treated the Camp or members of its staff unreasonably or such removal is warranted in all the circumstances.
- **B) Discretion of the Manager:** The decision to require removal and the manner and form of any announcement shall be in the sole discretion of the Manager. Under no circumstances shall the Camp or its staff be required to divulge to parent/s any confidential information which had led to the requirement to remove which the Manager has acquired during an investigation.

- **C) Review:** In the event of the child's removal being required, the Manager will advise parents of the procedure (of which copies are available on request) under which a written application for a review of the decision may be made.

7. General Conditions

- **A) Arrival and departure times:** The Camp Management Team must be notified in advance of any changes to your child's arrival and departure times. A late collection charge will be raised for late pick up of a child. Please see our **late collection policies and procedures**. Each group have their own allocated time slots for drop off and collection.
- **B) Suitable clothing:** Children must wear clothing that is practical, comfortable and appropriate for the activities and experiences your child encounters throughout the camp day. Every child should attend the camp with suitable clothing for the weather. Spare clothing should also be provided for those in Early Years. All items of clothing should be marked with the child's name. The Camp cannot take responsibility for any items left at the Camp or items unnamed.
- **C) Valuables:** Children are not permitted to bring telephones, any electrical devices, jewellery or other valuables with them. Parents will be asked to take any belongings brought to the Camp home with them. They may bring in a small amount of change for the tuck shop at which their Leader will log the amount and date and will look after their monies for them and will return it at the end of the Camp day.
- **D) Change of contact details:** Any change of address, email address or telephone number must be notified to the Camp Management Team immediately.
- **E) Parking:** Any person using the Camp parking areas does so entirely at his or her own risk. The Camp cannot accept any responsibility for injury, damage or loss to visitors, vehicles or property. Camp parking areas should be used to only drop off and pick up children, and at no other time. The disabled bays should only be used if you legally withhold a disability pass.

- **F) Special precautions:** The Manager must be notified in writing immediately of any court orders or situations of risk in relation to a child for whom any special safety precautions may be needed. A parent may be excluded from Camp premises if the Manager, acting properly, considers such exclusion to be in the best interests of the child or of the Camp.
- **G) Absence of parents:** When both parents will be away from their home in the United Kingdom overnight, the Manager must be informed in writing of the name, address and telephone numbers for contact of a suitable legal guardian or other adult with whom the child will reside and be collecting the child. These matters are the responsibility of parents.
- **H) Insurance:** The Camp undertakes to maintain those insurances which are prescribed by law. All other insurances are the responsibility of parents. The Camp is not the agent of the parents for any purpose related to insurance.
- **I) Concerns/complaints:** Parents who have cause for serious concern as to a matter of safety, care of quality of education must inform the Camp Management Team without delay and refer to the Camp complaints policy.
- **J) Special Learning Difficulties:** Parents will be notified if it appears that the child is experiencing any problems. The Camps will, have regard for the special educational needs and disability code of practice and working partnership with parents to support the child to reach their full potential.
- **K) Confidentiality:** The parents' consent to the Camp communicating with any other nursery or school which the child attends or which a parent proposes the child should attend, about any matter concerning the child or about payment of fees, whether or not the information passing is in machine readable form. In all other respects the Camp will take care to preserve the confidentiality of information concerning the child and parents.
- **L) Privacy:** Please refer to our privacy policy.
- **M) Social Media:** Parents must not discuss Candice Conway Theatre Camps LTD on social media and are expected to uphold and promote its good name. Parents must not inappropriately use social media as a forum to

raise concerns/complaints against Candice Conway Theatre Camps. Any concerns/complaints must be addressed to the Camp Manager.

Data protection Policy

We, Candice Conway Theatre School and Holiday Camps, strive to ensure that all data we receive, and hold is processed lawfully, fairly and in a transparent manner. Any data we hold is done so for specified purposes and not further processed, which reflects our commitment to protecting and respecting your privacy. This policy has been created in line with the General Data Protection Regulation (GDPR) Legislation 2018.

We will never share personal information about you or your child with any third parties without obtaining your written consent.

Privacy notice

We, Candice Conway Theatre School and Holiday Camps, are the Data Controller for the purposes of the General Data Protection Regulation. We collect personal information from you about your child in order to enrol them onto our services. We hold this personal data to:

- Ensure we have up to date emergency contact details of parents
- Ensure appropriate support and care can be provided for your child
- Provide updates to you as parents/guardians
- Allocate children to classes/camp groups based on ages/abilities
- Track progress through use of teacher notes and records of exams taken
- Track orders of uniform

The information includes your child's emergency contact details, personal characteristics such as your child's ethnic group, any special educational needs your child may have and relevant medical information.

Data protection compliance

Data Protection Officer: Candice Marquiss

In line with the GDPR we have designated Candice Marquiss as our Data protection officer to take responsibility for data protection compliance within our organisation. Should you wish to raise any queries with regards to personal data processing by CCTS, please contact Candice Marquiss on 07903672216 or email via theatreschool@candiceconway.co.uk

Data Controller/ Data Processor:

In relation to the personal data processed by Candice Conway Theatre School and Holiday Camps, we are the sole Data Controller and Data Processor. We manage the information required and implement how it is collected, stored and updated.

Your rights

- **The right to be informed** – You will be informed of any reasoning as to why we are requesting data from you. We will not ask you to provide any personal information without giving a valid reason for doing so.
- **The right of access** – You have the right to ask to see the data we have collected on you. Please contact Candice Marquiss (Designated Protection Officer) on 079036722176 or theatreschool@candiceconway.co.uk
- **The right to rectification** – if data is inaccurate, please make us aware so that we can amend it.
- **The right to erasure** – You have the right to have your data deleted and we will ensure this is done safely via shredding for paper documents and from all electronic storage.
- **The right to restrict processing** – Your personal data can be restricted to only essential archive documents. Should you decide to move on from your enrolment or employment with Candice Conway Theatre School and Camps, we will only store information that we have to legally store.
- **The right to data portability** – You have the right to request any teacher notes on your child to pass on to other schools/camps.
- **The right to object** – You have the right to object to any newsletters we may send or marketing emails/letters

Data Processing

Student Data Processing:

When you register with Candice Conway Theatre School and Camps, we request your Child's name, Date of birth, Medical details, Address, parent/carer names, phone numbers and email addresses in order to enrol them onto our classes. Parents are asked to provide these details in the relevant registration forms, which are then used to create class registers which are required by OFSTED. Additionally, these details are used to contact parents/Carers whenever necessary about your own child.

Throughout your child's time with us we may take photos or videos of them if you have given consent to do so on the initial registration forms. These may be shared with parents via a private Facebook page, again only if consent has been given to do so. Occasionally we may use photos for advertising purposes and specific individual consent would be gained and stored prior to doing this. Parents would provide consent if they wish to have professional photographs taken by an outside agency photographer in the lead up to shows.

If your child participates in one of our shows we would take costume sizes in order to supply the appropriate costume in the correct size for your child. We only store this information in the lead up to the show. We would share sizes with 3rd party providers when ordering costumes, however these are not linked to individual children's details.

Staff Personal Data Processing:

Staff are required to provide name, addresses, phone numbers, email addresses, medical history, doctors information, bank account sort code, account number, name on account and emergency contact details so that we can carry out suitable DBS checks and be able to contact them regarding their working arrangements. We also need emergency contact details should we ever need to contact someone on their behalf in the event of an emergency.

Submissions through our website come directly to our secure email address. Booking forms for camps can be completed via the website and all of the details needed above are required on this platform as well. Our website designers 'Fluid Studios' have access to this information in order to troubleshoot any errors in the server.

Security and Data breaches

All data is processed and stored in the U.K on one password encrypted computer which is owned by Candice and Richard Marquiss and monitored on a regular basis. Only senior staff members, who are all DBS checked, have access to the computer when necessary. Hard copies of registers are printed prior to classes and camps. These are handled only by CCTS staff members and are kept in a safe place during all classes and camps. Candice Marquiss as Data Protection Officer, takes responsibility for ensuring all registers and any documents containing personal information are collected back at the end of each day. OFSTED regulations require these registers to be kept for 7 years and are done so in a secure locked file, all registers are then shredded and securely disposed of. Data is not backed up externally as hard copies are only required.

If CCTS/CCTC ever believes a data breach may have occurred, we would notify those involved and the Information Commissioner's Office within 72 hours. We would submit a record of data processing which would entail what data has been breached, who this affects, the date this was detected and the actions to mitigate the issue.

We will never share personal information about your child to any third parties without obtaining your written consent.

If you want to receive a copy of the information we hold or share about your child, please contact our Data Protection Officer Candice Marquiss on 07903672216 or email via theatreschool@candiceconway.co.uk

If you have any questions about this Handbook, please contact our office.

I, _____ (Employee/Parent), acknowledge that on

_____ (date), I received a copy of the CCTC Handbook

for Employees, Children and Parents and that I have read and understood it.

SignatureC Marquiss

NameCandice Marquiss

Date: 08/2026

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