



COMPLETE POLICIES AND PROCEDURES

Vision, Mission & Aims

Safeguarding Children Policy

Confidentiality and Information Sharing Policy

Complaints Procedure

Human Resources Policy

Equal Opportunities Policy & Special Needs Statement

Behaviour Management Policy

Health and Safety Policy

iPad Acceptable Use Policy

Parent/Guardian Involvement Policy

Terms & Conditions

Public Liability Insurance & Employers Liability Insurance

This policy was adopted in January 2009 and will be reviewed on an annual basis or through staff training, whichever comes first.
Last updated 24/05/2018 by The Charity Manager

Vision

Our vision at Creative Kids is a community that invests in its children's creativity. Where all children are given **free access to the arts** so they can realise their creative potential and are inspired to build for themselves a vibrant, diverse and connected community.

Mission

To create and produce both free and affordable arts education programs in Boscombe that encourage children's participation and engagement with the arts, local artists and new technologies.

Aims

- To work towards inspiring young imaginations, bringing young people and creative practitioners together.
- To give vulnerable children and young people (5 – 18) from the most deprived areas of our community, who are excluded from arts activities by means of their poverty, the opportunity to engage in arts activities that will improve their life skills and help alleviate them from the issues caused by their hardship.
- To offer a National Qualification in the Arts by means of The Arts Award; Discover, Explore and Bronze to all children participating in our holiday arts club and after school provision.
- To nurture children's health and well-being by using the arts to encourage cooperation and problem solving, free expression, communication, imagination, creativity and trust building.
- To raise awareness of Creative Kids within the local community and to develop and promote its services in order to encourage greater participation, community engagement and to raise funds for future sustainability.
- To enlist workers from the voluntary sector including work experience placements students, parents and local businesses via BCVS network.
- To build Creative Partnerships with similar service providers in order to foster a collaborative working environment and reach mutual goals.

Outcomes

The direct benefits of our programs include: increased confidence and self esteem, overcoming barriers to learning leading to higher levels of attainment in school, identifying pathways to future careers, gaining transferable life skills, increased positive social networks and an enhanced social conscience and sense of place. Indirect benefits include offering respite care to parents, volunteering and training.

Safeguarding Children Policy

01. Statement of intent

Creative Kids was set up in 2008 to provide a range of challenging and inspired activities for children from the age of 8 -18 years. The charity exists to initiate, develop and produce ground-breaking education programs that encourage young people to use emerging technologies to explore their creative potential and their relationship to the wider world through high impact engagement with the arts.

Our aims are;

To encourage challenge and risk-taking activities for children to build self-esteem and confidence through a new understanding of themselves and their artistic potential.

To access children in hard to reach, disadvantaged local communities.

To respect and protect the ideas of our future generation by celebrating diversity, justice, inclusivity, freedom and community spirit through our participatory creative programs.

The welfare of the child is paramount. It is the duty of the staff, both voluntary and paid to protect the children and young people attending Creative Kids events from harm.

- All children without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs.
- This policy is approved and endorsed by the board of trustees and applies to all the all trustees, staff and volunteers.
- We actively promote awareness of our CPP to all our members through all our marketing materials and service users are informed of the policy and procedures as appropriate; all concerns, and allegations of abuse will be taken seriously by trustees, staff and volunteers and responded to appropriately - this may require a referral to children's services and in emergencies, the Police.
- We have a firm commitment to safe recruitment, selection and vetting.
- The nominated Safeguarding Lead for Creative Kids is Cary Lightfoot who is contactable on 01425 611 233 or 07974 543 899 (out of hours)

This policy was reviewed and amended on 18/03/2016 and will be reviewed on an annual basis or through staff training, whichever comes first.

02. Code of Behaviour

We promote good practice by:

- Encouraging all staff to be friendly and approachable to children.
- Ensuring staff listen to children and respond in a positive, sensitive and responsible way.
- Providing opportunities for children to make their own decisions, develop their self-esteem and resolve their own conflicts.
- Ensuring that details about children are kept securely and shared on a need to know basis only.
- Regularly updating policies & procedures in line with recent training and changes to the law/ good practice guidelines.

Appropriate conduct guidelines

- Avoid initiating physical contact (unless part of a dance/drama or sports activity)
- Avoid physical expressions of emotion (unless part of a drama/dance activity)
- Avoid any physical contact, if by unavoidable circumstances, are alone with a child.
- If a child initiates contact, break it at the earliest opportunity without the risk of the child feeling rejected.
- If a child is persistently inappropriate speak firstly with them and then with the CPO or activity leader.

We do not allow

- Sexual conduct
- Lending/borrowing property /money
- Giving/receiving gifts
- Exclusive/secret relationships
- Taking children home.

Group specific rules and guidelines

In the event that a child is in danger of either causing harm to him/her or poses a high risk to others or has threatened to destroy significant property, it may be necessary to restrain the child. All staff will be trained in how to restrain a child safely.

No staff members should, at any point be alone with a child.

03 Group specific scenarios

Creative Kids' Events Coordinator will carry out risk assessments which will include the site specific health and safety and child protection issues of each planned event; this will flag up any dangers and highlight any necessary preventative measures that need to be implemented.

04 Staff recruitment, induction and training

Procedure for appointing permanent and voluntary staff

- Advertise as widely as possible, through schools, on posters, newspapers, job centres, CIS etc.
- Arrange interviews; ask applicants to bring 2 forms of ID passport/ drivers licence or 3 forms of any other and 2 formal proof of address.
- Applicants complete application form while documentation is being checked and noted.
- They will be given the Job Description, a brief history of the charity & its ethos, the future and job role within this.
- Full working history will be clearly ascertained, reasons for any gaps in employment, references from previous employers taken, training and qualifications checked by original certificates.
- Record details of any current criminal records bureau checks.
- Do the interview and give CRB form to complete, to be sent on offer of employment
- Offer good candidates the chance for a supervised visit at an event. This is part of the selection process, will be assessed according to the job description and is not paid. Candidates will be expected to prepare and lead an activity during this visit.
- Telephone and written references taken and received.
- Arrange time of work visit, make staff aware of visitor coming and hand out Work Visit Evaluation form to all staff that will be there.
- Work Visits completed and abilities as relevant to Job Description considered.
- Best Applicant selected and offered post, induction scheduled before work starts where possible and as soon after should this not be possible.
- CRB sent.
- New member of staff to bring documents as per 'List of Documents for New Staff' to Induction.
- Induction (see induction procedure & induction day)
- First Appraisal must be completed by date agreed during induction.
- Staff working with new member of staff to complete 'Pre Appraisal Form' prior to First Appraisal, to be given to Cary

- New member of staff to participate fully in the induction process, and attend First Appraisal.
- Successful completion of probationary period as covered by the temporary contract depends on job related performance, is linked to pay and permanent offer of employment as outlined in Job Description and Contract*
- Two copies of Permanent Offer of Employment are given to the member of staff, signed by both parties and attached to each parties copy of the temporary contract, making it permanent. Pay raises are then back dated to the date of successful completion of first appraisal*

