Education, Health & Wellbeing Community Interest Company limited by guarantee

Policies and Procedures for Imaginarium

Company number  **11952243**

##

[**Policy Statement**](#_heading=h.gjdgxs) **2**

[**Health and Safety**](#_heading=h.3znysh7) **3**

[**Insurance**](#_heading=h.2et92p0) **4**

[**Risk Assessment**](#_heading=h.1t3h5sf) **11**

[**Fire Safety**](#_heading=h.tb4k3ycm8ng4) **12**

[**Site Security**](#_heading=h.17dp8vu) **13**

[**Visitors**](#_heading=h.co7belu2kajf) **13**

[**Equipment**](#_heading=h.lnxbz9) **15**

[**Physical Environment**](#_heading=h.1ksv4uv) **16**

[**Arrivals and Departures**](#_heading=h.44yvfbrtp2am) **17**

[**Uncollected Young people**](#_heading=h.2jxsxqh) **19**

[**Unaccounted young people**](#_heading=h.z337ya) **20**

[**Settling In**](#_heading=h.3j2qqm3) **20**

[**Smoking, Alcohol and Drugs**](#_heading=h.1y810tw) **21**

[**Involving and Consulting Young People**](#_heading=h.4i7ojhp) **22**

[**Individual development**](#_heading=h.2xcytpi) **23**

[**Off site visits**](#_heading=h.3whwml4) **24**

[**Staff code of conduct**](#_heading=h.2bn6wsx) **25**

[**Continuous professional development, ensuring best practice**](#_heading=h.1pxezwc) **29**

[**Guidance for daycare providers on the compulsory Childcare Register**](#_heading=h.b9kco7mifbsw) **33**

[**Disciplinary Procedures**](#_heading=h.2p2csry) **36**

[**Grievance procedure**](#_heading=h.19c6y18) **37**

[**Anti-Corruption and Bribery Policy**](#_heading=h.206ipza) **38**

[**Students and Volunteers**](#_heading=h.25b2l0r) **39**

[**Hygiene**](#_heading=h.34g0dwd) **40**

[**Health, Illness and Emergency**](#_heading=h.43ky6rz) **41**

[**Medication**](#_heading=h.swmnyycjk11d) **43**

[**Individual Healthcare Plans**](#_heading=h.atrsrp396pia) **44**

[**Allergies**](#_heading=h.mu4xt3yn1nku) **45**

[**Adrenaline auto-injectors (AAIs) and anaphylaxis**](#_heading=h.phd63d3h4ay4) **49**

[**Infectious and Communicable Diseases**](#_heading=h.2iq8gzs) **53**

[**Food and Drink**](#_heading=h.3hv69ve) **54**

[**Behaviour management**](#_heading=h.1x0gk37) **55**

[**Dealing with racial harassment**](#_heading=h.4h042r0) **57**

[**Animals on site**](#_heading=h.cq2bfgz6mgc2) **59**

[**Social Media**](#_heading=h.6q98vke9m16c) **59**

[**Bullying**](#_heading=h.2w5ecyt) **63**

[**Equal Opportunities**](#_heading=h.3vac5uf) **65**

[**Complaints Procedure**](#_heading=h.48pi1tg) **67**

[**Documentation and information**](#_heading=h.2nusc19) **69**

[**Admission, fees and refunds**](#_heading=h.1302m92) **71**

##

## Policy Statement

This statement outlines the principle aims, visions and values Imaginarium uphold and work to, for and with the community.

Imaginarium is committed to:

* Providing inspirational and stimulating activities within a safe, calm environment, nurturing people to reach their potential;
* Supporting people to develop responsibility for themselves and their actions, to become competent, confident, independent and co-operative individuals;
* Encouraging positive attitudes, nurturing mutual respect;
* Promoting positive relationships with the wider community, working in partnership to provide high quality outcomes;
* Offering inclusive services, equitable and socially just;
* Undergoing regular monitoring and evaluation of our services to ensure that Imaginarium continues to meet the needs of the community and the environment we are part of.

Imaginarium work to nurture and support the co-construction of knowledge, challenging the power dynamic through the facilitation of developmentally appropriate activities.

Imaginarium is committed to meeting the needs of all users of our service by:

* Listening and responding to views and concerns;
* Sharing and discussing achievements, experiences, progress and friendships, along with any difficulties that may arise.

Imaginarium is committed to providing:

* High quality activities that consider the impact, consequence and outcomes for all;
* Programmes that are inspiring, motivating and fun;
* Activities that promote and cater for individual need;
* A staff team who is experienced, well trained and properly supported;
* Services that meet the conditions of relevant legislation, wherever they apply;
* An environment where there is no abuse or discrimination in any form.

## Health and Safety

Imaginarium takes the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.

Imaginarium aims to ensure the health, safety and welfare of all individuals who may be affected by our activities. The Health and Safety at Work Act, 1974, and the Workplace (Health, Safety and Welfare) Regulations, 1992, and their associated Approved Code of Practice (ACoP) and guidance will be complied with at all times. All staff will strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

Imaginarium will:

* Create an environment that is safe and without unnecessary risk to health;
* Risk assess all activities, sites and environments;
* Use, maintain and store equipment safely;
* Ensure that all staff are competent in the work in which they are engaged.

**Responsibilities of Staff**

The identification, assessment and control of hazards within Imaginarium is vital in reducing accidents and incidents. All staff are responsible for assessing risks to health and safety arising out of Imaginarium’s activities. In collaboration with the leading staff member, staff will ensure that suitable steps are taken to control and mitigate unnecessary risk whilst balancing the positive impact activities will have.

Staff who have been found to have blatantly disregarded safety instructions or failed to recognise safe practice will be subject to the procedures laid out in the Staff Disciplinary Procedures policy.

Imaginarium will ensure that adequate arrangements exist for the following:

* Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions;
* Providing adequate resources, including financial, as is necessary to meet Imaginarium’s health and safety responsibilities;
* Providing adequate training for all staff;
* Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive where appropriate);
* Reviewing all reported accidents, incidents and dangerous occurrences, and Imaginarium’s response, to enable corrective measures to be implemented;
* Ensuring that all staff, students, volunteers and any other adult who come into contact with young people at Imaginarium have appropriate and up to date DBS checks and fully understand their responsibilities for safeguarding all individuals.

The lead staff member is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The lead staff member is required to report any matter of concern regarding the Health and Safety policy to Directors.

The lead staff member will ensure that:

* An additional designated member of staff is made jointly responsible with them for the health and safety, positive risk matrix assessment provisions at Imaginarium, as set out in this and other policies;
* Regular safety inspections are carried out, where appropriate, and the reports accurately logged;
* Any action required as a result of a health and safety inspection is taken as rapidly as possible;
* Information received on health and safety matters will be distributed to the Directors and all members of staff;
* An investigation is carried out on all reported accidents, incidents and dangerous occurrences;
* Staff are adequately trained to fulfil their role within the Health and Safety policy.

Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all times. As such, they are required to:

* Have regard for the Health and Safety policy and their responsibilities under it;
* Have regard for any health and safety guidance issued, and act upon it whenever appropriate;
* Take reasonable care for their own health and safety as well as of other persons who may be affected by their acts or omissions at work;
* Take all reasonable care to see that any equipment and or premises used, and the activities that are carried out at Imaginarium, are safe;
* Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to injury or damage, and assist in the investigation of any such events;
* Undergo relevant health and safety training.

## Insurance

The Children’s Act, 1989, and the Health and Safety at Work Act, 1974, place a number of legal responsibilities on Imaginarium. Therefore, Imaginarium has insurance cover appropriate to its duties under this legislation. Imaginarium hold public and employees liability insurance to the value of £10 million.

**Liability**

Under provisions contained in the Occupiers Liability Act, 1957, Imaginarium has a duty to ensure that both users of services and any visitors are kept reasonably safe.

Imaginarium’s full responsibilities and procedures in respect of Health and Safety, are contained in this policy, alongside the relevant sections of this policy document.

## Risk Assessment

Imaginarium work to mitigate risks through robust and on-going risk assessments and positive risk matrix. Systems are in place for checking that Imaginarium is a safe and secure place for young people, staff and other visitors. Our procedures are part of a continuous process to prevent any dangerous incidents taking place. They are the responsibility of all staff as part of their daily duties. Imaginarium will do everything necessary to minimise any risks to children or staff from the premises (including entrances or exits), equipment or activities.

In accordance with our duties under the Management of Health and Safety at Work Regulations, 1999, Imaginarium is required to undertake regular assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

The lead staff member is responsible for making sure that assessments are undertaken and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to Imaginarium’s premises, or when particular needs of a child or other visitor necessitates this.

The lead staff member is further responsible for conducting any necessary reviews or making changes to Imaginarium’s policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises – both indoor and outdoor – will be carried out continually. This will be the responsibility of all staff at each operational site. The ongoing assessment of this forms part of our ability to ensure continuous safe operations.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

Imaginarium’s environment, both indoors and outdoors;

All surfaces, both indoors and outdoors ;

All equipment used by young people or staff .

On discovering a hazard, staff will take all steps necessary to control, minimise or mitigate any risk associated with the hazard. They will then notify the lead staff member and ensure that a record is made.

The lead staff member will ensure that, if necessary, further measures are taken to reduce the likelihood of the hazard becoming a further risk.

Recording Accidents, Incidents and Dangerous Occurrences

All accidents, incidents and dangerous occurrences will be recorded on the same day as the event took place.

Records must contain:

* The time, date and nature of the incident, accident or dangerous occurrence;
* Details of the people involved;
* The type, nature and location of any injury sustained;
* The action taken and by whom;
* The signature of the member of staff who dealt with the event, any witnesses and, if deemed necessary, a countersignature by the parents/carers of the child or young people involved.

Staff should inform the parents/carers of the child or young people concerned at the end of the session in which the incident, accident or dangerous occurrence took place. Where this is not possible, the information will be passed on at the earliest possible opportunity. If further medical treatment is necessary, Imaginarium will ensure contact to parents/ carers immediately.

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## Fire Safety

Imaginarium understands the importance of vigilance to fire safety hazards. Imaginarium will ensure that each premises has an up-to-date fire certificate, notices explaining the fire procedures are positioned next to every fire exit and all staff, students, volunteers and young people are aware of the fire safety procedures.

All staff must be aware of the location of fire exits, the fire assembly point and where fire safety equipment is stored.

Young people will be made aware of the fire safety procedures during the start of session briefings. All young people will be made aware of the location of fire exits and the fire assembly point.

Fire doors and fire exits are clearly marked, are not obstructed at any times, and are easily opened from the inside.

Fire exits are kept closed at all times but never locked. Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer’s guidance.

The Manager or lead staff member will arrange fire drills and tests. Fire drills will take place periodically and staff will be informed of when these will occur.

Imaginarium will arrange for the premises site manager to undertake fire drills.

All fire drills, fire incidents and equipment checks will be recorded in the Incident Record book.

**Fire Prevention**

Imaginarium will take all steps possible to prevent fires occurring. As such, The Manager or lead staff member and the staff team are responsible for:

• Ensuring that power points are not overloaded with adaptors;

• Ensuring that Imaginarium’s No Smoking policy is always observed;

• Checking for frayed or trailing wires;

• Checking that fuses are replaced safely;

• Unplugging all equipment before leaving the premises;

• Storing any potentially flammable materials safely.

The Manager or lead staff member will explain fire safety procedures to new staff, students and volunteers as part of the induction process.

**In the event of a fire**

A member of staff will raise the alarm immediately and the emergency services will be called at the earliest possible opportunity.

All young people will immediately be escorted out of the building and to the assembly point using the nearest marked exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

The entire premises will be checked by the Fire Safety Officer and the register will be collected, providing that this does not put anyone at risk. On exiting the building, the Fire Safety Officer will close all accessible doors and windows to prevent the spread of fire.

The register will be taken and all young people and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately. If for any reason the register is not to hand, The Manager or lead staff member should access the emergency contacts list that is kept off the premises (for further details see the Documentation and Information policy).

If for any reason the designated fire safety officer is absent at the time of an incident, The Manager or lead staff member will assume responsibility or nominate a replacement member of staff.

## Site Security

Imaginarium is committed to providing and operating within a safe and secure environment. All staff have individual and collective responsibility to ensure that they have continuous regard for the safety and security of all young people on site. During welcome sessions, children will be reminded that they are to stay with their group leader at all times.

Parents/carers are encouraged to talk to their young people about the importance of remaining safe and not leaving Imaginarium’s premises during the session. This message will be reinforced within the briefings before the start of sessions.

Staff and any other authorised persons who are regular visitors to Imaginarium will be issued with either an identity badge or clearly identifiable clothing, which they are expected to wear at all times while on Imaginarium’s premises. Please refer to the ‘visitors’ policy for more details.

Imaginarium, will make sure that no child can leave the premises, and no one can enter the premises, without someone who is providing childcare becoming aware.

**Supervision**

Young people will not be left unsupervised at any time during activity sessions. In the event of staff shortages, sessions will be restricted to ensure that young people are adequately supervised, in accordance with the risk assessment.

The Manager or lead staff member will allocate responsibility to individual members of staff for observing and supervising the main entrance and exit points at the beginning and end of the session and at other times as deemed necessary.

## Visitors

Visitors to any of Imaginarium’s sites will need the authorisation of one of the managers. At Imaginarium, this is either James, Lauren or Frances.

They will record the date and time of the proposed visit, reason for the visit, name of the visitor(s), and the name of the organisation they are from where applicable. All visitors will be given the **Imaginarium Visitor Information Leaflet** and given site safety and emergency information.

Imaginarium is committed to promoting the safety of all pupils and may require visitors to undertake a DBS check depending on the purpose of their visit.

A visitor will require an enhanced DBS check with children’s barred list information if they work in ‘regulated activity’.

Under no circumstance will a visitor who has not undergone a DBS check be left unsupervised with pupils.

Imaginarium will adhere to the Prevent Duty Policy at all times when managing the risk of potential harm to pupils from visitors.

**Visiting procedures**

All visitors, including parents, will comply with the following procedure:

* Immediately report to a manager on arrival
* Provide their details, including:
	+ - Date
		- Name
		- Purpose of visit
		- Time of arrival
* Sign-in
* Display ID badges provided at all times while on site
* Sign-out
* Return ID badges to Imaginarium office before departure

Visitors will be made aware of relevant policies, including those in relation to health and safety, reporting a concern and emergency procedures.

Visitors will be advised that all sites are non-smoking areas and smoking is not permitted anywhere within the grounds.

Prior to the visit, all visitors will be made aware of any specific parking arrangements in place.

**Exceptions**

Visits by contractors are governed by our Contractors Policy.

Visitors attending scheduled open days, sports events or other ‘by-invitation’ activities will be exempt from the visiting procedures outlined in the visiting procedures of this policy.

Anyone attending events will keep to the areas of the grounds where the events are taking place (e.g. the sports field, hall).

**Unidentified individuals**

It is the responsibility of all staff members to politely question any individual who enters the premises unaccompanied and/or without a clearly displayed name badge.

