



CHIGWELL AND HAINAULT MACCABI

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Charity Registration No. 1059762

Policies and Procedures

Reviewed June 2021

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Review Date:	Changes:
January 2019	<p>Safeguarding:</p> <ul style="list-style-type: none"> • Designated safeguarding leads updated. • Working together to Safeguard children updated to 2018 guidance document replacing previous from 2015. • Contact details for Essex and Redbridge updated. <p>Complaints:</p> <ul style="list-style-type: none"> • Updated to state working with parents/carers. <p>Confidentiality and Data protection:</p> <ul style="list-style-type: none"> • Updated to make reference to GDPR and how we store/share data. • Removed Data Protection Act 1998 <p>Mobile Phones</p> <ul style="list-style-type: none"> • Updated visitors use of mobile phones <p>Whistleblowing</p> <ul style="list-style-type: none"> • Entire policy updated
January 2020	<p>Safeguarding</p> <ul style="list-style-type: none"> • Updated disclosure steps • Updated allegations against staff/volunteer’s policy. <p>Administering Medication/Medical Policy</p> <ul style="list-style-type: none"> • Updated non-prescription medication <p>Safe Recruitment Policy</p> <ul style="list-style-type: none"> • Updated entire policy <p>Whistleblowing</p> <ul style="list-style-type: none"> • Updated contact information
June 2021	<p>No changes. COVID-19 Policy Additional Document</p>

Welcome:

Chigwell and Hainault Jewish Youth Club (Chigs JYC) has been successfully running for many years. It caters for all Jewish children living in the community.

All full-time registered staff are trained to at least a level 3 qualification and attend short courses to update skills and knowledge.

The volunteer youth leaders regularly attend training sessions to enhance and develop their knowledge and “hands on” Skills.

The Club:

Chiglets	Reception – Year 2	Ages 4 -7
Juniors	Year 3 – Year 6	Ages 8 -11
Inbetweeners	Year 6 +	Age 11+

How the club works on a weekly basis:

Chiglets - Tuesday 4.00pm – 6.00pm

Juniors -Wednesday 4:00pm - 6.15pm

Inbetweeners-Tuesday 6.15pm-8.30/*9pm

*Certain Trips

Holiday Schemes:

The scheme day runs on Monday, Tuesday and Wednesday from 9.30 – 3.00pm, with volunteers arriving from 9:00 and staying until 3:45/4:00pm.

A kosher milky lunch is served, and refreshments are provided during the day.

The schemes normally operate during half term and end of term holidays as well as the summer break.

It benefits the children to arrive on time and all children must be collected on time (unless advance notice).

Children attending Chiglets, Juniors and the holiday schemes should be escorted into the club by parent/carer. No child will be allowed to leave the club alone.

Children attending Chiglets, Juniors and schemes must be collected by parent/carer. Alternative arrangements can be made by informing the Youth Director.

If an unknown adult arrives to collect a child they will not be allowed to take the child off the premises.

An application form containing all necessary personal, emergency numbers and medical information must be completed for each child attending schemes.

The information is regularly reviewed and updated by the parent/carer, to ensure information is accurate.

Ethos of the Club:

Is to provide a safe and secure, Jewish environment meeting individual’s needs. To give children and young people the opportunity to develop and grow, socially, physically, intellectually, emotionally and spiritually, through diverse activities and resources made available to them.

Safeguarding:

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

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's 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/Lead Person for Safeguarding (CPO) available at all times while the club is in session. The CPO coordinates child protection issues and liaises with external agencies (e.g. Social Care, the LSCB and Ofsted).

The Club's **designated Child Protection Officer/ Lead Person for Safeguarding (CPO)** is Sandra Waldman. The **deputy designated Child Protection Officer/ Deputy Lead for Safeguarding** is Josh Nash.

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 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, e.g. in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation (FGM).
- Inappropriate behaviour displayed by a member of staff, or any other person.

If abuse is suspected or disclosed:

When a child makes a disclosure to a member of staff/volunteer, they 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 act.
- Record the incident as soon as possible (see Logging an incident below).

