



Policies & Procedure

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Missing Child Procedure

At *The Outdoors Project* clubs a child's safety is maintained as the highest priority at all times both on and off the premises. Every attempt is made, through carrying out stringent procedures on arrival and collection from the club, to ensure the security of the child is maintained at all times. In the unlikely event of a child going missing the lost child procedure is as follows.

There are four possible situations, which you as an employee have to be vigilant on.

Possible situations:

- a. On arrival at the school, signing the children in. Check office for attendances that day against your register. This will flag any absent children on that day.
- b. Children who go missing during the session that have already been sign into the OP Register.
- c. Children not being signed-out properly. If a child leaves the session and is not signed out.
- d. Children signing in on wrong name.

Procedures

You must check with the school office upon arrival if any children are off sick, on holiday or absent for any other reason. This can save much time and concern later.

Remember don't panic; make clear and timely decisions. Don't make your concerns public knowledge, you don't need to concern or worry the other children.

As soon as it has been noticed that a child is missing the Leader will be notified along with other instructors who will endeavor to find out where the child was last seen.

Firstly ask the children, if you don't get a clear answer or are not confident that their answer is accurate then carry out a further investigation.

The Leader will carry out a thorough search of the premises whilst the other members of staff are reassuring the children and playing a game.

If the child is found but unwilling to return to the setting, a member of staff will stay with the child until the Parents or Carers are contacted.

If the child is still unaccounted for, the Leader will then speak with the school office and inform them that a child has gone missing and ask for help with the search. (Think of a likely hiding place, children will often return to where they feel safe: toilets, classroom or playgrounds)

If the child isn't found the parent or careers will be contacted and alerted to the situation. Approximately 30 minutes after first being alerted to the situation, with their agreement, the Police will be called and the child will be reported as missing.

The search will continue until advised by the police to stop.

If the parents or careers can't be contacted, the schools coordinator will contact the

Emergency numbers supplied by parents on the school's files.

If they can't be contacted the police will be called straight away and the child will be reported as missing

Procedure - second phase (once the police have been called)

The OP director will come to the After School Club and together with the school's coordinator will speak to the parents or carers.

The OP director will carry out a full investigation into the incident and the school's coordinator and OP Director will write a full report into the incident detailing:

- The date and time of the report
- Which Instructor/ children were at the club/ group or outing and if relevant the name of the designated Instructor responsible for the lost child
- A full report will be submitted from all staff present at the club to the Director.
- When the child was last seen at the club/ outing
- What has taken place at the club before and since the child went missing
- The time estimated that the child went missing. The coordinator will also conduct a full risk assessment and report to staff the findings and any additional changes, which are to be made. If, the situation warrants a police investigation all instructors must fully co-operate.
- The insurance company will also be informed of the incident.

Failure to Collect a Child Procedure

The following procedure is to be followed in the event of a parent / carer failing to collect a child at the allocated time.

Parents are asked to provide at least two contact numbers for every parent/ carer, which will be called in sequence if the child has not been collected within fifteen minutes of the end of a session, unless a call has been received from a parent/ carer, explaining why they have been delayed.

The child will be comforted if distressed and reassured that his/her parent is en route to collect him/her.

2 members of staff must remain with the child at all times, providing activities to help the child stay relaxed.

If in half an hour, contact with the parent / carer has not been established then the office team must be contacted and they will contact the police to explore reasons why they may have failed to make contact and take advice from them for further action.

Behaviour Management

The procedures below are guidelines which each instructor need to incorporate into their ASC when speaking to and running after school clubs with the children attending.

These procedures should be upheld across all of your clubs. This will then mean if ever absent that your replacement instructor can use the same control measure.

These measures should be outlined to all children at the start of each term so that all staff and attendants are aware of what is expected of them.

Base Camp: A base camp should be identified as an area that the children congregate at the start and finish of each session. For example, a seated undercover area, bench, a line or coned area. This can also be used to reconvene, stop a session that is getting unruly or distract the mass group should an injury occur.

Count, 321 Basecamp then all return to the basecamp area. You should practise this regularly during the first few sessions so the children are clear on what's expected. Time them and make a game of it...

Clapping: Using tuneful claps to get the attention of all students who must all freeze, return the claps and listen. This is very often used in schools so children should be used to this procedure. If not again explain the system to them then practice it. If it does not get their attention or required silence continue until successful.

Timeouts: We as a rule want all students to be involved at all times, however if a student is regularly disrupting a session, misbehaving, being rude or acting dangerously a 1 minute timeout can be used. Suggested that this timeout takes place at the base camp or away from the main group. However, must be in eyeshot of all instructors.

This must only be for a minute at which time the leader will speak with the child in question about their behaviour and ask the child to now continue and check their behaviour.

Three Strikes

These are for gross misconduct and must be reported to the parent after each session by the main leader only. Violence, swearing, lashing out, regular rudeness or self-control issues can all warrant Strikes.

These should be recorded on the registration form, and evaluation log as well as being reported to the local office or line manager. After three strikes the child will be banned from returning to the club by the OP office staff. However, this should be explained to parents and the students when each mark is given.

Instructors must use these measures responsibly and remain calm and reframe from physically touching or moving children by hand. If control measures are not working and a group or individual are misbehaving regularly the school should be informed and involved in further discipline

Special Educational Needs Policy

The Outdoors Project may decline to offer a place if there are concerns over a child's behaviour and social integration, or a need that the club is unable to support. The club is a mainstream provider and is not a specially designated institution as defined in the SEND Code of Practice.

Settling In Policy

We want children to feel safe, stimulated and happy at The Outdoors Project and feel secure and comfortable with staff.

We also want parents to have confidence in their children's wellbeing within the clubs.

We aim to make the club a welcome place where children settle quickly and easily.

Consideration will be given to the individual needs and circumstances of children and their families.

All Outdoors Project staff receive periodical training on how to ensure all children are made to feel welcome and comfortable in the clubs.

The instructors work closely with the children on their first sessions to ensure all of the above.

Child Protection Policy

1.1 Introduction

Everyone who participates in The Outdoors Project is entitled to do so in an enjoyable and safe environment. The Outdoors Project have a moral and legal obligation to ensure that, when given responsibility for young people, instructors and volunteers provide them with the highest possible standard of care.

The Outdoors Project is committed to devising and implementing policies so that everyone involved in our activities accepts their responsibilities to safeguard children from harm or abuse. This means to follow procedures to protect children and report any concerns about their welfare to appropriate authorities.

The aim of the policy is to promote good practice, providing children and young people with appropriate safety/protection whilst in the care of the Outdoors Project and to allow staff and volunteers to make informed and confident responses to specific child protection issues.

A child/young person is defined as a person under the age of 18 (Children's Act 1989)

1.1 Policy Statement

The Outdoors Project is committed to the following:

- the welfare of the child is paramount
- all children, whatever their age, culture, ability, gender, language, racial origin, religious belief, and/or sexual identity should be able to participate in outdoor pursuits in a fun and safe environment
- taking all reasonable steps to protect children from harm, discrimination, and degrading treatment and to respect their rights, wishes and feelings
- all suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately

- all The Outdoors Project employees who work with children will be recruited with regard to their suitability for that responsibility, and will be provided with guidance and/or training in good practice and child protection procedures
- working in partnership with schools, parents and children is essential for the protection of children

1.2 Monitor and review the policy and procedures

The implementation of procedures should be regularly monitored and reviewed. The staff will regularly report progress, challenges, difficulties, achievements gaps and areas where changes are required to The Outdoors Project management. Mr Joel Evans

The policy should be reviewed every 3 years or whenever there is a major change in the organisation or in relevant legislation.

2 Promoting Good Practice

2.1 Introduction

To provide children with the best possible experience and opportunities in outdoor pursuits everyone must operate within an accepted ethical framework such as The Coaches Code of Conduct.

It is not always easy to distinguish poor practice from abuse. It is therefore NOT the responsibility of employees or participants in outdoor pursuits to make judgements about whether or not abuse is taking place. It is however their responsibility to identify poor practice and possible abuse and act if they have concerns about the welfare of the child, as explained in section 4.

