

Kids Play and Leisure Statement of Purpose





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Forward

This is a Statement of Purpose for **Kids Charity, Play and Leisure Services. (Registered Charity Number 275936)** and is compiled with regards to the following legislation that forms the basis of regulation: Childcare Act 2006, Children and Families Act 2014.

- Regulations to be complied with Childcare Act 2006 Sections 49 and 50
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Kids Vision

Kids is on a mission to create a world where all kinds of children and young people have all kinds of opportunities.

Creating life-changing opportunities by providing a wide range of support. From early years into adulthood. Learning and development. Playschemes, adventure playgrounds and youth groups. Parent support and mediation. Social connections and emotional wellbeing.

When the world blocks children and young people with special educational needs and disabilities, Kids speaks up.

Join Kids to say, "we can".

Kids Mission Statement

We're here for children and young people with special educational needs and disabilities, young carers and families. We're on a mission to create a world where all kinds of children and young people have all kinds of opportunities. We create life-changing opportunities by providing a wide range of support.

Together, we'll empower disabled children to stand up for their rights. Our strategic plan will enable us to reach at least 120,000 disabled young people and their families, every year, by 2027.



Kids Values



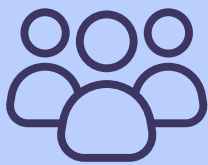
Celebrate individuality

Over two million children and young people in the UK live with disabilities and special educational needs. All are brilliantly unique. We tailor our approach to the needs of every individual.



Think creatively

Creativity is the ability to think up new ideas, combining expertise with imagination. We create life-changing opportunities for families by providing and inventing a wide range of services.



Work together

Working together is about our willpower to make a positive difference. It is about putting kindness into action. Our determination to do our best for every family.



Speak up

Speaking up isn't about being negative. Far from it. It's all about amplifying the voices of children and young people to achieve positive social change.

Aims and Objectives of the Play and Leisure

Kids Play and Leisure aims:

- To provide high quality sessions that meet the assessed needs of the individual child or young person.
- Staff's aim is to provide a safe environment in which the physical, cultural, social, intellectual and emotional development of every young person is facilitated and differentiated according to their needs.
- Staff also aim to provide an enriching experience through the playschemes, whilst also providing a break from caring, for their families.
- To provide the opportunity to learn and/or practice skills that will support the young person in their transition into adult life.

In order to achieve these aims, the following objectives have been set:

- By providing a friendly, caring environment, which balances safety with risk and enables access to stimulating, fun, and well-delivered activities, the children and young people will have the opportunity to grow in confidence and practice/learn skills that will support them in their transition into adult life.
 - Through fun and shared experience, the children and young people are enabled to build relationships outside of their home and away from their local area both with other young people and adults.
 - To extend children and young people's experiences by providing opportunities to develop their independence skills thus increasing esteem and confidence.
 - To develop a highly trained and experienced staff team.
- 

Registered Provider

The Registered Provider is:

Kids
249 Birmingham Road
Wylde Green
Sutton Coldfield
West Midlands B72 1EA
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The Responsible Individual is:

Hannah Tomkinson
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Kids Play and Leisure Registered Manager is:

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Structure of Kids in Berkshire

Katie Ghose

CEO



Kay Stephenson

Kids Director of Service Transformation



Julie Tucker

Kids Head of Play and Social Development



Hannah Tomkinson and Maddie Brooker

Kids Play and Leisure Service Leads



Kids Play and Leisure Staff Team

1x sessional senior practitioner

5–9 play workers per group depending on assessed needs

The Senior Team

Katie Ghose

Chief Executive Officer

Katie became the Chief Executive at Kids in November 2019. She has twenty-seven years' experience in the social sector and previously served as Chief Executive of Women's Aid Federation of England, the Electoral Reform Society and the British Institute of Human Rights.



Katie is a former barrister and has worked in policy and public affairs for national charities including Citizens' Advice and Age UK.

Kay Stephenson

Kids Director of Service Transformation

Kay joined Kids as Director of Service Transformation in August 2024.

Kay has worked across Education, Health and Social Care since 2005. She spent the early part of her career working directly with children and their families before moving into change and transformation roles which aimed to improve the way services worked together to support children, young people and their families.



More recently Kay held Deputy Director roles for NHS England and was of the senior leaders responsible for developing and rolling out the national NHS Health and Wellbeing programme for 1.3 million NHS staff during the covid pandemic.

Kay has significant experience of commissioning, working with Local Authorities and NHS and has experience of developing national strategy and policy.

The Senior Team

Julie Tucker

Kids Head of Play and Social Development

Julie has extensive experience in specialist play services and has managed 4 specialist adventure playgrounds.

Julie sits on the UK Children's Play Policy Forum, a Collective Voice for Children's Play.

Julie has over 30 years' experience of working with disabled children and their families and has been involved through Kids with the several national initiatives in health, social care and education.

These have included the development of a key worker service, a range of short breaks and social activity services, Independent Support Service across several London Education authorities and is now part of a Family Hub programme developing an offer for children with SEND.