** Not applicable to voluntary staff*

Induction, On-going Training & Participation Procedure

All staff will undergo an induction day, which will be arranged as follows:

1. Before starting the job: Meet, do a brief tour of the office/event including emergency exits.
2. Ensure new staff aware of fire evacuation procedure.
3. Give new Member of Staff this outline of Induction, On-going Training & Participation
4. Paid staff to sign a temporary contract, given a uniform, a copy of policies & procedures and a copy of the National Standards.
5. Collect all necessary documents & information as per 'List of Documents for New Staff' Employment CANNOT start without this.
6. New staff will be made aware that they will be asked questions about both P&P and NS during first Appraisal, and must demonstrate a competent working knowledge of them in order to be offered permanent employment.
7. Go through P&P getting new member of staff to sign each page of P&P as it is understood. Creative Kids will keep this on file as confirmation it has been read.
8. Staff Member to complete emergency contact & staff information forms to be kept in the office.
9. Practical induction; where the fire fighting equipment is, where the phone is and how to use it, how to fill in relevant forms, such as accident & incident etc.
10. Specify and discuss job roles & tasks.

Support

This is the on going, on the job training which involves informal discussion and practical learning. The new member of staff will be assisted by the more experienced staff in every way possible, through positive discussion and mutual respect. All staff will be made aware that it is their responsibility to assist new staff reasonably and report honestly to the Standards Manager on how the new member of staff is doing. The Standards Manager will play a key role in this part of induction. New members of

staff are expected to raise any concerns, questions and queries with their Manager or the Standards Manager. We also expect all staff to participate in peer to peer observations.

First Appraisal

This is a formal event to discuss progress in job role and will play a large part in the offer of a permanent post. Timing may vary depending on work performance, but will never be later than two months into a temporary contract. Staff will be told at this appraisal whether or not they will be offered permanent employment. Should there be manageable issues, a second temporary contract may be offered and further time to prove the demands of the job can be met.

Offer of Permanent Employment

This is a letter which is received by the member of staff should they be offered permanent employment. Employees and volunteers will be expected to continue working to and striving to improve the standard to which they have been working.

Subsequent Appraisals

Every member of staff will have a termly appraisal to discuss progress, ability to meet the job description and training needs. Appraisals differ from Supervision as it is a frank discussion about performance and how Creative Kids can support and improve it. We may request an early Appraisal should it be deemed necessary. Outcomes of Appraisals will relate to pay raises.

Supervision

Every member of staff will be offered a termly supervision meeting to discuss any matters arising and any concerns. Supervision differs from Appraisal as it will not be used to appraise performance.

Staff Meetings

Attendance at staff meetings is expected. Staff Meetings are held quarterly, and will cover changes in P&P, quality assurance requirements, Creative Kids targets & tier training

05 Types of abuse & how to recognise abuse

Four Different Types of Abuse

Neglect is the most common type of abuse. Some research claims children are more likely to be neglected if they're poor because parents are preoccupied with survival – but wealthy families definitely can and do neglect their kids. Neglect occurs when

parents or guardians don't provide food, shelter, safety, supervision, clothes, education, attention, or medical treatment – often it's about what they don't do. This is an abusive relationship.

Physical signs.

A child may consistently be dressed inappropriately for the weather, or have ill-fitting, dirty clothes and shoes. They might appear to have consistently bad hygiene, like appearing very dirty, matted and unwashed hair, or noticeable body odor. Another warning sign is untreated illnesses and physical injuries.

Behavioural signs.

Does the child seem to be unsupervised? Schoolchildren may be frequently late or tardy. The child might show troublesome, disruptive behaviour or be withdrawn and passive.

Physical abuse can be the easiest of all four types of abuse to spot because the clues can be obvious when someone hits, slaps, beats, burns, kicks, or stabs you. However, there may not be evidence when someone grabs your arm, shakes you, or pushes you around – but that's definitely physical abuse. Abusive relationships can be easy to recognize.

Physical signs.

Sometimes physical abuse has clear warning signs, such as unexplained bruises, welts, or cuts. While all children will take a tumble now and then, look for age-inappropriate injuries, injuries that appear to have a pattern such as marks from a hand or belt, or a pattern of severe injuries.

Behavioural signs.

Other times, signs of physical abuse may be more subtle. The child may be fearful, shy away from touch or appear to be afraid to go home. A child's clothing may be inappropriate for the weather, such as heavy, long sleeved pants and shirts on hot days.

Sexual abuse is any form of touching, intercourse, or exploitation of your body. This includes taking pictures for sexual purposes, asking you to touch someone else's private parts, and making sexual references to your body. Being forced to touch or have sex with any person, including family members against your will is sexual abuse. Abusive relationships can make you feel ashamed.

Behavioural signs.

Does the child display knowledge or interest in sexual acts inappropriate to his or her age, or even seductive behaviour? A child might appear to avoid another person, or display unusual behavior- either being very aggressive or very passive. Older children might resort to destructive behaviours to take away the pain, such as alcohol or drug abuse, self-mutilation, or suicide attempts.

Physical signs.

A child may have trouble sitting or standing, or have stained, bloody or torn underclothes. Swelling, bruises, or bleeding in the genital area is a red flag. An STD or pregnancy, especially under the age of 14, is a strong cause of concern.

Emotional abuse is when someone threatens or humiliates you. This includes calling you names, putting you down, insulting you, or breaking your things. Control is a huge part of emotional abuse and involves chronic anger, jealousy, accusations, and distrust. This type of abuse is the hardest to spot because the injuries aren't physical or immediately visible. Emotional abuse can be mistaken for passionate or intense love. Abusive relationships don't always involve physical violence.

Behavioural signs.

Since emotional child abuse does not leave concrete marks, the effects may be harder to detect. Is the child excessively shy, fearful or afraid of doing something wrong? Behavioral extremes may also be a clue. A child may be constantly trying to parent other children for example, or on the opposite side exhibit antisocial behavior such as uncontrolled aggression. Look for inappropriate age behaviors as well, such as an older child exhibiting behaviors more commonly found in younger children.

06 How to respond to a child or a young person

DO...

Treat any allegations extremely seriously and act towards the child as if you believe what they are saying

Thank the child for telling you

Reassure them they are not to blame

Be honest about what you must do and who you will have to tell next

Keep the child up to date about what is happening

Take further action immediately

Write down everything that has been said, using the child's words make sure not to ask any leading questions.

Seek medical attention if necessary

Inform parent/ carers unless there is suspicion that they are involved

Follow Creative Kids referral procedure as specified in section 07

DON'T...