This section will help you identify what is meant by good practice and poor practice.

2.2 Good Practice

All personnel involved at any level with The Outdoors Project should adhere to the following principles and action:

- always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- make the experience of outdoor pursuits fun and enjoyable: promote fairness, confront and deal with bullying
- treat all young people equally and with respect and dignity
- always put the welfare of the young person first
- maintain a safe and appropriate distance with young people – arm's length where practical. (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child)
- Avoid unnecessary physical contact with young people. Where any form of manual/physical support is required it should be provided openly and with the consent of

the young person. Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the young person's consent has been given

- Involve parents/carers wherever possible, e.g. where young people need to be supervised in changing rooms, encourage parents to take responsibility for their own child. If groups have to be supervised in changing rooms always ensure instructors work in pairs
- request written parental consent if club officials are required to transport young people in their cars
- be an excellent role model, this includes not smoking or drinking alcohol in the company of young people
- always give enthusiastic and constructive feedback rather than negative criticism
- recognising the developmental needs and capacity of the young person and do not risk sacrificing welfare in a desire for club or personal achievements. This means avoiding excessive training or competition and not pushing them against their will
- secure written parental consent for the club to act in loco parents, to give permission for the administration of emergency first aid or other medical treatment if the need arises
- keep a written record of any injury that occurs, along with details of any treatment given

2.3 Poor Practice

The following are regarded as poor practice and should be avoided by all Outdoors Project personnel:

- unnecessarily spending excessive amounts of time alone with young people away from others
- taking young people alone in a car on journeys, however short
- taking young people to your home where they will be alone with you
- engaging in rough, physical, or sexually provocative games, including horseplay
- allow or engage in inappropriate touching of any form
- allowing young people to use inappropriate language unchallenged
- making sexually suggestive comments to a young person, even in fun
- reducing a young person to tears as a form of control
- allow allegations made by a young person to go unchallenged, unrecorded, or not acted upon
- do things of a personal nature that the young person can do for themselves

When a case arises where it is impractical/impossible to avoid certain situation e.g. transporting a young person in your car, the tasks should only be carried out with the full understanding and consent of the parent/carer and the young person involved.

If during your care, you accidentally hurt a young person, the young person seems distressed in any manner, appears to be sexually aroused by your actions and/or if the young person misunderstands or misinterprets something you have done, report any such incidents as soon as possible to another colleague, the school and make a written note of it. Parents should also be informed of the incident.

2.4 Accidents and Incident Report Form

The Outdoors Project Incident Report Form (Appendix I) should be filled out, countersigned and copies presented to a parent or career and company manager, in the event of any accident or incident during an Outdoors Project event. It may also be necessary to inform the relevant school.

2.5 Risk Assessment Form

Prevention is key. The Outdoors Project has a Risk Assessment template (Appendix II) for all risk assessments, which must be completed before new events or clubs take place.

3 Defining Child Abuse

3.1 Introduction

Child abuse is any form of physical, emotional, or sexual mistreatment or lack of care that leads to injury or harm, it commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a young person regardless of their age, gender, race, or ability.

There are four main types of abuse: **physical abuse, sexual abuse, emotional abuse, and neglect**. The abuser may be a family member, someone the young person encounters in residential care or in the community, including sports and leisure activities. Any individual may abuse or neglect a young person directly, or may be responsible for abuse because they fail to prevent another person harming the young person.

Abuse in all of its forms can affect a young person at any age. The effects can be so damaging that if not treated may follow the individual into adulthood

Young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation, and a powerlessness to protect themselves or adequately communicate that abuse had occurred.

3.2 Types of Abuse

- **Physical Abuse:** where adults physically hurt, or injure a young person e.g. hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning. Giving young people alcohol or inappropriate drugs would also constitute child abuse.

This category of abuse can also include when a parent/carer reports non-existent symptoms or illness deliberately causes ill health in a young person they are looking after. This is called Munchausen's syndrome by proxy.