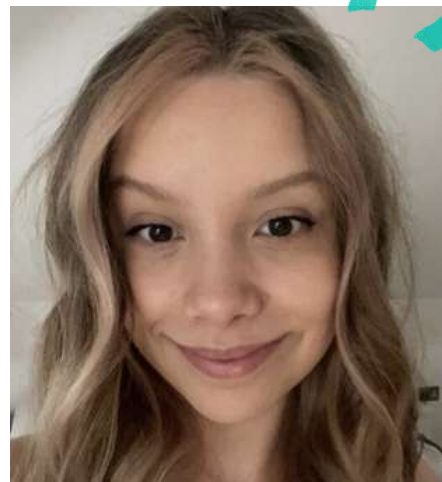


Bracknell Senior Team

Maddie Brooker

Full-time Service Lead for Kids Bracknell Play and Leisure

Maddie has worked at Kids for 3 years, she started as a sessional play worker and worked her way up to a Senior Practitioner, a role she started August 2023. Maddie is now the full time Service lead as of May 2024.



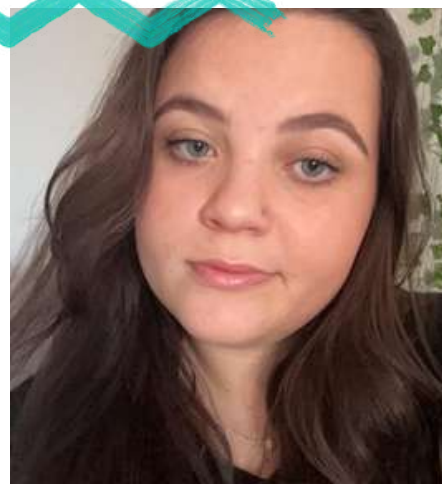
Maddie's qualifications/trainings: Level 3 health and social care, team teach, manual handling, emergency medication, regular medication, tube feeding, level 3 first aid, safer recruitment, food hygiene, fire training, level 3 safeguarding, Makaton training and Kids e-learning. Maddie is currently working towards a level 5 in children, young people and family's management.

Bracknell Senior Team

Hannah Tomkinson

Part-time Service Lead for Kids Bracknell Play and Leisure

Hannah has worked at Kids for 5 years, she started as a sessional play worker and became a full-time senior practitioner in 2022, and she is now a part-time service lead as of May 2024.



Hannah's qualification/trainings include: Team teach (due to be PRICE), manual handling, emergency medication, regular medication, tube feeding, level 3 first aid, safer recruitment, food hygiene, fire training, level 3 safeguarding, Makaton training, PECS training, Kids e-learning, and she is currently working towards a degree in Education Studies and Special Educational Needs.

Assistant Practitioners

- The majority of our staff have achieved, or are working towards A-levels such as Criminology, Health and social care, English Language and literature, Sociology, Philosophy Ethics and Religion, Biology and History and many more.
 - Level 3 qualifications held by Kids staff (or staff are working towards) include: Health and social care, Early years, and nursing and midwifery.
 - Level 5 qualifications held by Kids staff (or staff are working towards) include: Children, young people and family management.
 - Degree level qualifications that Kids staff have achieved/are working towards include: SEN Disability and inclusion, occupational therapy, speech and language therapy, English and creative writing and Education studies and special educational needs.
 - All Assistant Practitioners undertake Kids e-learning via Flick.
 - 100% have safeguarding.
 - 90% have First Aid this is moving to 100% (new staff are yet to attend this training).
 - 90% have Epilepsy and Anaphylaxis training.
 - 7% have tube Feeding Training.
 - 20% have Manual handling.
 - 90% have Emergency Medication Training.
 - 50% of Assistant Practitioners will have PRICE (restraint) training.
 - 20% of Assistant Practitioners have Food Hygiene.
- 

Arrangements for Supervision, Training and Development for Staff

All new staff working for Kids receive a comprehensive induction that covers policies and procedures, administration, record keeping, health and safety.

Staff are required to complete Kids Virtual college modules within this induction period. Once these are complete Staff can then complete further modules to support them in their work with Children and Young People.

Supervisions for new staff working within Kids are performed on a monthly basis during their probation period. After the probation period Staff have 6 weekly supervisions with an annual appraisal.

A supervision will include:

- The individual staff member's workload.
- Discuss improvements to Kids schemes.
- Discuss parent participation ideas.
- Discuss concerns they may have on staff members if any.
- Discuss concerns they may have on the children/young people if any.
- Training required or training that interests the staff member.
- Discuss any other issues or concerns that they may have.
- Enables the manager/coordinator to provide performance feedback to the staff member.
- Discuss any safeguarding issues and ensure that there have been no changes to staff circumstances.

Contracted staff are appraised annually between June and August. The annual appraisals enable the manager and the staff member to both complete the forms prior to meeting, and then to collectively discuss the staff members role and responsibilities.



The annual appraisal consists of:

- Working as part of a team and team relations.
- Empowering Children and Young People.
- Assisting Children and Young People.
- Additional training.
- Supervisions.
- Complying with Kids policies and procedures.
- Experience within Kids schemes.
- Core work skills.
- Environmental sensitivity.
- External relations impact.
- Partnership/Team building.
- Inter-personal skills.
- Personal effectiveness.
- Cognitive ability/mental flexibility.
- Leadership/Management.
- Supervision and Line Management.
- Other support received from Kids to help you do your work.
- Summary of appraisal by staff member being appraised.
- Summary of appraisal by Kids Manager/Coordinator.
- Kids Manager's observation on overall performance.
- General recommendations.
- Support and training needs.
- Potential for development.