Any such visitors will be directed to a manager where they can sign-in.

If a visitor cannot be identified, a manager will be informed immediately.

If a visitor refuses to report to the manager, or becomes aggressive or abusive, they will be asked to leave the premises and the police may be called to assist.

**Visitor Conduct**

Visitors to Imaginarium will be required to act in accordance with Imaginarium’s Code of Conduct and other relevant policies at all times.

Imaginarium reserves the right to escort individuals from the premises who act in an aggressive or threatening manner towards staff members, pupils, governors, parents or other visitors.

Under section 547 of the Education Act 1996, it is an offence for any person to cause a nuisance or disturbance on school premises; therefore, the police may be contacted to assist in the removal of individuals from the premises, where necessary.

In the event of persistent occurrence of unacceptable behaviour on an Imaginarium site, Imaginarium has the right to request a banning order from the LA for the individual in question.

**Contractors**

Contractors, sub-contractors and specialists working on Imaginarium premises are all required to comply with relevant health and safety legislation and HSE guidance.

Both Imaginarium and the contractor will make a ‘suitable and sufficient’ assessment of the risks associated with any activities undertaken and put in place appropriate measures to control these risks.

Contractors will submit copies of site- and task-specific risk assessments and method statements prior to commencing work.

We will ensure that contractors and providers are aware of our setting safeguarding and child protection policy and procedures. We will require that employees and volunteers provided by these organisations use our procedure to report concerns. Any person entering the site for the first time will be provided with details of the safeguarding arrangements at our setting, which will include identifying the DSL and the process for reporting welfare concerns. This will be in the form of the Visitor Information Leaflet.

Further information can be found in the Child Protection and Safeguarding Policy.

## Equipment

Imaginarium is committed to providing young people with access to a wide range of equipment that stimulates enjoyment, learning and development, both indoors and outdoors.

All furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with BS EN safety standards or the Toys (Safety) Regulations (1995) where applicable.

Equipment will be properly maintained and inspected in accordance with the manufacturer’s instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing), and that relevant staff are trained on the correct use of computers and other IT equipment.

All equipment used in activities are suited to the task, adequately maintained and in accordance with statutory requirements and current good practice. Maintenance checks are recorded as necessary.

Levels of staff supervision will be sufficient to ensure that the safety of young people is assured, and set according to the type of equipment being used, along with the ages and number of young people involved in a given activity.

All equipment and resources will be selected with care, and risk assessments carried out before new toys and equipment are purchased, according to the principles of the Risk Assessment policy.

Imaginarium has equipment and resources suitable for all young people currently in attendance, including those with special educational needs, physical disabilities and for those for whom English is not their first language.

Imaginarium’s equipment and resources reflect positive images with regard to culture, ethnicity, gender, and disability.

Resources will, whenever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

Imaginarium provides a wide selection of books that are regularly updated, as financial resources allow. The selection will always include reference books, and a range of age-appropriate formats. Staff are encouraged to select books that reflect a multicultural society, challenge stereotypes, and which meet the educational needs of the young people.

Outside opening hours, all equipment will be kept in a suitable and secure location; safe from unauthorised access or use. When discovered, defective or broken equipment will be taken out of use and stored in a safe place before being disposed of. Flammable equipment will be stored in a safe location away from sources of heat and/or naked flames.

## Physical Environment

Imaginarium is committed to providing young people with a stimulating and safe environment. We will do all we can to make our premises welcoming and friendly to young people, their parents/carers and any other visitors.

Imaginarium’s premises are safe, secure and adequately spacious for its purpose. The environment and atmosphere of Imaginarium is welcoming to young people and offers access to the necessary facilities for a broad and varied programme of activities.

Imaginarium is committed to taking every possible step to ensure that all young people have equal access to facilities, activities and play opportunities; including young people with special educational needs and/or disabilities.

Imaginarium’s premises comply with all the requirements of the Disability Discrimination Act, 1995, and all other relevant regulations and guidance.

The Manager or lead staff member is responsible for ensuring that Imaginarium’s premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature. Daily risk assessments are carried out, in accordance with the Risk Assessment policy, to ensure that the facilities are maintained in a suitable state of repair and decoration.

During the opening hours, the premises are used by and solely available to Imaginarium, its staff and the young people, as far as possible.

Imaginarium will do all it can to maintain an open room layout, allowing young people to choose from a variety of play, social, creative, physical and focused opportunities. All young people will have adequate space to play and interact freely.

There is adequate space for storing all Imaginarium’s equipment safely and securely.

Under normal circumstances, staff will ensure that there is one toilet and one wash basin with hot and cold water available for every 10 young people.

No child will be left unsupervised in the kitchen area.

Members of staff will have access to a telephone on Imaginarium’s premises at all times.

**Outdoor activities**

These will take place in safe, secure and well-supervised spaces. Before any outdoor activities commence, a thorough safety check and risk assessment will take place.

Outdoor play areas will be well maintained and free from holes, bumps or uneven surface areas. Ponds, drains, pools or any unnatural water will be made safe or inaccessible to young people.

Any outside water features will be kept safe, and inaccessible to unsupervised young people. If young people are involved in water sports, staff will ensure that a qualified lifeguard supervises them.

In the event of snow or ice on external walkways, staff will ensure that this is regularly cleared and kept safe.

Staff will make sure there is a regular supply of water available to young people at all times, especially in hot conditions. In such circumstances, staff will also ensure that young people are adequately protected from the sun, according to the provisions set out in the Health, Illness and Emergency policy.

## Arrivals and Departures

Imaginarium will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

**Admissions**

It is the responsibility of the Manager / leader to ensure that an accurate record is kept of all young people in Imaginarium, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts during the day.

Records of daily registers should be kept by Imaginarium for at least one year.

**Arrivals**

On arrival, a member of staff will record the young person’s attendance in the daily register.

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Consent Form. Further details of this procedure are contained in Imaginarium’s Health, Illness and Emergency policy and Medication policies.

**Departures**

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect young people. In the event that someone else should arrive without prior knowledge, Imaginarium will telephone the parent/carer immediately.

Permission and arrangements for young people leaving Imaginarium alone at the end of a session will be a matter for discussion between The Manager or lead staff member and parents/carers, based on an understanding of a young person’s age, maturity and previous experience. Written consent for young people leaving Imaginarium alone must be submitted before such arrangements are able to commence.

No child under the age of 8 will be allowed to leave Imaginarium unaccompanied.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this on arrival. If the designated adult is late in picking up their child without prior warning, the provisions of the Uncollected Young People Policy will be activated.

Upon departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

**Absences**

If a child is going to be absent from a session, we would ask that parents or grown ups at home indicate this to Imaginarium in advance. If a child who is expected, does not arrive, contact will be made with their carer to ascertain the reason for the absence.

If a child is absent without explanation for more than three days concurrently, staff will contact the parents/carers to try to ascertain the reasons behind this.

Regular absences from Imaginarium could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. Imaginarium and its staff will always try to discover the causes of prolonged and unexplained absences.

**Escorting Young people between School and Imaginarium**

Where young people are escorted between school premises and Imaginarium, the following procedures will be carried out:

The Manager or lead staff member will ensure that a thorough risk assessment is carried out and regularly reviewed, according to the provisions of the Risk Assessment policy.

A contact within Imaginarium will be identified, with whom The Manager or lead staff member will liaise.

A clear agreement will be reached between Imaginarium and Imaginarium about when responsibility for young people’s safety is officially transferred.

The Manager or lead staff member will ensure that an identical register of all young people who require escorting between locations is kept by both departure and arrival sites.

A regular meeting place for young people will be established. If the meeting place is complex, young people under eight should be escorted directly from and to classrooms and Imaginarium’s premises.

There will always be two staff members accompanying any such group, with a member of staff at the front and one at the rear.

Staff will ensure that young people are given instructions on road safety.

If a child is absent from Imaginarium without prior warning, staff will check to see if they attended school that day – they will not simply accept the word of other young people. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at Imaginarium and the parents/carers.

## Uncollected Young people

Imaginarium has the highest regard for the safety of the young people in our care – from the moment they arrive to the moment that they leave.

At the end of every session, Imaginarium will ensure that all young people are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated:

If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the lead member of staff will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer-phone requesting a prompt reply.

While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.

If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, The Manager or lead staff member will call the local social services department for advice.

The child will remain in the care of Imaginarium until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.

In the event of the social services being called and responsibility for the child being passed to a child protection agency, The Manager or lead staff member will attempt to leave a further telephone message with the parent/carer or designated adults’ answerphone. Furthermore, a note will be left on the door of Imaginarium’s premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their young person’s safety and instruct them to contact the local social services department.

Under no circumstances will a child be taken to the home of a member of staff, or away from Imaginarium’s premises unless absolutely necessary.

Incidents of late collection will be recorded by staff and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their young person’s place at Imaginarium.

## Unaccounted young people

Imaginarium has the highest regard for the safety of the young people in our care. Staff will always be aware of the potential for young people to go missing during sessions.

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy). If for any reason a member of staff cannot account for a young person’s whereabouts during a session at Imaginarium , the following procedure will be activated:

The member of staff in question will inform both The Manager or lead staff member and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other young people remain safe and adequately supervised.

The Manager or lead staff will nominate members of staff to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around Imaginarium.

If after 15 minutes of thorough searching the child is still missing, The Manager or lead staff member will inform the police and then the young person’s parent/carer.

While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the young people at Imaginarium.

The Manager or lead staff member will be responsible for meeting the police and the missing young person’s parent/carer. The Manager or lead staff member will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.

Once the incident is resolved, The Manager or lead staff member and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of Imaginarium’s Site Security and Risk Assessment policies).

All incidents of young people going missing from Imaginarium will be recorded in the Incident, Accidents and Dangerous Occurrences Record, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

## Settling In

All young people are unique and the amount of time that a child takes to settle into Imaginarium can vary enormously. Therefore, young people will be given time to settle in at their own pace, as to make them feel welcome, safe and confident in a new environment.

Young people new to Imaginarium will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to Imaginarium.

Depending on the age and maturity of the child, the parent/carer will stay with the child while the rules and routines are being explained. The parent/carer will have the option of being part of the induction process if they so wish.

Young people will be informed about Imaginarium’s routines and the programme of activities. They will be shown around the premises, told where they can and cannot go, and have both registration and signing out procedures made clear.

Ground rules will be explained to the child and they will be encouraged to ask questions and raise any concerns. The child will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions of the Fire Safety policy.

Parents/carers are offered the opportunity to stay with their child for a period of time during their first session.

On their first session, newcomers will be introduced to the other young people at Imaginarium. The child will be allocated a ‘buddy’ who, under the supervision of a member of staff, will show them around and introduce them to the other young people. The child will then be encouraged to get to know the other young people and settle into the group.

All staff will supervise young people new to Imaginarium to ensure that they are happy in their surroundings. The appropriate level of such supervision will be judged according to the young person’s age, maturity and previous experiences.

If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at Imaginarium. If parents/carers wish to meet with The Manager or lead staff member, they should make an appointment to come in for a chat.

## Smoking, Alcohol and Drugs

Imaginarium prohibits the use or possession of cigarettes, alcohol and illegal drugs on our premises at any time. If staff, students, volunteers or young people are found to have broken the rules in respect of this policy, it will be treated as a very serious disciplinary matter.

All staff are made aware of the provisions of this policy during their induction, including the importance of them setting a positive example. All young people will be made aware of the rules during their settling in period. Any contravention of the provisions of this policy will be dealt with under Imaginarium’s Staff Disciplinary Procedures and Behaviour Management policies.

**Drugs**

Staff, students, volunteers or young people who arrive at Imaginarium clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If a child is found in possession of illegal drugs on the premises, their parent/carer will be informed at the end of the session. If staff are found in possession of illegal drugs, serious disciplinary action will follow.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, The Manager or lead staff member must be informed as early as possible.

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both The Manager or lead staff member and the designated Child Protection Officer, according to the provisions of the Child Protection policy.

In such circumstances, The Manager or lead staff member and the Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that young people are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs.

Where an illegal act is suspected to have taken place, the police will be called.

**Alcohol**

Staff, students, volunteers or young people who arrive at Imaginarium clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a child is found in possession of alcohol on the premises, their parent/carer will be informed at the end of the session.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both The Manager or lead staff member and the designated Child Protection Officer, according to the provisions of the Child Protection policy.

The Manager or lead staff member and the Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that young people are not allowed to travel in a vehicle driven by someone who is clearly over the legal alcohol limit.

Where an illegal act is suspected to have taken place, the police will be called.

**Smoking**

Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, young people, parents/carers or any other visitors.

If a child is found in possession of cigarettes on the premises, they will be confiscated and their parent/carer informed at the end of the session.

## Involving and Consulting Young People

Imaginarium, and all its members of staff, are committed to the principle of involving and consulting young people whenever decisions are made that affect them.

Imaginarium believes that actively promoting the participation of young people in decision-making processes is beneficial to young people, staff and Imaginarium as a whole.

Imaginarium’s commitment to involving and consulting young people stems from the ‘listening to young people’ provisions set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child. These state that:

• A young person’s opinion should be taken into account in anything that affects them.

• Young people should have information disseminated in a way that enables them to make choices and decisions.

For young people, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

For both staff and Imaginarium, there are multiple benefits of such an approach such as improved behaviour, a relationship with young people based on partnership, a more cohesive environment and activities and decisions that young people feel a sense of ownership over.

The Manager or lead staff member and staff will work with young people to draw up a charter that will set out the expectations and responsibilities of Imaginarium, the staff team and the young people in respect of consultation and involvement. Parental involvement in drawing up and implementing the charter will also be encouraged.

All young people will be listened to and consulted actively. This will take a number of forms, including:

• Listening to what they say in speech and other forms of communication.

• Observing body language and behaviour.

• Drama and role play.

• Through play and creative expression and the use of visual aids.

• Via regular group based discussions and Q and A sessions.

• Questionnaires and other regular feedback on activities.

• Notice boards that carry important information about activities at Imaginarium.

• Regular young people’s meetings, between young people and staff, discussing the club’s activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of young people’s involvement. However, the emphasis should always be strongly in favour of involving young people.

Consultation and involvement will be regularly monitored and acted upon so that young people are able to see that their input has led to visible outcomes. Imaginarium and its staff will also be clear about what decisions young people will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

## Individual development

The programme of activities and the atmosphere of Imaginarium aims to develop confidence and independence as well as promoting cooperation and building socialisation skills. Our work has, as its core, the aim of enabling young people to develop their emotional, social, cognitive, interpersonal and physical skills and their desire to explore, discover and be creative.

Imaginarium will provide a well-planned and organised environment that offers young people rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. The programme of activities will recognise and take into account the differing ages, interests, backgrounds and abilities of the young people.

Activities are carefully planned to allow young people to build on their natural curiosity, advance their thinking, use their imagination and develop positive social relationships. At all times,Imaginarium will recognise a young person’s individuality, effort and achievement.

Wherever appropriate, young people will be involved in the process of planning activities so that the programme reflects their opinions, and so that young people feel some ownership over their activities. Such processes will be governed by the procedures set out in the ‘Involving and Consulting Young’ people policy.

Staffing arrangements will provide opportunities to:

• Reflect on practice.

• Recognise that working with young people is a complex, challenging and demanding task and that often there are no easy answers.

• Ensure that learning is a shared process and that young people learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.

Staff will display flexible styles of leadership and respond appropriately to young people according to their age, understanding and needs.

Staff will support, recognise and promote achievements by all young people.

Imaginarium will provide young people with a range of equipment and resources appropriate to their age and interests, according to the provisions of the Equipment Policy.

The programme of activities will be displayed in a place that is accessible to all young people and to their parents/carers, including start and finish times.

The Manager or lead staff will ensure that time is managed properly, to allow for activity sessions to be evaluated.

## Off site visits

Imaginarium believes that visits and outings play an important and enriching role in the programme of activities that we provide for young people. However, during such events, the safety of young people remains paramount.

Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties.

The Manager or competent lead member will ensure that a thorough risk assessment has been carried out prior to the proposed visit of an outing, according to the provisions set out in the Risk Assessment policy. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, The Manager or lead staff member will write to the venue requesting all relevant information and a risk assessment statement where available.

Any medication will be taken on visits and carried either by the pupil or staff member. Please refer to **‘School trips and allergies’** Policy.

Imaginarium will make every effort to involve young people in the planning of a visit or outing. Staff will explain to young people the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution.

Young people will be talked through any potential safety hazards and told to remain with staff at all times. Staff will explain to young people what to do in an emergency, including designating a suitable meeting point.

**Parental Consent**

Parental consent is not generally required for off-site activities that take place during school hours. Written consent is required for:

* Activities of an adventurous nature.
* Residential trips.
* Foreign trips.
* Trips outside of school hours.

If preferable and appropriate, parents may complete an annual consent form at the start of any academic year which gives consent for their child to be involved in any and all activities, both on and off-site, that take place at any time, including Imaginarium holidays. Separate consent will be sought for trips which require payment. Parents will be informed of activities by email and will have the opportunity to withdraw their child from taking part.

Wherever possible, no less than two weeks before a proposed visit or outing, Imaginarium will send an email to parents/carers giving them detailed information about the proposed event. This will include a full programme of activities, any costs involved, an outline of any journey involved and the mode of transport being used as well as approximate arrival and departure times.

**During visits and outings**

On visits or outings, the staff to child ratio will be subject to the nature of the activity and the risk assessment.

• Young people will remain under close supervision at all times.

• Where Imaginarium is providing support for school trips, Imaginarium class teacher will take responsibility for the group until the point of activity instruction. At this point and throughout the duration of the activity, the safety of each participant will be with the instructor or leader in charge of the activity.

• The Manager or lead staff member will ensure that a full First Aid kit is on hand, in compliance with the relevant provisions of the Health, Illness and Emergency policy.

• Two designated members of staff will keep mobile phones with them at all times and their numbers will be circulated to all parents/carers in advance of the visits and outings. These numbers will also be left at Imaginarium in case of an emergency.

• A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.

• A list of all members of staff and young people participating in the visit or outing, along with relevant mobile phone numbers, will be left with the member of staff left on duty at Imaginarium’s premises (if staff numbers allow for such a provision).

• All necessary emergency contact information including medical and individual risk assessments, will remain with the group during off site visits

When working with external agencies Imaginarium will require a written code of practice for activities, which is consistent with relevant National Governing Body guidelines. All staff competence will be assessed against appropriate National Governing Body qualifications for the activities to be undertaken and will have been certificated by the NGB or by an appropriately qualified and experienced technical adviser.

## Staff code of conduct

Imaginarium is committed to placing the best interests of young people’s welfare, care and development at the centre of all staffing matters.

• All staff are encouraged to contribute to the development and quality of the programme of activities provided.

• Members of staff are expected to conduct themselves at all times in a professional, courteous, helpful, warm and consistent manner.

• Members of staff are expected to display both knowledge and understanding of multi-cultural issues and a commitment to treating all young people as individuals and with equal concern and respect.

• Members of staff will have regard for maintaining appropriate dress and personal appearance for working with young people and with awareness of health and safety issues.

• Mobile communication is necessary at all times and staff will need to ensure that they are able to contact emergency services at all times.

• The Manager or lead staff member will ensure that space is made during the working day for staff to take breaks, where necessary, ensuring that no member of staff exceeds the legal limit of six hours consecutive work without a break.

**Welfare**

Imaginarium is committed to promoting family friendly employment practises to help staff balance work and family commitments. Imaginarium will make every effort to be flexible, promoting harmonious working relations.

Imaginarium will work with staff to ensure that all employment legislation and regulations – including Statutory Maternity Pay, Statutory Paternity Pay, Parental Leave, Statutory Sick Pay and Working Time Regulations – are abided by. In return, Imaginarium expects honesty, loyalty and diligence from its staff.

The written detail of employment contracts, including rates and levels of pay and other terms and conditions, are the responsibility of the registered person as part of the recruitment team.

**Qualifications, Experience and Safeguarding**

The Manager and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone full DBS or CRB checks.

Imaginarium will not employ staff or volunteers that have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under schedule 9A of the Young people’s Act 1989. Relevant and valid DBS procedures will be put in place to ensure that all staff have undergone appropriate vetting procedures. In the event that staff are employed by a partner organisation and operate under a DBS for that organisation, Imaginarium will undertake a risk assessment and determine the immediacy for a new DBS to be complete prior to employment.

No person who has not received full DBS or CRB, but who is on the premises (such as a member of staff awaiting registration clearance) will be left alone with a child.

**Conduct**

Under no circumstances should any arguments or disagreements between members of staff occur in the presence of young people or parents/carers.

No smoking, alcohol or drug use is allowed on Imaginarium’s premises.

No bullying, swearing, harassment or victimisation will be tolerated on the premises where Imaginarium is operating.

Offensive behaviour such as sexist or racist language or harassment will not be tolerated.

All staff are expected to treat everyone respectfully at all times and inappropriate behaviour may lead to disciplinary action.

**Confidentiality**

Staff have a right to privacy, as do young people and their parents/carers. All confidential details are governed under the Data Protection Act.

Staff will not talk about individual incidents or the behaviour of young people in front of parents/carers and other young people. All issues that arise will be discussed with the site manager.

Under no circumstances should staff provide any information about young people to any branch of the media. All media enquiries should be passed in the first instance to The Manager or lead staff member.

**Absences**

Staff should negotiate annual leave with their line Manager, in all cases giving as much notice as possible. Leave will only be granted in agreement with the line manager.

Procedure for covering illness:

Imaginarium works to provide the best possible service at all sessions. Consistency is a key part of this and children will often react adversely to sudden and unexpected change.

Unforeseen circumstances may lead to sessions being covered by various members of Imaginarium and the below procedure sets out how this will be effected and managed to ensure the best possible level of service provision.

All staff commence employment with the knowledge that they are expected to provide consistent, high quality service.

If staff fail to meet these standards, capability procedures will be followed.

Each member of the team takes responsibility for the sessions they lead. In the event of illness, Line Managers will arrange cover for sessions where possible. In the event that sessions can not be covered, the line manager will inform Imaginarium and relevant parties.

Illness will need to be reported at the earliest opportunity. It is not expected that staff will be unwell and each bout of illness will be discussed with your Line Manager to ensure that staff are effectively supported within their work.

In the event that a staff member requires cover for any sessions, they will:

* Contact their line Manager prior to the start of the working day. Staff will also need to contact any other individuals or organisations that might be affected by their absence.
* Pass relevant planning and information to their line manager

On returning to work, staff should complete a self-certification form for any sickness absence.

For absences of longer than seven days, a doctor’s certificate must be obtained.

Line Managers will keep records of all sick-leave and other absences.

**Staff Development and Training**

Staff are Imaginarium’s most valuable resource, as it is only through their commitment and effort that good quality provision can be both established and maintained. We are therefore committed to providing good training and development opportunities for staff so that they are able to perform their roles both efficiently and effectively.

Imaginarium recognises that regular training and monitoring of professional development is important for all staff. Staff development and training is vital because it allows staff to keep up to date with current thinking and practice about both play and child development issues. Additionally, well-trained and motivated staff are better able to meet the diverse and complex needs of young people.

Imaginarium is committed to providing for staff:

• A full induction process;

• A regular system of appraisals;

• An up to date record of staff qualifications and training;

This will help to ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of Imaginarium and the National Standards.

**Staff inductions**

New members of staff will be issued with a job description and a copy of Imaginarium’s policies and procedures. Staff will also undergo an induction process during the first month of their employment and be assigned a mentor to help them settle in.

As part of the induction, the mentor will discuss and talk through everyday practices of Imaginarium. These will include:

• Showing new staff around the premises, pointing out all fire exits, toilets and areas such as the staff room, kitchen and office;

• Explaining staff shifts, breaks and all aspects of the day-to-day management and running of Imaginarium;

• Introducing the new member of staff to their colleagues, young people and parents/carers where appropriate;

• Pointing out the practical implications of Imaginarium’s policies and practices, including how they relate to Imaginarium’s obligations under the National Standards.

**Staff Appraisal and Progression Sessions**

The main objective of Imaginarium’s appraisal and Progression Sessions system is to review employees’ performance and potential, and to identify suitable and appropriate training and development needs.

Appraisals will take the form of annual meetings between staff and line Manager. They will be used to identify current knowledge, skill, areas for future development and potential training needs.

Progression Sessions will take the form of regular monthly discussions between staff and line Manager, and will be an opportunity for reflecting on recent professional progress, as well as the targets set, and issues raised, during appraisals.

The appraisal and Progression Sessions process will be used to build up a Personal Development Plan (see below) for each member of staff.

**Staff Meetings**

There will be weekly staff meetings for problem solving, information sharing and acknowledging work issues. These are also opportunities for staff to reflect on their work performance and review any difficulties they may be facing. These may be online.

**Training opportunities**

Imaginarium will do all it can to support staff who are working towards improving their qualifications and training experience. All staff are encouraged to take up training opportunities to expand their professional development and ensure an up to date knowledge of childcare issues.

It is the responsibility of The Manager or lead staff member to identify and promote suitable training courses for staff and strongly encourage them to take advantage of these. Support will be given to help staff overcome any barriers to accessing such training.

Staff will be expected to attend training courses and updates as and when requested by their Manager. Staff will not suffer financially for any training that they are required to undertake.

Specific training courses in Food Hygiene, Equal Opportunities, Child Protection, Special Educational Needs, Data Protection and Health and Safety are obligatory and staff members must always attend such courses when requested. It is The Manager or lead staff member’s responsibility to ensure that staff are kept up-to-date with recent legislation and are suitably enrolled on any courses that are necessary to fulfil Imaginarium’s legal responsibilities.

## Continuous professional development, ensuring best practice

Personal Development Planning is a continuous process to ensure that staff needs are both identified and acted upon as they arise. It is the joint responsibility of both the member of staff and line Manager to ensure that the plan is kept up to date and that all decisions are followed through.

The Line Manager will keep a copy of this plan, but each staff member is also encouraged to keep a copy of their own Personal Development Plan, listing any training undertaken and additional skill gained since starting work at Imaginarium.

High quality experience is at the heart of the organisation and it is coaching that will enable individuals to gain and develop skills at their own pace.

Sessions will be monitored and reviewed regularly with debriefing sessions focusing upon good practice and future developments. Imaginarium aims to offer the best possible experience for all individuals that attend our sessions and we will routinely observe practice as part of the quality assurance process.

All staff are expected to conduct themselves professionally and meet the expected code of conduct for working with children and young people within their settings.

When working within school curriculum sessions, staff are expected to:

**Set high expectations which inspire, motivate and challenge pupils;**

* Establish a safe and stimulating environment for pupils, rooted in mutual respect;
* Set goals that stretch and challenge pupils of all backgrounds, abilities and dispositions;
* Demonstrate consistently the positive attitudes, values and behaviour which are expected of pupils;

**Promote good progress and outcomes by pupils;**

* Be accountable for pupils’ attainment, progress and outcomes;
* Be aware of pupils’ capabilities and their prior knowledge, and plan teaching to build on these;
* Guide pupils to reflect on the progress they have made and their emerging needs;
* Demonstrate knowledge and understanding of how pupils learn and how this impacts on teaching;
* Encourage pupils to take a responsible and conscientious attitude to their own work and study.

**Demonstrate good subject knowledge:**

* Have a secure knowledge of the relevant subject(s) and curriculum areas, foster and maintain pupils’ interest in the subject, and address misunderstandings;
* Demonstrate a critical understanding of developments in the subject and curriculum areas, and promote the value of scholarship;
* Demonstrate an understanding of and take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English.

**Plan and teach well structured lessons;**

* Impart knowledge and develop understanding through effective use of lesson time;
* Promote a love of learning and children’s intellectual curiosity;
* Reflect systematically on the effectiveness of lessons and approaches to teaching;
* Contribute to the design and provision of an engaging curriculum within the relevant subject area(s);

**Adapt teaching / coaching to respond to the strengths and needs of all pupils;**

* Know when and how to adapt delivery, using approaches which enable pupils to progress effectively
* Have a secure understanding of how a range of factors can inhibit pupils’ ability to learn, and how best to overcome these;
* Demonstrate an awareness of the physical, social and intellectual development of children, and know how to adapt teaching to support pupils’ education at different stages of development;
* Have a clear understanding of the needs of all pupils, including those with special educational needs; those of high ability; those with English as an additional language; those with disabilities; and be able to use and evaluate distinctive teaching approaches to engage and support them;

**Manage behaviour effectively to ensure a good and safe learning environment;**

* Have clear rules and routines for behaviour and take responsibility for promoting good and courteous behaviour;
* Take a non-punitive discipline approach
* Manage classes effectively, using approaches which are appropriate to pupils’ needs in order to involve and motivate them;
* Maintain good relationships with pupils, exercise appropriate authority, and act decisively when necessary;

**Fulfil wider professional responsibilities:**

* Make a positive contribution to the wider life and ethos of Imaginarium and Imaginarium ;
* Develop effective professional relationships with colleagues, knowing how and when to draw on advice and specialist support;
* Deploy support staff effectively;
* Take responsibility for improving teaching, leading, coaching or instructing through appropriate professional development, responding to advice and feedback from colleagues;
* Communicate effectively with parents with regard to pupils’ progress and well-being;

**Personal and professional conduct**

All staff are expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes that set the required standard for conduct throughout a teacher’s career.

Professionals working with children uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside school, by:

* Treating pupils with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a individual professional position
* Having regard for the need to safeguard pupils’ well-being, in accordance with statutory provisions
* Showing tolerance of and respect for the rights of others
* Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs;
* Ensuring that personal beliefs are not expressed in ways which exploit pupils’ vulnerability or might lead them to break the law;
* Staff must have proper and professional regard for the ethos, policies and practices of their respective schools in which they deliver sessions as well as those of Imaginarium, and maintain high standards in their own attendance and punctuality;
* Staff must have an understanding of, and always act within, the statutory frameworks which set out their professional duties and responsibilities.