Make promise you can't keep

Interrogate the child or ask leading questions

Cast doubt on what the child has told you

Interrupt or change the subject

Make the child feel responsible for the abuse

Fail to act

07 Referral Procedures; reporting signs of abuse

- Any member of staff noticing signs of abuse will immediately report it to the manager.
- Staff will be introduced to signs to look out for during induction and where necessary be booked onto a Safeguarding Children training course.
- The manager will make a detailed note of any injury or event on an incident and accident form.
- Areas of injury will be marked on a body map.
- The staff will at all times respect the dignity of the child by being calm, kind, gentle and asking the child non-leading questions.
- Staff will be as discrete as possible making the child feel at ease.
- Staff will accept what the child says and write down as much as possible in a factual, objective manner.
- The parent will be approached and asked in a non-biased manner about the nature of the injuries/ event by the manager. They will be asked to sign the accident and incident form.
- If the manager is not happy with the response of the parent, the CPO will be contacted.
- If the parent is also concerned, we will do our best to work in conjunction with the family to ensure the matter is handled effectively by the relevant agencies.
- After discussing the matter, the manager and CPO will decide whether the Social Services and the trustees need be called for further advice.
- Parents/guardians will always be approached before this step is taken, and this step will not be taken lightly or without reason. If abuse is suspected however, we must and will report it.
- Confidentiality will always be maintained and information will only be given to those people who have a right in law to see it.

Our commitment to service users is to maintain ongoing contact with Social Services in order to be able to support the child and their family in the best possible way.

In order to ensure good practice, we have a procedure for if an allegation is made against a member of staff concerning abuse of a child:

- The CPO and trustees will meet with the member of staff and minutes will be made of the interview. All persons present should sign the minutes.
- If the allegation appears to hold some truth to it, the member of staff will immediately be suspended, without pay until the matter is satisfactorily resolved.
- Every attempt will be made to resolve the matter by the next day.
- Should the matter not be resolved, a representative from Social Services will be asked to join the next meeting at the earliest possible date.

- If a member of staff is found to have been abusive to children in the care of the Creative Kids, we will prosecute to our fullest capability.
- The contact number for Bournemouth Social Services Early Years 01202 456389 and for Dorset Sure Start 01305 251000
- The above agencies will be notified of any allegations against staff.
- Confidentiality regarding families or staff will be maintained.

'Whistle-blowing'

It takes courage to challenge inappropriate behaviour by colleagues. Any member of staff seeing another member of staff behaving inappropriately must take action by speaking to the member of staff immediately. If, however, the behavior is very worrying, an incident form should be completed and reported to CPO immediately. If there is a possible case of abuse, do not give the person the opportunity to make an excuse. *If you ever need to do this your confidentiality will be maintained.* The stated procedure if an allegation is made against a member of staff concerning abuse of a child then comes into place.

- 1) Abuse can be obvious or subtle. Emotional abuse, such as making a child feel worthless or inadequate, and neglect of, or unresponsiveness to, a child's basic emotional needs and failure to protect a child from danger *is abuse and must be treated seriously.*
- 2) As a charity that helps vulnerable children, anyone with the intention of harming children may be seeking to gain employment with us. Abusers can be anyone, male, female, old, young, and may not have a previous history. It is vital that all staff are vigilant and all causes for concern reported.
- 3) *Children must always feel that their needs are being put first, and confident that they can bring concerns to a member of staff.* This can be achieved by building a caring trusting relationship with the children. Staff should engage in conversation, whilst being careful not to disturb child-centred play.

The best way to protect children is to empower them and give them a voice.

08 Recording reported or suspected abuse

Creative Kids hold accident/incident report forms which are completed by the activity leader should an incident take place, the forms record information concerning the name, age of the child and time and date of the event, the place of injury using a body map (if any) a description of what occurred, who witnessed the event and any subsequent action/care that was given. Parents are informed of the incident/accident and asked to sign to confirm they have read and agree with it. All completed

documents are confidential and kept securely on file in the office to be made available should it be required.

09 Complaints procedure

At Creative Kids we believe that all individuals should be treated with the utmost respect. We aim to provide a high quality service, and therefore believe that any queries, questions, complaints or concerns should be addressed courteously, promptly and, where possible, the wishes of the service users will be our priority. We believe in progression through development and improvement, and as such would welcome suggestions from the community which we are serving. Our intention is to work in partnership with children, parents and carers.

Any concerns which the parent/carer has about Creative Kids or their child, no matter how small, should first be discussed with the Activity Leader. If the outcome to this is insufficient, or the problem recurs, the parent/carer should contact the Charity Manager. The Charity Manager will then address the issue and attempt to rectify the problem within 48 hours. If this outcome is unsatisfactory, the parent should put their concern in writing to the trustees, requesting a meeting. The meeting will be held within one month of the request. The meeting will be documented, strategies and outcomes agreed, written and signed.

A copy of the complaint will be put in with the Complaints Log. Should this provide no satisfactory resolution, or the problem persists, a meeting will be arranged with a neutral mediator. The meeting will be documented, strategies and outcomes agreed, written and signed.

10 Emergency Contact Details

Charity Manager (please contact HO for site contact) 01425 611233

Creative Kids Secretary is Cary Lightfoot 07974 543 899

Bournemouth Social Services Early Years 01202 456 389

Creative Kids Chair Julie Squire 07400 718 481

Unit 5, The Sovereign Shopping Centre, Boscombe BH1 4SX

NSPCC 01823 346346

Confidentiality and Information Sharing Policy

When is information confidential?

The Children's Legal Centre document (1) says, "It is generally accepted that a duty of confidence arises where confidential information comes to the knowledge of a person (the confidant), in circumstances where that person has notice, or has agreed, that the information is confidential".

In a child or youth work setting circumstances should include if the young person makes any attempt to restrict the environment or the audience. For example, asks to talk in private, moves you away from others before talking, talks in a whisper, and watches the whereabouts of others (unless the child is 'acting' as part of a dramatic piece of work). A confidence may even seem trivial, but it does not mean it should be treated with any less discretion. It is not for the staff member to judge what personal information is.

How do I know if information should be treated as confidential?

There are three principles to be applied in assessing whether information given is to be treated as confidential;

- a). The information must be confidential. Once the information is in the public domain and is generally accessible to others, it is no longer confidential.
- b). The information must not be useless or trivial.
- c). The information must have been given in circumstances where the confidant must reasonably have understood that what was said was confidential".

A young person has the right to have their confidence respected, and the youth worker has an obligation to maintain and respect that right. There exist exceptional circumstances where confidentiality cannot be maintained, and a young person's wishes must be overridden, defined as being where:

- The young person is in a life threatening situation (including self harm)
- Inaction might place them or someone else in a life threatening situation
- If a young person is threatened by an abuser
- Where the rights of other young people who have not been consulted would be infringed
- Where someone else could be harmed

However, they do not include disclosure about a young person's

- Drug use
- Illegal activity
- Sexual activity

What should I do if I have to disclose confidential information?

When a decision is taken to disclose confidential information the following procedure must be followed:

- Inform the Charity Manager. This can be done directly or the Arts Manager can inform their immediate line manager, who will then pass the information on. Speed is of essence, especially in cases where exceptional circumstances apply.
- An action plan will be agreed with the Charity Manager and Trustees, which will include an agreement as to who informs Social Services. In these circumstances arts workers have a statutory duty to inform Social Services of 'suspected or identified abuse', whether sexual or physical, which would include information disclosed about another young person. Whenever possible this should be done with permission of the young person, who may need a lot of in depth support from the youth worker to be able to make this decision. However, with or without the permission of the young person involved, the information must be passed on to Social Services.
- Confidential 'file notes' need to record all actions taken.