Training Opportunities

Staff working for Kids services are offered the following courses, some staff will complete these through their main job, and other staff will attend training sourced locally:

- PRICE training (positive behaviour support training)
- Food Hygiene (only for managers)
- Safeguarding
- First Aid
- Manual Handling
- Administering medication
- Epilepsy
- Health and Safety
- Fire safety
- Flick- online training (GDPR, cyber security)
- Tube feeding
- Communication methods (i.e. Makaton, PECS)

In addition to these mandatory courses Kids Coordinators provide in-house training, relating to new policies and procedures and provides training on new disabilities, difficulties and medical conditions that new referrals have, before the children/young people access Kids.

Kids will support staff where possible to access other training courses required to further their knowledge and enhance practice.



Safe Working Practices

Kids will ensure that careful attention is given to maintaining a safe environment for young people and their workers throughout their time with Kids.

- Kids adhere to statutory safer recruitment guidelines.
- All staff will have completed a Health and Safety awareness session as part of their induction programme.
- Protective clothing will be used when providing personal care in line with Health and Safety guidelines.
- Training will be provided for specific care needs requiring the use of equipment or medication.
- All staff will have been given training to equip them to manage an emergency calmly and appropriately with emergency contact details carried at all times.
- Kids operate 24 hours 7 days a week emergency on-call manager system to provide support to workers.
- A full risk assessment will be undertaken at the time of referral and updated regularly in the light of changes to care needs or activities undertaken.
- Risk assessments are carried out for activities and venues to ensure all staff are aware of reasonable risks and know the processes in place to support risk reduction.
- Activities reflect life and some element of risk may be present in activities, this enables the children and young people we support to learn to recognise risks and with support find their own processes to reduce risk.



Admission Criteria

Bracknell Forest

Schemes are open to disabled children aged between 3 and 18 years old, who are unable to access mainstream activities with or without support.

During the home visit Kids senior staff will collect information to assess the child/young person's needs and will make an informed decision on the child/young person's suitability to attend scheme.

If there is no suitable peer group, then families will be signposted to other services.

Session allocations are based on:

- The individual needs of each child/young person.
- The age and ability of children/young people in the group.
- Friendships built between the children and young people.
- The suitability of the activity based on the child/young person's risk assessment.
- Requested dates from the parents.

Financial Procedures

Bracknell Play and Leisure sessions are charged at £20 per child/young person, these payments can now be made directly through an app called Family.

As per the Service Agreement, which is signed by families during the home visit, payments are made before the session.

Positive Outcomes as a result of referral process

- Staff can create a fun, caring environment.
- Staffing ratios are linked to individual risk assessments to ensure the children/young people's needs are met.
- Good ratios enable high levels of attention for the young people.
- Staff have comprehensive information about the young person prior to the session.
- Staff can create an informal, friendly and relaxed atmosphere.
- Close relationships – individually tailored care-plans to promote individual achievements; develop social, independent and confident skills.
- Opportunities for children/young people to participate in a wide range of activities.

Kids ensure the appropriate numbers of staff are available depending on the children/young people's care needs. There is a maximum of one staff to three children/young people.

When activities are assessed as being of higher risk or the children/young people require extra support to ensure they are able to access the activity at their level then staff ratios are increased.



Philosophy and ethos of Play and Leisure

- Kids Play and Leisure philosophy is to have fun.
- Kids play and leisure services aim to enhance the quality of children and young people's lives promoting dignity, independence and opportunities to increase confidence and esteem.
- Kids will initiate, renew, maintain and support family links – working towards partnerships with parents and forging contacts within the community.
- Kids work reflects the belief that every child or young person has the right to be treated as an individual.
- Kids provide a safe environment within which some necessary, considered risks can be taken. As all children/young people have differing needs and perceptions, each placement plan will be individually tailored to meet these needs.
- Kids will ensure that children and young people are able to develop and maintain self-respect, self-reliance and self-care skills and enable them to make informed, age-appropriate decisions concerning their present and future.
- Kids promote the use of positive attitudes towards self-management and social responsibility through praise, encouragement and reward to reinforce this.
- Kids will promote all children and young people's rights in decision making as far as possible. All children and young people will be treated with dignity and respect.
- The service is sensitive to the needs and wishes of the individual and take into account a child/young person's disability, age, sex, sexual orientation, culture, race and language.

- All staff are involved in ensuring and promoting the child/young person's welfare should consult, co-operate and co-ordinate their activities in order to achieve the best results for the child/young person.
- We provide an environment in which all children and young people realise their aspirations and their right to an inclusive community which supports them and their families.



Infection Control

Ensuring a safe place to play, learn and work is important to us. We have hand gels and gloves available for use when/if needed.

We will inform families of any issues which may affect their child as soon as we are aware. We ensure workers do not come in to work if they are displaying any signs of poor health and we ask them to discuss issues with health services and to talk to service leads.

We ask parent carers to not bring in children and young people who are unwell. If at all unsure we ask that they contact the service.

We understand that infections can easily and quickly spread and have a joined-up approach to the wellbeing of all that use the service and their families as well as for the workers and their families.

Venues

Bracknell

Saturday sessions are a variety of centre-based days or trips out. For centre-based days we use a Storygroup setting, which is an alternative provision during the week.

Holiday sessions are a variety of centre-based days or trips out. These centre-based days are held at Farley Wood Community Centre.

Both venues have been fully risk assessed, and processes have been put in place to ensure the safety and wellbeing of the children and young people who attend.

Booking forms are sent out to families each term to enable them to choose which dates they would like, to give first, second and waiting list choices – this is in case we are unable to allocate all their first-choice days.

Any late cancellations or free spaces are posted onto the Family app and will be dealt with on a first-come, first-serve basis.



What to bring

There is a full kit list in the young person's guide to the Play and Leisure; the member of staff completing the home visit with the families will go through the kit list with the family. We do ask that all items are named as this assists staff to keep track of children and young people's possessions in an often-busy environment.



Medication

All medication that are prescribed by the medical services will only be accepted if they are in their original boxes with the pharmacist label on. Please hand all medication to staff on drop-off. Medication is kept in a locked box or with keyworker if required.



Mobile Phones

Whilst we understand that families may want to be in contact while their child/young person is on scheme, mobile phones are strictly prohibited on playscheme, unless prior approval from the senior team has taken place. Families have access to the schemes mobile and the number is supplied to families as part of the home visit.

Kids also understands that some of our children and young people use communication apps on their phone and we recognise that this is an essential part of their right to communicate, and in this instance these devices are welcomed to playscheme.



Electronic Games

Kids is aware that some young people find travelling easier if they have a distraction, this can be discussed with the senior team and exceptions can be made. In this instance young people can use devices on transport only.

We cannot accept responsibility for any lost or broken item; however, staff will endeavour to ensure all personal items are kept safe, putting your name on these items will greatly help staff to do this. Phones and games can be handed to staff for safe keeping when not in use.

It is the responsibility of parents/guardians to ensure that the appropriate parental locks are on devices brought to playscheme.

Cancellation Procedures

Cancellation by the family:

- This should follow the individual service agreement. Where enough notice is given, Kids will endeavour to rearrange attendance to another session as long as spaces are available and it is safe to do so.
- Cancellations should be via email or phone, 72 hours prior as a minimum.

Cancellation by Kids:

- In the event of Kids having to cancel a session due to staff absence and/or measures beyond Kids control every endeavour will be made to reschedule the session to avoid loss of respite.
- In the interest of safety, Kids reserves the right to cancel a session at short notice if for any reason the staff team members or children/young people are at risk. The service manager/senior worker will seek speedy resolution to the situation to minimise the disruption to the child/young person and family.

Insurance Details

Kids Insurance Policies

Markel policy number S10828

Employers Liability no less than £10,000,000



Participation in recreational, sporting and cultural activities

Example of Available Activities:



Camp Mohawk



**Thames Valley
Adventure
Playground**



**Wellington
Country Park**



Swimming



Legoland



Soft Play



Pantomimes



Farms



**Beale Wildlife
Park**



**Christmas
Themed Activities**



Zoos

And many more!

Arrangements for religious and cultural observances

Every effort is made at Kids Schemes to enable young people to practice the religion of their choice, including ensuring the provision for religious observance as appropriate (e.g. meeting dietary needs, providing an opportunity for worship etc).

Young people are encouraged to pursue aspects of their cultural background, and this will be facilitated within the scheme.

During home visit, the young person's religious and cultural needs are discussed. Advice will be taken where necessary from external groups as to the most appropriate ways of meeting needs.

While staff may feel free to disclose their own religious choice, this should not be presented as the right choice in any way.

Staff, however, should not feel obliged to carry out any actions that may offend their own beliefs. If such a situation is likely to arise, guidance should be sought from the Service Manager.



Kids Play and Leisure Scheme's staff adhere to Kids Diversity and equal opportunities policy.

- Kids staff recognise that certain groups and individuals in our society are discriminated against for a variety of reasons, including their impairment or condition. We are committed to working towards eliminating any such discrimination in all aspects of our work.
- At Kids, we value the individuality of all the children and young people we work with. We are committed to giving all Kids users every opportunity to safely express themselves and to achieve their highest potential. Within this ethos we do not tolerate bullying, harassment or discrimination of any kind.

- This policy will help to ensure that Kids staff promote the individuality of all our users, irrespective of ethnicity, age, disability, gender, background or behaviour. We aim to reflect the multi-ethnic nature of our society and ensure that the service we offer fosters positive attitudes to all people.
- The purpose of this policy is to communicate Kids commitment to equality and to establish objectives, responsibilities and monitoring arrangements for the charity. The policy itself should be actively promoted and made readily available so that staff, users and the wider community can be aware of the ethos and commitment Kids has to inclusion and equality.



Our commitment is demonstrated through:

- Endorsing the principle of inclusion throughout Kids.
- Eliminating barriers in order to maximise participation and development of all our users.
- Promoting mutual understanding and respect for the linguistic, cultural and religious diversity of the communities we serve.
- Drawing on the diverse experiences and skills of staff and the wider community.
- Actively challenging discriminatory behaviour to ensure that no young person or parent suffers unfair prejudice, and to act on any such incidence in accordance with Kids Scheme rules on socially acceptable behaviour.
- Enabling all children and young people to have equal status and to have the right to appropriate access, with each child/young person being included, and given encouragement to fulfil their individual potential.
- Directly addressing issues related to cultural diversity and equality in staff induction and training sessions.
- Monitoring the impact of all our policies on minority groups.

Procedures for the benefit of Kids Schemes users:

- Ensure that our provision is available to as many children/young people in the specified age range/admissions criteria as resources allow, with no child/young person being unfairly excluded or disadvantaged.
- Ensure that all potential users have access to information about the services, and that all leaflets and publicity materials are easy to read, are understandable, and use positive images of cultural diversity.
- Ensure that Kids Staff consult regularly with users and their families to evaluate our services and look at ways of enhancing it.
- Ensure our methods encourage positive attitudes to difference, cultural diversity and race equality, using cultures as a resource for activity ideas and discussion.
- Promote activities – food, festivals, images, games, books, and play opportunities that reflect the diversity of the users and help young people appreciate and value each other's differences.
- Ensure Staff have the necessary support to ensure that they are aware of their responsibilities and are better equipped to deal with issues of cultural diversity and equality.
- Do our best to facilitate access to tools such as interpreters and document translation to provide support, information and services to parents, staff and visitors for whom English isn't appropriate.



Kids Play and Leisure staff:

- Must take into account children/young people's cultural backgrounds, language needs and religious requirements to ensure that all children/young people feel fully included – personally, racially and culturally.
- Must ensure that all personal and intimate care procedures respect the dignity and culturally diverse needs of all users.
- Should be proactive in building positive relationships with their local communities, they should be open, friendly and welcoming to young people and other community members to promote mutual confidence and trust.
- Should encourage all children/young people to play freely with each other and participate equally in the fullest possible range of activities.
- Must take action to ensure that playwork games, activities, events, puzzles, books and other materials promote diversity.
- Must take care to give positive responses to other languages.
- Must be able to recognise incidents of racial bias or abuse and take immediate action in dealing with them.
- Must make clear to children/young people what constitutes racist or discriminatory behaviour and have clear procedures for dealing quickly with incidents of racist or discriminatory behaviour.



Rights, Responsibilities and Anti-Discriminatory Practice

All children/young people will be treated with respect and accorded the maximum privacy, personal choice and autonomy within the overall requirements for safety.

Children and young people are seen as children/young people first, the children/young people will be respected as individuals by all the staff.

- All staff will be familiar with and adhere to Kids policy for Equal Opportunities.
- All children/young people will be given the opportunity to fulfil any personal religious and cultural observances.
- All children/young people will be encouraged to express views on all matters affecting them.

Whilst we endeavour to provide a mixed gender staff team, on the unlikely occasion this may not be possible, it is the responsibility of all Kids staff to provide positive role models.

Kids encourage all our children/young people to provide positive role models for each other, this helps to raise confidence and self-esteem.

Kids is committed to adhering to its policy regarding equal opportunities for both the young people in their care and its employees.

Kids believe that all people should be treated equally, and that no person should receive less favourable treatment because of factors such as race, colour, ethnic or national origins, sexual orientation, marital status, disability or any other grounds.

Kids believe that all staff has a responsibility to challenge discrimination in all its forms, whether it is direct or indirect. Above all it is Kids expectation that this is adhered to, and staff not complying with this guidance may be subject to disciplinary action.

The law that prohibits direct and indirect discrimination is:

- Sex Discrimination Act 1975 (amended 1986).
- Race Relations (Amendment) Act 2000.
- Equality Act 2010.



Consultation with Children and Young People

Kids prides itself as having a family and child/young person-led environment.

The children and young people are consulted on every aspect of their time at Kids Schemes. Consultation is discussed both informally and formally with the children/young people.

Informally:

- Through discussions at mealtimes.
- Discussions through play.
- Whilst out on activities.
- Through general conversations with staff.

Formally:

- Completing Kids Scheme Feedback Forms.
- Staff completing daily observations for each young person (available for families to see on the app Family).
- Completing parent/carers feedback forms.

All the children and young people know that they can talk to any staff member and that they can have direct contact and discussions with Kids manager/coordinator.

Kids Play and Leisure feels that it is important to enable the children/young people to contribute to all aspects of their care whilst at Kids, this enables staff to make the children/young people's stay a fun, worthwhile and beneficial experience.

It is important for the children/young people to visibly see their thoughts, views and wishes are taken into account either by having access to activities of their choice or by how staff respond to their needs.



Protection and promotion of health

Kids Play and Leisure will attempt to act as good role models in relation to the health of the children and young people. Good health care implies a positive approach to health and includes prevention and vigilance in terms of developmental progress, as well as treatment for illness and accidents.

Healthcare will be an integral part of the care plan and will be assessed within the overall reviewing process, although it is recognised that the child/young person's family will take the lead role in health care, as it is a respite facility.

Staff take a dynamic role in promoting all aspects of healthy living. Staff are positive in ensuring that the children/young people develop and maintain a good level of hygiene and participate in regular exercise.

All medication including specialised soaps, shampoo and creams that are prescribed by the medical services will only be accepted if they are in their original boxes with the pharmacist label on.

Over the counter medication can only be accepted with a supporting letter from the young person's GP.

Please hand all medication to staff on drop-off. Medication is kept in a locked box or with keyworker if required.

Recording Medication

The recording of Medication is very important in Kids.

Each young person will have a Medication Handover form, on the form the parent must state:

- The name of the medication.
- The amount of medication that the young person requires and times of administration.
- What the medication is treating.
- The parent must sign the form and witness the staff team leader counter signing the form.
- Within the young persons file is a medication section, this is completed every time the young person has medication. The date, time and amount are completed with the signature of the member of staff that has drawn the medication, with a staff counter signing, witnessing the procedure and witnessing the child/young person being administered the medication

Should a child/young person be taken ill, Kids staff will inform parents immediately and if required will seek medical attention either through a GP, out of hours 111 or A&E.



Control, Restraint and Discipline

Physical holding is NEVER used as a means of forcing compliance.

The only occasion when physical holding may be used is to prevent:

- Injury to themselves to others.
- Serious damage to property.
- Absconding when there is an immediate risk of significant harm to a young person.

Regulation 17 (6) (b) Young person's Homes Regulations 2001 states:

"The taking of any action necessary to prevent injury to any person, or serious damage to property" is acceptable.

Good order is primarily achieved by positive relationship building with children and young people and by an atmosphere of trust and respect. Structured boundaries exist in order to provide a child/young person with safety and security.

Kids encourage children/young people, families, case holders and other professionals to be part of behaviour management planning.

Kids Play and Leisure staff build sensitive professional relationships with the children/young people based on their knowledge of them, staff believe that both boundaries and socially acceptable behaviour rules are much easier for the children/young people to manage when they have the opportunity to contribute to the rules and are able to review them regularly.

PRICE training remains committed to the "Positive Handling" to describe a broad spectrum of risk reduction strategies.

Positive handling is a holistic approach involving policy, guidance, management of the environment, and deployment to staff. It also involves personal behaviour, diversion, defusing and de-escalation. Restraint is only a small part of the framework.

Kids Staff comply with and adhere to Kids policies of:

- Kids Physical contact and restraint policy and procedures.
- PRICE procedures and guidelines.



Staff will not use:

- Any form of corporal punishment.
- Any punishment relating to the consumption or deprivation of food or drink.
- Any restriction, other than one imposed by a court or in accordance with regulation contact and access to communications.
- Any requirement that a young person wear distinctive clothing.
- The use of withholding medication or medical or dental treatment.
- The intentional deprivation of sleep.
- The imposition of any financial penalty.
- Any intimate physical examination of the young person.
- The withholding of any aids or equipment needed by a disabled young person.
- Any measure that involves young people otherwise not involved except for the imposition of the measure.

Safeguarding

It is the duty of each member of staff to safeguard children and young people in their care.

Should a child/young person disclose information of any abuse towards them, the Manager must be notified immediately.

Priority: Ensure the safety of the child/young person.

When a disclosure takes place, the child/young person should be reassured but told that it will be necessary for this information to be passed on to the Manager, and that such a conversation cannot be kept 'confidential'.

Staff are to stay calm and reassuring and should listen but not press the child/young person for information. All safeguarding issues should be taken seriously and in no circumstances should they, or the disclosures, be taken lightly or ignored. These issues will be investigated according to the venue Local Authorities Safeguarding Procedures, these are kept in the Ofsted file.

Without exception, the case holder or their manager must be notified of the disclosure. If the disclosure occurs outside office hours, the emergency duty service of the placing authority must be notified.

Staff will keep written records of any allegation of abuse or neglect, and of the action taken in response. Whatever the young person's situation, any allegation of abuse will be full and promptly investigated under the Kids Safeguarding Procedures.

Kids have a comprehensive Safeguarding policy and procedure covering issues including:

- Definitions of abuse and types of bullying
- Identifying signs and symptoms of abuse and bullying
- Keeping the children and young people safe
- Who to contact and when
- Managing bullying by staff and other adults
- Recording
- Whistle blowing

Kids induction period also covers in detail the above issues and enables the staff to familiarise themselves with the policies.

Bullying

Kids believe that all children/young people have the right to be treated with dignity and respect.

Kids fully endorse an anti-bullying ethos to which both staff and children/young people are committed.

“Objectives should extend to the fundamental right of any child/young person to dignity and protection from harm”

Kids believe that young people can be helped to develop better ways of behaving, provided that:

- There is a whole-hearted anti-bullying ethos that applies to both staff and young people.
- Everyone knows and understands what bullying is.
- Everyone knows and understands that bullying is unacceptable.
- Incidents of bullying are nipped in the bud.
- A bully is called to account in a firm but supportive manner.
- A bully is supported in learning more appropriate ways of interacting with other children/young people.
- All children/young people are encouraged and aided to be assertive.
- All children/young people are helped to identify bullying and to report it.
- All children/young people are empowered to help both the target and bully.

Bullying can be either physical or psychological – both are equally distressing for the target.



Bullying may be:

- Being picked on regarding size, skin colour, wearing glasses, facial features, 'wrong' clothes, different likes/dislikes etc.
- Name calling
- Physical violence – pushing, poking, hair grabbing, kicking, punching
- Gestures
- Being picked on for being quiet/nervous
- Extortion – handing over money, homework, food etc
- Exclusion from friendship
- Racial/religious harassment
- Being picked on for having a disability



Anyone can be a Bully:

- Children & young people of the same age
- Older children/young people
- Dinner ladies
- Teachers
- Support Workers
- Policemen/women
- Parents
- Younger children may bully older children

Kids will be proactive in its approach towards bullying and address incidents immediately. Enabling a bully to look at their behaviour and the impact it has on others may be sufficient.

However, if the behaviours are not modified sufficiently, the placement plan will be revised – in partnership with the case holder, families and the child/young person. This may include involving external agencies and/or increasing staffing levels to maintain safety for all the children/young people attending the scheme.

Kids are committed to resolving and preventing all forms of bullying and Kids believes that on the whole, this is achievable without termination of a placement.

Only in extreme cases would the Registered Manager consider placement termination, after all other prevention and management options have been unsuccessfully explored.

Kids make these suggestions for a child/young person who may be being bullied currently, or may need some support:

- Suggest the child/young person gets help, talks to someone they trust, e.g. key worker, independent visitor, social worker, advocate, someone at school.
- If the child/young person is worried that telling will make matters worse, reassure them that action would be discreet but still taken.
- If the problem is not sorted out immediately, reassure the child/young person, and tell them not to give up.



Procedures for unauthorised absences

Any child/young person will be considered missing when they have left the venue without permission, and their whereabouts are unknown.

If there is any doubt regarding the safety of any child/young person, the police will be notified immediately.

Case holders and parents are notified as soon as possible – dependent on wishes.

Any child/young person on a Kids schemes who is missing would immediately fall into the category of Immediate Concern.

Kids staff will adhere to Kids missing child policy at all times. Kids staff will notify the relevant Children's Social Care team of a missing child/young person to enable them to follow their own procedures in a timely manner.

It is important that plans are made for the return of a child/young person. Staff numbers and planning should reflect the need to engage and support the child/young person who may return in a distressed or negative frame of mind.

Staff should always attempt to discuss the reasons for the absconding and who they were with, with the child/young person, using appropriate forms of communication such as Makaton, pictures etc, at an appropriate time following their return.

A central record of incidents of children/young person reported missing from the Kids Play and Leisure is maintained in the form of a bound log.

Kids have the following procedure in place in case a child/young person goes missing, to ensure that a missing child/young person is found as soon as possible and that the appropriate people are informed.



General Missing Child Policy

The welfare of child/young person in our care is paramount. All children/young people in our care are supervised by staff at all times and therefore the chance of losing a child/young person is extremely unlikely.

However, if a child/young person should become lost whilst in our care, Kids staff should act in accordance with the following procedures.

Staff must take appropriate steps to minimise the risk of a child/young person going missing, such as ensuring that the premises and surrounding site are secure and frequent headcounts are carried out.

When the situation has been resolved, members of staff should review the reasons for its occurrence and ensure that measures are taken to ensure it does not happen again. An incident report must be completed, and an investigation will take place.

Procedures to be followed by Kids staff

Procedure if a young person is found to be missing:

- Alert the member of staff in charge who will make enquiries of the relevant member of staff as to when and where the child/young person was last seen.
- Remember the safety of the other children/young people; ensure that the remaining children/young people are secure and sufficiently supervised.
- One or preferably two members of staff should search the immediate vicinity.
- If the young person cannot be found within five minutes, then the police must be informed, if in a busy public place or the child/young person is assessed as high risk the police must be informed immediately. Parents must also be contacted if the child/young person cannot be found.
- Continue the search, opening the area, keeping in touch via mobile phones if possible.
- Kids staff to adhere to Kids policies whilst being aware of the LA policies.

Collection and Uncollected Child Policy

Kids have the following procedure in place for the collection of child/young person. In particular, the Staff are aware that sometimes parents are delayed when due to collect their child/young person, we therefore operate an uncollected child/young person policy.

Collection of child/young person

It is policy to only hand over a child/young person to the parent, carer or someone who has been authorised in advance to collect the child/young person by the parents or carer.

If a child/young person is to be collected by someone other than the parent or carer this must be indicated to a member of staff by the parent or carer and recorded. Identification will be required to ensure the correct person has come to collect the child/young person.

Kids staff will contact parents as soon as possible if the arrival time changes due to unforeseen circumstances e.g. heavy traffic.



Uncollected Young person

If no parent or authorised carer comes to collect a young person at the end of their session, the staff must follow the procedure as detailed below.

Procedures for Kids employees and workers

Kids staff must follow the procedure stated above for the collection of a child/young person.

In case a child/young person is uncollected, staff must apply the following procedure:

- If no parent or authorised carer comes to collect a child/young person at the end of their session, the parent, carer or designated adult who is due to pick up the child/young person should be called to ascertain the cause of the delay and how long it is likely to last. If the parent or authorised carer cannot be contacted or only their answer phone is available, try the other emergency contacts for the child/young person in the order in which they are listed. Messages should always be left on answer phones requesting an immediate response.
- If after repeated attempts, no contact is made with the parent or authorised carer, and a further period of 30 minutes has gone by the senior staff should call the local social services department for advice.
- While the child/young person is waiting to be picked up, they should be supervised by at least two members of staff. The usual contact with a child/young person rules apply.