**All staff must inform their line manager of the following:**

* Any incident of food poisoning affecting two or more children within our care
* Any serious accident or injury to, or the death of, any child while receiving;
* Any serious accident or injury to, or the death of, any other person on the premises on which services are provided;
* Any allegation of serious harm to, or abuse of, a child committed by any person looking after children on the premises (whether that allegation relates to harm or abuse committed on the premises or elsewhere), or by any person, where the allegation relates to harm or abuse occurring on those premises;

## Guidance for daycare providers on the compulsory Childcare Register

[**Daycare providers on the compulsory Childcare Register: Ofsted requirements - GOV.UK (www.gov.uk)**](https://www.gov.uk/guidance/daycare-providers-on-the-compulsory-childcare-register-ofsted-requirements)

**Child welfare**

We will:

* keep the children being cared for safe from harm and make sure that everyone looking after children is alert to any signs of harm
* make sure that enough people are present at all times to ensure children’s safety and welfare – at least one person for every 30 children. At least one of these must be the provider, manager or a member of staff and at least one person must have an appropriate first aid certificate
* make sure that anyone under the age of 17 who looks after children is always supervised by someone aged 18 or over
* make sure that no one smokes or consumes alcohol or drugs on the premises while providing childcare or around any child being cared for, including medication that might affect their ability to look after children
* provide or arrange any training that is necessary to ensure that everyone who looks after children has suitable skills and experience
* make sure that children’s behaviour is managed in a suitable way
* not use corporal punishment, and ensure that no-one looking after children, or living or working on the premises, uses corporal punishment on a child

**Safeguarding**

We will:

* have, and follow, a written policy to safeguard children from abuse or neglect (please refer to our separate policy)
* provide training to everyone who looks after children on the procedures in your safeguarding policy
* appoint a person (they can be the provider, manager or a staff member) to:
	+ be responsible for children’s welfare and safety
	+ provide support and guidance on child protection issues to everyone who looks after children
	+ attend child protection training
	+ liaise with any local safeguarding partnership and any director of children’s services if necessary
* not let children have unsupervised contact with anyone who does not have an enhanced Disclosure and Barring Service (DBS) check with barred lists

**Checking suitability**

The provider, manager and everyone who looks after children must be suitable to work with children and have good enough English to ensure the children’s welfare and safety.

As the provider, we will

* have an effective system to ensure that the suitability and English language requirements are met
* make sure that everyone who looks after children has obtained an enhanced DBS check

Anyone aged 16 or older who lives on the premises or works there during childcare hours must have an enhanced DBS check with barred lists (see [‘People connected with Ofsted-registered childcare’](https://www.gov.uk/guidance/people-connected-with-ofsted-registered-childcare)).

**Our premises and equipment**

Our premises and equipment must be safe and suitable for childcare.

We will:

* make sure that no child can leave the premises, and no one can enter the premises, without someone who is providing childcare becoming aware
* have enough suitable toilet and handwashing facilities for the children we look after
* provide access to a secure outdoor space, or if this isn’t possible, make reasonable arrangements for outdoor activities
* do everything necessary to minimise any risks to children or staff from the premises (including entrances or exits), equipment or activities

**Food and drink**

We will make sure that:

* we have a suitable place to prepare food, if we provide it
* any food and drink provided to the children are properly prepared, wholesome and nutritious
* the children have access to drinking water

We will display your registration certificate on the premises. If applicable, we will also display any notice of suspension there for the period of suspension.

**Organising our childcare**

We will make arrangements with other childcare providers or with parents for occasions when you cannot provide childcare.

We will not refuse to look after a child or treat them less well than another child because of any of the following:

* the child’s race, home language, family background or gender
* the religion or belief of the child or the child’s parents
* any disability or learning difficulty that the child may have – this means that you must follow your legal responsibilities under the Equality Act 2010 (for example, the provisions on reasonable adjustments)

We have public liability insurance. This covers death, injury, public liability, damage or other loss.

**Dealing with complaints**

We will

* have a written complaints policy and fully investigate each complaint
* keep written records for 3 years of any complaint, the investigation outcome and any action taken
* respond (in writing, if requested) to the parent who made the complaint, setting out the findings of the investigation and any resulting actions – you must do this as soon as reasonably possible but within 28 days of the complaint being made
* provide, if we ask for it, a summary of complaints for the last 12 months and any action taken, or a list of all complaints made during the last 3 years, within a reasonable timeframe that we specify

**Keeping records and providing information**

We need to record the following for each child:

* their name, home address and date of birth
* their parent’s name, home address and telephone number
* days and times when they attend the childcare

We must also record, as soon as reasonably possible:

* any accidents that happen on the premises
* any medicine given to a child, or that a child takes themselves, including the date, circumstances, person who gave it and the parent’s consent
* the name, home address and telephone number of everyone living on the premises or working there during childcare hours

We will keep this information for 2 years from the date it was recorded.

**Giving parents information**

We must give the following information to parents whose children you look after:

* details of the children’s activities
* copies of our written policies
* information about [Ofsted’s role in registering and regulating childcare](https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare)

**Giving Ofsted information**

We must tell Ofsted about any serious childcare incidents while we are looking after a child. We should do this as soon as possible but within 14 days. Find out [what serious incidents you need to report and how to tell Ofsted](https://www.gov.uk/guidance/report-a-serious-childcare-incident).

We must also tell Ofsted about:

* any changes to the nominated person’s full name, address, telephone number, address where you provide childcare, working hours and number of children you look after
* any changes to the manager
* changes to [people responsible for running the childcare](https://www.gov.uk/guidance/daycare-roles-that-must-register-with-ofsted)
* changes to any people aged 16 or over living on the premises or working there during childcare hours

To tell Ofsted about changes to people, please see [‘Report changes to registered people in your nursery or other daycare’](https://www.gov.uk/guidance/report-changes-to-registered-people-in-your-nursery-or-other-daycare-ey3).

**Add another premises**

If we want to work from additional premises under our Ofsted registration, we must [apply to add another setting](https://www.gov.uk/guidance/add-another-setting-to-your-nursery-or-other-daycare-organisation-eys).

**Certificate of registration**

Will need to be displayed at registered sites.

## Disciplinary Procedures

*This is to be read by the employee.*

This procedure is intended to help maintain standards of conduct and performance and to ensure fairness and consistency when dealing with allegations of misconduct or poor performance.

Minor conduct or performance issues can usually be resolved informally with your line manager. This procedure sets out formal steps to be taken if the matter is more serious or cannot be resolved informally.

This procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors. It does not form part of any employee's contract of employment and we may amend it at any time.

**Investigations**

Before any disciplinary hearing is held, the matter will be investigated. Any meetings and discussions as part of an investigation are solely for the purpose of fact-finding and no disciplinary action will be taken without a disciplinary hearing.

In some cases of alleged misconduct, we may need to suspend you from work while we carry out the investigation or disciplinary procedure (or both). While suspended, you should not visit our premises or contact any of our clients, customers, suppliers, contractors or staff, unless authorised to do so. Suspension is not considered to be disciplinary action.

**The hearing**

We will give you written notice of the hearing, including sufficient information about the alleged misconduct or poor performance and its possible consequences to enable you to prepare. You will normally be given copies of relevant documents and witness statements.

You may be accompanied at the hearing by a trade union representative or a colleague, who will be allowed reasonable paid time off to act as your companion.

You should let us know as early as possible if there are any relevant witnesses you would like to attend the hearing or any documents or other evidence you wish to be considered.

We will inform you in writing of our decision, usually within one week of the hearing.

**Disciplinary action and dismissal**

The usual penalties for misconduct or poor performance are:

Stage 1: First written warning [or improvement note]. Where there are no other active written warnings [or improvement notes] on your disciplinary record, you will usually receive a first written warning [or improvement note]. It will usually remain active for six months.

Stage 2: Final written warning. In case of further misconduct or failure to improve where there is an active first written warning [or improvement note] on your record, you will usually receive a final written warning. This may also be used without a first written warning [or improvement note] for serious cases of misconduct or poor performance. The warning will usually remain active for 12 months.

Stage 3: Dismissal or other action. You may be dismissed for further misconduct or failure to improve where there is an active final written warning on your record, or for any act of gross misconduct. Examples of gross misconduct are given below. You may also be dismissed without a warning for any act of misconduct or unsatisfactory performance during your probationary period.

We may consider other sanctions short of dismissal, including demotion or redeployment to another role (where permitted by your contract), and/or extension of a final written warning with a further review period.

**Appeals**

You may appeal in writing within one week of being told of the decision.

The appeal hearing will, where possible, be held by someone other than the person who held the original hearing. You may bring a colleague or trade union representative with you to the appeal hearing.

We will inform you in writing of our final decision as soon as possible, usually within one week of the appeal hearing. There is no further right of appeal.

**Gross misconduct**

Gross misconduct will usually result in dismissal without warning, with no notice or payment in lieu of notice (summary dismissal).

The following are examples of matters that are normally regarded as gross misconduct:

* Theft or fraud;
* Physical violence or bullying;
* Deliberate and serious damage to property;
* Serious misuse of the organisation's property or name;
* Deliberately accessing internet sites containing pornographic, offensive or obscene material;
* Serious insubordination;
* Unlawful discrimination or harassment;
* Bringing the organisation into serious disrepute;
* Serious incapability at work brought on by alcohol or illegal drugs;
* Causing loss, damage or injury through serious negligence;
* A serious breach of health and safety rules;
* A serious breach of confidence.

This list is intended as a guide and is not exhaustive.

## Grievance procedure

*This is to be read by the employee.*

This procedure applies to all employees regardless of length of service.

This procedure does not form part of any employee's contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

Most grievances can be resolved quickly and informally through discussion with your line manager or James Gardiner. If this does not resolve the problem you should initiate the formal procedure below reasonably promptly.

Step 1: written grievance

You should put your grievance in writing and submit it to your line manager. If your grievance concerns your line manager you may submit it to James Gardiner.

The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

Step 2: meeting

We will arrange a grievance meeting, normally within one week of receiving your written grievance. You should make every effort to attend.

You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to act as your companion.

If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.

We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

We will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

Step 3: appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to James Gardiner, stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you.

We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by a manager who has not previously been involved in the case. You will have a right to bring a companion (see paragraph 0).

We will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.

## Anti-Corruption and Bribery Policy

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. Any non-employee who breaches this policy may have their contract terminated with immediate effect.

This policy does not form part of any employee's contract of employment and we may amend it at any time. It will be reviewed regularly.

**Who must comply with this policy?**

This policy applies to all persons working for Imaginarium or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

**What is bribery?**

Bribe means a financial or other inducement or reward for action which is illegal, unethical, a breach of trust or improper in any way. Bribes can take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or any other advantage or benefit.

Bribery includes offering, promising, giving, accepting or seeking a bribe.

All forms of bribery are strictly prohibited. If you are unsure about whether a particular act constitutes bribery, raise it with your manager or James Gardiner.

Specifically, you must not:

* Give or offer any payment, gift, hospitality or other benefit in the expectation that a business advantage will be received in return, or to reward any business received;
* Accept any offer from a third party that you know or suspect is made with the expectation that we will provide a business advantage for them or anyone else; or
* Give or offer any payment (sometimes called a facilitation payment) to a government official in any country to facilitate or speed up a routine or necessary procedure.

You must not threaten or retaliate against another person who has refused to offer or accept a bribe or who has raised concerns about possible bribery or corruption.

**Gifts and hospitality**

This policy does not prohibit the giving or accepting of reasonable and appropriate hospitality for legitimate purposes such as building relationships, maintaining our image or reputation, or marketing our products and services.

A gift or hospitality will not be appropriate if it is unduly lavish or extravagant, or could be seen as an inducement or reward for any preferential treatment (for example, during contractual negotiations or a tender process).

Gifts must be of an appropriate type and value depending on the circumstances and taking account of the reason for the gift. Gifts must not include cash or cash equivalent (such as vouchers), or be given in secret. Gifts must be given in our name, not your name.

Promotional gifts of low value such as branded stationery may be given to or accepted from existing customers, suppliers and business partners.

**Record-keeping**

You must declare and keep a written record of all hospitality or gifts given or received. You must also submit all expenses claims relating to hospitality, gifts or payments to third parties in accordance with our expenses policy and record the reason for expenditure.

All accounts, invoices, and other records relating to dealings with third parties including suppliers and customers should be prepared with strict accuracy and completeness. Accounts must not be kept "off-book" to facilitate or conceal improper payments.

**How to raise a concern**

If you are offered a bribe, or are asked to make one, or if you suspect that any bribery, corruption or other breach of this policy has occurred or may occur, you must notify your manager or James Gardiner as soon as possible.

## Students and Volunteers

We believe that a placement for a student or volunteer at Imaginarium is a valuable opportunity to build experience while learning about working within a childcare setting. Equally, we appreciate the positive contribution that such committed and enthusiastic people can bring to Imaginarium.

However, at all times the needs of the young people are paramount and therefore sites need to restrict the number of students and volunteers admitted at any particular time, in order to minimise disruption to Imaginarium’s core activities.

The Manager or lead staff member is responsible for ensuring that all students and volunteers working at Imaginarium are suitable and that they will not detrimentally affect the service provided for young people and their parents/carers. The Manager or lead staff member has overall responsibility for supervising and supporting students and volunteers while they are at Imaginarium.

All students and volunteers must be 16 years old or over, submit character referees, and have up to date DBS or CRB checks before they begin their regular placement at Imaginarium.

The Manager will discuss dress code and expected behaviour within Imaginarium.

Students will be encouraged to discuss their individual learning needs with The Manager or lead staff member when they start at Imaginarium, and at regular intervals during their placement.

Students required to conduct child studies beyond Imaginarium’s normal activities (ie: conducting a survey or a group based activity) as part of their course will need to obtain appropriate written consent from the parents/carers of the young people concerned.

The Manager or lead staff member will ensure that students and volunteers undertake the full induction process given to permanent staff.

New students and volunteers will be allocated a member of staff who will have day to day responsibility for them and their needs while at Imaginarium.

Students and volunteers will be expected to adopt a professional manner at all times, and work within Imaginarium’s existing policies and procedures.

While on the placement, students and volunteers will be supported to participate in all aspects of work at Imaginarium, unless otherwise instructed by The Manager or lead staff member. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions.

Regular Progression Sessions and appraisal sessions with the Manager or lead member of staff and the designated member of staff will be established as a means of monitoring progress.

Students and volunteers on placement should not be included in the staff to young people ratio.

## Hygiene

Imaginarium recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risks posed to young people, staff and other visitors.