Information about children and young people.

Collection and storing of information about children and young people should always be carried out on a need to know basis.

- Information should only be gathered and kept with the consent of the young person and their guardian.
- Young people should be informed of exactly who will have access to the information and what the information will be used for.
- Young people have the right to access information about themselves at any time.
- Records should be kept in a secure locked place and be protected from unsupervised access.
- Information on computer should be stored on floppy disk, not on hard drive, and the floppy disk kept secure.
- Records should be kept no longer than necessary.
- Any correspondence that is carried out which names the individual should be done with the knowledge and consent of those individuals, copies of letters and correspondence should be kept secure.
- Statistical and case history information can be extracted from records, but should never include identifying information.
- The same rules of anonymity should apply to workers keeping records of young people for other uses such as training.
- Consent forms for trips away need to follow the County guidelines

- Information imparted as confidential must remain confidential even when there is no longer any contact with the young person.

Information about staff

- All staff members should receive list of all arts workers' names and contact numbers/addresses, unless there is a reasonable request not to do so.
- A member of staff's address/telephone number should be passed on to other relevant individuals or organisations only with the individuals' consent.
- Relevant medical information about workers should be shared with a staff team only with the individuals' consent.

Personal information about staff members should not be given to young people without the individual's permission. As with young people, all records and information should be kept secure.

How should I deal with requests for information from other agencies?

Staff may from time to time be asked to disclose confidential information about a young person to another professional, service or agency. Such information should generally only be released with the consent of the young person or where it is necessary for the protection of the young person or a third party. However, as youth workers develop closer working partnerships with a range of agencies where there might be an expectation of shared information it is important to establish protocols about which young people are informed.

Disclosure of information to others

In order to avoid losing the trust and confidence of a young person by having to break their confidence, arts workers should, wherever possible try and preempt disclosure of, for example, abuse, and inform the young person that if they do decide to reveal information the staff member will have no choice but to act on it.

Disclosure of information between staff members

Staff members have a duty to respect any confidential disclosure made to them. It should be assumed that any personal information given in the following circumstances is confidential;

- A supervision session
- A training event where confidentiality is agreed by consensus
- Personal information given at a job interview.

- Staff Development interviews

Staff should first secure the consent of the other person before imparting confidences, it should not be assumed. Asking to have a 'private word' implies a desire for confidentiality.

Privacy Notice

Introduction

The GDPR, General Data Protection Regulation is replacing the Data Protection Act 1998 on 25th May 2018. This affects Creative Kids as we process data about staff, parents and children. Our charity works to collect and use personal information fairly and transparently. This privacy notice helps to describe all the privacy information that we make available or provide to individuals when we collect information about them.

Data Controller

Creative Kids process personal information relating to staff, parents and children and are responsible for GDPR compliance. We are a registered data controller with the Information Commissioners Office and renews registration annually.

Data Protection Officer (DPO) The data protection officer for Creative Kids is Miss Cary Lightfoot, based at 16, Pleasance Way, New Milton, BH25 6TD and is contactable on 01425 611233

Data Subject

The data subject is the person whose personal data is held or processed e.g. a child. Data subjects have right under the GDPR:

1. Right to be informed
2. The right of access
3. Right to rectification
4. Right to erase
5. Right to restrict processing
6. Right to data portability
7. Right to object
8. Rights in relation to automated decision-making and profiling

Children's Personal Data

We hold personal data about children to aid teaching and learning, to help keep the children safe and to assess how the charity is performing. We may also receive data about children from other organisations including but not limited to the school they attend local authorities and the Department of education. DfE Mail so share children's personal data that we supply them with third parties this will only take place where legislation allows it to do so and it is in compliance GDPR.

Decision on whether DFT releases this personal data to third parties are subject to a robust approval process and are based on a detailed assessment of who is requesting the data the purpose for which is required the level and sensitivity of data requested and the arrangements in place to store and handle data.

If you need further information about how our local authority collect and use your information please contact the social care and health team directly.

'Special Category' Data

We also collect special category data of children including;

- Race
- Gender
- Ethnicity
- Language
- Nationality
- Medical conditions

This type of personal data is classified as special category data which the GDPR says is more sensitive and therefor requires more protection. The lawful basis for processing this special category data is 'consent' . This means the child or the parent has opted in to give permission to share this data with Creative Kids.

Retention Schedule

All personal data collected and processed by Creative Kids will be kept for up to two years, after their membership has expired or their children reaches 15 years old. This policy is in line with Ofsted Regulations for settings listed on the Childcare Register. of time depending on the type of data and securely dispose two regulations of. This includes both electronic versions and hard copies.

Transfer of Data

Creative Kids have a rolling contract with My Play Service – Magic Booking, a data

management company who process parents data and payments through the parent portal link on our website <http://creativekids.org.uk/membership-bookings/> Parents are responsible for logging into their account to ensure their data is current, paying particular attention to emergency phone numbers, changes in address, and updating doctors or medical records. Parents must notify staff if their child has a CAF or assigned a case file with a Social Worker/Lead Professional, or is in the process of being diagnosed for a medical condition that includes but is not limited to autism, ADHD, or learning disability. We collect this data so we can assess the needs of the child, minimise risk to the child and other children attending the setting and identify an action plan of support. Parents are required to acknowledge the T&Cs and Privacy Policies of both Creative Kids My Play Service - Magic Booking.

Requesting to access your data

Parents can access their personal data via the online parent portal 24/7. Creative Kids keep a daily diary containing observations of children's behaviour. This information is shared with the child's parent, verbally on collection. We keep this data as we have a duty of care to ensure all the children are kept safe from harm. This information is recorded by The Arts Manager and shared with the Charity Manager and staff in weekly staff meetings. Parents can request access to a transcript of the data by emailing creativekids@live.co.uk The request for the data is called a 'subject access request' (SAR). Once this is received we will endeavor to respond within 30 days.

Request to change or erase data

The GDPR has introduced a right for individuals you have personal data erased. This right is not absolute and only applies in certain circumstances.

Complaints Procedure

At Creative Kids we believe that all individuals should be treated with the utmost respect. We aim to provide a high quality service, and therefore believe that any queries, questions, complaints or concerns should be addressed courteously, promptly and, where possible, the wishes of the service users will be our priority. We believe in progression through development and improvement, and as such would welcome suggestions from the community which we are serving. Our intention is to work in partnership with children, parents and carers.

Any concerns which the parent/carer has about Creative Kids or their child, no matter how small, should first be discussed with the Arts Manager. If the outcome to this is insufficient, or the problem recurs, the parent/carer should contact the Charity Manager. The Charity Manager will then address the issue and attempt to rectify the

problem within 48 hours. If this outcome is unsatisfactory, the parent should put their concern in writing to the trustees, requesting a meeting. The meeting will be held within one month of the request. The meeting will be documented, strategies and outcomes agreed, written and signed.

A copy of the complaint will be put in with the Complaints Log. Should this provide no satisfactory resolution, or the problem persists, a meeting will be arranged with a neutral mediator. The meeting will be documented, strategies and outcomes agreed, written and signed.

Human Resources Policy

Staff recruitment, induction and training

Procedure for appointing permanent and voluntary staff

- Advertise as widely as possible, through schools, on posters, newspapers, job centres, Arts Jobs, Social Media, CIS etc.
- Arrange interviews; ask applicants to bring 2 forms of ID passport/ drivers license or 3 forms of any other and 2 formal proof of address.
- Applicants complete application form while documentation is being checked and noted.
- They will be given the Job Description, a brief history of the charity & its ethos, the future and job role within this.
- Full working history will be clearly ascertained, reasons for any gaps in employment, references from previous employers taken, training and qualifications checked by original certificates.
- Record details of any current criminal records bureau checks.
- Do the interview and run DBC to complete, to be sent on offer of employment
- Telephone and written references taken and received.
- Best Applicant selected and offered post, induction scheduled before work starts where possible and as soon after should this not be possible.
- CRB sent.
- New member of staff to bring documents as per 'List of Documents for New Staff to Induction.
- Induction (see induction procedure & induction day)
- First Appraisal must be completed by date agreed during induction.
- Staff working with new member of staff to complete 'Pre Appraisal Form' prior

to First Appraisal, to be given to Arts Manager

- New member of staff to participate fully in the induction process, and attend First Appraisal.
 - Successful completion of probationary period as covered by the temporary contract depends on job related performance, is linked to pay and permanent offer of employment as outlined in Job Description and Contract/Voluntary Agreement.
- Two copies of Permanent Offer of Employment or Voluntary Agreement are given to the member of staff, signed by both parties and attached to each party's copy of the temporary contract, making it permanent. Pay raises are then back dated to the date of successful completion of first appraisal*

Induction, On-going Training & Participation Procedure

All staff will undergo an induction day, which will be arranged as follows:

1. Before starting the job: Meet, do a brief tour of the office/event including emergency exits.
2. Ensure new staff aware of fire evacuation procedure.
3. Give new Member of Staff this outline of Induction, On-going Training & Participation
4. Paid staff to sign a temporary contract, given a uniform, a copy of policies & procedures and a copy of the National Standards.
5. Collect all necessary documents & information as per 'List of Documents for New Staff' Employment CANNOT start without this.
6. New staff will be made aware that they will be asked questions about both P&P and during first Appraisal, and must demonstrate a competent working knowledge of them in order to be offered permanent employment.
7. Go through P&P getting new member of staff to sign each page of P&P as it is understood. Creative Kids will keep this on file as confirmation it has been read.
8. Staff Member to complete emergency contact & staff information forms to be kept in the office.
9. Practical induction; where the fire fighting equipment is, where the phone is and how to use it, how to fill in relevant forms, such as accident & incident etc.
10. Specify and discuss job roles & tasks.

Support

This is the on going, on the job training which involves informal discussion and practical learning. The new member of staff will be assisted by the more experienced staff in every way possible, through positive discussion and mutual respect. All staff will be made aware that it is their responsibility to assist new staff reasonably and report honestly to the Standards Manager on how the new member of staff is doing. The Arts Manager will play a key role in this part of induction. New members of staff are expected to raise any concerns, questions and queries with their Manager. We also expect all staff to participate in peer to peer observations.

First Appraisal

This is a formal event to discuss progress in job role and will play a large part in the offer of a permanent post. Timing may vary depending on work performance, but will never be later than two months into a temporary contract. Staff will be told at this appraisal whether or not they will be offered permanent employment. Should there be manageable issues, a second temporary contract may be offered and further time to prove the demands of the job can be met.

Offer of Permanent Employment

This is a letter which is received by the member of staff should they be offered permanent employment. Employees and volunteers will be expected to continue working to and striving to improve the standard to which they have been working.

Subsequent Appraisals

Every member of staff will have a quarterly appraisal to discuss progress, ability to meet the job description and training needs. Appraisals differ from Supervision as it is a frank discussion about performance and how Creative Kids can support and improve it. We may request an early Appraisal should it be deemed necessary. Outcomes of Appraisals will relate to pay raises.

Supervision

Every member of staff will be offered a quarterly supervision meeting to discuss any matters arising and any concerns. Supervision differs from Appraisal as it will not be used to appraise performance.

Staff Meetings

Attendance at staff meetings is expected. Staff Meetings are held quarterly, and will cover changes in P&P, quality assurance requirements, Creative Kids targets & tier training

Equal Opportunities Policy

Creative Kids is an equal opportunities employer. As such, we are committed to ensuring that no person (employee or service user) receives less favourable treatment than any other person. We treat everyone as individuals regardless of their religious persuasion, racial origin, cultural and linguistic background, sex, sexual orientation, social group or ability. Creative Kids operates in accordance with the following relevant legislation:

Sex Discrimination Act 1975

Equal Pay Act 1970 & 2003

Human Rights Act 1998

Special Educational Needs Codes of Practice

Race Relations Act 1976 & 2000

The Children Act 1989 & 2004

Every Child Matters 2003

Working Together to Safeguard Children 2006, updated 2010

Equalities Act 2010

United Nations Convention on the Rights of the Child 1989 (ratified in the UK 1991)

General Data Protection Act 2018

We believe that the charities activities should be open to all children and young people. We believe that this should be reflected in the policies, procedures, provision, equipment and activities. To this end we aim to actively promote equality of opportunity and anti-discriminatory practice in and by children, young people and staff. We actively recognise and promote the richness of cultural diversity in our programs.

Admissions

Creative Kids is open to all children and young people attending schools which are located in Bournemouth, Poole and Dorset. Children residing in Boscombe will take priority as this is our key catchment area. Participants engaging in activities are made aware of all the clubs policies and procedures.

Employment

Creative Kids will appoint the best person for each job based on criteria specified by the demands of the job. Commitment to implementing the group's policies will form part of the Contract of Employment for all workers.

Our aim is to show awareness and celebrate diversity of different cultures from around the world in our events program.

We aim to do this by:

- No specific indoctrination in any one faith.
- Participants will be made aware of festivals and events which are up coming and will be introduced, where appropriate & possible, to the stories, customs, activities, clothes and foods of that festival.
- Staff will be expected to have a knowledge of cultural festivals and if not familiarise themselves with local festivals and community events.

Environment and resources

These will reflect and be chosen to give children and young people a balanced view and appreciation of the rich diversity of varying abilities in a multi-cultural and multi-racial society. Learning about other cultures & religions will not be limited to festivals, but will be broadly based throughout activity planning.

Materials and equipment will be selected to allow accessibility for all children and families, encourage development of self-respect and respect for others. This will be achieved by avoiding stereotypes, derogatory pictures, messages or language about any group of people, and by showing the positive values of diversity as a part of everyday life.

Special needs

Creative Kids recognise the wide range of special needs of children and families in the community. We aim to be able to meet the needs of those in our care, and will strive to do so by listening to such needs, discussion and planning with young people, parents and staff the implementation of means to meet their needs wherever possible. We will work in partnership with parents, schools and social services to assess the support needs of the child. If our report identifies 1:1 support is required, we shall endeavor

raise funds to appoint a specialist worker for the days the child is attending. Our current program does not offer this level of support.

Language

Where necessary the translation of information will be obtained to allow as many language groups as possible access. Multi-lingualism is an asset, will be recognised as such and where possible encouraged.

Discrimination

Discriminatory behaviour and remarks are unacceptable. Response to such behaviour and remarks will first meet the needs of and support the feelings of the victim(s), then to help the perpetrator understand and overcome their prejudices, and why such behavior is unacceptable.

Food

Creative Kids may need to provide a drink and snack whilst children and young people are participating in activities; our aim is to meet any specific dietary needs dictated by medical or cultural requirements.

Ethics

All participants and staff will be respected for their individuality, their potential being recognised, valued and nurtured. Activities and equipment aim to offer participants opportunities to develop in a safe caring environment free from prejudice and discrimination with the hope that this behaviour is carried on to their lives outside Creative Kids. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Behavioural Management Policy

We believe that people flourish in a well structured environment in which all parties know what is expected of them. Participants should be free to explore their creative potential without fear of being hurt or bullied. We therefore aim to create an environment which encourages self-discipline and self-esteem in an atmosphere of mutual respect and ability to appreciate the needs of others.

In order to achieve this, rules governing the behavior of the participants will be:

- Consistent and firm, but kind.
- Agreed with participants on a project to project basis
- Displayed in a prominent place.
- Positively phrased.
- Written and regularly discussed with participants.
- Explained to all newcomers (staff and users)

Staff will provide a positive role model for participants with regard to the adherence to rules, friendliness, willingness to resolve conflict calmly, care and courteousness. Positive behaviour will be praised wherever possible, and the situation where a participant only receives attention for unacceptable behaviour should be avoided.

When unacceptable behaviour occurs:

- Neither physical punishments nor the threat of physical punishments will ever be used.
- These include shaking, smacking, pushing, pulling etc.
- Participants will never be sent out of the room by themselves, or alone with any one member of staff.
- The humiliation of children is unacceptable.
- Participants will first be told that such behaviour (bad language, activities causing possible danger etc.) is unacceptable.
- They will have the reasons explained to them.
- Frequent recurrence of that behaviour will result in a behaviour management strategy such as 'time-out', 1:1 with staff member or exclusion from the activity in which the individual is involved.
- 'Time-out' is defined as time sitting alone in a supervised area, not being able to join in activities.

- We promote the use of Bournemouth Quality Standards Conflict Resolution strategies.
- Participants should not be made to sit facing the wall or in a corner.
- During 'time-out' a member of staff should engage the child in conversation to establish the reason for such behaviour, to make sure the individual understands why it was wrong, and to suggest alternative acceptable behaviour.
- In the case of extreme misbehaviour, such as racial abuse or violence, the individual will immediately be put in 'time-out', and the victim dealt with first.
- Participants are expected to apologise for hurting or upsetting another person, even if it was an accident.
- It will always be made clear to the individual that it is the behaviour that is unwelcome, not the child or young person themselves.
- Staff will never shout, except to warn of a danger.
- Staff will be aware of and respect a range of cultural expectations regarding interpersonal interactions.
- Staff will deal with inappropriate behaviour in a way that encourages the individual's development in a positive way.
- Recurring problems will be tackled by a variety of means, using positive reinforcement, star charts, stickers, rewards for good behaviour etc. Staff are encouraged to be creative with non-food rewards.
- Recurring problems will be tackled in partnership with the partnership organisation, school, youth offending team, learning support unit and the Creative Kid's Charity Manager, possibly resulting in a short-term suspension in order to discuss and resolve the situation.
- At this point the situation will be discussed with the parent/guardian and a mutually acceptable solution found. Permission for targeted observations will be sought.
- An action plan will be devised at a joint meeting.
- Every effort will be made to help the individual adjust his/ her behaviour.

- Should problems persist, unbiased observation records will be kept and countersigned by a witness. Parents will have access to these records, but no unauthorised person will.
- A review of the action plan in conjunction with the observation records will be held between staff and family.
- Hopefully as a result of this some improvement will be noticed and noted.
- If a solution is not found to persistent misbehaviour, and the behaviour is dangerous or abusive, the parents will receive an exclusion warning, to be written in the Incident Book and signed by the parents.
- Further observations and the reviewed action plan will hopefully show some significant improvement in the individual's behaviour.
- Should there still be problems, exclusion for a period of two weeks will be deemed necessary, and will be written in the incident book, to be signed by a parent/carer.
- Should they not want to sign; written notice will be sent to them.
- Parents should note that refunds will not be given in such cases, that should they wish the place to be held during the exclusion, it must be paid for.
- The individual will be allowed to return if he/she shows willing to alter their behaviour. Their return is on a trial basis for two weeks. Should dangerous or abusive incidents occur during this time, exclusion will be immediate and permanent.
- Should a child need to be excluded twice, there will be no offer of return.
- This is a last resort and should be avoided, but the safety of the group is paramount.
- Staff will be made aware through induction, training, supervision, and appraisals that some kinds of inappropriate behaviour may be the result of an individual's Special Needs or environmental circumstances.
- In such a case the SEN-Co will research the condition, work closely with the staff team to support the family and do everything within our capabilities of supporting the individual's positive development.

1.0 Health and Safety Policy Statement

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

2.0 Responsibilities

Overall and final responsibility for health and safety is that of the board of trustees of Creative Kids.

Day-to-day responsibility for ensuring that this policy is implemented is delegated to the Arts Manager.

To ensure that health and safety standards are maintained and improved the following people have responsibility in the following areas

2.1 Charity Managers and other staff with supervisory responsibility

- Induction of new staff in respect of office fire procedure and security procedures.
- Updating and reviewing of all policies relating to health and safety.
- Ensuring that all team members are provided with adequate information, instruction and training in all matters relating to their health & safety at work and for adequate supervision to ensure they adhere to health and safety policies and rules.
- Ensuring that their team members are advised of the risks involved in working away from the office and that they are adequately trained to carry out such work.
- Ensuring that all staff and volunteers in their own team are able to do risk assessments of their own working environments.
- Ensuring that team members are provided with all equipment that they need in order to work safely.
- Ensuring that all accidents in their area of responsibility are reported and investigated as appropriate

2.2 Advisor to Creative Kids

Provision of advice on changes to legislation or events that necessitate a review of existing policy and practice.

2.3

All employees have to:

Co-operate with supervisors and managers on health and safety matters;

Not interfere with anything provided to safeguard their health and safety;

Take reasonable care of their own health and safety; and report all health and safety concerns to their immediate line manager or another manager.