In a sports situation, physical abuse may occur when the nature and intensity of training disregard the capacity of the child's immature and growing body

- **Emotional Abuse:** the persistent emotional ill treatment of a young person, likely to cause severe and lasting adverse effects on the child's emotional development. It may involve telling a young person they are useless, worthless, unloved, inadequate or valued in terms of only meeting the needs of another person. It may feature expectations of young people that are not appropriate to their age or development. It may cause a young person to be frightened or in danger by being constantly shouted at, threatened, or taunted which may make the young person frightened or withdrawn.

Ill treatment of children, whatever form it takes, will always feature a degree of emotional abuse.

Emotional abuse in sport may occur when the young person is constantly criticised, given negative feedback, expected to perform at levels that are above their capability. Other forms of emotional abuse could take the form of name calling and bullying.

- **Bullying** may come from another young person or an adult. Bullying is defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. There are three main types of bullying.

It may be physical (e.g. hitting, kicking, slapping), verbal (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text messages), emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g. unwanted physical contact or abusive comments).

In sport bullying may arise when a parent or coach pushes the young person too hard to succeed, or a rival athlete or official uses bullying behaviour.

Bullying will not be tolerated at The Outdoors Project in any shape or form. And any reports or incidents of bullying will be fully investigated and acted upon.

- **Neglect** occurs when an adult fails to meet the young person's basic physical and/or psychological needs, to an extent that is likely to result in serious impairment of the child's health or development. For example, failing to provide adequate food, shelter and clothing, failing to protect from physical harm or danger, or failing to ensure access to appropriate medical care or treatment.

Refusal to give love, affection and attention can also be a form of neglect.

Neglect in sport could occur when a coach does not keep the young person safe, or exposing them to undue cold/heat or unnecessary risk of injury.

- **Sexual Abuse** occurs when adults (male and female) use children to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse, and fondling. Showing young people pornography or talking to them in a sexually explicit manner are also forms of sexual abuse.

In outdoor pursuits, activities, which might involve physical contact with young people, could potentially create situations where sexual abuse may go unnoticed. Also, the power of the coach over young athletes, if misused, may lead to abusive situations developing.

3.3 Indicators of Abuse

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in

such recognition, but indications that a child is being abused may include one or more of the following:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- an injury for which an explanation seems inconsistent
- the young person describes what appears to be an abusive act involving them
- another young person or adult expresses concern about the welfare of a young person
- unexplained changes in a young person's behaviour e.g. becoming very upset, quiet, withdrawn, or displaying sudden outbursts of temper
- inappropriate sexual awareness
- engaging in sexually explicit behaviour
- distrust of adults, particularly those whom a close relationship would normally be expected
- difficulty in making friends
- being prevented from socialising with others
- displaying variations in eating patterns including over eating or loss of appetite
- losing weight for no apparent reason
- becoming increasingly dirty or unkempt

Signs of bullying include:

- behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go training or competitions
- an unexplained drop off in performance
- physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes, bingeing e.g. on food, alcohol, or cigarettes
- a shortage of money or frequent loss of possessions

It must be recognised that the above list is not exhaustive, but also that the presence of one or more of the indications is not proof that abuse is taking place. It is **NOT** the responsibility of those working in or for The Outdoors Project to decide that child abuse is occurring. It **IS** their responsibility to act on any concerns.

3.4 Use of Photographic/Filming Equipment at Sporting Events

There is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young people. All staff members, volunteers and parents alike should be vigilant and any concerns should be reported to Joel Evans or The Outdoors Project office.

All parents and participants should be made aware when instructors use video or photographic equipment as a coaching or promotional aids.

HOLIDAY CLUB PARENTAL PHOTOGRAPHY CONSENT FORM – Example text.

Photos and Facebook page

The Outdoors Project often take photos of children during activities so you and they can view them on our Facebook page after the event, to see what your child has been doing on the day. These images may be used for promotional use. If you do not wish your child to be photographed please tick this box.