All members of staff are committed to taking all practicable steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

**Personal Hygiene**

In all circumstances, staff will adhere to the following examples of good personal hygiene:

* Washing hands before and after handling food or drink;
* Washing hands after using the toilet;
* Encouraging young people to adopt these same routines;
* Covering cuts and abrasions while at the premises;
* Keeping long hair tied back;
* Taking any other steps that are likely to minimise the spread of infections;

**Hygiene in Imaginarium**

All staff will be vigilant to any potential threats to good hygiene in Imaginarium. To this end, a clean and tidy environment will be maintained at all times. More specifically, The Manager or lead staff member will ensure that toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and young people. Staff will also be vigilant to any sharp objects, such as glass, which may be on the premises.

**Dealing with spillages**

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Young people will be kept well clear while such substances are being dealt with.

**First Aid and Hygiene**

Further to the provisions set out in the Health, Illness and Emergency policy, the designated First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to young people.

As such, they will wash their hands thoroughly both before and after giving first aid, and ensure that any cuts, wounds or skin damage are covered by plasters or disposable gloves.

**Kitchen Hygiene**

All areas where food and drink are stored, prepared and eaten are prone to the spread of infections. Therefore, staff must be particularly careful to observe high standards of hygiene in such instances. To this end the following steps will be taken:

• Waste will be disposed of safely and all bins will be kept covered;

• Food storage facilities will be regularly and thoroughly cleaned;

• Kitchen equipment will be thoroughly cleaned after every use;

• Staff and young people will wash and dry their hands thoroughly before coming into contact with food;

• If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session.

Additionally, staff will be aware of the provisions set out in the Food and Drink policy when handling, preparing, cooking and serving food or drink at Imaginarium.

**Animals**

No animal will be allowed on the premises without the prior knowledge and permission of The Manager or lead staff member. If for any reason an animal does come onto the premises, The Manager or lead staff member will be immediately informed.

## Health, Illness and Emergency

Imaginarium is committed to encouraging and promoting good health and to dealing efficiently and effectively with illnesses and emergencies that may arise while young people are in our care.

**First Aid**

Under duties set out in the Health and Safety (First Aid) Regulations 1981, Imaginarium recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at Imaginarium.

The Manager or lead staff member will ensure that there is a fully trained First Aider available at all times during sessions at Imaginarium. The Manager or lead staff member will be responsible for enabling the members of staff concerned to receive adequate first aid training.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981.

The box should contain:

* Guidance leaflet
* 20 adhesive plasters;
* 2 sterile eye pads;
* 2 triangular bandages;
* 6 medium sterile wound dressings;
* 2 large sterile wound dressings;
* Individually wrapped assorted dressings;
* 3 pairs of disposable gloves;
* clothing shears;

The location of the First Aid box, and the names of any other qualified first-aiders, will be clearly displayed around Imaginarium’s premises.

A First Aid box will be taken on all off site visits or outings. This is the responsibility of the designated First Aider, or where this is not possible, The Manager or lead staff member.

**In the Event of a Major Accident, Incident or Illness**

The following procedures will apply:

* The First Aider will be notified and take responsibility for deciding upon the appropriate action;
* The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive;
* If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment and will work with medical staff to ensure necessary action is taken;
* If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (from this point on, the provisions of Imaginarium’s Infectious and Communicable Diseases policy will govern the young person’s return to Imaginarium).
* Parents/carers will be made aware of the details of any incidents involving young people’s health and safety and any actions taken by Imaginarium and its staff;
* All such accidents or incidents will be recorded in detail and logged in the Incidents, Accidents and Dangerous Occurrences log. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by Imaginarium and its staff;
* The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in Imaginarium’s policies or procedures, and act accordingly, making suitable adjustments where necessary.

**In the Event of a Minor Accident, Incident or Illness**

* The designated First Aider will be notified and take responsibility for deciding upon any appropriate action;
* If the child does not need hospital treatment and is judged to be able to safely remain at Imaginarium, the First Aider will remove the child from the activities and, if appropriate, treat the injury/illness themselves;
* If and when the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session;
* At the end of the session, the First Aider will fully inform the parent/carer of the incident or accident and any treatment given;
* If the injury or illness incurred is such that treatment by the First Aider is deemed inappropriate, but does not warrant hospitalisation, the parent/carer will be contacted immediately and asked to collect their child. Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible (from this point on, the provisions of Imaginarium’s Infectious and Communicable Diseases policy will govern the young person’s return toImaginarium);
* All such accidents and incidents will be recorded in detail and logged in the incidents, accidents and dangerous occurrences log;
* The Manager and any other relevant staff should consider whether the accident or incident highlighted any actual or potential weaknesses in Imaginarium’s policies or procedures, and make suitable adjustments if necessary.

**Sun Protection**

All staff understand the dangers posed to young people and themselves by over exposure to the sun.

In hot weather, parents/carers are encouraged to provide sunscreen for their young people. A store of sun protection should also be kept on the premises. Young people will also be encouraged to wear a hat when playing outside in the sun.

When deemed necessary, staff may apply sunscreen to young people who cannot do so for themselves, where prior permission has been given by the parent/carer.

In hot weather, staff will encourage young people to drink water frequently. Staff should also ensure that shady areas out of the sun are always available to young people when playing outside.

**Closing the centre in an emergency**

In very exceptional circumstances, Imaginarium may need to be closed at very short notice due to an unexpected emergency. Such incidents could include:

* Serious weather conditions (combined with heating system failure);
* Burst water pipes;
* Discovery of dangerous structural damage;
* Fire or bomb scare/explosion;
* Death of a member of staff;
* Serious assault on a staff member by the public;
* Serious accident or illness.

In such circumstances, The Manager or lead staff member and staff will ensure that all steps are taken to keep both the young people and themselves safe. All staff and young people will assemble at the pre-arranged venue, where a register will be taken.

Steps will then be taken to inform parents/carers and to take the necessary actions in relation to the cause of the closure. All young people will be supervised until they are safely collected.

## Medication

In circumstances where the designated First-Aider is absent, The Manager or lead staff member will assume all responsibilities, or nominate an appropriately trained replacement.

* Wherever possible, young people who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at Imaginarium, young people should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situation at the earliest possible opportunity and decide together on the best course of action;
* Staff may only administer medication to the child if it is prescribed by a GP, and if the request to do so is from the young person’s parent or carer and is given in writing at the start of a session, stating frequency and dosage;
* Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. Imaginarium is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training;

The procedure for administering medication at Imaginarium is as follows:

Medication will never be given without the prior written request of the parent/carer and a written instruction from the young person’s GP, including frequency, dosage, any potential side effects and any other pertinent information.

A member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

* Prior consent is arranged;
* All necessary details are recorded;
* That the medication is safely stored during the session;
* The medication is clearly labelled with:
	+ The pupil’s name.
	+ the name of the medication.
	+ The correct dosage.
	+ The frequency of administration.
	+ Any likely side effects.
	+ The expiry date.
* Medication is stored alongside the accompanying administering medication parental consent form.
* Another member of staff acts as a witness to ensure that the correct dosage is given;

Medication that does not meet the above criteria will not be administered.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, The Manager or lead staff member and the young person’s parent/carer will be notified, and the incident recorded in the Medication Record Book.

Staff will not administer ‘over the counter’ medication, only that prescribed by the young person’s GP.

Where young people carry their own medication (asthma pumps or insulin for example), Imaginarium recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other young people. Inhalers should always be labelled with the young person’s name.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

Full details of all medication administered at Imaginarium, along with all Administering Medication Forms, will be recorded and stored in the Blue Folder.

## Individual Healthcare Plans

Imaginarium, healthcare professionals and parents agree, based on evidence, whether an IHP will be required for a pupil, or whether it would be inappropriate or disproportionate to their level of need. If no consensus can be reached, the Imaginarium Manager will make the final decision.

Imaginarium, parents and a relevant healthcare professional will work in partnership to create and review IHPs. Where appropriate, the pupil will also be involved in the process.

IHPs will include the following information:

* The medical condition, along with its triggers, symptoms,
* The pupil’s needs, including medication (dosages, side effects and storage), other treatments, facilities, equipment, access to food and drink (where this is used to manage a condition), dietary requirements, and environmental issues
* The support needed for the pupil’s educational, social and emotional needs
* The level of support needed, including in emergencies
* Whether a child can self-manage their medication
* Who will provide the necessary support, including details of the expectations of the role and the training needs required, as well as who will confirm the supporting staff member’s proficiency to carry out the role effectively
* Cover arrangements for when the named supporting staff member is unavailable
* Who needs to be made aware of the pupil’s condition and the support required
* Arrangements for obtaining written permission from parents and the manager for medicine to be administered by Imaginarium staff or self-administered by the pupil
* Separate arrangements or procedures required during trips and activities
* Where confidentiality issues are raised by the parents or pupil, the designated individual to be entrusted with information about the pupil’s medical condition
* What to do in an emergency, including contact details and contingency arrangements

Where a pupil has an emergency healthcare plan prepared by their lead clinician, this will be used to inform the IHP.

IHPs will be easily accessible to those who need to refer to them, but confidentiality will be preserved. IHPs will be reviewed on at least an annual basis, or when a child’s medical circumstances change, whichever is sooner.

Where a pupil has an EHC plan, the IHP will be linked to it or become part of it. Where a child has SEND but does not have a statement or EHC plan, their SEND will be mentioned in their IHP.

All staff members providing support to a pupil with a known medical condition, including those in relation to allergens, will be familiar with the pupil’s IHP.

Lauren Clowes is responsible for working alongside relevant staff members and parents in order to develop IHPs for pupils with allergies, ensuring that any necessary support is provided and the required documentation is completed, including risk assessments being undertaken.

Lauren Clowes has overall responsibility for ensuring that IHPs are implemented, monitored and communicated to the relevant members of Imaginarium’s community.

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## Allergies

All members of staff involved with a pupil with a known allergy are aware of the location of emergency medication and the necessary action to take in the event of an allergic reaction.

**Food allergies**

Parents will provide Imaginarium with a written list of any foods that their child may have an adverse reaction to, as well as the necessary action to be taken in the event of an allergic reaction, such as any medication required.

Information regarding all pupils’ food allergies will be collated, indicating whether they consume a school dinner or a packed lunch, and this will be passed on to Imaginarium’s catering service.

When making changes to menus or substituting food products, Imaginarium will ensure that pupils’ special dietary needs continue to be met by:

* Checking any product changes with all food suppliers
* Asking caterers to read labels and product information before use
* Using the Food Standards Agency’s allergen matrix to list the ingredients in all meals.
* Ensuring allergen ingredients remain identifiable.

Kitchen staff will have a full list of allergens and will avoid using them within the menu where possible.

Where meals include allergens or traces of allergens, staff will use clear and fully visible labels, in line with this policy, to denote the allergens of which consumers should be aware.

Imaginarium will ensure that there are always dairy- and gluten-free options available for pupils with allergies and intolerances.

All food tables will be disinfected before and after being used.

Anti-bacterial wipes and cleaning fluid will be used.

Boards and knives used for fruit and vegetables will be a different colour to the rest of the kitchen knives in order to remind kitchen staff to keep them separate.

Any sponges or cloths that are used for cleaning will be colour-coded according to the areas that they are used to clean, e.g. a red sponge for an area which has been used for raw meat, to prevent cross-contamination.

There will be a set of kitchen utensils that are only for use with the food and drink of the pupils at risk. Food for children who have specified alergines will be stored separately if necessary.

Learning activities which involve the use of food, such as food technology lessons, will be planned in accordance with pupils’ IHPs, taking into account any known allergies of the pupils involved.

**Food allergen labelling**

Imaginarium will adhere to allergen labelling rules for pre-packed food goods, in line with the Food Information (England) Regulations 2019, also known as Natasha’s Law.

Imaginarium will ensure that all food is labelled accurately, that food is never labelled as being ‘free from’ an ingredient unless staff are certain that there are no traces of that ingredient in the product, and that all labelling is checked before being offered for consumption.

The relevant staff, e.g. kitchen staff, will be trained prior to storing, handling, preparing, cooking and/or serving food to ensure they are aware of their legal obligations. Training will be reviewed on an annual basis, or as soon as there are any revisions to related guidance or legislation.

**Food labelling**

Food goods classed as ‘pre-packed for direct sale’ (PPDS) will clearly display the following information on the packaging:

* The name of the food
* The full ingredients list, with ingredients that are allergens emphasised, e.g. in bold, italics, or a different colour

Imaginarium will ensure that allergen traceability information is readily available. Allergens will be tracked using the following method:

* Allergen information will be obtained from the supplier and recorded, upon delivery, in a food allergen log stored in the kitchen
* Allergen tracking will continue throughout Imaginarium’s handling of allergen-containing food goods, including during storage, preparation, handling, cooking and serving
* The food allergen log will be monitored for completeness on a weekly basis by the kitchen manager
* Incidents of incorrect practices and incorrect and/or incomplete packaging will be recorded in an incident log and managed by the kitchen manager

**Declared allergens**

The following allergens will be declared and listed on all PPDS foods in a clearly legible format:

* Cereals containing gluten and wheat, e.g. spelt, rye and barley
* Crustaceans, e.g. crabs, prawns, lobsters
* Nuts, including almonds, hazelnuts, walnuts, cashews, pecan nuts, brazil nuts and pistachio nuts
* Celery
* Eggs
* Fish
* Peanuts
* Soybeans
* Milk
* Mustard
* Sesame seeds
* Sulphur dioxide and sulphites at concentrations of more than 10mg/kg or 10mg/L in terms of total sulphur dioxide
* Lupin
* Molluscs, e.g. mussels, oysters, squid, snails

The above list will apply to foods prepared on site, e.g. sandwiches, salad pots and cakes, that have been pre-packed prior to them being offered for consumption.

Kitchen staff will be vigilant when ensuring that all PPDS foods have the correct labelling in a clearly legible format, and that this is either printed on the packaging itself or on an attached label. Food goods with incorrect or incomplete labelling will be removed from the product line, disposed of safely and no longer offered for consumption.

Any abnormalities in labelling will be reported to the kitchen manager immediately, who will then contact the relevant supplier where necessary.

The kitchen manager will be responsible for monitoring food ingredients, packaging and labelling on a weekly basis and will contact the supplier immediately in the event of any anomalies.

**Changes to ingredients and food packaging**

Imaginarium will ensure that communication with suppliers is robust and any changes to ingredients and/or food packaging are clearly communicated to kitchen staff and other relevant members of staff.

Following any changes to ingredients and/or food packaging, all associated documentation will be reviewed and updated as soon as possible.

**Animal allergies**

Pupils with known allergies to specific animals will have restricted access to those that may trigger a response.

In the event of an animal on site, staff members will be made aware of any pupils to whom this may pose a risk and will be responsible for ensuring that the pupil does not come into contact with the specified allergen.

Imaginarium will ensure that any pupil or staff member who comes into contact with the animal washes their hands thoroughly to minimise the risk of the allergen spreading.

**Seasonal allergies**

The term ‘seasonal allergies’ refers to common outdoor allergies, including hay fever and insect bites.

Precautions regarding the prevention of seasonal allergies include ensuring that grass within the premises is not mown whilst pupils are outside.

Pupils with severe seasonal allergies will be provided with an indoor supervised space to spend their break and lunchtimes in, avoiding contact with outside allergens.