Incidents of late collection should be recorded by the senior staff and discussed with the parents or carers at the earliest opportunity.



Fire and emergency procedures

Kids have a robust fire and emergency policy and procedure. All staff are given fire precaution training and understand how to avoid fires and how to respond in the event of a fire or associated emergency.

Staff and children/young people are aware of the following during induction on arrival at the centre:

- Means of escape – fire exits and fire procedures
- Assembly points
- Fire resistant doors
- Location of break glass points
- Location of fire blankets
- Need for regular safety checks of fire equipment
- Need for regular fire drills
- Location of fire extinguishers
- Each child/young person has their own individual personal emergency evacuation plan (PEEP), which staff have access to in order to understand how to support each child during fire procedures.

It is policy at Kids Sessions that, in case of a fire being discovered staff should raise the alarm by activating the nearest break glass point. The alarm will instantly sound.

Everyone should leave the building immediately through the nearest fire exit, without panic and ensure that a staff member has collected the children/young people's register, emergency medication and NOT to collect personal belongings.

Staff and children/young people are instructed NOT to attempt to fight the fire but to leave the building safely. The fire service must be notified immediately and the staff member raising the alarm should give a brief description of the needs of the children/young people on site.

Once staff and children/young people have left the building they are to gather at the assembly point of the given centre. The manager or a staff member is to check the register and make sure that everyone is calm and accounted for.

Nobody is to re-enter the building until the fire brigade has authorised. If there is a fire, staff are to contact the parents of the children/young people to inform them of the situation.

Where appropriate, the children/young people should either be collected early or an alternative venue/activity found.

Comments, Concerns and Complaints

Kids recognise the importance of a child/young person's right to comment on or complain about (in a responsible and appropriate way) any aspect of their care, including daily issues or aspects of their future plan.

Also, that those representatives, relatives and other significant people who may wish to complain, have access to the same procedure.

Kids staff will receive appropriate training on how to use the complaints procedure effectively and have access to management support. Key workers spend individual time with children/young people to facilitate a range of actions.

In order to ensure the reliability of the procedure Kids will ensure:

- That all children/young people have private access to a member of staff if requested.
- Those representatives, relatives and other significant people have private access to staff if requested.
- That children/young people have a regular opportunity to discuss aspects of their care with Kids management, for example through meetings.
- That children/young people have immediate and private access to their representatives in the case of a serious complaint.

In dealing with in-house complaints Kids staff will adhere to the decisions and timescales laid out in its policies and procedures.

All children/young people will be encouraged to use the complaints procedure of their placing authority if they so wish.

In the event of a serious complaint being made i.e. an allegation concerning adverse care of a child/young person by a member or members of staff then the representative, or a senior representative in their absence, of the placing authority will be notified by the registered manager immediately or in other circumstances by Kids Regional Director.

Incidents of serious complaint will be looked at on an individual basis and Kids management will follow procedures laid out in the employee handbook if necessary.

If after the investigation has been completed, you are still not happy with the response and feel the nature of your complaint is of a serious nature you may wish to contact Ofsted at the address below.

Clive house,
70 Petty France,
London,
SW1H 9EX,
03001231231



Monitoring and Evaluation

As part of our contract with the Local Authority quarterly monitoring is completed and sent to the named person for the Disabled Children's Team.

Regular meetings between the Project Managers and Kids Regional Manager enable both to evaluate our performance against agreed targets during the previous quarter.

Questionnaires are sent to families on at least an annual basis to monitor the views of the parents/carers about the quality of our services. Any areas of concern or suggestions for improvement are taken into account and wherever possible implemented.

We will produce an Annual Report, along with monthly and termly reports (not to be shared with parents/carers). These reports are sent to the Local Authority.

Details of inspections, monitoring meetings will be available for parents/carers, in order to keep everyone informed of how Kids is performing.

As an Ofsted registered service inspections are carried out, this involves an observation of practice and support by workers, a review of the paperwork, an interview with the manager and discussions with workers and children/young people being supported.

We also conduct our own audit; this is carried out by a member of the Kids staff at Regional Manager level or above. They visit each venue and observe practice, carry out a spot check of files and talk to the children/young people about their experience.



Kids and Parents/Carers Working Together

Kids is proud of its partnership with parents and carers and demonstrates its commitment to this by including parents/carers at all levels of the organisation, on its Board of Trustees, as part of the newly formed Focus Group and as part of any recruitment interviews for workers.

Good communication is the basis of any relationship, and we will endeavour to respond to your calls as quickly as possible.



You can help us by:

- Keeping us informed of any changes to the care your young person requires.
- Giving us at least the minimum agreed notice of a cancellation.
- Being clear about what you want at the point of referral and how you want us to deliver the service. Providing emergency contact numbers and addresses and updating these if they change.
- Signing consent forms in case of an emergency and medical treatment is required.
- Letting us know if there are any concerns about the levels of care as soon as they are noticed.
- Being on time at the beginning and end of the sessions.

Together, we can break down barriers.

249 Birmingham Road
Wylde Green
Sutton Coldfield
West Midlands B72 1EA



0121 355 2707

Kids.org.uk

Registered Charity No. 275936