3.0 Arrangements

3.1 Risk assessments

The following managers will be responsible for ensuring that risk assessments are undertaken: -

Charity Manager

Arts Manager

The findings of the risk assessments will be reported to the Trustees of Creative Kids. The managers as above will be responsible for arranging that appropriate action is taken where required.

The relevant manager as above will check that the implemented actions have removed/reduced the risks.

Assessments will be reviewed every two years or when the work activity changes, whichever is soonest. These will be held in the offices of the project to which they relate as above.

The risk assessments will be held in the relevant work place in order that they are accessible to people in those locations. Copies will be held on file in the Creative Kid's office.

3.2 Consultation with employees

All employees will be involved directly in discussions involving their health and safety. This will take place at routine staff meetings and at other times as required. Employees are encouraged to raise any issue relating to H&S at staff meetings or immediately if the situation demands this.

3.3 Safe equipment

The following managers will be responsible for identifying all equipment/plant needing maintenance; ensuring effective maintenance procedures are drawn up; and ensuring that all identified maintenance is implemented: -

Charity Manager & Arts Manager

Any problems found with equipment should be reported to the relevant Charity Manager.

Charity Manager will check that new equipment meets health and safety standards before it is purchased.

These procedures will relate to equipment lent out to clients as well as that used on the premises. The relevant manager will ensure that equipment lent out from their premises is checked at regular intervals to make sure it is safe to use. In the case of portable electrical equipment this will include arranging and recording an annual Portable Appliance Test or other inspection as appropriate for each item.

3.4 Safe handling and use of substances

The following managers will be responsible for:

- Identifying all substances which need a COSHH assessment;
- Undertaking COSHH assessments;
- Ensuring that all actions identified in the assessments are implemented;
- Ensuring that all relevant employees are informed about the COSHH assessments;
- Checking that new substances can be used safely before they are purchased.

Creative Kid's Office- 01425 611233 or 07974 543 899

Assessments will be reviewed annually or when the work activity changes, whichever is soonest. A separate COSHH assessment will be conducted for work based in each premises.

3.5 Information, instruction and supervision

The Health and Safety Law poster is displayed at each premises.

Health and safety advice is available from the Advisor to Creative Kids,

Supervision of young workers/trainees will be arranged/undertaken/monitored by the relevant line manager. Line managers are responsible for ensuring that our employees

working at locations under the control of other employers are given relevant health and safety information.

3.6 Competency for tasks and training

Induction training into general office routines and H&S will be provided for all employees by the relevant manager. Job specific training will be provided by the relevant line manager. Specific jobs requiring special training are;

Lone working
Working away from the Creative Kids Office
Home-working

Training records are kept by line managers. Training will be identified by line managers and arranged by them where appropriate. Training will be monitored by line managers.

3.7 Accidents, first aid, work related ill health.

All staff regarded as Display Screen Equipment users are entitled to biannual eyesight tests. The office manager will arrange tests as requested by staff in accordance with this policy.

The first aid box is kept on site at reception and should be taken off site during trips to park/visits.

The appointed person for each site is:-
Arts Manager – Qualified Pediatric First Aider

All accidents and cases of work-related ill health are to be recorded in the accident/incident book. A book is held at each premises in the following locations:-

Creative Kids – filing cabinet (media suite)
Arts Managers are responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority and for ensuring that the Trustees Creative Kids is informed.

3.8 Monitoring

To check our working conditions, and ensure our safe working practices are being followed, we will

- Carry out a routine inspection of premises every wee.

- Include H&S as a standing item on the agenda of all team meetings

A manager will be appointed to investigate accidents as and when they arise. Where it is felt that there is insufficient expertise within the staff team the trustees will be consulted with a view to obtaining external professional advice. The Charity Manager is responsible for investigating work-related causes of sickness absences. **The Trustees are responsible for acting on investigation findings to prevent a recurrence.**

3.9 Emergency procedures- Fire and evacuation.

The Trustees will be responsible for:

Ensuring that fire risk assessments are undertaken and implemented;

Checking escape routes every week

Testing fire alarms or ensuring they are tested by landlords;

Reviewing the emergency evacuation procedures;

Maintaining fire extinguishers adequately or ensuring that landlords do so.

iPad Acceptable Use Policy

If you wish for your child to use our iPads at Holiday Arts Club please read the information below,

The policies, procedures and information within this document applies to all iPads, laptops, computers or any other IT handheld device used in Creative Kids.

Management and Arts Facilitators and other staff may also set additional requirements for use within their classroom.

Users Responsibilities

Users must use our protective STM DUX cases for iPads at all times. The iPad screen is made of glass and therefore is subject to cracking and breaking if misused: Never drop nor place heavy objects (books, laptops, etc.) on top of the iPad. Only a soft cloth or approved laptop screen cleaning solution is to be used to clean the iPad screen. Do not subject the iPad to extreme heat or cold. Users may not photograph any other person, without that persons' consent. The iPad is subject to routine monitoring by Creative Kids. Devices must be surrendered immediately upon request by any member of staff. Users in breach of the Acceptable Use Policy may be subject to but not limited to; disciplinary action, confiscation, removal of content, dismissal from club or referral to external agencies in the event of illegal activity. Creative Kids is not responsible for the financial or other loss of any personal files that may be deleted from an iPad and not uploaded to Arts Box.

Safeguarding and Maintaining as an Academic Tool

Syncing and charging the iPad to iTunes or iCloud will be maintained by a Creative Kids administrator. Items deleted from the iPad cannot be recovered. All work must be uploaded to Arts Box if the pupil wishes to save their work. Memory space is limited and iPads will be wiped of user content daily. Academic content takes precedence over personal files and apps. The whereabouts of the iPad should be known at all times. Each iPad is asset tagged and has a unique number and bar code. The pupil will be allocated the corresponding number against their name on the register when on loan in session. It is the user's responsibility to keep their iPad safe and secure. iPads belonging to Creative Kids are not to be tampered with in any manner. If an iPad is found unattended, it should be given to the nearest member of staff.

Lost, Damaged or Stolen iPad

If the iPad is lost, stolen, or damaged, the Arts Manager must be notified immediately. iPads that are believed to be stolen can be tracked through iCloud. iPads are not to be removed from the premises at any time. All pupils bags will be checked to identify missing iPads.

Prohibited Uses (not exclusive):

Accessing Inappropriate Materials – All material on the iPad is uploaded by the Centre Manager and apps are chosen for artistic content and must be age appropriate. The 20 iPads are managed by apple configurator which has been set up by Solutions Inc. with a blueprint containing strict settings preventing access to prohibited and inappropriate sites or content. Users are not allowed to send, access, upload, download or distribute offensive, threatening, pornographic, obscene, or sexually explicit materials. Children undergo a one hour iPad induction course with an Arts Leader during registration.

Supporting Prezi here

http://prezi.com/oletq4vfybft/?utm_campaign=share&utm_medium=copy&rc=ex0share

In addition to this the public Wi-Fi powered by the Cloud we use has a robust firewall that prevents users from accessing any sites that would be deemed offensive. They state:

IWF – The Cloud filtering service works alongside the Internet Watch Foundation to ensure the safest possible Internet access can be delivered to children. The IWF list is used to block content related to child pornography. This list is updated daily and compliance is certified. Test URL's are used to ensure that the service is working.

Content Filtering – The Cloud uses ‘SonicWALL’ an industry recognised provider of content filtering; it is updated in near real time and is used to block certain categories as default within required venues. SonicWALL is monitored 24/7 to ensure filtering is maintained.

Blacklisting – This is used for blocking sites that are subject to a court order and are usually concerned with copyright issues. These blacklists are implemented in line with the terms of the warrant.

Illegal Activities – Use of the parent’s internet/e-mail accounts for financial or commercial gain or for any illegal activity. Violating Copyrights – Users are not allowed to have music and install apps on their iPad. We use Spotify. Cameras – Users must use good judgment when using the camera. The user agrees that the camera will not be used to take inappropriate, illicit or sexually explicit photographs or videos, nor will it be used to embarrass anyone in any way. Any use of camera in toilets or changing rooms, regardless of intent, will be treated as a serious violation. Images of other people may only be made with the permission of those in the photograph. Posting of images/movie on the Internet into a public forum is strictly forbidden, without the express permission of the Arts Manager or in the case of staff use; a member of the Senior Leadership team. Use of the camera and microphone is strictly prohibited unless permission is granted by a teacher. Misuse of Passwords, Codes or other Malicious Use/Vandalism – Any attempt to destroy hardware, software or data will be subject to disciplinary action. Jailbreaking – Jailbreaking is the process of which removes any limitations placed on the iPad by Apple. Jailbreaking results in a less secure device and is strictly prohibited. Inappropriate media may not be used as a screensaver or background photo. In the unlikelyhood of pornographic materials, inappropriate language, alcohol, drug or gang related symbols or pictures being shared or viewed we will immediately notify the WI-FI Cloud team, remove the offensive content, discuss the matter with the child and share information with parents. Where a child has deliberately attempted to circumvent security setting and break through external fire walls, we will be inform the parents and the child will be suspended from iPad use at club. We reserve the right to confiscate and search an iPad to ensure compliance with this Policy.

iPad Acceptable Use (EXAMPLE)

Student Pledge for iPad Use

I have completed an induction that explained how to use the iPads responsibly. I will take good care of the iPad. I will never leave the iPad unattended. I will never lend the iPad to others. I will know where the iPad is at all times. I will keep food and drinks away from my iPad since they may cause damage to the device. I will not disassemble any part of the iPad or attempt any repairs. I will protect the iPad by only carrying it whilst it is in a case. I will use the iPad in ways that are appropriate. I understand that the iPad is subject to inspection at any time without notice. I will only photograph people with their permission. I will only use the camera or the microphone when my teacher tells me to. I will never share any images or movies of people in a public space on the Internet, unless I am asked to do so by my Teacher. I agree to abide by the statements of this iPad acceptable use policy.

Name..... Age.....

Signed Date.....

Please keep this information safe and private. We do not keep a record.

Working in Partnership with Parents and Carers

We believe that the most effective way to care for a child or young person is by working closely with parents, giving the child a sense of unity and community.

In order to achieve this, we:

- A brief meeting or telephone conversation with the parent will be encouraged in order to give the parent chance to ask questions.
- The Charity Manager will be easily accessible on 07974 543 899 or at the office address of Unit 5, The Sovereign Centre BH1 4SX or by email creativekids@live.co.uk to book a meeting by request.
- All parents will be sent an email of our complete policies and procedures upon registration, we will hold a hard copy at Club and they will also be available to download via our web site www.creativekids.org.uk

- Only parents and, in the case of an emergency where the parent is not contactable, the emergency contacts will be able to collect children under the age of 12, unless pre arranged with parents.
- Should another party need to collect your child, written permission and knowledge of the password is required.
- A survey will be sent out at least at the end of each year to help Creative Kids improve our service. The results of the survey will be discussed at the Trustee and Management's AGM.
- All staff should be friendly and approachable to parents.
- Parents have access to their child's records.
- The manager will do so without allowing the viewing of other children's records.
- All records will be kept by the Trustees at the office in a locked secure place for a minimum of 2 years.
- Confidentiality is applied to any and all information relating to the participant, his/ her family, their situation or history.
- Confidentiality will only be 'broken' on a need to know basis for staff or professionals who have a right of access in law.
- Where the parent is no longer the person with parental responsibility for the child, they will not be granted access to the child or their information if it is not appropriate for them to do so (see confidentiality and information sharing policy).

Creative Kids Holiday Arts Club & After School Club

T's & C's

Bookings – via My Play Service – Magic Booking

- All bookings must be made through www.creativekids.org.uk
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder

- All bookings must be paid for at time of booking unless you are paying by Childcare Vouchers/Tax Free Childcare.
- Any booked sessions which are not attended are still charged.
- We are not able to swap sessions once a booking has been made.
- Holiday club daily fee is currently £20 a day, online booking essential.
- After School Club is free until September 2019, no pre-booking is required.
- We do not accept cash bookings as a general rule. In exceptional circumstances you do not have a bank card and cash is the only method of payment possible, please contact the Arts Manager who will process the booking for you.

Hays Foundation Grant (August 2019) -Holiday Club Concessionary Rate of £5 per day.

'Is your child eligible for free school meals?' If they are, you are eligible to apply. Please apply via email to creativekids@live.co.uk.

We need to see an **official letter** from either housing benefit, tax credits, universal credits, or your child's School and a bank statement **clearly showing entitlement** with the **your full address** on the letter that is post marked within the last 3 months of application. The letter must show total household incomes (including joint incomes). The claimant **must not be in receipt of working tax credits** - but **can** be claiming child tax credits. If a parent is in receipt of working tax credits we advise the applicant applies for up to 75% cost to be covered by HMRC as we are Ofsted registered. Our number is EY496668.

Late arrivals and early pick-ups:

- ✓ Parents must inform the Arts Manager by calling or texting 07548 924486 if their children are arriving later than 10 am for Holiday Club as this is when the workshops start.
- ✓ Please notify the Arts Manager at reception in the morning if you will be collecting early.
- ✓ Please check planners for our location as we may be off-site on a day trip.

Special Offers and Discount codes

- Discount vouchers or offers can only be used for the purpose stated.
- Only one offer or discount code can be used per booking.
- Each voucher code can only be used once per customer.
- Offers and discounts may be withdrawn at any time.

Payments and Overdue Balances

- ✚ Types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- ✚ When paying by Childcare Vouchers or Tax Free Childcare, please contact Head Office on 01425 611233.
- ✚ Having an overdue balance may lead to the termination of your child's place within the club.
- ✚ Creative Kids will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

Exclusion:

Creative Kids reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

Forced Closures:

If Creative Kids is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, power cut, or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

Lost Property:

On request, Creative Kids will endeavour to return items that can be identified. Unclaimed Holiday Club and After School Club lost property will be distributed to local charities at the end of each half term.

Parent Abuse of staff:

The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened.