

Trailblazers Aggressive Behaviour Policy

Trailblazers does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Trailblazers is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking.
- Spitting
- Racist or sexist or otherwise abusive comments.

At Trailblazers we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

Procedure

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending Trailblazers, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- Senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow Trailblazer's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

Related policies

See also: **Equalities policy, Complaints policy, Safeguarding policy.**

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Introduction [3.2] and Child protection [3.7].*

Trailblazers - Arrivals and Departures

Trailblazers recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children at Trailblazers, and that any arrivals or departures are recorded in the register. The register is always kept in an accessible location on the premises. In addition, we conduct regular headcounts during the session.

Escorting children to the Club

- Trailblazers and the school have a clear agreement concerning the transfer of responsibility for children's safety.
- At 3.15pm children in Years 3 & 4 meet in the ICT Suite for registration and Years 5 & 6 meet in the Music Lodge. On Fridays, all children meet in the Music Lodge.
- A member of staff registers the children as they arrive, in the correct places.
- If a child is booked into Trailblazers but has not turned up, we will check whether the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the parent by text, or phone call, or both.

Arrivals

Our staff will greet each child warmly on their arrival at Trailblazers and will record the child's attendance in the daily register straightaway.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so on their registration form.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform Trailblazers in advance and provide a description of the person. If the manager has any concerns regarding the person collecting, he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify Trailblazers if they will be late collecting their child. If Trailblazers is not informed, the **Uncollected Children** policy will be followed.
- Children over the age of nine will only be allowed to leave Trailblazers alone at the end of the session if Trailblazers has discussed this with the child's parents and has received their written consent.
- Children below the age of nine will not be allowed to leave Trailblazers unaccompanied.

Absences

- If a child is going to be absent from a session, parents must notify Trailblazers by 3pm on the day of the absence.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.
- Trailblazers will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

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To be reviewed: 10th January 2025	Signed:  

Trailblazers

Behaviour Management Policy

Trailblazers uses effective behaviour management strategies to promote the welfare and enjoyment of children attending. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. Trailblazers' rules are clearly displayed at every session and are discussed regularly. We adopt the same behaviour strategies as the school.

Whilst at Trailblazers we expect children to:

- Use socially acceptable behaviour
- Comply with our rules
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities and ask for help if needed
- Enjoy their time at Trailblazers.

Encouraging positive behaviour

At Trailblazers positive behaviour is encouraged by:

- Staff acting as positive role models and praising appropriate behaviour
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending Trailblazers.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at Trailblazers will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.



Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, Trailblazers may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

Physical intervention - Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified, and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible. If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police. All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

Corporal punishment - Corporal punishment or the threat of corporal punishment will *never* be used at Trailblazers. We will take all reasonable steps to ensure that no child who attends Trailblazers, receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

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Signed:  		

Trailblazers

Anti-Bullying Policy

Trailblazers provides a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of Trailblazers' position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the manager. An account of the incident will be recorded in an **Incident log**. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

Trailblazers defines bullying as the *repeated* harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident log**. (See our **Equalities Policy** for more information on how we deal with and challenge discriminatory behaviour.)

Preventing bullying behaviour

Staff at Trailblazers will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour and
- Discussing friendships and encouraging group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

Responding to bullying behaviour

Trailblazers acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, Trailblazers will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour
- If the bullying persists, the parents will be informed and we will work with them to try to resolve the issues.
- If this fails to stop the bullying, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.

- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review Trailblazers' procedures in respect of bullying, to ensure that practices are relevant and effective.

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Trailblazers

Child Induction Policy

When children first join Trailblazers, they will be allowed to settle in at their own pace.

We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around Trailblazers and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with us if this has not yet been done.

Induction for new children

- The new child will be introduced to all members of staff and informed about any other regular visitors to Trailblazers.
- Trailblazers' activities, rules and routines, such as snacks, signing in and signing out, will be explained.
- The child will be shown around Trailblazers and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- The child will be introduced to the other children at Trailblazers and allocated a 'buddy' who will assist them with finding their way around and involving them in activities.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Trailblazers' environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

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Trailblazers

Complaints Policy

At Trailblazers we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects Trailblazers' activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to Trailblazer' Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Trailblazers at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

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Trailblazers

Confidentiality Policy

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

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents to Trailblazers' staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within Trailblazers, except with the designated Child Protection Officer and the manager.
- Issues relating to the employment of staff, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file.
- Students on work placements and volunteers are informed of our confidentiality policy and are required to respect it.

Sharing information with outside agencies

We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Data Protection Act

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.

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Trailblazers

Data Protection Policy

At Trailblazers we respect the privacy of the children attending and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at Trailblazers can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is Clare Robinson. The lead person ensures that Trailblazers meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within Trailblazers we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Trailblazers' staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within Trailblazers, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file .
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

Information that we keep

The items of personal data that we keep about individuals are documented in a file. The file is reviewed annually to ensure that any new data types are included.

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child's parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child leaves our care, we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. Our lawful basis for processing this data is to meet our legal obligations. Our legal condition for processing data relating to an employee's health is to meet the obligations of employment law. We retain the data after a member of staff has left our employment for the periods required by statutory legislation and industry best practice, then it is deleted or destroyed as necessary.

Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.

- Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care we have to keep some data for specific periods so won't be able to delete all data immediately.
- Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment, we have to keep some data for specific periods so won't be able to delete all data immediately.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

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Trailblazers

Emergency Evacuation/Closure Procedure

Trailblazers will make every effort to keep open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the building, the following steps will be taken:

- If appropriate the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point (playground) using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building, the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken, and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, Trailblazers will follow its **Uncollected Child** procedure.

If Trailblazers must close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone: 0300 123 1231

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Trailblazers Environmental Policy

Trailblazers is committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through staff meetings and training, our staff will be informed about reducing the use of raw materials, supplies and energy.

We raise the children's awareness of environmental issues through discussions, projects and day-to-day activities within the club.

Children and staff follow Trailblazers 'eco code':

- We re-use and recycle our waste material, and the recycling bins are easily accessible to staff and children.
- We switch off lights when not in use and fit the lights with energy saving bulbs where possible.
- We turn off electrical equipment at the power source when not in use.
- We turn off taps after use and do not waste water.
- We do not drop litter.

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Trailblazers

Equalities Policy

At Trailblazers we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve our objective of creating an environment free from discrimination and welcoming to all, Trailblazers will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that Trailblazers' recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

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

Racial harassment - Trailblazers will not tolerate any form of racial harassment. We will challenge racist and discriminatory remarks, attitudes and behaviour from the children at Trailblazers, from staff and from any other adults on our premises (e.g. parents/carers collecting children).

Promoting equal opportunities - Trailblazers' Equal Opportunities Named Coordinator (ENCO) is Clare Robinson. The ENCO is responsible for ensuring that:

- Staff receive relevant and appropriate training
- The **Equalities policy** is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

Children with additional needs - Trailblazers recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending Trailblazers and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Where one-to-one support is required, we will assist parents in accessing the funding required to provide the additional care.

Special Educational Needs Coordinator – Trailblazers' Special Educational Needs Coordinator (SENCO) is Sarah Brown. The SENCO will:

- Manage the provision for children with special educational needs or physical disabilities.
- Be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

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Trailblazers

Fire Safety and Risk Assessment

Trailblazers understands the importance of fire safety. To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- Children are introduced to the fire safety procedures during their settling in period and through regular fire drills.
- Fire drills are conducted at least once a month or whenever new staff or children join Trailblazers.
- All children are shown the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked.
- Fire extinguishers, fire alarms and smoke alarms are regularly tested in accordance with manufacturer's guidance, by the school.
- All fire drills are recorded in the **Fire Drill Log**.
- Trailblazers has notices explaining the fire procedures which are positioned next to every fire exit.

Fire prevention

Trailblazers will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that Trailblazers' No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken, and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available, the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

Responsibilities of the Fire Safety Officer

Trailblazers' Designated Fire Safety Officers are Lorraine Marrison and Heather Whyte. The Fire Safety Officers are responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra-5-step-checklist.pdf

The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk

- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the fire safety risk assessment on a regular basis.

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.

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Trailblazers

Food Safety Policy

Trailblazers is committed to ensuring that safe and healthy practises around the storage, preparation and service of food are followed at all times. Staff involved in food handling and preparation have to meet high standards of personal hygiene. Any member of staff showing signs of infection or ill health will not be permitted to handle food.

Trailblazers follows the guidelines set out in 'Safer Food, Better Business' (FSA) and is registered as a food business with our local authority. We are regularly inspected by Environmental Health to ensure that health and hygiene standards are being met.

All staff involved in food handling have received food handling and hygiene training. When preparing food, staff follow the requirements of current food hygiene legislation, including:

- Always washing hands with anti-bacterial soap and hot water before and after handling food and using the toilet
- Using clean, disposable cloths
- Using the correct colour coded chopping boards (e.g. red for raw meat)
- Not being involved in food preparation if they are unwell
- Removing jewellery, especially rings, watches and bracelets, before preparing food
- Covering spots or sores on the hands and arms with a waterproof dressing
- Keeping fingernails short, clean, and free from varnish.

Food storage

All foods are stored according to safe food handling practices and at a correct temperature, to prevent the growth of food poisoning organisms and to ensure that food quality is maintained.

Fridge temperatures are checked and recorded on a daily basis as part of our daily environment checks. If it is noted that there are temperature fluctuations that are not explained by simple user error (eg failure to close the fridge properly), a new fridge will be purchased.

Cleaning

- The fridge is cleaned thoroughly, with warm, soapy water, on a weekly basis.
- Food is checked for freshness – anything past the use by date will be disposed of.
- Freezers are defrosted and cleaned once a month.
- All food preparation surfaces are wiped clean after use with anti-bacterial cleaner and disposable cloths.
- All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.
- Appropriate controls are implemented to reduce the risk of cross contamination.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Food and drink [3.48]*.

Trailblazers

Health and Safety Policy

Trailblazers considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows Trailblazers' **Health and Safety** policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending Trailblazers
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.

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

Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of Trailblazers. The registered person will ensure that:

- They nominate a Health and Safety Officer. The designated health and safety officer is Clare Robinson. Health and Safety At work poster is displayed (poster is available here: <http://www.hse.gov.uk/pubns/books/lawposter.htm>)
- All staff receive information on health and safety matters, and receive training where necessary
- The **Health and Safety** policy and procedures are reviewed regularly
- Staff understand and follow health and safety procedures
- Resources are provided to meet Trailblazers' health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

Responsibilities of the manager

Trailblazers' manager is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to Trailblazers during opening hours
- All Trailblazers' equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

Security

Children are not allowed to leave Trailblazers' premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).

During Trailblazers sessions all external doors are kept locked, with the exception of fire doors which are alarmed. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to Trailblazers must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children.

Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

Toys and equipment

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

We ensure that any flammable equipment is stored safely.

Food and personal hygiene

Staff at Trailblazers maintain high standards of personal hygiene and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily, and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our **Intimate Care** policy.

Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

Related policies

See also our related policies: **Illness and Accidents, Emergency Evacuation, Healthy Eating, Safeguarding, Administering Medication, Risk Assessment, Manual Handling, Fire Safety, and Intimate Care, Visitor.**

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.54-3.64].*

Trailblazers Healthy Eating Policy

Trailblazers provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

Trailblazers promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We provide suitable healthy snacks for all the children.
- All children are given plenty of time to eat.
- Fresh drinking water is available at all times.
- Fresh fruit is available at all sessions.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- Trailblazers does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Food and drink [3.47-3.48]*.

Trailblazers

Illness and Accidents

At Trailblazers we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **Medical Form** when their child joins Trailblazers, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Trailblazers cannot accept children who are ill. If any children are ill when they first arrive at Trailblazers, we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to Trailblazers until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

First aid

Trailblazers designated First Aider is Lorraine Marrison. The designated First Aider has a current first aid certificate and has attended a 12-hour paediatric first aid course, which complies with the requirements of Annex A of the EYFS. First aid training will be renewed every three years. To ensure that there is a qualified first aider present and available at all times when Trailblazers is running, other members of staff will also receive first aid training. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

The location of the first aid box and a list of qualified first aiders are clearly displayed at Trailblazers. The designated First Aider regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

The manager will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current paediatric first aid certificate.

Procedure for a minor injury or illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered, and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take a copy of the child's **Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the **Medical Form**).
- We will contact the child's parents or carers with all urgency, and if they are unavailable, we will call the other emergency contacts that we have on file for the child.
- After a major incident the manager and staff will review the events and consider whether any changes need to be made to Trailblazers' policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

Communicable diseases and conditions

If a case of head lice is found at Trailblazers, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on Trailblazers' premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at Trailblazers, the Manager will inform Ofsted as soon as possible and within 14 days at the latest.


If there is an outbreak of a notifiable disease at Trailblazers, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

Useful contacts

Health Protection Unit: 0344 225 3861

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Staff Qualifications, Training, Support and Skills [3.25], Accident or injury [3.50-3.51], Food and drink [3.49] and Annex A: Criteria for effective PFA training, [p36].*

Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	Until all vesicles (spots) have crusted over
Cold Sores	None. Avoid contact with sores
Conjunctivitis	None
Diphtheria*	Exclusion always necessary, consult local Health Protection Team
Diarrhoea and Vomiting	48 hours after last episode of diarrhoea or vomiting
Glandular Fever	None
Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	48 hours after last episode of diarrhoea – further exclusion may be required for some children
Hand, Foot and Mouth disease	WNone
Hepatitis A*	Until 7 days after onset of jaundice
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment
Influenza	Until recovered
Measles*	4 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	None
Pertussis* (Whooping cough)	5 days from commencing antibiotic treatment or 21 days from the onset if antibiotics not given
Ringworm	Exclusion not usually required
Rubella* (German Measles)	4 days from onset of rash
Scabies	Until first treatment has been given
Scarlet fever*	24 hours after starting antibiotic treatment
Slapped Check, Fifth Disease	None (once rash has developed)
Threadworms	None
Tonsillitis	None
Tuberculosis*	Consult local Health Protection Team
Typhoid*, Paratyphoid*	48 hours after last episode of diarrhoea – further exclusion may be required for some children
Warts (including Verruca)	None. Verruca sufferers should keep feet covered

* Denotes a notifiable disease.

If in any doubt contact local health services for further information.

Trailblazers

Safe Internet Use

Trailblazers recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However, it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

Parental permission

Children will only be allowed to access the internet at Trailblazers if their parent or carer has given written permission.

Upon registration, every parent is required to sign the letter below:-

USE OF ICT SUITE

As you will be aware, we offer the children who attend Trailblazers the opportunity to make use of the School's ICT Suite facilities under the supervision of one of our senior colleagues. We hire the suite and computers from TDJS in order to provide, what we consider to be, an important and integral part of our overall package. Used correctly the computer is an essential tool in the education and relaxation of pupils from year 3 to year 6.

The software is firewall protected in accordance with Department of Education guidelines and requirements. This protection is constantly monitored and up-dated by both the Head Teacher and her ICT co-ordinator. We believe that despite the best efforts of TDJS management, the very nature of computers means that control of the available software is, in essence, a catch-up operation.

We undertake to exercise due diligence, however, it must be noted that we are obviously unable to guarantee complete internet security. We remain committed to offering ICT facilities to our attendees. However, anyone who abuses their privileges by causing offence or discomfort to their peers by viewing unsuitable material will be permanently excluded from the Suite. To avoid any misunderstandings, we have decided that it would be prudent to obtain parental permission for their child's use of the ICT facilities. This will be an 'opt-in' process. Therefore, only children whose parents have formally recorded approval of their attendance will be allowed access to the ICT Suite.

Please respond by signing this letter and returning it to us. Non-response will be taken as an 'opt-out.'

Thank you for taking time to address this issue.

*Clare Robinson and Sarah Brown
Partners of Trailblazers*

I give permission for my child _____ to use the ICT Suite whilst at Trailblazers.

SIGNED _____

Guidelines for children

A printed copy of the **SMART** guidelines is kept in the ICT Suite. The guidelines are explained to any children wishing to access the internet:

- **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don't trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

Protecting children

We have put in place the following safeguards to keep children safe whilst accessing the internet during Trailblazers sessions:



- A risk assessment has been undertaken.
- Parental controls have been activated on all computers accessible to children:
 - Google SafeSearch Filtering is turned on
 - YouTube is blocked
- The computers are located so that the screens can easily be seen from the rest of the room.
- Staff keep a close eye on children and the sites that they are accessing when they use the internet.
- The computers have an up-to-date virus checker and firewall installed.
- The computers' browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact.

If, despite the safeguards that Trailblazers has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the computers, the management will be informed, and the incident will be noted on an Incident Record. The child's parent will be asked to sign the Incident Record. The management will investigate how to prevent a reoccurrence of the incident.

If staff at Trailblazers become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a "Logging a concern" form and refer the matter to Mrs Clare Robinson, the designated Child Protection Officer, in accordance with our Safeguarding Children Policy.

Related policies

See also: **Safeguarding Children Policy, Social Media Policy.**

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Introduction [3.2]; Child Protection [3.6-3.7].*

Trailblazers Intimate Care

When providing intimate care, we will ensure that the child's safety, dignity and privacy are maintained at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at Trailblazers who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

Protecting children

Staff are familiar with guidance from the Local Safeguarding Children Board. Trailblazers' procedures reflect the guidance in *Working Together to Safeguard Children (2015)* and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.



Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Trailblazers will maintain high standards of personal hygiene and will take all practicable steps to prevent and control the spread of infection.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Special educational needs [3.67], Child protection [3.6] and Suitable people [3.9-3.13]*.

Trailblazers

Involving Parents and Carers Policy

At Trailblazers we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at Trailblazers, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of Trailblazers.

We do our best to keep parents informed about Trailblazers by:

- Inviting parents to visit Trailblazers before their children start.
- Giving all parents a copy of our **Club Handbook**, which outlines how the club operates and includes contact details.
- We also give parents a copy of our **Behaviour Management** policy.
- Making all of our policies available at Trailblazers, on our website <https://www.trailblazerstdjs.co.uk/>, for parents to consult whenever they like.
- We actively welcome parents and invite their input into Trailblazers in the following ways:
- We collect information from parents which will help their child to settle at Trailblazers (via the **Registration** and **Medical** forms).
- We involve parents in settling their children in at Trailblazers (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Trailblazers' hours, via telephone and email (see our **Club Handbook** for contact information).
- All of our staff wear name badges so that children and parents can easily identify them.
- We obtain parental permission for photographs.
- We can arrange for parental discussions with staff outside of Trailblazers' hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Learning and Development Requirements [1.1 and Footnote 5, p7]; Areas of Learning and Development [1.10]; Safeguarding and Welfare Requirements [3.27]; Before/after school care and holiday provision [3.40]*

Trailblazers

Manual Handling Policy

Manual handling is one of the major causes of absence through injury in the workplace. At Trailblazers we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the *Health and Safety at Work Act 1974*, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the *Manual Handling Operations Regulations 1992 (as amended)*.

Procedure

In order to limit the risk of injury from manual handling operations, Trailblazers will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable
- Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment.

The main manual handling hazard at Trailblazers is likely to be the setting-up and clearing-away of equipment. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

Employee's duties

It is the responsibility of all staff at Trailblazers to:

- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

In summary

- Avoid** Whenever possible, avoid manual handling situations.
- Assess** If avoidance is not possible, make a proper assessment of the hazard and risks.
- Reduce** Reduce the risk of injury by defining and implementing a safe system of work.
- Review** Review your systems regularly, to monitor the overall effectiveness of the policy

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Staff Qualifications, training, support and skills [3.20]*

Trailblazers

Missing Child Procedure

At Trailblazers we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the music lodge and joining an activity elsewhere).

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The manager will liaise with the police and the child's parent or carer.

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

Useful numbers

Police: 01483 571212

Social Care: 0300 470 9100

Ofsted: 0300 123 1231

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.

Trailblazers

Mission Statement

Trailblazers aims to provide high quality childcare within a warm and welcoming environment. The individuality of each child in our care will be respected and nurtured.

Aims and objectives

Trailblazers aims to:

- ❖ Offer an inclusive service, accessible to all children in the community
- ❖ Ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment
- ❖ Encourage children to take responsibility for themselves and their actions
- ❖ Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- ❖ Provide a wide range of resources and equipment which can be used under safe and supervised conditions
- ❖ Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals
- ❖ Work in partnership with parents to provide high quality play and care
- ❖ Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers
- ❖ Keep parents and carers informed about changes in the administration of Trailblazers and to listen and respond to their views and concerns
- ❖ Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise
- ❖ Employ experienced, well-trained staff and offer them appropriate support
- ❖ Comply with the Children's Act 1989, the Childcare Act 2006, and all other relevant legislation
- ❖ Work in partnership with Elmbridge Borough Council.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Trailblazers Mobile Phone Policy

Trailblazers fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of Trailblazers' mobile phone policy ensures that we all:

- Protect children from harm and abuse.
- Prevent staff from being subject to false allegations.
- Help staff remain focused on the care of children.
- Work in an open and transparent environment.

Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept on their person during working hours.

If a member of staff needs to make an **urgent** personal call, they can use their own mobile phone, once they have advised the supervisor of their intentions. Cover will be arranged for the children whilst the phone call is taking place, in a private area.

Under no circumstances may staff use their personal mobile phones to take photographs at Trailblazers during working hours.

Children's use of mobile phones

Whilst we understand that some children have mobile phones, under no circumstances are they permitted to use their phone, in accordance with school rules. The rules are exactly the same during school hours as they are at Trailblazers.

Trailblazers does not accept any responsibility for loss or damage to mobile phones brought to Trailblazers by the children.

Children must not use their mobile phone AT ALL, whilst at Trailblazers.

Visitors' use of mobile phones

In the interest of safeguarding, we ask all parents and visitors not to use their phones or other mobile devices on club premises. Taking of photographs by parents or visitors is **strictly prohibited**.

Related policies

See also: **Safeguarding Children policy**.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Child Protection [3.4]*.

Trailblazers No Platform Policy

Trailblazers is committed to providing a safe and caring environment, where children are free from discrimination and protected from abuse, harm and radicalisation. As part of this commitment, we aim to ensure that neither Trailblazers sessions nor our premises are used to promote extremist beliefs or discriminatory views.

Key principles

Trailblazers will not allow its sessions nor its premises to be used:

- To promote or express extremist ideological, religious or political views
- To promote or express discriminatory views in relation to the protected characteristics cited in the Equality Act 2010
- For any reason by an organisation that is proscribed by the Home Secretary under The Terrorism Act 2000.