Staff members will monitor pollen counts, making a professional judgement as to whether the pupil should stay indoors.

Pupils will be encouraged to wash their hands after playing outside.

Staff members will be diligent in the management of wasp, bee and ant nests on the grounds and in the nearby proximity, reporting any concerns to the site manager.

The site manager is responsible for ensuring the appropriate removal of wasp, bee and ant nests on and around the premises.

Where a pupil with a known allergy is stung or bitten by an insect, medical attention will be given immediately.

**School trips and allergies**

Imaginarium will ensure a risk assessment is conducted for each school trip to address pupils with known allergies attending. All activities on the trip will be risk assessed to see if they pose a threat to any pupils with allergies and alternative activities will be planned where necessary to ensure the pupils are included.

Imaginarium will speak to the parents of pupils with allergies where appropriate to ensure their cooperation with any special arrangements required for the trip.

A designated adult will be available to support the pupil at all times during a school trip.

If the pupil has been prescribed an AAI, at least one adult trained in administering the device will attend the trip. The pupil’s medication will be taken on the trip and stored securely – if the pupil does not bring their medication, they will not be allowed to attend the trip.

A member of staff is assigned responsibility for ensuring that the pupil’s medication is carried at all times throughout the trip.

Two AAIs will be taken on the trip and will be easily accessible at all times. Pupils will not be able to attend school or educational visits without any life-saving medication that they may have, such as AAIs.

Where the venue or site being visited cannot assure appropriate food can be provided to cater for pupils’ allergies, the pupil will take their own food or Imaginarium will provide a suitable packed lunch.

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## Adrenaline auto-injectors (AAIs) and anaphylaxis

Pupils who suffer from severe allergic reactions may be prescribed an AAI for use in the event of an emergency.

Under The Human Medicines (Amendment) Regulations 2017 Imaginarium is able to purchase AAI devices without a prescription, for emergency use on pupils who are at risk of anaphylaxis, but whose device is not available or is not working.

Imaginarium will purchase spare AAIs from a pharmaceutical supplier, such as the local pharmacy.

Imaginarium will submit a request, signed by a director, to the pharmaceutical supplier when purchasing AAIs, which outlines:

* The name of the education establishment.
* The purposes for which the product is required.
* The total quantity required.

Where possible, Imaginarium will hold one brand of AAI to avoid confusion with administration and training; however, subject to the brands pupils are prescribed, Imaginarium may decide to purchase multiple brands.

Imaginarium will purchase AAIs in accordance with age-based criteria, relevant to the age of pupils at risk of anaphylaxis, to ensure the correct dosage requirements are adhered to. These are as follows:

* For pupils under age 6: 0.15 milligrams of adrenaline
* For pupils aged 6-12: 0.3 milligrams of adrenaline

Spare AAIs are stored as part of an emergency anaphylaxis kit, which includes the following:

* One or more AAIs
* Instructions on how to use the device(s)
* Instructions on the storage of the device(s)
* Manufacturer’s information
* A checklist of injectors, identified by the batch number and expiry date, alongside records of monthly checks
* A note of the arrangements for replacing the injectors
* A list of pupils to whom the AAI can be administered
* An administration record

Pupils who have prescribed AAI devices, and are over the age of seven, are able to keep their device in their possession. For pupils under the age of seven who have prescribed AAI devices, these are stored in a suitably safe and easily accessible location.

Spare AAIs are not located more than five minutes away from where they may be required. The emergency anaphylaxis kit can be found at the following location at Imaginarium:

* The kitchen - In Imaginarium’s cupboard in a pink-lidded box

All staff have access to AAI devices, but these are out of reach and inaccessible to pupils – AAI devices are not locked away where access is restricted.

All spare AAI devices will be clearly labelled to avoid confusion with any device prescribed to a named pupil.

In line with manufacturer’s guidelines, all AAI devices are stored at room temperature in line with manufacturer’s guidelines, protected from direct sunlight and extreme temperature.

The following staff members are responsible for maintaining the emergency anaphylaxis kit(s):

* Lauren Clowes
* Frances Law

The above staff members conduct a termly check of the emergency anaphylaxis kit(s) to ensure that:

* Spare AAI devices are present and have not expired.
* Replacement AAIs are obtained when expiry dates are approaching.

The following staff member is responsible for overseeing the protocol for the use of spare AAIs, its monitoring and implementation, and for maintaining the Register of AAIs: Lauren Clowes.

Any used or expired AAIs are disposed of after use in accordance with manufacturer’s instructions.

Used AAIs may also be given to paramedics upon arrival, in the event of a severe allergic reaction, in accordance with this policy.

Where any AAIs are used, the following information will be recorded on the AAI Record:

* Where and when the reaction took place
* How much medication was given and by whom

**Access to spare AAIs**

A spare AAI can be administered as a substitute for a pupil’s own prescribed AAI, if this cannot be administered correctly, without delay. Medical authorisation and parental consent will be obtained from all pupils believed to be at risk of anaphylaxis for the use of spare AAIs in emergency situations. The spare AAIs will not be used on pupils who are not at risk of anaphylaxis or where there is no parental consent. Where consent and authorisation has been obtained, this will be recorded in the pupil’s IHP.

Imaginarium uses a register of pupils (Register of AAIs) to whom spare AAIs can be administered – this includes the following:

* Name of pupil
* Known allergens
* Risk factors for anaphylaxis
* Whether medical authorisation has been received
* Whether written parental consent has been received
* Dosage requirements

Parents are required to provide consent on an annual basis to ensure the register remains up-to-date.

Parents can withdraw their consent at any time. To do so, they must write to The Manager.

Lauren Clowes checks the register is up-to-date on an annual basis.

Lauren Clowes will also update the register relevant to any changes in consent or a pupil’s requirements.

Copies of the register are held in the blue folder in the kitchen which is accessible to all staff members.

**Training for administering AAIs**

Imaginarium will ensure staff know how to administer AAIs where a young person has been diagnosed as being at risk of anaphylaxis. Designated staff members with suitable training and confidence in their ability to use AAIs will be appointed to administer this medication.

The relevant staff, e.g. kitchen staff, will be trained on how to identify and monitor the correct food labelling and how to manage the removal and disposal of PPDS foods that do not meet the requirements set out in Natasha’s Law.

The relevant members of staff will be trained on how to consistently and accurately trace allergen-containing food routes through Imaginarium, from supplier delivery to consumption.

 Designated staff members will be taught to:

* Recognise the range of signs and symptoms of severe allergic reactions.
* Respond appropriately to a request for help from another member of staff.
* Recognise when emergency action is necessary.
* Administer AAIs according to the manufacturer’s instructions.
* Make appropriate records of allergic reactions.

As part of their training, all staff members will be made aware of:

* How to recognise the signs and symptoms of severe allergic reactions and anaphylaxis.
* Where to find AAIs in the case of an emergency.
* How to respond appropriately to a request for help from another member of staff.
* How to recognise when emergency action is necessary.
* Who the designated staff members for administering AAIs are.
* How to administer an AAI safely and effectively in the event that there is a delay in response from the designated staff members.
* How to make appropriate records of allergic reactions.

There will be a sufficient number of staff who are trained in and consent to administering AAIs on site at all times.

**Mild to moderate allergic reaction**

Mild to moderate symptoms of an allergic reaction include the following:

* Swollen lips, face or eyes
* Itchy/tingling mouth
* Hives or itchy skin rash
* Abdominal pain or vomiting
* Sudden change in behaviour

If any of the above symptoms occur in a pupil, the nearest adult will stay with the pupil and call for help from the designated staff members able to administer AAIs.

The pupil’s parents will be contacted immediately if a pupil suffers a mild to moderate allergic reaction, and if an AAI has been administered.

In the event that a pupil without a prescribed AAI, or who has not been medically diagnosed as being at risk of anaphylaxis, suffers an allergic reaction, a designated staff member will contact the emergency services and seek advice as to whether an AAI should be administered. An AAI will not be administered in these situations without contacting the emergency services.

For mild to moderate allergy symptoms, the AAI will usually be sufficient for the reaction; however, the pupil will be monitored closely to ensure the reaction does not progress into anaphylaxis.

Should the reaction progress into anaphylaxis, Imaginarium will act in accordance with this policy.

**Managing anaphylaxis**

In the event of anaphylaxis, the nearest adult will lay the pupil flat on the floor and try to ensure the pupil suffering an allergic reaction remains as still as possible; if the pupil is feeling weak, dizzy, appears pale and is sweating their legs will be raised. A designated staff member will be called for help and the emergency services contacted immediately. The designated staff member will administer an AAI to the pupil. Spare AAIs will only be administered if appropriate consent has been received.

Where there is any delay in contacting designated staff members, the nearest staff member will administer the AAI.

If necessary, other staff members may assist the designated staff members with administering AAIs.

A member of staff will stay with the pupil until the emergency services arrive – the pupil will remain lying flat and still. If the pupil’s condition deteriorates after initially contacting the emergency services, a second call will be made to ensure an ambulance has been dispatched.

If the pupil stops breathing, a suitably trained member of staff will administer CPR.

If there is no improvement after five minutes, a further dose of adrenaline will be administered using another AAI, if available.

In the event that a pupil without a prescribed AAI, or who has not been medically diagnosed as being at risk of anaphylaxis, suffers an allergic reaction, a designated staff member will contact the emergency services and seek advice as to whether an AAI should be administered. An AAI will not be administered in these situations without contacting the emergency services.

A designated staff member will contact the pupil’s parents as soon as possible.

Upon arrival of the emergency services, the following information will be provided:

* Any known allergens the pupil has
* The possible causes of the reaction, e.g. certain food
* The time the AAI was administered – including the time of the second dose, if this was administered

Any used AAIs will be given to paramedics.

Staff members will ensure that the pupil is given plenty of space, moving other pupils to a different room where necessary.

Staff members will remain calm, ensuring that the pupil feels comfortable and is appropriately supported.

A member of staff will accompany the pupil to hospital in the absence of their parents.

If a pupil is taken to hospital by car, where possible, two members of staff will accompany them.

Following the occurrence of an allergic reaction, the Directors, in conjunction with relevant Imaginarium staff, will review the adequacy of Imaginarium’s response and will consider the need for any additional support, training or other corrective action.

## Infectious and Communicable Diseases

Imaginarium is committed to the health and safety of all young people and staff who play, learn and work here. As such, it will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better. In such cases, the provisions of the Health, Illness and Emergency policy will be implemented.

In accordance with the procedures set out in the Health, Illness and Emergency policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly young people will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home for at least 24 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside Imaginarium hours, they should notify Imaginarium as soon as possible. The minimum exclusion periods outlined in the table below will then come into operation.

If any infectious or communicable disease is detected on Imaginarium’s premises, Imaginarium will inform parents/carers personally in writing as soon as possible. Imaginarium is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will also be informed of any infectious or communicable diseases discovered on Imaginarium’s premises.

**Head lice**

When a case of head lice is discovered at Imaginarium, the situation will be handled carefully and safely. The child concerned will not be isolated from other young people, and there is no need for them to be excluded from activities or sessions at Imaginarium.

When the child concerned is collected, their parent/carer will be informed in a sensitive manner.

Other parents/carers will be informed as quickly as possible, including advice and guidance on treating head lice.

Staff should check themselves regularly for lice and treat whenever necessary.

**Minimum Exclusion Periods for Illness and Disease**

DISEASE PERIOD OF EXCLUSION

| Antibiotics prescribed | First 24 hours |
| --- | --- |
| Chicken Pox | 7 days from when the rash first appeared |
| Conjunctivitis | 24hrs or until eyes have stopped ‘weeping’ |
| Diarrhoea | 24 hours |
| Diphtheria | 2-5 days |
| Gastro-enteritis, food poisoning, Salmonella and Dysentery | 24 hours or until advised by the doctor |
| Glandular Fever | Until certified well |
| Hand, Foot and Mouth disease  | During acute phase and while rash and ulcers are present |
| Hepatitis A | 7 days from onset of jaundice & when recovered |
| Hepatitis B | Until clinically well |
| High temperature | 24 hours |
| Impetigo | Until the skin has healed |
| Infective hepatitis | 7 days from the onset |
| Measles | 7 days from when the rash first appeared |
| Meningitis | Until certified well |
| Mumps | 7 days minimum or until the swelling has subsided |
| Pediculosis (lice) | Until treatment has been given |
| Pertussis (Whooping cough) | 21 days from the onset |
| Plantar warts | Should be treated and covered |
| Poliomyelitis | Until certified well |
| Ringworm of scalp | Until cured |
| Ringworm of the body | Until treatment has been given |
| Rubella (German Measles) | 4 days from onset of rash |
| Scabies | Until treatment has been given  |
| Scarlet fever and streptococcal infection of the throat | 3 days from the start of the treatment |
| Tuberculosis | Until declared free from infection by a doctor |
| Typhoid fever  | Until declared free from infection by a doctor |
| Warts (including Verrucae) | Exclusion not necessary. Sufferer should keep feet covered. |

This list is not necessarily exhaustive, and staff are encouraged to contact local health services if they are in any doubt.

## Food and Drink

Imaginarium is committed to providing healthy, nutritious and tasty food and drinks for young people during our sessions. All staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the young people.

When preparing food and drink, staff will be mindful of the provisions of the Hygiene Policy, as to ensure the safety of staff and young people is paramount. In addition to these provisions, staff will be careful to ensure both the safety of themselves and young people when using sharp or dangerous equipment in food and drink preparation.

All staff are mindful of their responsibilities and obligations under the Food Safety Act, 1990. All staff who either handle or prepare food have up to date Food Handling Certificates and are fully trained in food storage, preparation, cooking and food safety.

All staff will ensure that food and drink offered to young people takes account of confidential information held so as to safeguard health, and meet – as far as possible –individual particular preferences.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food and drink will never be used as either a punishment or reward.

**Healthy Eating**

Imaginarium recognises the importance of healthy eating and a balanced and nutritious diet. Imaginarium will ensure that this message is delivered and demonstrated in everything we do.

Imaginarium will provide a choice of non-sugary drinks, healthy snacks or food at all times and make sure that fresh drinking water is always available.

**Cultural and religious diversity**

Imaginarium and its staff are committed to embracing the cultural and religious diversity of the families who use our services. Staff will work with parents/carers to ensure that any particular dietary requirements are met. Imaginarium is also keen to help introduce young people to different religious and cultural festivals and events through different types of food and drink.

## Behaviour management

Imaginarium recognises the importance of positive and effective behaviour management strategies in promoting young people’s welfare, learning and enjoyment.

We know that when people feel better, they do better, and this underpins our strategies. We do not believe in any form of punishment - making children feel worse about themselves will not help them to do better next time.

Our methodology is underpinned by strong relationships between adults and young people. Relationships characterised by positive communication; mutual respect and listening to understand the young person’s experience.

The aims of our Behaviour Management policy are to help young people to:

* Develop a sense of caring and respect for one another;
* Build caring and co-operative relationships with other young people and adults;
* Develop a range of social skill and help them learn what constitutes acceptable behaviour;
* Develop confidence, self discipline and self esteem in an atmosphere of mutual respect and encouragement.