If a member of staff/volunteer witnesses or suspect's abuse, they will record the incident straightaway using the logging a concern form. If a third-party express 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 the Club 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 of any kind, including sexting.
- One of the children is significantly more dominant than the other (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strengths)
- There has been some use of threats or bribes 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, including:

- 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 the Club's 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). 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/volunteers:

It is essential that any allegation of abuse made against a person who works with children and young people including those who work in a voluntary capacity are dealt with fairly, quickly, and consistently, in a way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

If any member of staff or volunteer is made aware of an allegation that staff or volunteers have: behaved in a way that has harmed a child or may have harmed a child, possibly committed a criminal offence against or related to a child; or has behaved towards a child or children in a way that indicates s/he is unsuitable to work with children - they must inform the designated child protection officer or deputy immediately.

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

- The allegation will be recorded on a logging concern form and handed to the designated child protection officer.
- In the event that an allegation is made against the designated child protection officer the matter will be reported to the chair of the trustees by the deputy designated child protection officer.
- The member of staff or volunteer will not be approached at this stage unless it is necessary to address the immediate safety of children.
- The allegation must be reported to the Essex Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (e.g. 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/volunteer pending full investigation of the allegation.
- The designated child protection officer will inform and consult the chair of trustees (or, if unavailable a trustee) of any allegation.

Promoting awareness among staff:

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

- The designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty.
- The deputy designated lead for safeguarding is trained to the same standard as the lead.
- Designated person training is refreshed every two years.
- Safe recruitment practices are followed for all new staff/volunteers.
- All staff have a copy of this **Safeguarding (Child Protection) policy**, understand its contents and are vigilant to signs of abuse, neglect, or radicalisation.
- All staff are aware of their statutory duties regarding the disclosure or discovery of child abuse, and concerns about radicalisation.
- All staff/volunteers receive basic safeguarding training.
- Senior staff members receive higher level safeguarding training and training in the Prevent Duty.
- Staff are familiar with the Safeguarding file which is kept in the office.
- The Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and staff are familiar with the guidance in 'What to Do If You're Worried A Child Is Being Abused (2015)' and local LSCB guidance.

Contact numbers

Essex

Safeguarding: 0345 603 7627

Out of hours: 0345 606 1212

Email: Emergency.DutyTeamOutOfHours@Essex.gov.uk

Essex Duty LADO: 03330 139 797

Redbridge

Safeguarding: 0208 708 3885

Out of hours: 02087085897

Email: cpat.referrals@redbridge.gov.uk

Redbridge LADO: 020 8708 5350

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

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

Administering Medication/Medical Policy:

No child will be permitted to attend the club or holiday scheme with a contagious infection or who is generally observed to be unwell. There will be a 48-hour exclusion time.

If a child becomes unwell during a session a Parent/Carer will be contacted to collect the child immediately.

If a child attending Chigs JYC requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent.

If children carry their own medication (e.g. asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Chigs JYC staff will normally only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin, we can only administer it if it has been prescribed by a doctor. All prescription medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

If a child requires a non-prescription medication to be administered, we will consider this on a case by case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non-prescription medication.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the **Record of Medication Given** form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**.

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency).

If a child suffers from a long term medical condition the Club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

Behaviour Policy:

The Youth Director is the named person responsible for unacceptable behaviour. All staff, children and volunteers are aware and understand the policy as written.

No bullying, inappropriate language or physical contact will be tolerated. Unacceptable behaviour will be challenged immediately and may result in suspension or exclusion.

Time out or cooling off period may be implemented depending on the situation.

Parent/carers may be informed of any unacceptable behaviour. In serious incidents parent/ carer may be informed immediately and a meeting may be arranged

All children involved will be treated with respect and appropriate to the individual's level of understanding and ability.

Parents/carers may be informed by letter of the outcome if required. All incidents will be recorded in incident book.

Children involved in a situation depending on the severity may be advised to join an alternative activity or give the opportunity to sit out for an acceptable time.

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**.

Corporal punishment or the threat of corporal punishment will *never* be used at the Club. We will take all reasonable steps to ensure that no child who attends our Club 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.

Aggressive Behaviour Policy:

Chigs JYC 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. Our Club is a place of safety and security for the children who attend and for the staff who work here.

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, e.g. standing too close or blocking their exit
- Using aggressive or abusive hand gestures, e.g. 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 Chigs we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, 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.
- The manager or 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 the Club'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.

Bullying

Chigs JYC 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, volunteers, children and parents or carers will be made aware of the Club's 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. 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.

Chigs JYC 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.

Preventing bullying behaviour

Staff/Volunteers at Chigs JYC will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- 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

Chigs JYC acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the Club 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 the bullying persists, the parents will be informed and we will work with them to try to resolve the issues.

Complaints:

This policy tells you how to make a complaint at Chigwell and Hainault Jewish Youth Club.

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive, or intimidating. It could be because someone has broken important rules or policies. We aim to work in partnership with parent/carers to deliver a high-quality 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. The Youth Director is usually responsible for dealing with complaints. If the complaint is about them, the chair of trustees will investigate the matter.

Values and principles:

- You have the right to make a complaint: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.
- Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.
- Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.
- Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated seriously.
- Confidentiality: we treat complaints as confidentially as possible.

If at any time a parent/carer is dissatisfied with any part of the service provided, the Youth Director will discuss the situation immediately.

We will:

- If a concern/complaint cannot be dealt with straight away; a meeting will be arranged as soon as possible.
- A concern/complaint can also be put in writing to the Youth Director who will respond within seven working days.
- Any unresolved concerns/complaints may be referred to the Chair of the Management Committee of the Youth Club by letter addressed to the Chair of Chigwell & Hainault Jewish Youth Club, The Communal Hall Limes Avenue, Chigwell, Essex, IG7 5NT and in continuing default of satisfaction may be referred to OFSTED.

If you are unhappy with the service you are receiving at Chigwell & Hainault Maccabi please contact OFSTED: enquiries@ofsted.gov.uk, 0300 123 1231 and at: <http://www.ofsted.gov.uk>

Confidentiality and Data Protection:

All information contained on individuals is treated in the strictest of confidence, and is kept locked in the Youth Directors office.

Confidential matters are discussed with staff on a 'need to know' basis. The right to privacy is respected and any difficult matter will be treated with sensitivity and compassion. In extreme situations such as child protection or when urgent medical attention is required the confidentiality cannot always be guaranteed.

All staff and volunteers are aware of the confidentiality policy. It is discussed on a regular basis.

At Chigs JYC we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

We will use the contact details you give us to contact you via phone, email, social media and post, so that we can send you information about your child, our Club and other relevant news.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time so can't delete everything immediately.

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

Emergency Evacuation:

Chigwell and Hainault Jewish Youth Club will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

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 Club, the following steps will be taken:

- If appropriate the Youth Director will contact the emergency services.
- All children will be escorted from the building to the assembly point 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 Youth Director will contact parents to collect their children.
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure.
- If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

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 Fire Safety Officer will check the premises 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, volunteers and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- 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.

Equal Opportunities:

Chigwell and Hainault Jewish Youth club (Chigs JYC) welcomes all visitors and is open to all children and young people. Membership is open to individuals who are halachically Jewish.

All children are welcomed in a friendly manner

All children are encouraged to take part in all the activities and resources provided

All activities and resources and materials are adapted where required to ensure the full participation of all the children (gender age/stage of ability and special needs are taken in to account).

All children are given the opportunity to make choices and take a leading role in the activities they participate in.

All children are given the opportunity to make suggestions or design their own activities thus developing their confidence, self-esteem and inter dependence.

Staff, volunteers, parents, and children are expected to respect each other and support each other in a positive constructive manner.

No discriminatory behaviour or language will be tolerated.

Unacceptable behaviour will be dealt with immediately and may result in suspension or exclusion.

EYFS:

Chigs JYC is committed meeting the requirements of the *Statutory Framework for the Early Years Foundation Stage 2017* (EYFS). EYFS applies to all children from birth through to the end of their reception year. This applies to Chigs JYC as the children are able to join the club as they enter Reception.

The Club provides a mix of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self-assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- **Children develop and learn in different ways and at different rates.** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

Health and Safety:

Chigs JYC 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.

Each member of staff follows the Club's 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 the Club

- 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 club.

A daily register is completed for all users, children, staff and volunteers. This is kept available at all time in case of evacuation

All equipment and resources must be well maintained and are checked regularly for health and safety purposes before and after use.

Any damages are removed from the child's reach and are reported to the Youth Director for repair or replacement. Those beyond repair are disposed of appropriately.

All equipment is stored and used following manufacturers guidelines. Assembly of equipment where necessary, is carried out by manufacturer's guidelines.

Indoors and outdoors areas are checked regularly using health and safety guidelines and are cleaned regularly.

We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety

The kitchen is strictly out of bounds for children; it is only acceptable during cookery sessions when a senior member of staff supervises the children.

All foods are stored as per product guides. Fresh drinking water is available at all times.

Children are informed of Fire drill procedures and where necessary will carry out fire drills (recorded).

All incidents/accidents are recorded in accident book.

There is always a qualified first aider on site.

There is a monitored first aid box located in the Youth Directors office and other first aid boxes around the premises

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.

Risk Assessment:

Chigs JYC uses its risk assessment systems to ensure that the Club is a safe and secure place for children, volunteers, staff and visitors.

In line with current health and safety legislation and the *Statutory Framework for the Early Years Foundation Stage*, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the Youth Director/Youth Worker 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 the particular needs of a child necessitate 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 be always be recorded in writing so that staff can refer to them.

Daily checks

Before the children arrive at the club each day, we will complete a daily environment check form/carry out a visual inspection of the equipment and the whole premises (indoors and out).

Environment check forms will be reviewed regularly, to ensure that hazards are removed, and repairs are implemented in a timely manner. During the course of the session, staff/volunteers will remain alert to any potential risks to health and safety.

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

Healthy Eating:

Chigs JYC 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.

Chigs JYC 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.
- Children are encouraged to develop good eating skills and table manners.
- 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/volunteers discuss with children the importance of a balanced diet where appropriate.
- Children are never forced to eat or drink anything against their will.

Illness and Accidents:

At Chigs JYC 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/volunteers and children safe from communicable diseases.

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.

First aid:

The Club's ensures that an adequate number of staff/volunteer are trained in Frist Aid. 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.

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 the Club. 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 Youth Director 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.

Major:

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 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 Youth Director and staff will review the events and consider whether any changes need to be made to the Club's 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 premise

Minor:

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.

Internet Safety:

Chigs JYC recognises that the internet is a useful resource for staff, volunteers, 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.

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

We have put in place the following safeguards to keep children safe whilst accessing the internet on the Club's computers/tablets:

- A risk assessment has been undertaken.
- Parental controls have been activated on all computers accessible to children:
- 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 the Club has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the Club's computers, the manager will be informed and the incident will be noted. The child's parent will be asked to sign the **Incident Record**. The manager will investigate how to prevent a reoccurrence of the incident.

If staff at the Club 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 the Club's designated Child Protection Officer in accordance with our **Safeguarding Children Policy**.

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 and dressing.

Staff at Chigs JYC who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training 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.

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

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/Volunteers at Chigs JYC will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

Key Person:

- Each Early Years child is brought to the attention of the senior staff members/volunteers. This team act as the child's key person.
- Due to the nature of the club and staff/volunteers are not always present, having a team of key workers ensures that the child receives the support needed.
- The parents are verbally informed of the senior staff/volunteers when their child starts attending.
- The key person helps the children become familiar with the setting, offering a settled relationship for the child, and building a relationship with the parents.
- Help ensure the child's individual needs are met. Children with SEN are assigned additional support as necessary.
- Help seek to engage and support parents and/or carers in guiding their child's development at home.
- The above is also appropriate for all new children joining the club.

Manual Handling Policy:

At Chigs JYC we work with our staff/volunteers, 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, Chigs JYC 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 Chigs JYC is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff/volunteers should carry out the operation with reference to the guidance given in the manual handling training that we provide. 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.

It is the responsibility of all staff/volunteers to:

- Comply with any instructions and training provided.
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities.
- Report to the Youth Director any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions.

Missing Children:

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 Youth Director 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 Youth Director 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.

Mobile Phones:

Chigs JYC 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 the club's mobile phone policy ensures that we all:

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

Staff/Volunteers use of mobile phones:

- Personal mobile phones belonging to members of staff and volunteers are kept in the Phone Box, located in the office.
- If a member of staff/volunteer needs to make an urgent personal call they can use the club phone or make a personal call from their mobile in the office.
- If a member of staff/volunteer has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Youth Director.
- Under no circumstances may staff/volunteers use their personal mobile phones to take photographs at the club.

Children's use of mobile phones:

- Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the club.
- The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

- Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity they can ask a member of staff to take one using the club camera.

Visitors' use of mobile phones:

Parents and all other visitors may not use their mobile phone – or any other device - to take photographs within the club unless they are of their own children and are not posted on social media. All other photos can be obtained from the club.

Work Mobile/Camera

Youth Director / Youth Worker may be allocated a designated work mobile/camera. This allows for:

- Effective communication enabling text, email messages and calls to be made and received.
- An essential part of the emergency toolkit, which is to be taken on short trips and outings.
- A back-up facility should landline facilities be unavailable – or where contact needs to be made outside of operational hours.

Effective security procedures are put in place to safeguard against any potential misuse. Only authorised individuals have access to the work mobiles, which is to password protected and stored securely when not in use.

Material held on the work mobile or camera should only ever be downloaded onto a work computer, never on a personal device.

Open Access to Children Files:

Although no files are kept on individual children the Youth Director can be approached to discuss the child and their progress and any questions the parent may have regarding their child. The Youth Director will make every effort to be as informative as possible with the guidance of volunteers who have worked with said child.

Parent/Carers Involvement:

Parent and carers are always encouraged to take an active role in the club and holiday schemes, whether by assisting with the day to day running, planning and or assisting with evaluations relating to the provision or administrative tasks. Parent/Careers are also encouraged to join us at the end of the day to see their children 'perform' or show their work.

Play:

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 Chigs JYC 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.

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up the Club so that activities are ready before the children arrive.
- Providing a range of equipment, resources and activities on a daily basis.
- 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.

All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.

Children are involved in selecting additional equipment and resources for use at the Club.

Safe Recruitment:

Chigs JYC 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, 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.

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

- a job description
- a person specification
- an application form
- a copy of the Club's Safeguarding Children policy.

The application form includes:

- 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)

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. 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 Chigs JYC 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 Club 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. 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

The Club 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.

Security:

The premises are secured by an audio – visual entry system. Volunteers/Staff and parents oversee the main gate during entry and exit times. The gate remains closed and locked from the outside during sessions so no access can be had without knowledge.

Staffing ratios are maintained as required.

Smoking and Alcohol:

Smoking is not permitted anywhere on the premises, 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 the Club, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

Alcohol: Anyone who arrives at the Club clearly under the influence of alcohol will be asked to leave immediately.

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

Drugs: Anyone who arrives at the Club clearly under the influence of illegal drugs will be asked to leave immediately.

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

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

Social Media Policy:

When using social media sites, staff or volunteers must not:

- Publish any photographs or materials that could identify the children or our Club.
- Discuss with parents any issues relating to their child or our Club. Instead invite the parent to raise the issue when they are next at the Club, or to contact the Manager if the matter is more urgent.

Special Needs:

An appropriate level of care is offered to meet the needs of the individual child. The premises are suitable as far as reasonable, for all children to be independent. Assistance is provided where needed.

Individual Care Plans/Behaviour support plans are produced to assist the volunteers when working with specific children.

Staff/ Volunteer Induction Policy:

Each new volunteer/staff at Chigs will receive a copy of all of the Club's policies and procedures in the form of the volunteer's handbook.

The new volunteer/staff member will sign the Policy Confirmation Slip to confirm that they have read and understood the Club's policies.

Uncollected Children:

If a child is not collected, and the parent or carer has not notified us that they will be delayed we will make every effort to contact the parent or carer using the contact details. If there is no response, staff will try to contact the emergency number(s) provided. In the case of failure, we will contact the local social care team for advice. The child will be supervised by a member of staff.

Visitors:

Chigwell and Hainault Jewish Youth Club 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 the club.

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

- All visitors to the Club must sign the Visitor book.
- The identity of the visitor will be checked and this will be recorded in the Visitor book.
- If staff requires further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor.
- 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 the Club's 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.

Whistleblowing:

Chigwell and Hainault Jewish Youth Club is committed to the highest standards of openness, probity and accountability. If a member of staff or volunteer discovers evidence of malpractice or wrongdoing within the Club, 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 the Club, or to raise any matters that are covered under other policies. 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 individual 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 the Youth Director. If, due to the nature of the problem, this is not possible, concerns should be raised with the chair of trustees.

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 or NSPCC whistleblowing help line.

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

Essex Duty LADO: 03330 139 797

Redbridge LADO: 020 8708 5350

Ofsted: 0300 123 1231

Protect (formerly Public Concern at Work): 020 3117 2520 (website: <https://protectadvice.org.uk>)

NSPCC Whistleblowing Advice Line: 0800 028 0285