Definition of terms

Premises: The room, space or building used by Trailblazers while it is running a session.

Extremist views: Extremism is defined in the Prevent Strategy as “vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism, calls for the death of members of the armed forces, whether in this country or overseas.”

Protected characteristics: The characteristics protected under The Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

Proscribed organisations: A list of proscribed organisations can be downloaded here:
<https://www.gov.uk/government/publications/proscribed-terror-groups-or-organisations--2>

Related policies

See also: **Equalities policy**, **Safeguarding policy**

This policy was adopted by: Trailblazers	Date: 10th January 2024
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Child protection [3.7]*.

Trailblazers

Pandemic Flu Policy

Trailblazers recognises the importance of advanced planning in order to maintain services and limit the spread of pandemic flu within our setting.

Flu is a viral infection, spread from person to person by close contact. Symptoms may include:

Sudden fever	Limb and joint pain
Sudden cough	Diarrhoea or stomach upset
Headache	Sore throat
Tiredness	Runny nose
Chills	Sneezing
Aching muscles	Loss of appetite

Any child who becomes ill with symptoms which could be pandemic flu while at Trailblazers will be isolated from the other children until the child can be collected by his or her parents. Trailblazers will remain open, but parents and staff will be informed, especially those in high-risk groups.

Any children or staff who are experiencing symptoms of pandemic flu should stay away from Trailblazers until all symptoms have passed and they feel well.

Infection control

The flu virus is spread by:

- **Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance (one metre or less).**
- 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.
- Touching objects (eg 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. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading the flu virus at Trailblazers by:

- Regular hand-washing
- Minimising contact between our hands and mouth/nose
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it)
- Encouraging the children at Trailblazers to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms or sending them home if they first display symptoms while at work.

At Trailblazers we will promote infection control through the methods above, and in addition we will:

- Ensure that adequate supplies of cleaning materials are available within Trailblazers
- Dispose of waste promptly and hygienically
- Clean hard surfaces (e.g., door handles) with sanitizer regularly
- Provide tissues and suitable facilities for their disposal.

Closure

The latest scientific advice is that closing individual settings is of limited benefit in stopping the spread of the disease. However, there may be some occasions when we will have to consider temporarily closing Trailblazer because we have too few unaffected staff to run sessions safely. If this occurs the manager will contact the headteacher for further support and guidance.

Trailblazers will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care.

In the event of closure, the manager will notify parents or carers as soon as possible. The manager will also inform the local childcare information service as well as other relevant parties, e.g. feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.

Advance planning

In preparation for dealing with a pandemic disease, Trailblazers will ensure that all contact details for staff, children and parents are up to date.

We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs.

We will endeavour to build a bank of relief or supply staff who are able to provide cover should staffing levels fall below the required legal minimums. Any relief staff will be DBS checked at the time of joining our team, so that they are legally able to work with children should the situation arise.


Trailblazers will regularly update its information regarding pandemic diseases, by checking the latest guidance from DfE and the local authority and will inform parents and staff of any changes to our emergency plans.

Useful contacts

Early Years or Childcare Service: **0300 123 4097**

Ofsted: 0300 123 1231

Health Protection Team (HPT): 0344 225 3861

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Health [3.44]*.

Trailblazers Participation Policy

At Trailblazers we believe that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at Trailblazers: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

We follow the principles set out in Articles 12 and 13 of the *United Nations Convention on the Rights of the Child* which state that:

- A child's opinion should be taken into account in anything that affects them.
- Children should have information disseminated in a way that enables them to make choices and decisions.

Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made and shows them that their opinions are important. At Trailblazers we actively consult the children and encourage them to participate in making decisions about the running of Trailblazers through:



- Asking questions and paying full attention to the child's response, listening to what they are saying verbally (or through use of visual aids) and also observing their body language
- Group discussions
- Regular questionnaires and gathering other feedback on activities

The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.

We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.

At Trailblazers the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

- Choosing freely what type of play to engage in
- Choosing what snacks to eat
- Selecting new equipment for the club
- Using our resource library to select toys or activities that are not already set out
- Conducting risk assessments

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Learning and Development Requirements [1.8]* and *Child protection [3.7]*.

Trailblazers

Play Policy

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2017)*, "Play is essential for children's development, building their confidence as they learn to explore, to think about problems, and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults."

At Trailblazers we recognise the importance of play to a child's development and follow the Playwork Principles. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play but allow children to initiate and direct the experience for themselves.



Facilitating play

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up Trailblazers so that activities are ready before the children arrive.
- Providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered
- Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why.
- Not expecting children to be occupied at all times.
- Making outdoor play available every day, unless the weather is particularly bad.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.

Play areas and equipment

- All indoor and outdoor play areas are checked, and risk assessed before the children arrive in accordance with our **Risk Assessment** policy.
- Trailblazers keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
- Children are involved in selecting additional equipment and resources for use at Trailblazers.
- The resources used at Trailblazers promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equalities** policy.

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Learning and Development requirements [1.1 footnote 5; 1.8]; Safeguarding and Welfare Requirements: Safety and Suitability of Premises, Environment and Equipment [3.64]*

Trailblazers

Risk Assessment Policy

Trailblazers uses its risk assessment systems to ensure that Trailblazers is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the *Statutory Framework for the Early Years Foundation Stage*, Trailblazers will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the Club's premises
- when the particular need of a child necessitates this
- when we take the children on an outing or visit.

Not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded. However, risk assessments related to employment and the working environment will always be recorded in writing so that staff can refer to them.

If changes are required to Trailblazers' policies or procedures as a result of the risk assessment, the manager will update the relevant documents and inform all staff.

Daily checks



If a member of staff discovers a hazard during the course of a session, they will make the area safe (e.g. by cordoning it off) and then notify the manager. The manager will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

Recording dangerous events

The manager will record all accidents and dangerous events on the **Incident** or **Accident Record** sheets as soon as possible after the incident. If the incident affected a child, the record will be kept on the child's file. Trailblazers will monitor **Incident** and **Accident Records** to see whether any pattern to the occurrences can be identified.

Related policies

See our related policies: **Fire Safety and Risk Assessment**, **Health and Safety**, and **Manual Handling**.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding & Welfare Requirements: Safety & suitability of premises, environment & equipment [3.64]*

Trailblazers

Safe Recruitment Policy

Trailblazers uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

Advertising the vacancy

We will advertise all vacancies, and any job advertisements will include a statement about our commitment to safeguarding children.

Initial enquiry

Upon enquiring about a vacancy, we will send potential candidates:

- a job description
- a person specification
- an application form
- a copy of Trailblazers' **Safeguarding Children** policy.

The application form includes:

- instructions that the application form must be completed by hand
- a declaration that all information is correct
- a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or warning for any offence that may affect their suitability for working with children
- a request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)

All applicants must submit a hand-written application form by the closing date. We will only accept CVs if they are accompanied by our standard application form completed as required.

Interview procedure

We will notify all candidates selected for interview by letter. All candidates will be asked to bring to the following items to the interview:

- proof of identity, eg passport, driving licence or birth certificate
- proof of address, eg recent utility bill (not mobile phone) or bank statement
- proof of qualifications, ie the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by at least two interviewers. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

All candidates will also be asked to participate in a session with the children for an hour so that they can be observed interacting with the staff and children. When we have interviewed and observed all candidates, we will make our final selection.

Appointing a new member of staff

When we have selected the successful candidate, we will:

- send him or her a written offer, which will clearly state that it is subject to the receipt of suitable references, full sight of a satisfactory enhanced DBS certificate and their written confirmation that they are not disqualified from working with children.
- contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
- ask the candidate to complete a health questionnaire
- notify any unsuccessful interviewees.

We will also take photocopies of the new member of staff's qualification certificates and proof of identity and keep these on file.

When a new member of staff starts work at Trailblazers we will give him or her:

- our terms and conditions, and get them to sign their contract; a copy of their contract will be kept on file
- all our policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.

We will conduct a full induction and orientation programme with all new members of staff as set out in our **Staff Induction policy**.

DBS checks

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information, including members of the management committee. If candidates have subscribed to the DBS Update Service, we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued we will obtain a new DBS disclosure for them. Additional criminal records checks will be made for anyone who has lived abroad.

New staff will only be allowed to work *unsupervised* with children when we have had full sight of a satisfactory DBS certificate for them.

If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the children until we have seen and reviewed their DBS certificate.



When we appoint a member of staff we will keep a record of the date and number of their DBS disclosure on our **Central DBS Record**. We will update the DBS checks for all staff every 3 years.

Disqualification

Trailblazers will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under section 75 of the Childcare Act 2006. All new staff must sign a declaration that they are not disqualified when they commence employment and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified, we will terminate their employment and notify Ofsted.

Immigration status

The management is aware of Asylum and Immigration Act requirements and will check the eligibility of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Suitable people [3.9-3.18]; Staff qualifications, training, support and skills [3.20-3.26]*.

Trailblazers Safeguarding Policy

Trailblazers is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

Trailblazers will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. Trailblazers' child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

There is a Child Protection Officer (CPO) available at all times whilst Trailblazers is in session. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, LSCB and Ofsted).

Trailblazers' designated CPO is Clare Robinson. The Deputy / on-call CPO is Sarah Brown.

Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation, or that the child may have witnessed domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

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 speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the "**Logging a concern**" form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that Trailblazers is obliged to and the incident will be logged accordingly.

Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If peer-on-peer abuse is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse.

Extremism and radicalisation

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

Signs of radicalisation

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a “**Logging a concern**” form and refer the matter to the CPO.

Logging a concern

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the “**Logging a concern**” form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation 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, you must use the child’s own words
- name, signature and job title of the person making the record.

The record will be given to Trailblazers’ CPO who will decide on the appropriate course of action.

For concerns about **child abuse**, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

For minor concerns regarding **radicalisation**, the CPO will contact the Local Safeguarding Children Board (LSCB) or Local Authority Prevent Co-ordinator. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

Allegations against staff

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

- The allegation will be recorded on an **Incident record** form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate, Trailblazers will make a referral to the Disclosure and Barring Service.

Promoting awareness among staff

Trailblazers promotes awareness of child abuse and the risk of radicalisation through its staff training. Trailblazers ensures that:

- the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed every three years
- safe recruitment practices are followed for all new staff
- all staff have a copy of this **Safeguarding policy**, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept in the SLT room.
- Trailblazers' procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and staff are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Use of mobile phones and cameras

either staff nor children nor visitors may use their mobile phones to take photographs at Trailblazers. For more details see our **Mobile Phone Policy**.

Contact numbers

Social Care: 0300 470 9100

LADO (Local Authority Designated Officer): 0300 200 1006

LSCB (Local Safeguarding Children Board): 0300 123 1650



Local Authority Prevent Co-ordinator: 0800 555 111

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

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Trailblazers

Smoking, Alcohol and Drugs

Smoking

Smoking is not permitted anywhere on the premises of Trailblazers, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at Trailblazers, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

Alcohol

Anyone who arrives at Trailblazers clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at Trailblazers, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto Trailblazers' premises.

Drugs

Anyone who arrives at Trailblazers clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.

If we discover that a child has illegal drugs in their possession while at Trailblazers, we will inform their parent or carer.

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the manager as soon as possible and seek medical advice. The manager will then complete a risk assessment. Staff medication on the premises will be stored securely and out of reach of children at all times.

Safeguarding children

All members of staff have a duty to inform Trailblazers' manager and the designated Child Protection Officer (CPO) if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and CPO will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary, the police will be called.

Related policies

Staff Disciplinary policy, Safeguarding policy.

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Trailblazers

Social Media Policy

Trailblazers recognises that many staff enjoy networking with friends and family via social media. However, we have to balance this against our duty to maintain the confidentiality of children and parents attending Trailblazers, as well as ensuring that our good reputation is upheld. Staff must remember that they are ambassadors for Trailblazers both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

- X
- Facebook
- YouTube
- Tumblr
- Instagram
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

Social media rules

When using social media sites, staff must not:

- Post anything that could damage Trailblazers' reputation.
- Post anything that could offend other members of staff, parents or children using Trailblazers.
- Publish any photographs or materials that could identify the children or Trailblazers.
- Accept invitations from parents to connect via social media (eg friend requests on Facebook) unless they already know the parent in a private capacity.
- Discuss with parents any issues relating to their child or Trailblazers. Instead invite the parent to raise the issue when they are next at Trailblazers, or to contact the Manager if the matter is more urgent.

Any member of staff who posts content or comments that breach confidentiality, or which could harm the reputation of Trailblazers or other staff members, or who publishes photographs of the setting or children, will face disciplinary action in line with our **Staff Disciplinary policy**.



General cautions for using social media

When using social media in any context it is wise to bear in mind the following points:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.
- Once an image or information is in the public domain, it is potentially there forever – Google never forgets!

Related policies

See also: **Mobile Phone policy**, **Data Protection policy**, **Staff Disciplinary policy**, **Safeguarding policy**.

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Trailblazers

Staff Behaviour Policy

Trailblazers expects all members of staff to follow our **Staff Behaviour Policy**, which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct. Trailblazers' staff are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting.

Trailblazers' staff also have a responsibility to maintain their reputation and the reputation of the Club, both during and outside of working hours.

Behaviour

Our staff team are ambassadors for Trailblazers, and we expect them to conduct themselves professionally at all times. Staff should treat anyone attending the Club (children, parents/carers and visitors) courteously and with respect.

We expect staff to value all the children as individuals and to comply with Trailblazers' **Equalities policy** at all times.

Swearing and abusive behaviour are not tolerated from anyone at Trailblazers. If any member of staff exhibits such behaviour, they will be subject to Trailblazers' disciplinary procedures.

For more details see our **Aggressive Behaviour policy** and **Staff Disciplinary policy**.

Dress code

Whilst working at Trailblazers staff will need to help to set up and pack away the setting, prepare food, facilitate craft activities and engage in physical activities with the children. The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Whilst on duty all staff should wear the approved lanyard at all times.

Confidentiality and social media

Staff must not pass on any information about children attending Trailblazers, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the Club, the press, etc.)

Posting any material relating to Trailblazers or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any staff who breach this rule will face disciplinary action.

See our **Data Protection policy**, **Social Media policy**, **Safeguarding policy** and **Staff Disciplinary policy** for more details.

Use of mobile phones and cameras

Staff personal mobile phones must keep on their person during working hours.

If a member of staff needs to make an urgent personal call, they can use their mobile phone in a private setting.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, they must obtain prior permission from the Manager or Deputy.

Staff must **never** use their personal mobile phones or cameras to take photographs at Trailblazers during working hours. Doing so will be considered gross misconduct and may result in instant dismissal.

See our **Mobile Phone policy**, **Safeguarding policy** and **Staff Disciplinary policy** for more details.

Smoking, alcohol and drugs

Staff are not permitted to smoke anywhere on Trailblazers' premises, including the outside play areas.

Staff are not permitted to bring alcohol or illegal drugs onto Trailblazers' premises. If a member of staff arrives at work under the influence of alcohol or drugs they will be asked to leave immediately, and disciplinary action will be taken.

If a member of staff is taking prescription drugs which might affect their ability to function effectively, they must inform the Manager immediately.

Any prescribed medication needed by a staff member whilst at Trailblazers, must be stored safely in the kitchen out of reach and sight of the children attending the Club.



See our **Smoking, Alcohol and Drugs policy** for more details.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. For full details see our **Staff Disciplinary policy**.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Child Protection [3.4-3.8], Suitable people [3.11, 3.13, 3.19] and Disqualification [3.14-3.16], Safety and suitability of premises, environment and equipment [3.56], Information and records [3.70]*

Trailblazers

Staff Disciplinary Procedure

Trailblazers aims to have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect we will follow the procedure set out below.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

Staff have the right to appeal at all stages of the procedure and this will be confirmed within the warning or dismissal letter. The member of staff will have the opportunity to ask questions and answer allegations and has the right to be accompanied by a colleague or union representative to disciplinary meetings.

Minor offences

The manager will try to resolve the matter by informal discussions with the member of staff. If this does not resolve the problem, the formal disciplinary procedure will be followed.

Formal disciplinary procedure

The stages of the formal disciplinary procedure are:

1. Formal verbal warning
2. First written warning
3. Second written warning
4. Dismissal

Disciplinary meetings

For each stage of the procedure the manager will hold a disciplinary meeting with the member of staff to explore the misconduct or performance issue, and, if still applicable following the discussion at the meeting, will then issue the appropriate type of warning (or dismissal notice).

Before the meeting

Before each disciplinary meeting the manager will write to inform the member of staff of the date and purpose of the meeting, of the specific disciplinary issue to be discussed, and of their right to be accompanied by a colleague or union representative.

After the meeting

Following each disciplinary meeting the manager will write to the member of staff to confirm:

- that a verbal, first written or final written warning has been issued (depending on the stage of the disciplinary process)
- what the warning was for
- what improvement in conduct or performance is expected and within what timescale
- the consequences of further misconduct or lack of performance
- how long the warning will be kept on file
- how they can appeal against the decision.

Keeping notes of warnings

Notes of warnings will be kept in the staff member's personnel file as follows:

- Formal verbal warning: A note of the warning will be kept on file but will be disregarded after six months if their performance or conduct is satisfactory.
- First written warning: A copy of the warning will be kept on file, but will be disregarded after 12 months if their performance or conduct is satisfactory.
- Final written warning: A copy of the final written warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory.

Dismissal

If, during the period of the final written warning, there is a further breach of Club rules, or if the member of staff's performance has still not improved, dismissal will normally result. The organisation of the final disciplinary meeting at which this decision is made is the same as described above for the earlier disciplinary meetings.

Immediately after the final disciplinary meeting the manager will write to the member of staff to confirm:

- that at the disciplinary meeting it was decided that their conduct/performance was still unsatisfactory and that they will be dismissed
- why they are being dismissed
- when their last day of service will be
- how they can appeal against the decision.

If the decision was taken not to dismiss the member of staff, this must also be confirmed in writing.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children’s Act 1989.

The manager will investigate the alleged incident thoroughly before any decision to dismiss is made.

Referral to Disclosure and Barring Service

If a member of staff is dismissed (or would have been dismissed if they had not left the setting first) because they have harmed a child or put a child at risk of harm, we will make a referral to the Disclosure and Barring Service.


Notification to Ofsted

The Club will notify Ofsted if a member of staff becomes disqualified, or if any significant event occurs which is likely to affect their suitability. Note that a member of staff could become disqualified through the actions of a partner or housemate.

Appeals

A member of staff wishing to appeal against a disciplinary decision must do so in writing, stating the grounds for the appeal, and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. The member of staff has the right to be accompanied to the appeal hearing.

Where possible, the registered person, or a member of the management committee or a senior member of staff who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision. Within ten working days of the appeal hearing, the registered person will inform the member of staff in writing of the outcome of the appeal hearing.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Suitable people [3.9-3.13] and Disqualification [3.14-3.16] and Staff qualifications, training, support and skills [3.20-3.22].*

Trailblazers

Staff Grievance Policy

At Trailblazers we aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at the Club. When such issues arise, we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within the Club and affect them as an individual and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of Trailblazers, the staff member should follow the procedure set out in our **Whistleblowing policy**.

Stage 1: Informal grievance procedure

In the first instance the member of staff should raise the issue with the manager. If the grievance is a relatively minor one, the manager will try to resolve the matter through informal discussions.

Stage 2: Formal grievance procedure

Grievance statement

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- A statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

Grievance meeting

Within five working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague or a union representative. The Club will be represented by the managers.

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged in order to gather more evidence.

Outcome

The managers will determine the outcome of the grievance. They may reject the grievance or may uphold the complaint and identify what steps will be taken to resolve it.

Within ten working days of the grievance meeting, the managers will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns, as well as their right to appeal.

Appeals

If the member of staff feels that their grievance has not been satisfactorily resolved they may appeal in writing within five working days, stating their grounds for appeal. The appeal will normally take place within ten working days of receiving the written request for an appeal. Where possible, the senior member of staff who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

The member of staff has the right to be accompanied to the appeal hearing by a colleague or a union representative.

Within ten working days of the appeal hearing, the manager will inform the member of staff in writing of the outcome of the appeal hearing.

The member of staff will also be advised of their right to seek advice from ACAS, other professionals and their trade union if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

Overlapping grievance and disciplinary cases

If a member of staff raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, if the grievance and disciplinary cases are related the manager may choose to deal with both issues in parallel.



False or repeated grievances

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

Related policies

See also our **Safeguarding Policy, Whistleblowing Policy, Staff Disciplinary Policy.**

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Trailblazers

Suspensions and Exclusions Policy

Trailblazers will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an **Incident record** and kept in the child's records.
4. The formal warning will be discussed with the child's parents, and all staff will be notified.

Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from Trailblazers as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

Temporary suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately. Immediate suspensions require the manager's agreement.



Trailblazers may temporarily suspend the child for a period of up to 15 consecutive days. If Trailblazers takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the manager will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to Trailblazers.

Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from Trailblazers, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. They have the right to appeal to the management against the exclusion within 14 days of receiving written notification of the exclusion.

This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Trailblazers

Uncollected Children Policy

Trailblazers endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call Trailblazers to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late



- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact Trailblazers immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives, they will be reminded that they must call Trailblazer to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of Trailblazers staff, on Trailblazers premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at Trailblazers' premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at Trailblazers.



This policy was adopted by: Trailblazers	Date: 10th January 2024
To be reviewed: 10th January 2025	Signed:  

Trailblazers Visitors Policy

Trailblazers is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club, we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting Trailblazers

Accordingly, when a visitor arrives at Trailblazers, we will follow the procedure set out below:

- All visitors to Trailblazers must sign the **Visitor Log**.
- The identity of the visitor will be checked, and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Club Manager.
- The reason for visit will be recorded.
- **Visitors will never be left alone or unsupervised with the children.**
- If a visitor has no reason to be on Trailblazers' premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed, and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

This policy was adopted by: Trailblazers	Date: 10th January 2024
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.62]*.

Trailblazers

Whistleblowing Policy

Trailblazers is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within Trailblazers, they can disclose this information internally without fear of reprisal. Our **Whistleblowing** policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by Trailblazers, or to raise any matters that are covered under other policies (e.g. discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the **Staff Grievance policy**.

Raising a concern

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to Trailblazers managers.

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's **Safeguarding Children policy**)
- Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which, the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the Club will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness. If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person. If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

Contact information - Ofsted: 0300 123 1231 - PCAW (Public Concern at Work): 020 7404 6609 (website: www.pcaw.org.uk) - **Related policies** - **Staff Grievance policy**, **Safeguarding Children policy**.

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