**Behaviour Management Strategies**

Imaginarium and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Behaviour management in Imaginarium will be structured around the following principles:

• Staff and young people will work together to establish a clear set of ‘ground rules’ governing all behaviour in Imaginarium. These will be periodically reviewed so that new young people have a say in how the rules of Imaginarium operate.

• Imaginarium’s ‘ground rules’ will apply equally to all young people and staff.

• Positive behaviour will be reinforced with praise and encouragement.

• We believe in non-punitive discipline. Children will not be subject to reward systems or sanctions and will never be shamed.

•Unhelpful behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct young people’s energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.

• When dealing with unhelpful behaviour, staff will always communicate in a clear, calm and positive manner.

• Staff will make every effort to set a positive example to young people by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where young people and adults respect and value one another.

• Staff will avoid shouting at work.

• Staff will facilitate regular and open discussions with young people about their behaviour. This will help them to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.

• Staff will work as a team by discussing incidents and resolving to act collectively and consistently.

• Staff will try to discuss concerns with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of challenging behaviour and share strategies for dealing with it.

• Young people who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out.

• Staff will encourage and facilitate mediation between young people to try to resolve conflicts by discussion and negotiation.

• Activities will be varied, well planned and structured, so that young people are not easily bored or distracted.

**Dealing with unhelpful or Risky Behaviour**

All behaviour is communication. Children may present unhelpful or risky behaviour if their needs aren't being met. We will support children to truly understand their difficulties and to move from responses driven by emotion towards positive self-control.

When confronted with unhelpful behaviour, staff will be clear to distinguish between ‘disengaged’, ‘disruptive’ and ‘unacceptable’ behaviour.

‘Disengaged’ behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

‘Disruptive’ behaviour describes a child whose behaviour prevents other young people from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

‘Unacceptable’ behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment.

When an incidence of unhelpful behaviour occurs, staff will listen to the child or young people concerned and hear reasons for their actions. Staff will then explain the consequences of their actions for both themselves and for other people. Staff will work with children to put positive steps in place to address the reason behind any challenging behaviour and help them to do better next time.

Staff will make every attempt to ensure that young people understand what is being said to them. Young people will always be given the opportunity to make amends for their behaviour.

In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspensions and Exclusions policy. At all times, young people will have explained to them the potential consequences of their actions.

**The Use of Physical Interventions**

Will only occur if there are reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or young people concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or young people at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or young people.

Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or young people by leading them away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or young people to regain self-control.

The force of the physical intervention will be always appropriate to the age, size and strength of the child or young people involved.

If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling The Manager or lead staff member or, in extreme cases, the police.

Where a member of staff has had to intervene physically to restrain a child, The Manager or lead staff member will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

If a staff member commits any act of violence or abuse towards a child at Imaginarium , serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary Procedures Policy.

## Dealing with racial harassment

Imaginarium is committed to promoting tolerance and fairness towards all members of staff, students, volunteers, young people and parents/carers. We fully and wholeheartedly adhere to both the spirit and detail of both the Race Relations Act 1976 and the Race Relations (Amendment) Act 2000, which outlaw discrimination against anyone on grounds of race, colour, nationality or ethnicity.

Imaginarium accepts its duty to try to eliminate discrimination and to promote equality of opportunity and good race relations. All staff and young people at Imaginarium are entitled to an environment free from harassment and discrimination, as outlined in the Equal Opportunities policy

**Preventing racial harassment and discrimination**

Proactive steps can be taken to prevent racial harassment and discrimination, and Imaginarium believes that this is more effective than tackling a situation once it has already occurred. Therefore, alongside the procedures outlined later in this policy to deal with incidents of racial harassment and discrimination, Imaginarium will:

* Ensure that all young people are valued, irrespective of their race, colour, nationality or ethnicity;
* Encourage individuals to treat each other with respect, regardless of their race, colour, nationality or ethnicity;
* Acknowledge the existence of racism in society and take steps to promote harmonious race relations in our community;
* Promote good relations between different ethnic groups and cultures within Imaginarium and in the wider community;
* Ensure that different cultural and religious needs are met, understood and communicated to all individuals involved in Imaginarium.

**Examples of racial harassment and discrimination**

Racial harassment and discrimination can manifest itself in a variety of ways, some overt and others much less so.

Some examples of unacceptable behaviour include:

* The use of patronising words or actions towards an individual for racial reasons – including name calling, insults and racial jokes;
* Threats made against a person or group of people because of their race, colour, nationality or ethnicity;
* Racist graffiti or any other written insults or the distribution of racist literature;
* Physical assault or abuse against a person or group of people because of their race, colour, nationality or ethnicity.

All staff and young people should be encouraged to take responsibility for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incident to The Manager or lead staff member or another responsible person.

**Imaginarium as an Employer**

As an employer, Imaginarium is committed to ensuring that the workforce reflects the multicultural community that it serves. To this end, Imaginarium will:

* Advertise job vacancies in a variety of media sources and outlets and in a variety of places;
* Ensure that Imaginarium’s human resource procedures prohibit racial discrimination and harassment, and investigate any concerns when this is suspected of failing;
* Investigate any allegation of racial discrimination or harassment according to the provisions of the Staff Disciplinary Procedures and Behaviour Management policies;
* Collect and monitor information about the ethnic background of the staff team and young people.

**Addressing racial harassment and discrimination**

If a member of staff or a child becomes aware of an incident of racial harassment or discrimination occurring at Imaginarium, they will be encouraged to report the incident to the Manager or other senior member of staff.

Any allegation made against a member of staff or a child will be investigated thoroughly. The individual concerned will be told that such behaviour will not be tolerated at Imaginarium , and that steps will have to be taken to ensure that it does not happen again.

Each incident will be fully investigated and details will be recorded in a separate section of the Incident Record Book.

In the case of young people, incidents will be reported to their parent/carer and a course of action agreed upon to resolve the situation, in accordance with the provisions of the Behaviour Management policy. However, if a solution cannot be found, then Imaginarium may have to inform the child – and their parent/carer – that they are no longer able to attend sessions at Imaginarium , in accordance with the Suspensions and Exclusions policy.

In the case of staff, provisions within the Staff Disciplinary Procedures policy will be activated and a record of the incident will be kept and made available to statutory authorities if appropriate.

The Manager or lead staff member is responsible for ensuring that all incidents are handled both professionally and sensitively. All incidents will be kept confidential, with initials being used in the place of names in the Incident Record book. In cases where a Manager is involved in an allegation, the Registered Person will handle the incident, or nominate a senior member of staff in their place.

In all cases, continued racial harassment or discrimination from any individual will result in exclusion from Imaginarium , where all other efforts have failed to provide a satisfactorily resolution.

## Animals on site

All pupils and staff will undergo training on a termly basis to ensure that they are aware of their responsibilities when looking after the animals kept/visiting the premises, including:

* Feeding.
* Hygiene.
* Handling.
* How to spot signs of infestation and disease.

New adults and children will be trained accordingly.

Where there is a risk of wildlife entering onto Imaginarium’s premises, pupils and staff will be informed about, and given strategies for the safe coexistence with, the specific wildlife they may encounter on Imaginarium grounds.

**Imaginarium Pets**

In order for a member of staff’s pet to be on site, a full risk assessment must be undertaken. In addition to this, dogs will be assessed by a qualified assessor to determine their suitability to be around children.

## Social Media

Imaginarium will obtain consent from pupils and parents, which will confirm whether or not consent is given for posting images and videos of a pupil on given social media platforms. The consent will be valid for the entire academic year. Consent provided for the use of images and videos only applies to school accounts – staff, pupils and parents are not permitted to post any imagery or videos on personal accounts.

Ideally, school-owned devices will be used to take images and videos of Imaginarium community; however, professional judgement will be used in a situation where a personal device is more suitable. Images on personal devices will be transferred and then deleted by the end of each week. Only appropriate images and videos of pupils will be posted in which they are suitably dressed, i.e. it would not be suitable to display an image of a pupil in swimwear.

When posting on social media, Imaginarium will use group or class images or videos with general labels, e.g. ‘sports day’.

When posting images and videos of pupils, Imaginarium will not post pupils’ personal details on social media platforms and pupils’ full names will never be used alongside any videos or images in which they are present.

Before posting on social media, staff will:

* Refer to the consent record log to ensure consent has been received for that pupil and for the exact processing activities required.
* Ensure that there is no additional identifying information relating to a pupil.

Any breaches of the data protection principles will be handled in accordance with Imaginarium’s Data and Cyber-security Breach Prevention and Management Plan.

**Staff social media use**

**School accounts**

Imaginarium’s social media sites will only be created and monitored by the communications officer (Andy Bradbury) and other designated staff members. There will be a strong pedagogical or business reason for the creation of social media accounts on behalf of Imaginarium; official school profiles and accounts will not be created for trivial reasons.

If members of staff wish to create a new social media account, they will seek authorisation from the communications officer, who will then create the account on the behalf of the requesting individuals. The communications officer will be consulted about the purpose of the proposed site and its content.

Any social media account will be entirely separate from any personal social media accounts held by staff members and will be linked to an official email account.

Passwords will not be shared with any unauthorised persons, including pupils. Staff will adhere to data protection principles at all times.

Staff will ensure any posts are positive in nature and relevant to pupils, the work of staff, Imaginarium or any achievements. Staff will not post any content online which is damaging to Imaginarium or any of its staff or pupils.

All content expressed on school social media accounts will not breach copyright, data protection or freedom of information legislation.

If inappropriate content is accessed online, a report form will be completed and passed on to the online safety officer. The online safety officer retains the right to monitor staff members’ internet usage in line with the Data and Cyber-security Breach Prevention and Management Plan.

Imaginarium’s social media accounts will comply with site rules at all times, particularly with regards to the minimum age limit for use of the site. It will be noted that each networking site has their own rules which must be followed – the communications officer will induct staff to each new social media platform, providing them with the relevant training and information.

**Personal accounts**

Staff members will not access social media platforms during session times, but they are permitted to use social media during break times. Staff will avoid using social media in front of pupils.

Staff members will not use any school-owned mobile devices to access personal accounts, unless it is beneficial to the material being taught ­­­­– prior permission will be sought from a manager. Staff are not permitted to use Imaginarium’s WiFi network to access personal accounts, unless otherwise permitted by a manager, and once the online safety officer has ensured the necessary network security controls are applied.

Staff will not ‘friend’, ‘follow’ or otherwise contact pupils or parents through their personal social media accounts. If pupils or parents attempt to ‘friend’ or ‘follow’ a staff member, they will report this to the headteacher.

Staff members will not provide their home address, phone number, mobile number, social networking details or email addresses to pupils or parents – any contact with pupils or parents will be done through authorised school contact channels. Staff members will use their school email address for school business and personal email address for their private correspondence; the two should not be mixed.

Staff members will ensure the necessary privacy controls are applied to personal accounts and will avoid identifying themselves as an employee of Imaginarium on their personal social media accounts. Where staff members use social media in a personal capacity, they will ensure it is clear that views are personal and are not those of Imaginarium.

No staff member will post any content online that is damaging to Imaginarium or any of its staff or pupils. Staff members will not post any information which could identify a pupil, class or Imaginarium – this includes any images, videos and personal information. Staff will not take any posts, images or videos from social media that belong to Imaginarium for their own personal use. Staff members will not post anonymously or under an alias to evade the guidance given in this policy.

Breaches of this policy by members of staff will be taken seriously, and in the event of illegal, defamatory or discriminatory content, could lead to prosecution, disciplinary action or dismissal. Members of staff will be aware that if their out-of-work activity brings Imaginarium into disrepute, disciplinary action will be taken.

Attempts to bully, coerce or manipulate members of Imaginarium community via social media by members of staff will be dealt with as a disciplinary matter.

Social media will not be used as a platform to attack, insult, abuse or defame pupils, their family members, colleagues or other professionals.

Staff members’ personal information will not be discussed on social media.

**Parent social media use - code of conduct**

Parents are able to comment on or respond to information shared via social media sites; however, parents should do so in a way which does not damage the reputation of Imaginarium.

Parents will be asked not to share any photos or personal details of pupils when commenting on school social media sites, nor post comments concerning other pupils or staff members.

Parents will ensure that their conduct does not breach this code of conduct in any way, including:

* Sending abusive messages to parents or teachers.
* Sending abusive messages about parents and teachers.
* Posting defamatory content about other parents, pupils, teachers or the school.
* Using social media to complain or post any grievances about the school’s values and methods.
* Posting content containing confidential information to do with the school or any members of its community, e.g. regarding a complaint outcome.
* Contacting school employees through social media, including requesting to ‘follow’ or ‘friend’ them, or sending them private messages.
* Creating or joining private groups or chats that victimise or harass a member of staff or the school in general.
* Posting images of any staff members or pupils without their prior consent.

Any parents that are seen to be breaching the guidance in this policy will be required to attend a meeting with the manager, and may have their ability to interact with the social media websites removed.

Breaches of this policy will be taken seriously, and in the event of illegal, defamatory or discriminatory content could lead to prosecution.

**Pupil social media use**

Pupils are not permitted to bring their phone into Imaginarium. Pupils will not access social media unless it is part of a planned activity. Pupils are not permitted to use Imaginarium’s WiFi network to access any social media platforms unless prior permission has been sought from a manager and appropriate network security measures are applied.

Pupils will not attempt to ‘friend’, ‘follow’ or otherwise contact members of staff through their personal social media accounts. Pupils are only permitted to be affiliates of school social media accounts. Where a pupil or parent attempts to “friend” or ‘follow’ a staff member on their personal account, it will be reported to a manager.

Pupils will not post any content online which is damaging to Imaginarium or any of its staff or pupils. Pupils will not post anonymously or under an alias to evade the guidance given in this policy.

Pupils are instructed not to sign up to any social media sites that have an age restriction above the pupil’s age.

If inappropriate content is accessed online on school premises, it will be reported to a teacher.

Breaches of this policy will be taken seriously, and in the event of illegal, defamatory or discriminatory content, could lead to exclusion.

**Online safety**

Any disclosures made by pupils to staff about online abuse, harassment or exploitation, whether they are the victim or disclosing on behalf of another child, will be handled in line with the Child Protection and Safeguarding Policy.

Concerns regarding a staff member’s online behaviour will be reported to the DSL, who will decide on the best course of action in line with the relevant policies. If the concern is about the DSL, it will be reported to one of the other company directors.

Concerns regarding a pupil’s online behaviour will be reported to the DSL, who will investigate any concerns with relevant staff members and manage concerns in accordance with relevant policies depending on their nature.

Where there is a concern that illegal activity has taken place, the DSL will contact the police. Imaginarium will avoid unnecessarily criminalising pupils, e.g. calling the police, where criminal behaviour is thought to be inadvertent and as a result of ignorance or normal developmental curiosity, e.g. a pupil has taken and distributed indecent imagery of themselves. The DSL will decide in which cases this response is appropriate and will manage such cases in line with the Child Protection and Safeguarding Policy.

**Cyberbullying**

Cyberbullying incidents are taken seriously at Imaginarium. Any reports of cyberbullying on social media platforms by pupils will be handled in accordance with the Anti-bullying Policy.

Cyberbullying against pupils or staff is not tolerated under any circumstances. Incidents of cyberbullying are dealt with quickly and effectively wherever they occur in line with the Anti-bullying Policy. Allegations of cyberbullying from staff members will be handled in accordance with the Allegations of Abuse Against Staff Policy.

## Bullying

Imaginarium is committed to providing an environment for young people that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in Imaginarium , whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Everyone involved in Imaginarium , staff, young people and parent/carers, will be made aware of Imaginarium’s stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

Imaginarium defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. Examples of such behaviour are as follows:

Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be ‘left out’ of a game or activity, passing notes about others or making fun of another person.

Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person’s appearance.

Psychological: Behaviour likely to instil a sense of fear or anxiety in another person.

**Preventing Bullying Behaviour**

All staff will make every effort to create a tolerant and caring environment in Imaginarium, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and the consequences of bullying behaviour.

**Dealing with Bullying Behaviour**

Despite all efforts to prevent it, bullying behaviour will occur on occasion and Imaginarium recognises this fact. In the event of such incidents, the following principles will govern Imaginarium’s response:

All incidents of bullying will be addressed thoroughly and sensitively;

* Young people will be encouraged to immediately report any incident of bullying they witness. They will be reassured that what they say will be taken seriously and handled carefully;
* Staff have a duty to inform The Manager or lead staff member if they witness an incident of bullying involving young people or adults at Imaginarium;
* If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell;
* The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly;
* In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned;
* Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy;
* A member of staff will inform the parents/carers of all the young people involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity;
* All incidents of bullying will be reported to The Manager or lead staff member and will be recorded in the Incident Record Book. In the light of reported incidents, The Manager or lead staff member and other relevant staff will review Imaginarium’s procedures in respect of bullying.

**Suspensions and Exclusions**

Imaginarium is committed to dealing with unhelpful behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and young people in Imaginarium. Such procedures are outlined in the Behaviour Management policy.

However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a young person’s place at Imaginarium, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Young people will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoid repeat incidents.

Details of all warnings, suspensions and exclusions will be recorded and kept on Imaginarium’s records. Each warning should be discussed with the child concerned and their parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, Imaginarium has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident will a child be suspended from Imaginarium with immediate effect. In such circumstances, the young person’s parent/carer will be contacted immediately and asked to collect their child, even if the child normally signs themselves out.

After an immediate suspension has taken place, The Manager or lead staff member will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it will be possible for them to return to Imaginarium.

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the young person’s age and maturity. Any other relevant information about the child and their situation should also be considered.

Young people will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other young people and/or staff are potentially at risk. Wherever possible, Imaginarium will give parents/carers time to make alternative arrangements for childcare during a period of suspension.

Staff should always keep parents/carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from Imaginarium without prior discussion with The Manager or lead staff member. Staff will consult The Manager or lead staff member as early as possible if they believe that a young person’s behaviour is in danger of warranting suspension or exclusion.

When a suspension is over and before a child is allowed to return to Imaginarium , there will be a discussion between staff, the child and their parent/carer, setting out the conditions of their return.

## Equal Opportunities

Imaginarium is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.

Imaginarium’s equal opportunities procedures aim to help everyone involved in Imaginarium to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

Imaginarium aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. Imaginarium will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

Imaginarium recognises that achieving the objectives of our equal opportunities policy relies on the active involvement of parents/carers. As such, Imaginarium will both welcome and encourage parents and carers to get involved in the running and management of Imaginarium , and to comment on the effectiveness of its policies and procedures.

Imaginarium will facilitate regular opportunities for consultation with parents/carers about the service that Imaginarium provides, as a means of monitoring the effectiveness of the equal opportunities policy.

**Equal opportunities procedures**

To realise Imaginarium’s objective of creating an environment free from discrimination and welcoming to all, Imaginarium will:

* Ensure that its services are open and available to all parents/carers and young people in the local community;
* Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing Imaginarium’s services;
* Treat all young people and their parents/carers with equal concern and value.
* Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing Imaginarium’s programme of activities;
* Help all young people to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities;
* Ensure that Imaginarium’s recruitment policies and procedures are open, fair and non-discriminatory;
* Endeavour to recruit a staff team that reflects the make-up of Imaginarium’s local community;
* Ensure that all members of staff are aware of, and understand, the Equal Opportunities policy as it relates to all aspects of its work;
* Encourage and support staff to act as positive role models to young people by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident, according to the provisions set out in the Staff Disciplinary Procedures, the Behaviour Management, and Dealing with Racial Harassment policies;
* Treat seriously any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the Staff Disciplinary Procedures policy;
* Work to fulfil all the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000.

The Manager or lead staff member will be responsible for ensuring that the Equal Opportunities policy is implemented and that its effectiveness is regularly monitored. They will be responsible for ensuring that:

* Staff receive appropriate training;
* The Equal Opportunities policy is consistent with current legislation and guidance;
* Appropriate action is taken wherever discriminatory behaviour, language or attitudes become apparent.

All Imaginarium’s policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in any way against its commitment to equal opportunities.

**Inclusive practice**

Imaginarium is aware that some young people have special educational needs and/or physical disabilities that require particular support and assistance. We are committed to taking appropriate action to make sure that all young people are able to access our services, made to feel welcome, and that our activities promote their welfare and development.

Imaginarium is committed to inclusive practices. Imaginarium also believes that young people with special educational needs and/or physical disabilities have a right to play, learn and be able to develop to their full potential alongside other young people. Whenever possible, young people with special educational needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers. Everybody stands to gain if all young people are allowed to share the same opportunities and are helped to overcome any disadvantages that they may face.

The policies, procedures and practices of Imaginarium in relation to young people with special educational needs and/or physical disabilities are consistent with current legislation and guidance. These include the Special Educational Needs and Disability Act 2001 and the Disability Discrimination Act 1995.

Imaginarium believes that by identifying individual needs and taking proactive steps alongside parents/carers and other statutory professionals or agencies, all young people should be able to play a full, active and equal part in Imaginarium’s activities.

**Special educational needs and disability co-ordinator**

The Manager or lead staff member will appoint a member of staff as the Special Educational Needs and Disability Co-ordinator to manage provision for young people with special educational needs and/or physical disabilities. This individual will be fully trained and experienced in the care and assessment of such young people.

All members of staff will be expected to assist the Special Educational Needs and Physical Disability Co-ordinator in caring for young people with special educational needs and/or physical disabilities. The Co-ordinator’s responsibilities will include:

* Working alongside The Manager or lead staff member to ensure that all staff are aware of all legislation, regulations and other guidance on working with young people with special educational needs and/or physical disabilities;
* Working with The Manager or lead staff member to ensure that all staff who work with young people with special educational needs and/or physical disabilities and have appropriate skill and training;
* Co-ordinating regular monitoring and reviews of young people’s progress; involving parents/carers, other members of staff, relevant representatives from statutory agencies and, if appropriate, the child themselves. Alongside The Manager or lead staff member, they will also be responsible for ensuring that any actions following such reviews are followed through;
* Assessing each young person’s specific needs and adapting Imaginarium’s facilities, procedures, practices and activities as appropriate;
* Ensuring that systems are in place to adequately plan, implement, monitor, review and evaluate the Special Needs policy;
* Ensuring that young people with special educational needs and/or physical disability are fully considered when activities are being planned and prepared;
* Liaising with parents/carers about the needs of their young people and the plans and actions of Imaginarium , as well as being the point of contact for parents/carers;
* Liaising with other agencies and seeking advice, support and training for themselves and other staff as is necessary;
* Supporting other members of staff to develop their skills, becoming more experienced in the care of young people with special educational needs and/or physical disabilities;
* Ensuring that all young people are treated with equal concern and respect and are encouraged to take part in all activities;
* Ensuring that accurate observations and assessments of young people’s progress are regularly made and properly recorded.

**Partnership with parents and carers**

Imaginarium recognises that parents/carers play the fundamental role in a young person’s development and this should be acknowledged as the basis for a partnership between Imaginarium and parents/carers.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for young people. Imaginarium aims to achieve this by:

* Ensuring that parents/carers are made to feel welcome and valued in all dealings with Imaginarium;
* Ensuring that parents’/carers’ concerns are always listened to by Imaginarium whenever they are raised. The Manager or lead staff member will ensure that parents/carers receive a prompt response from Imaginarium;
* Making all information and records held by Imaginarium on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies;
* Ensuring that Imaginarium’s policies and procedures are made available to parents/carers on request;
* Encouraging parents/carers to comment on Imaginarium’s policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their young people;
* Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their young person’s progress and any problems that they might be encountering;
* Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy;
* Encouraging parents/carers to undertake supportive roles in Imaginarium , such as volunteering or participating in activities, visits or outings;
* Encouraging parents/carers to help in the running of Imaginarium , including becoming involved in its management committee where appropriate;
* Providing parents/carers with formal and, if necessary, confidential means to comment on the work of Imaginarium. This will include an annual satisfaction survey;
* Keeping parents/carers up to date with any changes in the operation of Imaginarium , such as alterations to the opening times or fee levels.

## Complaints Procedure

Imaginarium is committed to providing a safe, stimulating, consistent and accessible service to young people and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes Imaginarium’s formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, The Manager or lead staff member will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Log.

**Procedures for dealing with complaints**

* All staff must keep a record of complaints, compliments and comments: these need to be dealt with directly where possible or passed on to line manager if a successful outcome has not been reached;
* All staff must ensure that each complaint is fully investigated;
* These records must be kept for a period of three years.

**Stage One**

If a parent/carer/child has a complaint about some aspect of Imaginarium’s activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to The Manager or lead staff member. Imaginarium is committed to open and regular dialogue with parents/carers/children and Imaginarium welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers/children are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, The Manager or lead staff member should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

**Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to The Manager or lead staff member. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Imaginarium will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, Imaginarium will advise the parent/carer/child of this and offer an explanation. The Manager or lead staff member will be responsible for sending them a full and formal response to the complaint.

If The Manager or lead staff member has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from Imaginarium will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to Imaginarium’s policies or procedures emerging from the investigation.

The Manager or lead staff member will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and Imaginarium’s response to it. The Manager or lead staff member will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with Imaginarium’s response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both The Manager or lead staff member and the parents/carers concerned within 15 working days.

**Making a Complaint to Ofsted**

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

## Documentation and information

Imaginarium recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law. We are registered with the information commissioners’ office as a data controller: A8080644

Imaginarium is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. All staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within Imaginarium.

Imaginarium is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that Imaginarium holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

**Record Keeping**

Ordinarily, information kept on a child will include:

| Date of birth | Gender |
| --- | --- |
| Birth name (along with any other name the child is known by). | Doctor’s address |
| Parents or carers name. | Home address and telephone number(s). |
| Parents or carers contact number(s). | Any other emergency contact names and numbers. |
| Details of any special health issues (including a special educational needs or physical disability statement). | Details of any special dietary requirements, allergies and food and drink preferences.  |
| Names of people authorised by parents/carers to collect young people | Any other information relating to the child deemed by staff or parents/carers to be relevant and significant. |

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by Imaginarium:

* An up to date record of all the staff, students and volunteers who work at Imaginarium, including their name; address; telephone number; DBS or CRB check; references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at Imaginarium;
* A record of any other individuals who reside at, or regularly visit/spend time at Imaginarium, including their contact details;
* The daily attendance registers, as set out in the Arrivals and Departures policy;
* An up to date waiting list with details of all young people waiting for a place at Imaginarium, as set out in the Documentation and Information policy.
* Records of the activities planned and implemented by Imaginarium, including any off-site visits and outings;
* Records of any medication being held by staff on behalf of young people, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Health, Illness and Emergency policy);
* Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for young people (in accordance with the Health, Illness and Emergency policy);
* An Inventory Record of all equipment owned or used by Imaginarium, including safety checks and repairs carried out, (in accordance with the Equipment policy);
* A fully completed and up to date accident and incident records;

Information and records held on young people will be kept securely, access to which will be restricted to the staff who have professional reason to access that data.

All required records relating to individual young people are maintained and retained for one year after young people last attended Imaginarium. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies overrides it.

**Notification of Changes**

Imaginarium recognises its responsibilities in keeping young people, parents/carers, staff and Ofsted informed of any changes to the running or management of Imaginarium that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, Imaginarium will facilitate consultation with the affected groups or individuals.

In the following cases, it is mandatory for Imaginarium to inform Ofsted at the earliest possible opportunity:

* Any change in members of staff and/or people living on the premises;
* Any significant change to the premises;
* Any significant change to the operational plan of Imaginarium;
* Any allegation of abuse by a member of staff or volunteer or any abuse which is alleged to have taken place on the premises;
* Any other significant events.

**Confidentiality**

All staff, volunteers and any other individual associated with the running or management of Imaginarium will respect confidentiality by:

* Not discussing confidential matters about young people with other parents/carers;
* Not discussing confidential matters about parents/carers with young people or other parents/carers;
* Not discussing confidential information about other staff members;
* Only passing sensitive information, in written or oral form, to relevant people.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Child Protection policy will override confidentiality on a ‘need to know’ basis.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Disciplinary Procedures policy.

## Admission, fees and refunds

Imaginarium is committed to providing a fair and open admission system that offers a competitively priced and good value service.

**Place allocation**

If there are no places available, Imaginarium will operate a waiting list. Place allocation from this will take into consideration the level of need as well as the age and gender of the child/ren and how that fits with the children already attending that day. We will talk to parents/carers about this openly.

**Withdrawing a place**

Whilst every effort will be made to ensure children settle well and get the most out of their time at Imaginarium, there will be times when it is deemed the setting is not working for a particular pupil. If a child is struggling to adhere to our values and/or affecting other children in the setting, it may be appropriate to talk to their parents about the viability of their place.

**Fees**

The level of fees will be set by the Imaginarium Directors and reviewed annually in the light of Imaginarium’s financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.

Payment of fees will be made monthly or termly. Any individual payment arrangements will need to be arranged directly through one of the managers.

**Cancellations**

We will make every effort to accommodate any reasonable requests for a refund based on absence. General sickness will not be refunded. We require a term’s notice of the withdrawal of child’s place.

A three week paid trial will be offered for those who are new to Imaginarium. Following this, our termly cancellation policy will be in place.

* If the fees are not paid prior to attendance, Imaginarium will consider this as a ‘non payment’, until payment has been received, Imaginarium reserve the right to cancel that booking;
* The Manager or lead staff member has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their young person’s place at Imaginarium being forfeited;
* If fees are paid persistently late or not at all with no explanation, Imaginarium will be forced to terminate that young person’s place. Under exceptional circumstances, The Manager or lead staff member may agree to allow the child to continue attending Imaginarium for the remainder of that week;
* Parents/carers are encouraged to speak to a member of staff or The Manager or lead staff member if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their young person’s place at Imaginarium.