4 Responding to Suspicions and Allegations

5.1 Introduction

It is not the responsibility of anyone working for The Outdoors Project in a paid or unpaid capacity to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns through contact with the appropriate authorities so that they can then make inquiries and take necessary action to protect the young person. This applies **BOTH** to allegations/ suspicions of abuse occurring within The Outdoors Project and to allegations/ suspicions that abuse is taking place elsewhere.

5.2 Receiving Evidence of Possible Abuse

We may become aware of possible abuse in various ways. We may see it happening, we may suspect it happening because of signs such as those listed in section 3 of this document, it may be reported to us by someone else or directly by the young person affected.

In the last of these cases, it is particularly important to respond appropriately. If a young person says or indicates that they are being abused, you should:

- **stay calm** so as not to frighten the young person
- **reassure** the child that they are not to blame and that it was right to tell
- **listen** to the child, showing that you are taking them seriously
- **keep questions to a minimum** so that there is a clear and accurate understanding of what has been said. The law is very strict and child abuse cases have been dismissed where it is felt that the child has been led or words and ideas have been suggested during questioning. Only ask questions to clarify
- **Inform** the child that you have to inform other people about what they have told you. Tell the child this is to help stop the abuse continuing.
- **Safety of the child** is paramount. If the child needs urgent medical attention call an ambulance, inform the doctors of the concern, and ensure they are made aware that this is a child protection issue
- **record** all information
- **report** the incident to the school and The Outdoors Project office

In all cases if you are not sure what to do you can gain help from NSPCC 24-hour help line Tel No: 0800 800500 or check out. www.nspcc.org.uk/helpline

5.3 Recording Information

To ensure that information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern. In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. Do not include your own opinions.

Information should include the following:

- the child's name, age, and date of birth
- the child's home address and telephone number
- whether or not the person making the report is expressing their concern or someone else's
- the nature of the allegation, including dates, times, and any other relevant information
- a description of any visible bruising or injury, location, size etc. Also, any indirect signs, such as behavioural changes
- details of witnesses to the incidents
- the child's account, if it can be given, of what has happened and how any bruising/injuries occurred
- have the parents been contacted? If so what has been said?
- has anyone else been consulted? If so record details
- has anyone been alleged to be the abuser? Record details

5.4 Reporting the Concern

All suspicions and allegations **MUST** be reported appropriately. It is recognised that strong emotions can be aroused particularly in cases where sexual abuse is suspected or where there is misplaced loyalty to a colleague. It is important to understand these feelings but not allow them to interfere with your judgement about any action to take.

The Outdoors Project expects its members and staff to discuss any concerns they may have about the welfare of a child immediately with the person in charge and subsequently to check that appropriate action has been taken.

If a member of staff at The Outdoors Project is not available you should take responsibility and seek advice from the school, the NSPCC helpline, the duty officer at your local social services department or the police. Telephone numbers can be found in your local directory.

Where there is a complaint against an employee or volunteer, there may be three types of investigation.

- **Criminal** in which case the police are immediately involved
- **Child protection** in which case the social services (and possibly) the police will be involved
- **Disciplinary or misconduct** in which case The Outdoors Project and Joel Evans will be involved

As mentioned previously in this document The Outdoors Projects are not child protection experts and it is not their responsibility to determine whether or not abuse has taken place. All suspicions and allegations must be shared with professional agencies that are responsible for child protection.

Social services have a legal responsibility under The Children Act 1989 to investigate all child protection referrals by talking to the child and family (where appropriate), gathering information from other people who know the child and making inquiries jointly with the police.

NB: If there is any doubt, you must report the incident: it may be just one of a series of other incidences which together cause concern

Any suspicion that a child has been abused by an employee or a volunteer should be reported to The Outdoors Project office who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- The Outdoors Project will refer the matter to the schools and/or social services department
- the parent/carer of the child will be contacted as soon as possible following advice from the social services department

Allegations of abuse are sometimes made sometime after the event. Where such allegation is made, you should follow the same procedures and have the matter reported to social services. This is because other children in the sport or outside it may be at risk from the alleged abuser. Anyone who has a previous conviction for offences related to abuse against children is automatically excluded from working with children and The Outdoors Project.

5.5 Concerns outside the immediate Sporting Environment (e.g. a parent or carer)

- Report your concerns to Joel Evans or The Outdoors Project office and where relevant the child's school
- Social Services, the school, and The Outdoors Project Manager (Joel Evans) will decide how to inform the parents/carers
- Maintain confidentiality on a need to know basis

5.6 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The parents of the child
- The child's school
- The person making the allegation
- Social Services/police
- The Outdoors Project Management Team
- The alleged abuser (and parents if the alleged abuser is a child)

Seek social services advice on who should approach the alleged abuser.

All information should be stored in a secure place with limited access to designated people, in line with data protection laws.

5.7 Internal Inquiries and Suspension

- The Outdoors Project will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries
- Irrespective of the findings of the social services or police inquiries the Outdoors Project Disciplinary Committee will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; especially where there is insufficient evidence to uphold any action by the police. In such cases The Outdoors Project Disciplinary Committee must reach a decision based upon the available information which could suggest that on the balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

6 Recruiting Personnel with Children

6.1 Introduction

It is important that all reasonable steps are taken to prevent unsuitable people from working with children. This applies equally to paid staff and volunteers, both full and part time. To ensure unsuitable people are prevented from working with children the following steps should be taken when recruiting.

6.2 Controlling Access to Children

- Applicants must consent to completing a full CRB/DBS check and permission should be obtained from the applicant to seek information from the Criminal Records Bureau.
- Two confidential references, including one regarding previous work with children should be obtained, where relevant. These references **MUST** be taken up and confirmed through telephone contact.
- Evidence of identity (passport or driving licence with photo) must be provided

6.3 Interview and Induction

All employees and volunteers will be required to undertake an interview carried out to acceptable protocol and recommendations. All employees and volunteers should receive formal or informal induction during which:

- Their qualifications should be substantiated
- The job requirements and responsibilities should be clarified
- They should sign up to the organisation's Code of Ethics and Conduct

- Child Protection Procedures are explained and training needs identified e.g. basic child protection awareness

6.4 Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help staff and volunteers to:

- Analyse their own practice against what is deemed good practice, and to ensure their practice is likely to protect them from false allegations
- Recognise their responsibilities and report any concerns about suspected poor practice and/or abuse
- Respond to concerns expressed by a child
- Work safely and effectively with children

The Outdoors Project requires:

- All staff and volunteers who have access to children to undergo a CRB/DBS check
- All employees, volunteers, coaches, welfare officers and team managers to undertake relevant child protection training or undertake a form of home study, to ensure their practice is exemplary and to facilitate the development of positive culture towards good practice and child protection
- All staff and volunteers to receive advisory information outlining good/bad practice and informing them what to do if they have concerns about the behaviour of an adult towards a young person

All Lead Instructors should have an up-to-date first aid qualification

Complaints Procedure

At The Outdoors Project, we do our utmost to ensure that children attending are well cared for and happy. In the event of any parent/carer being unhappy about any aspect of the care their child is receiving, or if they have any reason for concern, they should in the first instance raise the matter verbally with the Lead Instructors.

In the unlikely event that their concern remains unresolved and they wish to pursue the matter further, they should contact the relevant office team (Brighton, West Sussex or Bristol).

Attached at annex A is an example of The Outdoors Project Serious Incident - Complaint Report form. This form in the first instance will be completed by the Lead Instructor and will be communicated with management in Head Office. Once completed this form will be reviewed by Management who will provide an account of the findings and of any action taken as a result within 28 days of having received the complaint.

If they feel that their complaint still remains unresolved they can put their concerns in writing or email to the company owner who will be happy to discuss their grievance.

All written complaints relating to the welfare requirements will be investigated, stating any action taken, the outcome of any investigation and a summary will be provided on request to any parent of a child for whom attends afterschool club, the school and Ofsted.

The parent who made the complaint will be provided with an account of the findings and of any action taken as a result within 28 days of having received the complaint.

Records will be retained for a period of at least 3 years from the date on which the record was made.

If there are still any concerns with any aspect of the care we offer the children at The Outdoors Project, parents can contact OFSTED: **0300 123 1231**

Privacy Policy

In this privacy policy references to "we", "us" and "our" are to:

The Outdoors Project Ltd (company no. 08582148) whose registered office is at Broadway Court. 339-345 Brighton Road, Lancing, West Sussex, BN15 8JT

References to "our Website" or "the Website" are to: www.theoutdoorsproject.co.uk

What information we collect and how we collect it

The information we collect via the Website may include:

1. Any personal details you knowingly provide us with through forms and our email, such as name, address, telephone number etc.
2. Your preferences and use of email updates, recorded by emails we send you (if you select to receive email updates on products and offers).
3. Your IP Address, this is a string of numbers unique to your computer that is recorded by our web server when you request any page or component on the Website. This information is used to monitor your usage of the Website.
4. Data recorded by the Website which allows us to recognise you and your preferred settings, this saves you from re-entering information on return visits to the site. Such data is recorded locally on your computer through the use of cookies. Most browsers can be programmed to reject, or warn you before downloading cookies, information regarding this may be found in your browsers 'help' facility.

What we do with your information

Any personal information we collect from this website will be used in accordance with the General Data Protection Regulations 2018.

The details we collect will be used:

1. To process your request, to provide after sales service (we may pass your details to another organisation to supply/deliver products or services you have purchased and/or to provide after-sales service);
2. In certain cases we may use your email address to send you information on our other products and services. In such a case you will be offered the option to opt in/out before completing your purchase. We may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how

customers use the Website and issuing our e-mails for us. Third parties will not be allowed to use your personal information for their own purposes.

Your Rights

You have the right to request a copy of any information that we currently hold about you. In order to receive such information please send your contact details including address and payment of £10 to cover administration expenses to the address listed above.

Other Websites

This privacy policy only covers this website. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.

Communicating with parents/guardians

Communications can take a variety of forms: verbal (through meetings or by telephone), written (through letters, notes in planners, or email) or through The Outdoors Project website. Our aim is to utilise all means of communication effectively.

At The Outdoors Project we believe that it is important to work in partnership with parents/guardians and that clear communication between the company and parents is important to help children benefit as much as possible from their time in the clubs.

We welcome discussion with parents/guardians on all aspects of their child's behaviour, their personal and social development and care and welfare. This policy describes how staff will communicate with parents about these issues and how we would like parents to communicate with us.

We will communicate with parents/guardians in a variety of ways - these are described below. This forms the basis of our policy for Communication with Parents. However, we are aware that the way that we communicate with parents/guardians needs to be personalised to meet their individual needs.

Contacting The Outdoors Project by Telephone

The office is open from 9.00am – 5.00pm, Monday – Friday. The telephone number is (01273) 933781.

Website

The Outdoors Project website contains information on the after school clubs, newsletters, holiday clubs and other important and useful information.

www.theoutdoorsproject.co.uk

Annex A - Serious Incident & Complaints procedure

Type of Incident/Complaint:	
Physical harm, disagreements & Bullying <input type="checkbox"/>	Parent & staffing complaint <input type="checkbox"/>
Safety & Child protection concerns <input type="checkbox"/>	Activity issue <input type="checkbox"/>

Initial Receipt of Complaint:

Date of receipt:	Ref Number:		
How was complaint received:	Letter <input type="checkbox"/>	Feedback form <input type="checkbox"/>	Phone <input type="checkbox"/>
Email <input type="checkbox"/>	In Person <input type="checkbox"/>	School <input type="checkbox"/>	Other <input type="checkbox"/>

Who took the complaint?

Name:	Signature:
Role:	Work Location:

Complainant Details:

Name:	Child:
Relation to participant:	Gender:
Address:	Age:
DOB:	
School:	
Tel No:	Year group/class:
Email:	

Details of other involved:

Name:	Child:
Relation to participant:	Gender:
Address:	Age:
DOB:	
School:	
Tel No:	Year group/class:
Email:	

Summary of complaint (What happened, when and where):

Action taken on the day/ by management:

Outcome of the complaint/incident: