

Leisure Services Policies & Procedures January 2026

Terms and conditions

These Policies and Procedures will be updated on a yearly basis and when updates are needed to individual policies. Staff will be informed of the updates, and staff will be required to sign a declaration form to confirm these have been read and understood.

Below is a table of the policies that have been updated for your reference:

1	Accident & Emergency treatment	Reviewed – Jan 26
2	Admissions	Reviewed – Jan 26
3	Arrival & collections	Taken out details referring to skate park registration - Jan 26
4	Behaviour Management	Updated with a revised warnings & exclusions procedure, severe inappropriate behaviour procedure, and designated officer for behaviour management - Jan 26
5	Intimate care	Updated EYFS section with date of 2025 – Jan 26
6	Change of clothes	Reviewed – Jan 26
7	Complaints	Reviewed – Jan 26
8	Handling confidential records	Reviewed – Jan 26
9	Data protection	Reviewed – Jan 26
10	Storage & access DBS	Reviewed – Jan 26
11	Customer care	Reviewed – Jan 26
12	Water	Reviewed – Jan 26
13	Equal opportunities & British values	Reviewed – Jan 26
14	eSafety	Reviewed – Jan 26
15	Emergency evacuation & lockdown	Reviewed – Jan 26
16	Fire Drill	Updated to taking the visitor log and medicine box to the assembly point with all attendees and staff – Jan 26
17	Health & safety	Updated First Aid bumbags content – Jan 26
18	Arrival site check	Reviewed – Jan 26
19	Healthy eating & food handling	Updated wording around providing food – Jan 26
20	No nut policy	Reviewed – Jan 26
21	Inclusion	Reviewed – Jan 26
22	Key person	Updated wording from the most up to date EYFS (Sep 2025) - Jan 26
23	Partnership with parents / carers	Updated wording from most up to date EYFS (Sep 2025) - Jan 26
24	Manual handling	Reviewed – Jan 26
25	Admin of medication	Reviewed – Jan 26
26	Missing person	Reviewed – Jan 26
27	Mobile phones	Updated able to use mobiles when on a break or arranged prior – Jan 26
28	Notifiable diseases	Updated wording from most up to date EYFS (Sep 2025), urgency of reporting notifiable diseases and up to date contacts for local Health Security Agencies - Jan 26
29	Play policy	Updated wording from most up to date EYFS (Sep 2025) – Jan 26
30	Registers & booking forms	Updated what to include on daily registers – Jan 26
31	RIDDOR	Reviewed – Jan 26
32	Smoking policy	Reviewed – Jan 26
33	Smoking declaration form	Updated Leisure contact - Jan 26

34	Sickness illness	Reviewed – Jan 26
35	Unauthorised person & difficult customers	Reviewed – Jan 26
36	Change of location	Reviewed – Jan 26
37	Code of conduct & staffing standards	Updated appropriate jewellery and hair for work – Jan 26
38	Leaving supervision	Reviewed – Jan 26
39	Social networking	Reviewed - Jan 26
40	Submitting hours	Reviewed – Jan 26
41	Volunteer supervision	Reviewed – Jan 26
42	Lone working	Reviewed – Jan 26
43	Safeguarding	Updated DSL's list – Jan 26

These policies and procedures apply to staff that work / deliver a service for the Leisure Department at Three Rivers District Council.

These policies and procedures will refer to staff, attendees and guardians as the following:

<u>Term:</u>	<u>Definition of terms used:</u>
Staff	Leisure Development Officers Casual Youth Support Workers (includes: playscheme staff; youth project staff; skate park staff; play ranger staff etc.) Volunteers Contractors / Visitors
Attendees	Children Young People Adults at risk Adults
Guardians	Parents Guardians Carers Personal Assistants
Customers	Member of the public using our provisions
Member of the public	Member of the public not using our provisions at the time.

Visitor and contractors must follow our policies and procedures whilst on site. If for any reason, these are not followed, they should and will be asked to leave.

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1. ACCIDENTS & EMERGENCY TREATMENT

Purpose

To ensure all staff are aware of the procedures for dealing with accidents to members of staff, attendees and other visitors to the facility.

Personnel

All staff

Instructions

It is essential that all employees correctly report all accidents or major incidents that occur. Near misses should be noted on an incident report. The Leisure Development Team must ensure that accident or incident reports are completed quickly and accurately and forwarded to the Leisure Department.

The reasons for this are:

- a. To enable Three Rivers District Council to comply with the statutory requirements laid down in The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- b. To enable staff to receive any industrial injury benefits or work bonus they may be entitled to.
- c. To enable an investigation of the accident/incident to be made which hopefully may prevent a recurrence of the problem and highlight potential risk areas or situations.

In the event of an accident occurring, the extent of the injury should be assessed immediately and one of two courses of action must be taken.

1. In the event of a minor injury e.g. a scratch, insect bit, minor bruising, minor cut or an injury that requires any treatment, necessary action can be taken by the member of staff qualified to do so (those who hold a first aid qualification).
2. In the event of a major injury or injuries which staff feel that professional medical care is necessary i.e. fall or blow to the head, an ambulance must be called immediately. Ensure that the casualty is comfortable while waiting for medical services, do not move the casualty, unless their life is in immediate danger.

Serious Accident Procedure:

Staff dealing with an accident must ensure that other attendees are safe and being properly supervised. In the event of a serious accident, e.g. where the attendee needs to go to hospital, the following action should be taken:

- The First Aider should assess the casualty and administer any basic treatment required.
- The First Aider should advise a colleague to inform the Leisure Development Team & request that an Ambulance be called.
- The Leader or a member of staff should contact the guardian via telephone immediately; numbers are listed on the booking / A-Z details / register.
- The guardian should be asked to attend either the Leisure site or the hospital, whichever they can reach the quickest. Staff should explain to the guardian at this stage how the casualty will be taken to hospital.
- On arrival, Paramedics will assess the casualty & inform the First Aider which hospital the casualty will be taken to. Staff must NOT go to the hospital with the casualty unless requested to by the paramedics. The Leader must always remain on site.

If the First Aider is not asked to travel in the ambulance, an officer from the Leisure Development team who is not counted in the staff/attendee ratio will follow the ambulance to hospital/meet the ambulance at the hospital. They should remain with the casualty until the guardian arrives.

If the First Aider is asked to travel in the ambulance, an officer from the Leisure Development team who is not counted in the staff/attendee ratio should meet the ambulance at hospital and wait with the First Aider and the casualty until the guardian arrives. An additional member of the team will replace the First Aider on the leisure site until they return from hospital in order to maintain the staff/attendee ratio. Staff remaining on site must consider H&S and run appropriate activities until reinforcements arrive.

- An accident report form must be completed for all accidents requiring any First Aid treatment as soon as possible. The accident report form must include the following:
 - The activity, venue, date and time of completion and who is completing the form.
 - Information on the casualty – title, first name, surname, DOB, age, gender, full address and phone number.
 - What happened – date and time of accident, precise location of incident, activity taking part in, describe what happened e.g. how the casualty hurt themselves and objects / individuals involved (avoiding other names for data protection reasons).
 - Witnesses – was the witness a member of staff, name of witness and contact number.
 - Information on First Aid – name of first aider, describe what first aid was given, location of injury on body, what state the casualty was in at the time of the accident and during the first aid given (e.g. upset, in

pain, unconscious, content etc.), and any additional information on the injury.

- All accident forms must contain the parent / guardian's email, which will then be directly sent to them and the office.
- The Leisure Development Team will do follow up calls for the following:
 - Injury's to the head / neck area
 - Parent / guardian advised to seek medical attention / attend A&E
 - Taken to hospital
 - Parent / guardian was called at the time of the incident
- If there has been an injury to the head, face or neck area, staff must select yes to ensure that a head injury advice slip is issued to the parent / guardian. This will then be emailed to them along with the accident report form. Parents / guardians will be called by the on-site Leader before issuing the accident form alongside the head injury advice slip. This is to ensure parents / guardians are not concerned when being issued a head injury advice slip and that their child has had the correct First Aid and is well enough to remain on site.
- On collection, it is the staff members' responsibility to inform the parent / guardian of the accident and any additional information that is needed. Staff are to inform parents / guardians that the accident report form has been or will be sent to them via email along with any other documents such as a head injury advice slip, and should be encouraged to read it.
- If the attendee seeks medical attention after the accident, a RIDDOR must also be completed. In this instance it is the First Aiders responsibility to ensure that a completed Accident Report reaches the Leisure Development Team within 24 hours so that this process can be completed.
- Ofsted and the local Child Protection team at Hertfordshire County Council must be notified of any serious accident, illness or injury to, or death of any child in their care and the actions taken as soon as reasonably possible or within 14 days of the incident occurring. This would follow a RIDDOR being completed.
- Access to accident report forms will be provided for all Leisure services.

If the staff member is unsure of the casualty's injuries:

If a staff member is unsure about an individual's injury, the staff member must call the parent / guardian / emergency contact for their opinion or ask them to come to the provision to check how the individual is and decide whether medical attention is needed.

The parent / guardian is then responsible for the individual once they sign them out of the provision.

Accidents & Emergency Procedure for Play Ranger School session:

In the event of an accident occurring during a Play Ranger School session, the extent of the injury should be assessed immediately and one of the following courses of action must be taken:

1. Major accident:

- a. In the event of a major injury or injuries which the Play Ranger staff feel that professional medical care is necessary i.e. fall or blow to the head, an ambulance must be called immediately, either by the school or the Play Rangers. Ensure that the casualty is comfortable while waiting for medical services, do not move the casualty, unless their life is in immediate danger.
- b. The Play Rangers must alert the school staff on the school grounds or by calling the school office from the Play Rangers mobile if off site. The school are then required to assist the Play Rangers during the incident, being responsible for the school pupils and the casualty.

2. Minor accident:

- a. In the event of a minor injury e.g. a scratch, insect bit, minor bruising, minor cut or an injury that requires any treatment, necessary action can be taken by the Play Ranger staff qualified to do so (those who hold a first aid qualification).
- b. The Play Rangers must alert the school staff on the school grounds or by calling the school office from the Play Rangers mobile if off site. A school staff member will come and collect the child and take them to the school medic, who will then be responsible for continuing the first aid.

3. Play Ranger staff must then fill in an accident report form to log the accident and the action taken, whether first aid was administered or not, and then inform their line manager. Accident report forms and first aid kits should be available throughout these sessions, and the Play Rangers mobile in addition if the session is off the school site.

Failing to follow any of the procedures above could result in a staff disciplinary.

2. ADMISSIONS POLICY

Attendees will only be able to attend the leisure service once we are certain of the following:

- We have the information we require in terms of personal details, emergency contact details, written agreements and / or consent forms.
- We have provided the guardian with information about the service (*where requested, information may be made available in different languages and media*).
- Policies are made accessible for guardians should they need to read them.
- Procedures are made accessible for attendees to read; to ensure their safety.
- That we have a procedure available for guardians to make complaints, comments and suggestions (feedback), including how to resolve problems directly through Ofsted.
- That all policies, including Inclusion and Equal Opportunities, have been implemented.
- That guardians are aware of our emergency procedures.
- Guardians are aware of the Behaviour Management Policy.

Only then an attendee will be allowed onto the site and under the charge of our staff. This ensures that all of our policies and procedures are implemented before the service starts and that we maintain a consistent level of care across the services we run.

Suitable Clothing

We recommend that attendees are sent in clothing suitable to the weather and the activities they are likely to be undertaking. If there is an attendee that the Leader does not deem to be suitably dressed, the guardian will be asked to supply appropriate clothing and the attendee may not be immediately allowed on site.

Unacceptable clothing includes high-heeled or jelly shoes, no coats or jumpers, shorts when it is cold, heavy clothes when it's hot, etc. It is also required that attendees wear clothes that they and their guardians do not mind getting messy and that are easy to move around in. Without this we cannot ensure that the attendee can participate in and enjoy the activities planned. We may provide overalls for painting but cannot provide a change of clothes. Any queries about what would be considered suitable can be posed to the staff on site or to the Leisure Development Team.

3. ARRIVAL AND COLLECTION

Purpose

To inform all staff of the correct procedures to be followed when attendees are arriving or leaving the leisure service.

Personnel

All staff

Instructions

Attendees arriving and leaving a site can be very stressful and hectic if there are significant numbers involved. A procedure has been written to guide you.

Playscheme:

1. When staff arrive on site each day, they must check that signs are clearly displayed directing parents/guardians to the main entrance and registration point.
2. It is recommended that a registration point be situated near the main entrance so that all participants are directed straight to a member of staff with the register.
3. The Leader must sign the attendee (accompanied by a guardian) in on the register every day and guardians confirm if someone not on their collection list is expecting to collect their attendee at the end of the session. Any changes to the attendee's information must also be noted.
*- In some cases, attendees will sign themselves in**
4. Attendee's must not be signed into the service before the designated start time. Staff must therefore ensure that access to the building is secure.
5. While the attendees are being signed in, staff should organise a simple group game that attendees can join in easily until everyone has arrived.
6. Ensure a staff member directs or shows any new attendees around the service and that everyone is aware of the rules.

7. At the end of the session attendees may come together and play a game until called by a member of staff who can check that the correct person has come to collect the attendees.
 - *In some cases, an attendee may sign themselves out and go home with written agreement from the attendee's parent / carer and the staff in advance**
8. Staff are to ensure that if a guardian collecting an attendee is not on the authorised collectors list or is not recognised by the staff member, the staff member must ask the guardian for the attendee's password. If the attendee's main guardian has not informed the staff of a new collector, the staff member must call the guardian to confirm. If the main guardian does not answer or confirm, the staff member must not send the attendee home with the 'new' guardian.
9. The appointed adult must sign out the attendee and discuss any accident/incident reports if relevant.
10. Any attendees remaining after the end of the session must not be allowed to participate in any further activity in case of accidents. Staff should try and occupy the attendee in a quiet activity to distract the attendee and avoid distress, whilst the Leader contacts their guardian. Attendees must be supervised at all times and the Leader and a Leisure Casual must remain on site with the attendee. The Leader must report the lateness to the Leisure Development Team after fifteen minutes.
11. A late collection fee will be issued if a guardian is later than fifteen minutes.
12. If a guardian is later than 15 minutes, please follow 'late collection' procedure.
13. Guardians repeatedly collecting the attendee late (i.e. after 5pm) may be refused future booking. If guardians are unable to collect the attendee on time please ensure that they have arranged a backup plan. It is very unsettling for an attendee left on their own at the end of the service. If late collections persist the Leisure Development Team must follow TRDC Safeguarding Children, Young People and Adults at Risk Policy and follow the correct logging procedure.

*Guardians who wish for the attendee to walk home alone must give permission in writing to the staff, stating the following:

- Full name and age of child
- When / date range (dates they are attending)
- How the attendee will be getting home

Guardians are to sign and date the letter along with a staff member and the letter will be placed on file at the service.

Three Rivers District Council will not be held responsible once the attendee has left the playscheme site.

Other Leisure Services:

Where applicable:

- Before an attendee can attend the service, they must fill in a membership / registration form. This form will include emergency contact details, emergency treatment consent, details of allergies and additional needs etc.
- An easily identifiable area for attendees to sign in must be made available at the start and end of each session.
- Attendees must be signed in to the service, either by themselves or their guardian.
- Attendees must not sign in until the session starts.
- At time of collection / leaving the service, staff should ensure all attendees are signed out when they have left the service.
- Attendees being collected – staff must ensure they leave with the appropriate guardian.
- Late collection – if an attendee is being collected and their guardian has not arrived, please follow late collection procedure below.

The following services must follow these procedures:

- Play Rangers – Staff to ensure the attendee has given them their registration form. Attendees can sign themselves in, but must give at least 2 emergency contact names and numbers before they can use the service.

In the event of a late collection:

- If the attendee remains on site 15 minutes after the expected pick-up time, the Leader will contact the emergency contact telephone numbers provided and the Leisure Department.
- At least TWO staff MUST remain on the site with the attendee until the guardian or a member of the Leisure Development Team arrives.
- If the attendee remains on site after 30 minutes after the session has finished the guardian will be charged £30 which is the cost to the Council for providing two members of staff to remain on site with the attendee and room hire costs.
- If a guardian does not arrive on site 1 hour after pick- up time the Leisure Department will contact the local police station for further assistance (101). The attendee will remain on site until an appropriate guardian (police/social services) arrives and is able to transport the attendee to another location. Any additional costs incurred by the Council will be charged to the guardian.

- Leisure Development Team must follow TRDC Safeguarding Children, Young People and Adults at Risk Policy and follow the correct logging procedure.

4. PROCEDURE FOR BEHAVIOUR MANAGEMENT

Purpose

To inform all staff working with leisure attendees, of the correct procedures to be followed when dealing with positive and negative behaviour.

Personnel

All staff employed or contracted by Three Rivers District Council who undertakes duties for the Leisure Development Team.

Instructions

Setting examples

1. Ensure examples of positive behaviour are demonstrated by staff at ALL times.
2. Set clear boundaries that are agreed by both staff and the attendees.
3. Help attendees understand the effects of behaviour on others, and how they can help limit the occasions when unacceptable behaviour may occur.
4. If an attendee is displaying good behaviour such as welcoming new attendees, sharing or tidying equipment, then an acknowledgement of this behaviour should be made to encourage the behaviour to continue.
5. Remember to feedback to the attendee's guardian about their positive behaviour, they will be pleased to hear the positive news. Staff can do this in written or verbal form, e.g. "Max was very kind to others today and helped tidy up".

Unacceptable behaviour

Unacceptable behaviour could include bullying, physical & verbal aggression, harming themselves, emotional abuse and threats.

What to do:

1. One staff member to ask the attendee to stop their behaviour immediately and give an explanation as to why e.g. "*Ben stop! You will hurt someone if you continue.*"
2. Remind the attendee of the boundaries that were agreed by all attendee's and staff.
3. Make time to listen to them – each attendee has a voice.
4. Record unacceptable behaviour on daily report forms or incident forms where appropriate. This is so that other staff can continue to monitor the attendee's behaviour. Ensure to write positives if observed too.
5. At least one member of staff should deal with the attendee while the other member of staff remains with the rest of the group. This is to avoid further disruption to the service.

- Where necessary, feedback to the attendee's guardian. The staff member must be mindful on how to approach this.

Warnings & exclusions procedure:

What to do when an attendee presents unacceptable behaviour:

Verbal warning	Reminded of their behaviour and how it is unacceptable.
Final warning	If the behaviour continues, the guardian will be called. Guardians will be informed of their behaviour and that if this behaviour is to continue, they will be asked to come and collect the attendee.
Temporary exclusion	If no improvements are made, the guardian will be called and asked to collect the attendee. The attendee will not be able to attend for the rest of the day / session.
Timed exclusion	If the behaviour continues, time away from the service will be recommended. A return date must be agreed between the staff and guardian.
Permanent exclusion	If behaviour no longer improves, and staff feel they can no longer support the attendee.

- If the behaviour is seen a number of times, the attendee must be given their **verbal warning** with an explanation.
- If the behaviour continues and does not improve a **final warning** will be issued and the guardian will be called and informed. The staff member should discuss with the guardian and the attendee that if the behaviour is to continue, the guardian will be called to collect the attendee. The guardian and staff member will also discuss ways to help the staff deal with the attendee's behaviour.
- If the behaviour does not improve **temporary exclusion** will be put in place. This means that the staff member must call the guardian and ask them to come and collect the attendee.
- Once the guardian arrives, the staff member must explain what has happened and why they need to be collected. The staff member will encourage the guardian to have a discussion with the attendee about their behaviour.
- The staff member must log all of their behaviour on an 'Incident report' form and the Leisure Development team must be informed.

If the behaviour continues:

- Staff will be encouraged to have a discussion with the guardian about ways staff can support the attendee and their behaviour. *Leisure Development staff can sit in on these meetings to support staff where necessary.*

2. If the behaviour does not improve, a **timed exclusion** can be given, with agreement from both staff and the guardian. A date of return must be agreed.
3. If, in rare circumstances, the attendee continues to present unacceptable behaviour and feel that the attendee is putting themselves or others in danger or staff feel that they can no longer support the attendee, a **permanent exclusion** can be put in place. This means that they will no longer be able to attend the service.

Severe inappropriate behaviour:

If a user demonstrates severe inappropriate behaviour, including behaviour that can put themselves or others in immediate danger, then the staff must withdraw them from the situation and ensure they are in a safe place. The leader should then contact the guardian to explain the situation, and if appropriate, invite them to talk to the attendee if this will be of benefit. Alternatively, the staff member can issue a **temporary exclusion** to ensure the safety of all attendees and staff is paramount.

All members of staff have the authority to confiscate any items, which could be potentially dangerous or used in a violent or disruptive manner. All members of staff have the authority to make an informed decision alongside the Leisure Development staff that if a user demonstrates severe inappropriate behaviour, the behaviour procedure above can be escalated quicker than the outlined steps.

When dealing with unacceptable behaviour, all attendees should be given a verbal warning ONLY. Restraint should not be used unless the attendee, other attendees or staff are in danger. Under NO circumstances should an attendee be hit or aggressively restrained.

Evidence

Full details of any significant incident and discussions with guardians must be noted on an **Incident Report or 'Logging a concern' forms** which should be sent to the office and discussed with a Designated Safeguarding Lead. A copy will be returned and must be put in the Safeguarding Adults & Children file under 'Logging a concern' and recorded on the spreadsheet. If not done so already and where appropriate, it may be useful to share this information with the guardian.

Risk assess

If a user requires physical intervention, then appropriate risk assessments should be put in place. However, if the service cannot support this, then management need to take decision as to whether the attendees need's can be met and whether the service will be deemed safe if the attendee attends.

Observation Books / Staff update forms

In order to improve consistency in staff management of behaviour and enable staff members to monitor behaviour more effectively, staff will have a daily report form to make note of any specific daily issues. This will help to reduce disruption caused by staff change. These can be used in conjunction with Incident Report Forms and 'Logging a concern' forms and must be kept confidential and in a safe place.

If you feel that you cannot cope with a situation, contact the designated person for behaviour management, Georgia Marsh or Ryan Watson (01923 776611) in the Leisure Development Team immediately or Hannah Henson (01923 776611).

Remember that all incidents must be reported to the Leisure Development Team as soon as it is reasonably possible.

5. INTIMATE CARE POLICY

Purpose

To inform all staff working with leisure attendees, of the correct procedures to be followed when providing intimate care.

Personnel

All staff.

Definition

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, medical treatment and menstrual care.

The Early Years Foundation Stage (September 2025) states that 'Children at the expected level of development will...*Manage their own basic hygiene and personal needs, including dressing, going to the toilet...*' The framework is aimed at children below the age of 5 years. Therefore, children, young people and adults at risk will be encouraged to do as much for themselves as possible unless intimate care is reasonably needed, for example, an attendee who has additional needs who are not fully toilet trained.

Instruction

In intimate care situations, the attendee's safety, dignity and privacy are of paramount importance, which should meet the TRDC Safeguarding Policy and The Care Act 2014 (for adults). Attendees requiring intimate care will be treated respectfully at all times. Staff will explain fully each task that is carried out and the reasons for it.

Staff will work in partnership with guardians to provide care appropriate to the needs of the individual attendee and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Attendee's preferred means of communication (e.g. verbal, visual)
- Attendee's level of ability – what tasks they are able to carry out by themselves

Protecting attendees

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure, that should an attendee need consistent care from a member of staff, the attendee's safety and well-being will not be compromised.

Staff who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: Staff Induction; Safeguarding / Child Protection Training) before providing intimate care. No attendee should suffer distress or pain as a result of receiving intimate care.

Staff are also familiar with possible signs of abuse set out in 'What To Do If You're Worried A Child Is Being Abused' (March 2015) and the Leisure Services procedures which reflect the 'Working Together to Safeguard Children' guidance (March 2015). Staff are also required to meet the welfare requirements set out in Early years Foundation Stage (September 2025):

'The safeguarding and welfare requirements... are designed to help providers create high-quality, welcoming, and safe settings where children can enjoy learning and grow in confidence.'

If a member of staff is concerned about any physical changes to an attendee, such as marks, bruises, soreness etc, they will inform the Designated Safeguarding Lead (DSL) immediately and the TRDC Safeguarding Policy will be implemented.

Should an attendee become concerned about being cared for by a particular staff member, staff should report this to the DSL. If staff are concerned about a particular staff member's care, they should follow TRDC's Safeguarding policy. The DSL will then look into the situation and record any findings. These will be discussed with the guardian to help resolve the problem and where necessary, the DSL will seek advice from outside agencies.

If an attendee makes an allegation against a staff member, the 'Allegation against a member of staff' will be followed set out in the TRDC Safeguarding Policy.

Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled and wet clothing will be bagged to go home – staff will not rinse it. Attendees will be kept away from the affected area until the incident has been dealt with fully.

Staff will maintain high standards of personal hygiene, and will take appropriate steps to prevent and control the spread of infection.

6. CHANGE OF CLOTHES

Purpose

To inform all staff of the correct procedures to be followed when an attendee soils their clothing.

Personnel

Playscheme staff (other staff to refer to intimate care policy).

Instructions

- Guardians should advise staff if their child/children have difficulty in remaining dry for the duration of the activity.
- Guardians should be asked to provide appropriate changes of clothing, so that if an accident occurs (soiling) the child can change into clean comfortable clothing.
- Staff should consider Safeguarding issues at all times and avoid vulnerable situations for example – 2 staff members should supervise if this issue occurs.

If soiling occurs, staff will carry out the following steps:

1. Check that the guardian has provided a suitable change of clothes.
2. Assist the child to change into the clean items, ensuring the soiled clothing is double bagged to be sent home at the end of the day with the child. There should always be two members of staff supervising this.
3. Comfort the child during the process to ensure they do not become upset, ensuring at all times that the situation is dealt with discretely to avoid humiliation to the child.
4. When the guardian collects the child at the end of the day, ask them to sign the incident form to document the action that has been taken.

If a guardian has not provided a suitable change of clothes, staff should carry out the following steps:

1. Check the register for the guardian's contact.
2. Inform the guardian of the situation and ask them to bring a clean change of clothing to the activity as soon as possible. Try to find out how long this will take.

3. Ensure the child is made as comfortable as possible and comfort them until their guardian arrives.

4. If the guardian is likely to be some time, use clothing from lost property / spare underwear provided on site to make the child more comfortable until their own clothing arrives. Ensure any soiled items are cleaned and stored appropriately as detailed above in point 2.

5. When the guardian arrives, ask them to sign the incident form to document the action that has been taken.

6. If guardian cannot be contacted, inform the Leisure Development Team who will become responsible for contacting them.

7. COMPLAINTS PROCEDURE

Purpose

To inform all staff of the correct procedure to be followed when dealing with a complaint.

Personnel

All staff

Instructions

This procedure outline the aims of the council in dealing with complaints and sets out what the customer can expect when making a complaint regarding a council service.

Making a complaint is not just a way to resolve a problem. It can also help us to identify where we are going wrong, so we can try to avoid the same thing happening in the future.

Our aims

- Complaints should be dealt with honestly, politely and in confidence
- Complaint will be investigated thoroughly and fairly
- If a complaint is urgent, we will deal with it more quickly
- Keep the individual up to date with the progress at each stage
- Apologise if we feel we have made a mistake
- Inform the individual on what we will do to make things right

It is the member of staff, recording the complaint, who is responsible for ensuring that the Leisure Development Team is informed within 24 hours (48 hours over the weekend). If possible, please inform them by telephone.

Making a compliment or complaint

The quickest and easiest way for someone to make a compliment or a complaint is by using the [online Compliments or Complaints form](#).

If access to our website is not possible, a complaint can be made in one of the following ways:

By email: leisure@threerivers.gov.uk

By telephone: 01923 776611

In person: Either at the leisure services activity session or in the Visitor Centre at Three Rivers House

By letter addressed to: Complaints, Three Rivers District Council, Three Rivers House, Northway, Rickmansworth, WD3 1RL

Complaint by a Member of the Public in person

Please follow the procedure below:

- Ask the customer to email leisure@threerivers.gov.uk, so the complaint can be recorded.
- Alternatively, if the customer does not wish to email then please ask for the following information:
 - Customer's details: full name, address, email & contact number
 - Information about the complaint
 - Whether their complaint has been raised before – if so, with who and when?
- If possible, inform the person complaining whom will be dealing with their complaint, (i.e. Leisure Officer) and when they should expect to hear from this person.
- Please remain polite and calm at all times, even if the customer becomes angry or upset.
- Please inform the customer that we will aim to acknowledge their complaint within 3 working days and investigate and respond to their complaint within 10 working days. *In some cases, a full response in 10 working days may not be feasible, in which case the officer dealing with this will let the customer know when they can expect a full reply.*

Complaint by a Member of Staff

1. If staff have a complaint, it should be taken up with their immediate team leader.
2. If the member of staff does not feel that the answer given or action taken is sufficient, then they may take the matter to the Leisure Services Team for further consideration.

Complaints Record

1. Copies of written complaints and any follow ups are kept at the Council offices for three years following the date it was made.
2. At playschemes, it is our policy to make customers aware that they can make a complaint directly to Ofsted by displaying Ofsted's contact details at each of the schemes.

Complaints Policy process

There are two stages to our complaints procedure. At both stages we will aim to acknowledge your complaint within 3 working days, and investigate and respond to your complaint within 10 working days. (N.B. if an email address is not provided, acknowledgement and response may fall outside these timescales)

When we acknowledge your complaint, we will give you the contact details for the officer who is dealing with it.

There may be occasions when the above timescales are not able to be met due to the complexity of the complaint. In these cases, we will acknowledge your complaint within 3 working days and advise when you can expect a full reply.

Most complaints will be responded to under Stage One of the procedure in the first instance, however the Corporate Complaints Officer or a member of the Senior Leadership Team may decide, in exceptional circumstances, the matter is appropriate to move directly to Stage Two and respond to it under Stage Two of the process.

Stage One - Departmental Level

The Head of Service or Service Manager of the department that you are dealing with will arrange for your complaint to be investigated by an appropriate manager or officer who will then respond to you directly. We expect to be able to resolve most of our complaints at this stage.

Whilst we are looking into your complaint, we will always consider any practical solutions that could provide a suitable remedy. It would be helpful, therefore, if you would let us know at the outset, what you think the Council should do to put things right.

Stage Two - Executive Level

If you are unhappy with the response that you have been provided with Corporate Compliments & Complaints Policy under Stage One of the procedure, you can request that the complaint be reviewed again.

You must make this request within 30 calendar days of the date of the Stage One response. However, if you have not responded within this timescale, the complaint will be closed and classified as resolved by the Council. In your request for review you need to:

- Make it clear what aspects of the first response you were not satisfied with
- What outcome you would like
- A member of the Council's Senior Leadership Team will review your complaint further and one of them will reply to you.

The Senior Leadership Team consists of:

- Chief Executive

- Director of Finance
- Associate Director of Customer & Community
- Associate Director of Economy, Infrastructure & Planning
- Associate Director of Legal and Democratic
- Associate Director of Strategy, Partnerships & Housing

Once a response has been sent following the review at Stage Two, this marks the end of the Council's complaints procedure. If you are still unhappy with the decision after the Stage Two review, then you may wish to refer your complaint to the Local Government & Social Care Ombudsman.

The Local Government & Social Care Ombudsman (LGO):

The LGO is an independent body appointed by the Government to look into complaints against certain authorities. The best way to make a complaint is via the LGO website which has an online form. For telephone help, you can call an LGO adviser, who will listen to you and say whether the LGO can consider your complaint. You can call 0300 061 0614 between the hours of 10.00am - 4.00pm, Monday to Friday (except public holidays).

8. HANDLING CONFIDENTIAL RECORDS FLOW CHART

Purpose

To inform all staff of the correct procedures to be followed when dealing with sensitive data.

Personnel

All staff.

Instructions

Staff must follow the following procedure when handling sensitive data:

Laptop access:

Each Leisure Service will have its very own log in associated with their name such as: Play Rangers; Yorke Mead Playscheme.

For one off projects only, staff will use the Leisure.projects log in account.

Passwords:

Log in details and passwords will only be shared with the Leader and the Deputy leading that project and must not be shared with other staff unless told otherwise by the Leisure Project Officer.

Log in details and passwords records are kept on file within the secured server at Three Rivers District Council and is only accessed by the Leisure Project Officers.

Passwords must be changed on completion of that project or in the event of a staff member leaving their post during project operating times. The Leisure Project Officer dealing with that project is responsible for ensuring regular password changes are made.

Under Three Rivers District Council IT services policies all staff are required to follow password procedures below:

- Passwords should not be disclosed to anyone else unless specifically needed by staff employed to monitor and maintain the computer systems
- Don't write your password down
- The system requires that passwords are changed every 60 days
- Try not to use passwords which are easy to guess (i.e. your surname, PASSWORD, etc.)
- If you think somebody has guessed your password, change it immediately

Storing / accessing data on Laptops:

Always lock the Laptop when not in use. You can do this by pressing CTRL – ALT – DELETE together and then click on the 'Lock Computer' button. Anyone could access sensitive information if you fail to do this or use the Laptop to send out offensive, embarrassing or libellous messages. A screensaver to restrict access to the Laptop must be set up if it is inactive for longer than one minute.

Personal information is retained for as long as the participant attends the service. Participant data is reviewed and updated annually. Personal information is deleted after four years of inactivity or non-attendance at the service.

Encrypted folders / encrypted apps:

Any sensitive data must be saved within an encrypted folder on the Laptops, this includes any photos taken.

Password protected documents:

Any documents holding sensitive data must be additionally password protected, these passwords must only be shared with Project Leaders and Deputy's only and must not be shared with other staff unless told otherwise by the Leisure Project Officer.

Log in details and passwords records are kept on file within the secured server at Three Rivers District Council and is only accessed by the Leisure Project Officers.

Leisure Officers collecting data from Laptops:

To ensure the safety of data, Leisure Project Officers must pull off any sensitive data from the Laptops on a weekly basis or if the information is no longer needed on the Laptops.

Leisure Officers pulling data / files off the Laptop must use the Leisure encrypted USB's only and then save these files on the Three Rivers District Council secure server.

External software access:

Projects where a booking is made through Playwaze / Firm Step DASH or Upshot systems, project leaders must have their very own individual log in. The Leisure Project Officer is in charge of setting up accounts at the beginning of each project for individual leaders and must then deactivate each staff members account when the staff member completes their working time at the project or at the end of that project period.

Log in details are kept on file within the secured server at Three Rivers District Council and are only accessed by the Leisure Project Officers. Activation and deactivation dates must be recorded throughout.

Staff must follow the same password procedures identified on the first page.

Information from the booking form is saved on to our secure Playwaze / Firm Step DASH or Upshot systems. Participants are able to update this information at any time, with their log in details. Data that is pulled off from the software system is held on a secure server on the Council's secure electronic devices.

When Laptop is not in use:

Always lock the Laptop when not in use. You can do this by pressing CTRL – ALT – DELETE together and then click on the 'Lock Computer' button. Anyone could access sensitive information if you fail to do this or use the Laptop to send out offensive, embarrassing or libellous messages. A screensaver to restrict access to the Laptop must be set up if it is inactive for longer than one minute.

When a staff member is not using the Laptop, they must either place it in a lockable box at the project and store this box in a secure area that is easily accessible for staff or place it within the back pack and carry it around.

Data breach / loss / theft of Laptop:

Contact Leisure Department immediately and state the project you are working and what has happened:

In the event of Loss / Theft of the Laptop the Leisure Department must inform IT services IMMEDIATELY, who will then put appropriate measures in place to protect the data on the Laptop. The Leisure Project Officer must then inform the Data Protection Officer.

In the event of a Data Breach, or loss / theft of the Laptop, the Leisure Project Officer must inform the Data Protection Officer (DPO) of Three Rivers District Council immediately. The DPO will then give the appropriate guidance and inform the ICO.

Staff must then fill in an Incident form detailing what has happened and the process taken. This then must be sent to the Leisure Department immediately.

Data Protection Officer: Phil King

Always lock the Laptop when not in use. You can do this by pressing CTRL – ALT – DELETE together and then click on the 'Lock Computer' button. Anyone could access sensitive information if you fail to do this or use the Laptop to send out offensive, embarrassing or libellous messages. A screensaver to restrict access to the Laptop must be set up if it is inactive for longer than one minute.

All staff must comply with the General Data Protection Regulations 2018 (GDPR) when dealing with sensitive data. Breach of this act could result in a hefty fine to Three Rivers District Council and the dismissal of that staff member.

Projects who are data holders without a Laptop:

In circumstances where a laptop fails / server is down or an external provider is running the service for Leisure

Staff working on projects who hold sensitive data on printed paper, must follow the procedure below:

1. Staff will collect folders and paperwork from the Leisure Project Officer at Three Rivers District Council. Staff are encouraged to collect folders and paperwork on the same day of the service.
2. The Leisure Project Officer must supply the leading staff member, delivering a project, a lockable box, where the sensitive data needs to be kept. Passwords for the lockable boxes are kept on file within the secured server at Three Rivers District Council and are only accessed by the Leisure Project Officers.
3. When data is stored within the lockable box, leading staff must ensure that the lockable box remains closed and locked at all times. It must be accessible for staff to grab in case of an emergency.
4. What needs to be stored within the lockable box:
 - a. Registers
 - b. A-Z's / registration information (full details of individuals such as name, address, emergency contacts etc.)
 - c. Accident forms
 - d. Logging a concern / incident forms
 - e. Staff details / emergency contacts
 - f. And any paperwork that could identify an individual e.g. full name, address, DOB details etc.
5. All paperwork must be returned to the Leisure Development Team at the end of the service. As well as the information being confidential, it has to be used to collect 'Performance Indicators' and measure the number of attendees.
6. If the lockable box goes missing or has been stolen, please report to the Leisure Department IMMEDIATELY. The Leisure Project Officer will then report this to the Data Protection Officer at Three Rivers District Council. The DPO will then give the appropriate guidance and inform the ICO.

Date Protection Officer: Phil King

All staff must comply with the General Data Protection Regulations 2018 (GDPR) when dealing with sensitive data. Breach of this act could result in a hefty fine to Three Rivers District Council and the dismissal of that staff member.

9. DATA PROTECTION POLICY

Purpose

To inform all staff of the correct procedures to be followed when dealing with the personal information of leisure attendees.

Personnel

All staff.

GDPR Policy

Three Rivers District Council will comply with the General Data Protection (GDPR) principles and ensure that personal data is:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

Examples of the kind of information we hold about our participants

- Personal contact details of both parent/carer & child – name, address, telephone numbers, e-mail addresses
- Personal contact details of emergency contacts – name, telephone numbers
- Date of birth
- Gender
- Child's School
- Ethnicity
- Details of additional needs / medical conditions

The Three Rivers District Council [Privacy Notice](#) sets out how we collect, process and store personal data.

The Data Protection Legislation also gives data subject's additional rights about the information we hold about them and how we use it, including the following:

- 1) Right to information - this right provides the data subject with the ability to ask for information about what personal data (about him or her) is being processed and the rationale for such processing.
- 2) Request access - this right provides the data subject with the ability to get access to their personal data that is being processed. This request provides the right for data subjects to see or view their own personal data, as well as to request copies of the personal data.
- 3) Request correction - this right provides the data subject with the ability to ask for modifications to their personal data in case the data subject believes that this personal data is not up to date or accurate.
- 4) Right to withdraw consent - this right provides the data subject with the ability to withdraw a previously given consent for processing of their personal data for a purpose. This is only applicable where the lawful basis for processing the personal data is because the data subject has given consent to the processing of their personal data for one or more specific purposes.
- 5) Right to object - this right provides the data subject with the ability to object to the processing of their personal data. Normally, this would be the same as the right to withdraw consent, if consent was appropriately requested and no processing other than legitimate purposes is being conducted.
- 6) Right to object to automated processing - this right provides the data subject with the ability to object to a decision based on automated processing. Using this right, a data subject may ask for their request for a service to be reviewed manually, because they believe that automated processing of their request may not consider their unique situation.
- 7) Right to erasure - also known as *right to be forgotten*, this right provides the data subject with the ability to ask for the deletion of their data. This will generally apply to situations where a customer relationship has ended. It is important to note that this is not an absolute right, and depends on the retention schedule and retention period in line with other applicable laws.
- 8) Right for data portability - this right provides the data subject with the ability to ask for transfer of their personal data. As part of such request, the data subject may ask for their personal data to be provided back to them or transferred to another controller. When doing so, the personal data must be provided or transferred in a machine-readable electronic format

DATA RETENTION

We will only retain personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of the personal data, the purposes for which we process the personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise the personal information so that it can no longer be associated with the participant, in which case we may use such information without further notice to them.

Personal information is retained for as long as the participant attends the service. Participant data is reviewed and updated annually. Personal information is deleted after four years of inactivity or non-attendance at the service.

Where the participant has chosen to receive marketing information from leisure services, their personal data will be retained until they withdraw their consent.

Role of Leisure Staff:

All information given to or attained by staff during the Leisure Service and throughout the time of data holding must remain confidential.

Staff must follow the 'Handling Confidential Records flow chart' when handling any sensitive data that could identify an individual.

All records which we retain on site during the service are kept secure with password protection and accessed by staff working that project only. Customers can gain access to their records by contacting the Leisure Department at Three Rivers District Council. They may not have access to any other attendee's information. In the event of staff attaining information which they ascertain to be sensitive, or of a Safeguarding matter when concerning the attendee's own guardian, this can be kept confidential from the guardian, but may be shared with Children's Services / Adult Services at Hertfordshire County Council / other child / adult protection agencies or the police, if it is deemed necessary by a member of staff and the Designated Safeguarding Lead. A record will be made on the Logging a Concern spreadsheet (please see Safeguarding Policy).

Records are retained throughout the duration of the service at Three Rivers House and for two years on completion of that service. Customers have the right to access their information and to erase their details from the systems at any time. To do this, they must contact the Leisure Department or the Data Protection Officer at Three Rivers District Council. A response is required within one month of the customer

contacting, and a timeframe may be given if the customer is requesting access to their data.

Records will be retained for no longer than six years on completion of the Leisure Service they last attended, unless the following records have been made:

- A Logging a concern has been recorded (see Safeguarding Policy)
- A referral has been made to Children / Adult services or other protection agencies (see TRDC Safeguarding Policy)
- The attendee has had an accident at the service

These records are kept imminently on a secured server or within the VOID system at Three Rivers District Council.

In a case where an attendee is not able to give permission to store their data, a Legal Guardian will need to give permission on their behalf, providing this is in the best interests of the attendee. This is in conjunction with any enactments such as Acts of Parliament where we are required to provide (by statute) certain information. We must be able to show that there is adequate reason to process the data, one of these being that processing is necessary for the performance of a contract to provide playscheme facilities which in turn has to meet the requirements of Ofsted.

In a case where the information concerns another person, we may process the data if it relates to the vital interests of another person. The person concerned may or may not be able to access this data in terms of subject access provisions, for example, if a situation is compromised by the disclosure of data or if there would be serious prejudice to a regulatory function performed for the protection of the public.

Questions of doubt will be dealt with on a case by case basis in consultation with other agencies such as a Child / Adult Protection unit or the police.

Dealing with Personal Data Breaches

In line with the aim of improved transparency data subjects should be informed, without undue delay, if their data is disclosed to a third party and this is likely to result in high risk to their rights and freedoms; for example, where personal data would make someone vulnerable to identity theft or open to discrimination or abuse.

The harm should be considered regardless of how the data loss occurred, malicious or unintentional; for example, theft or hacking or human error such as letters sent to old postal or email addresses and files left on the bus.

The Data Protection Officer at Three Rivers District Council must be informed immediately and the ICO should be informed within 72 hours if personal data is breached except where the breach is unlikely to result in a risk to the rights and freedoms of people affected e.g. a laptop is stolen but its contents are fully encrypted.

Data Protection Officer at Three Rivers District Council:

If you have any concerns or questions regarding this policy or the Leisure Departments data holding processes, please contact the Data Protection Officer:

Data Protection Officer: Phil King

Address: Three Rivers District Council, Three Rivers House, Northway,
Rickmansworth, Hertfordshire, WD3 1RL

Email: dataprotection@threerivers.gov.uk

10. POLICY ON STORAGE AND ACCESS TO CRIMINAL RECORDS

Disclosure and Barring Service

Policy Statement on secure storage, handling, use, Retention and disposal of disclosures

As an organisation using the Disclosure and Barring Service (DBS) to help assess the suitability of applicants for positions of trust, Three Rivers District Council complies fully with the DSB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access

Disclosure information is never kept on an applicant's personnel file, and neither a photocopy or other image of the disclosure or any copy or representation of the contents of a Disclosure is allowed. Once the staff member has received their DBS, they are asked to show their DBS to their Line Manager, who then checks the document for convictions. The Line Manager will keep a record of the date of issue of a disclosure, the name of the subject the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken on the Single Central Record.

Disposal

Three Rivers District Council will ensure that any Disclosure information is not kept on file, staff are encouraged to keep their DBS document. If a DBS is found on file, the document will be sent back to the staff member it belongs to, and in the meantime, Disclosure information will not be kept in any insecure place (e.g. unlocked cupboards).

Staff Disqualification Declaration

All staff employed to work within the Leisure Service, must complete a Staff Disqualification Declaration form. This form gives staff the opportunity to declare the following:

- having certain orders or other restrictions placed upon them
- having committed certain offences
- living in the same household as someone who is disqualified by virtue of 1 or 2 above (this is known as disqualification by association)

Childcare (Disqualification) Regulations 2009. Reference:

<http://www.legislation.gov.uk/ukxi/2009/1547/schedule/3/made>

Staff are required to sign the declaration to confirm that they have not been disqualified under those Regulations from working in this sector

If staff fail to complete and return the form, this will be regarded as a disciplinary matter for staff, which may result in dismissal and in the case of volunteers, will mean that you can no longer work for the service.

A disqualified person is not permitted to continue to work in a setting providing care for children under age 8, unless they apply for and are granted a waiver from Ofsted.

Staff are required to fill in this form at the beginning of their recruitment with Three Rivers District Council and are responsible for updating these details if circumstances change. The DSL must ensure that staff update their forms a maximum of every 2 years.

11. CUSTOMER CARE POLICY

The nature of our business means that we are customer driven. It is therefore our major objective to attract and retain customers.

1. Why should you care?

- Customers enjoy their experience.

- Customers come back.

- Customers tell their friends.
Results - increased customers, increased income, secure and enjoyable work.

2. What is customer care?

“Customer care” is difficult to define. It includes everything from health and safety legislation to ordinary good manners.

It is the policy of Three Rivers District Council and therefore the team to foster a climate of “customer care” that will encourage the following:

- Good customer/facility relations.

- Swift and accurate exchange of information to the customer.

- Providing a good quality of service.

- Ensure the safety and health of the customer and staff.

- Provision of a quality environment for customers and staff.

- Helping staff to achieve their potential and work to their best and fullest abilities.

- Good staff/customer relations.

- A professional atmosphere and approach by staff, derived from good training and job satisfaction.

Please note: Customer Care includes care of staff as well

3. Where does care begin?

As soon as the customer arrives:

- The car park.
- The reception area.
- The premises.
- The public areas/facilities.

4. Who should care for the customer?

The whole team – play worker, youth worker, manager, administrator, receptionist, cleaner etc.

- Co-operation ensures care at every level.
- No one should be too busy/important/unimportant to help!
- The customer pays everyone's wages!

5. How do we communicate care?

- By creating a positive image of the organisation in the way you dress, speak, listen and behave.
- By responding quickly and in a friendly manner - to a customer's presence, to bewilderment, to problems, to queries.
- By establishing eye contact and by listening with attention.
- By appearing/sounding cheerful, sympathetic, calm and efficient - be professional but not impersonal.
- By showing concern. No internal task should take priority over a customer.

12. DRINKING WATER POLICY

We understand that everyone needs regular drinks, especially in the summer and after an energetic activity. We recommend that guardians send attendees with at least one drink, preferably in a sturdy bottle with a lid.

Playscheme:

It is our policy to have drinking water available to children when ever they need it. This may be in the form of covered jugs of water, from a water fountain or attendees bottles. We aim to make it clear to guardians on arrival and to children through out the day that participants are free to help themselves, or that staff are available if assistance is required. We are also able to monitor a child's drinking if asked; but nevertheless we encourage the children to drink throughout the day.

Children are encouraged to place their water bottle in the water box, which will be made available throughout the day. Staff are to ensure the water box is accessible to all activities, for example, the water bottle box is taken outside where activities are taking place.

Other leisure services:

Staff are responsible to encourage guardians and their attendees to bring a drink with them to the service. If an attendee is thirsty and they do not have a drink on them, staff will encourage the attendees to use a near by fountain or get them a drinking cup. If this is not available, their guardian will be called and asked to bring them a drink.

13. EQUAL OPPORTUNITY POLICY & BRITISH VALUES

How will we promote and value diversity?

We understand and respect the diversity in our community and in the wider society. We believe it is our job to promote this diversity and celebrate individuality. To this end, the activities on our sites will aim to help attendees appreciate and value each other and their similarities and differences, using equipment that promotes positive images without stereotypical roles. We will encourage self-esteem by including everyone so that experiences may be widened and shared.

We will also use any information from guardians to work for the benefit of the attendees. This may either be collected at the initial booking / registration stage or at the leisure service. This may include information about family customs and beliefs, dietary requirements, dress code, hair and skin care and any help required during the daily routine. All of our staff will be trained in dealing with cultural and individual differences within the group, so that we can offer equal opportunities consistently throughout our work.

Staff will be encouraged to support and encourage the attendees to have the following values when involved in a leisure service:

- Individual liberty (understanding their own likes and dislikes, and confidence in what they can do).
- Mutual Respect & Tolerance (to treat others as you want to be treated).
- Democracy (to make choices, share ideas and make decisions together).
- Rule of law (learning right from wrong and dealing with the consequences).

How will we challenge inappropriate attitudes and practices?

Equal opportunities are at the forefront of all our practices, however, should discrimination occur, in any way, complaints will be taken very seriously and action taken immediately. We challenge inappropriate practices and attitudes through our equal access hiring of staff regardless of race, gender, social group, religion, or disability which we reinforce through our policies and in training.

This policy is implemented by staff, attendees, and guardians so that the needs of a group can be met with no fear of prejudice or discrimination.

British Values are good values by which we can live together in a respectful and harmonious community. We will promote and support British Values within our services by incorporating or demonstrating the following:

Individual liberty:

- Attendees feel safe enough and confident enough in their environment to take well managed risks.
- Staff valuing attendees' comments and encouraging them to talk about their feelings.

- Staff providing activities that enable the attendees to talk about how they feel and understand their feelings.

Mutual respect and tolerance:

- Attendees in the cohort are equally represented.
- Attendees are encouraged to explore difference in a positive way.
- Staff seize opportunities to help attendees learn how to share and tolerate difference of opinion.
- Staff provide a range of equipment that reflects different cultures.
- Staff challenge and explain stereotypes when attendees make naïve comments.
- Displays challenge stereotypes relating to gender, culture and race.

Democracy:

- Staff encourage attendees to talk about their feelings and express their views.
- Attendees work to be displayed where possible.
- Staff to support turn taking and sharing.

Rule of Law:

- Staff consistently manage behaviour so that attendees learn what is and is not acceptable.
- Attendees to be encouraged to demonstrate positive behaviours in the way they use equipment and respond to each other.
- Attendees to have a good understanding of the settings code of behaviour/rules.

14. E-Safety Procedure

Purpose

To inform all staff of the correct and safe procedure to follow when using ICT.

Personnel

All staff

Instruction

All casual staff and the Leisure Department staff are advised to:

- Ensure all electronic communication with attendees, guardians, staff and others is compatible with their professional role and in line with setting policies.
- Not talk about their professional role in any capacity when using social media such as Facebook, Twitter and YouTube etc.
- Support the Three Rivers District Council approach to online safety and not deliberately upload or add any images, video, sounds or text that could upset or offend any staff member of Three Rivers District Council, and any member of the whole community.
- Use setting systems and resources for all professional business. This includes work email addresses, work mobile phones and work video cameras.
- Not give out own personal details, such as mobile phone number, personal e-mail address or social network details to attendees, guardians and others.
- Not disclose any passwords and ensure that personal data is kept secure and used appropriately.
- Only images of attendees and/or staff taken on the leisure cameras provided are permitted at work. Personal mobile phones **MUST NOT** be used to take pictures or videos of attendees and/or staff whilst at work. Guardians of any attendees under 18 must give consent for photo/video purposes.
- Do not browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory.

- Ensure that online activity, both in setting and outside, will not bring the organisation or their professional role into disrepute.
- Ensure all personal mobile phones and electronic devices are switched OFF and locked away for all sessions.

Electronic devices available:

The following electronic devices are available for use during Leisure activities:

Name of device	Features / capabilities
Samsung Galaxy Tab Active2	Main camera – LED flash, HDR, panorama Video 1080p@30fps Selfie camera – single 5 MP
Samsung Galaxy A32 5G	Rear Camera – Resolution (Multiple) 48.0 MP +8.0MP + 5.0MP + 2.0 MP Auto Focus Rear Camera Zoom – Digital Zoom up to 10x Front Camera – F Number F2.2 Slow Motion 120fps @HD
Mobiwire Aponi	Photo matrix 2 Mpx Resolution 1600x1200 px Video formats H.263, MPEG4
Lenovo Thinkpad T590	Built in camera and camera resolution HD Video – Intel UHD Graphics 620 2GB memory

The above listed devices can be used by staff for:

- Registering attendees at activity sessions / Playschemes / Play Rangers.
- Accessing policies and procedures.
- Accessing Three Rivers District Council's online forms e.g. accident reporting / logging a concern.
- Getting contact details for parents and carers.
- Taking photographs of attendees during session times – Only images of attendees and/or staff taken on the above devices provided are permitted at work. Personal mobile phones MUST NOT be used to take pictures or videos of attendees and/or staff whilst at work.
- Guardians of any attendees under 18 must give consent for photo/video purposes.
- Any photographs or videos taken must be sent to the Leisure Development Officer at the end of each day and then deleted from the device they were taken on. Images can be stored on the Three Rivers District Council's X; drive for a maximum of two years, after which they MUST be deleted.
- Staff will be communicated this information prior to each activity session and will be asked to read and sign the 'Acceptable User Agreement – eSafety' to continue their employment with Three Rivers District Council.

- Report any eSafety incident which may impact on the individual, their professionalism, the setting or Three Rivers District Council to the Leisure Development Team.

All casual staff are required to understand, sign and follow the 'Acceptable User Agreement – eSafety' to continue their employment with Three Rivers District Council.

Reporting a concern regarding eSafety:

When reporting a concern regarding eSafety, all staff are to follow the Leisure Safeguarding Policy if they feel that an attendee is at risk of harm or a concern has been logged. Once reported to the Designated Safeguarding Lead (DSL), the DSL should then follow the correct reporting procedure stated within the TRDC Safeguarding policy.

Staff training

All new casual staff members must complete the updated 'Safeguarding' training as part of their induction.

All casual staff must have regular and updated 'Safeguarding' training which includes E-Safety. Level 1 Staff are to update their safeguarding training every three years and DSL's are to update their training every two years.

E-Safety information

The Leisure Development Team advises casual staff members to display / hand out leaflets and information on eSafety to the attendees and guardians. Casual staff are encouraged to incorporate discussions and activities that can inform and educate the attendees about eSafety. Casual staff members are also encouraged to build a rapport with the attendees to reassure them that if they have any concerns regarding their safety, when using the internet, game consoles etc., that they can speak to a staff member. Casual staff should report any concerns if they feel an attendee is at risk of harm, by following the safeguarding procedure within TRDC Safeguarding Policy.

All staff must be up to date on eSafety (this is covered in the Safeguarding Training) in order to support the attendees and their guardians. Therefore, casual staff and the Leisure team should be aware of the risks and harm that the attendees can face when using the internet, computer consoles, mobile phones etc. For example:

- Bullying & harassment

- Seeing sexual images
- Social networking with strangers
- Lack of privacy settings
- Grooming
- Bribery
- Self-harming websites
- Giving out personal details
- Peer pressure
- 'Sexting'
- Peer on peer abuse
- Being radicalised
- Being Sexually Exploited
- Expose to inappropriate online material

Enforcement:

Staff who breach this guidance will be subject to the disciplinary procedure.

15. EMERGENCY EVACUATION & LOCKDOWN

Purpose

To inform staff of the correct procedure to be followed during an emergency evacuation.

Personnel

All staff

Instructions

1. Sound the alarm either by breaking the glass of the nearest alarm bell (if available) or use the groups' code word to alert the attendees that they need to evacuate the building / area.

2. Staff should encourage attendees to start lining up by an appropriate exit.

OR

If not in a building – staff should direct the attendees to a safe area.

3. The appointed person/people should lead the attendees quietly and calmly to the designated assembly point / safe area.

4. An appointed person should check the toilets (within building) and the area the service was delivered*.

5. An appointed person should pick up the attendance register & the attendees personal details file*.

**Points 4 & 5
should
happen at the
same time as
points 2 & 3*

6. The Leader should contact the Emergency Services via a mobile phone as soon as possible (after leaving the building for a fire evacuation).

7. Where possible, the last member of staff to leave the building / area should try and close doors and windows in the immediate area.

8. Staff should call a register and report any missing persons to the emergency services & then maintain supervision of the group.

The Leader should contact the Leisure Development Team once the evacuation from the building / area is complete and the emergency services have been contacted.

Remain at the designated assembly point and await instructions from the Emergency Services. Prevent anybody from straying back into the building / evacuated area.

**UNDER NO CIRCUMSTANCES MUST YOU RE-ENTER THE BUILDING / AREA
OR TAKE ANY PERSONAL RISKS**

HINTS & TIPS – EMERGENCY EVACUATION

1. GENERAL

Fire prevention needs to be undertaken by everyone.

These objectives must be maintained at all times:

(a) To limit the number of fires that could be started by the simple and careful application of fire prevention measures beforehand.

AND

(b) To deal with an evacuation as quickly and safely as possible.

2. EVACUATING THE BUILDING

Successful escape from a building is about keeping calm and acting quickly. In all buildings that staff work in, it is important that they are familiar with different methods of escape e.g. the drop from a window, the availability of a flat roof and the number of different fire exit doors available.

DO NOT USE THE LIFT

An assembly point for the building will have been designated on the venue evacuation procedure. All staff should ensure they are sure of the exact location. If an evacuation is required, staff are responsible for ensuring all attendees are evacuated safely. A register must be taken to ensure all attendees are present. Any missing attendees must be reported to the Fire Officer immediately. **DO NOT RE-ENTER THE BUILDING / AREA.**

Ensure all attendees are supervised thoroughly whilst located at the assembly point. Attendees should not be allowed to go home without being signed out on the register by a guardian.

If it is not possible to access safe exits, staff should consider the following points:

(a) Smoke

Quite a small fire can produce a large volume of smoke. Unless the smoke is very thick it is not normally a danger to life. It can, however, produce feelings of panic.

A cloth or handkerchief placed over the mouth and nose will give some measure of protection against the discomfort of breathing in smoke.

One way of moving in very bad heavy smoke is to crawl on hands and knees, since the air is cooler and clearer near the floor.

A person lost in a room should make for a wall and then follow it round in one direction until the door or exit is reached. You should do this steadily and methodically and not rush aimlessly from one place to another.

If stuck in a room, try and open a window and place towels or blankets along the bottom of the door to prevent smoke from getting in.

(b) Escaping by using the Stairs

The weakest part of the stairs is the centre. On stairs that may have been weakened by fire, keep close to the wall where the treads will be at their strongest. Care should be taken not to apply full weight to handrails, which may be weakened or to grasp a metal handrail that may be hot enough to burn the hands.

(c) Escaping by using the Windows

It is often possible to escape by dropping from a window on to the ground. It is necessary to be sure that a "drop" can be made with a degree of safety. When dropping, it is essential to reduce the length of the fall as much as possible by first lowering the body to the full extent of the arms. In this way it is possible to reduce the distance of fall and lessens the likelihood of injury.

(d) Clothing on fire

If a person's clothing is on fire they must be laid flat on the ground without delay and rolled over and over. If they can be covered in a coat, blanket or curtain etc, this will minimise further injury and put out the flames.

3. MOVING AN UNCONSCIOUS PERSON

It is not easy to lift an unconscious person and carrying them in smoke, due to the risk of suffocation or falling. A good way to move a casualty is to turn them on their back on the floor and drag the casualty out by their feet.

4. INFORMATION

The Senior Fire Brigade Officer depends on reliable information gained in the first few seconds of arrival. The principal things they need to know are:

- (a) If possible, where the fire started.
- (b) If any attendees are un-accounted for.
- (c) The location of escape routes from the building.
- (d) If gas and electricity have been isolated from the mains.
- (e) The location of flammable/dangerous substances on site.

5. USEFUL HINTS

Some important reminders are listed below:

- Report to the duty manager any abuse or misuse of firefighting equipment.
- Familiarise yourself with the layout of the building in which you work.
- Ensure you know your escape routes and alternatives.
- Be aware of your assembly point and who to report to.
- Try not to lose your head. Think clearly in an emergency situation.
- Make sure that when you have evacuated from the building, you report to the Fire officer. Lives can be lost trying to account for you when you are perfectly safe.

6. WHERE THERE IS A THREAT [lockdown]

There must be a recognisable lockdown signal, that all staff can identify with and take immediate action. This signal must be different to the emergency fire signal. Lockdown of a building or buildings is an emergency procedure to secure and protect occupants near an immediate threat. By controlling movement in an area, emergency services can contain and handle the situation more effectively.

If an emergency happens the site leader must act quickly to assess the likelihood of immediate danger. In most cases the assumption should be that it is safer to stay put and place the setting into 'lockdown' until the emergency services arrive. As soon as the emergency services arrive it is essential staff comply with instructions given.

Where there is a threat to the service and the service users, staff must remain calm and ensure that they and the attendees are kept safe.

Upon alert to lockdown:

- Stay calm.
- Staff must ensure the attendees remain calm by explaining to them what is going on without alarming them, for example 'We are going in to lock down, which means we all need to go somewhere safe and stick together. No one can leave or enter the building until it is safe.'
- Ensure staff and children stay in their designated areas. Stay in the room you are working in, secure all doors and windows and await further instructions.
- Close curtains and blinds where possible.
- Stay away from windows and doors.
- Stay low and keep others calm, it might be an idea to rehearse this with children in an age-appropriate way, in the same way that you would rehearse fire evacuation. Lock-down should be rehearsed and recorded termly.
- Do NOT make non-essential calls on mobile phones or landlines.
- If the fire alarm is activated, remain where you are and await further instructions from emergency services unless the fire is in your area. In which case, move to the next room/area, following your usual fire procedures.
- Buddy attendees up if some appear to be distressed.
- Staff must contact the office to alarm them of the situation and describe where they are located.
- The office will call the emergency services and inform them of the threat and where the staff and attendees are located.

Suggested wording for message to parents:

"Due to an incident we have been advised by the emergency services to secure the premises and stay put until we are given the 'all clear'. Please do not attempt to collect your child until it is safe to do so. We will let you know as soon as we are able when that is likely to be. In the meantime, we need to keep our telephone lines clear and would appreciate your cooperation in not calling unless it is absolutely vital that you speak to us."

Be alert:

- Do NOT open the door once it has been secured until you are officially advised 'all clear' or are certain it is emergency services at the door. This is another element of your 'lockdown' procedure that can be practised in an age-appropriate way with the

children to avoid them becoming anxious when staff do not respond to the doorbell in the usual way.

- Do NOT travel down long corridors.
- Do NOT assemble in large open areas.
- Do NOT call 999 again unless you have immediate concern for your safety, the safety of others, or feel you have critical information.

Following the lockdown

- Co-operate with the emergency services to help in an orderly evacuation.
- Ensure you have the Register and children's details with you.
- Any staff or children who have witnessed an attack or incident will need to tell the police what they saw. The police may require other individuals to remain available for questioning.

Threat levels

Threat levels are designed to give a broad indication of the likelihood of a terrorist attack.

LOW means an attack is unlikely.

MODERATE means an attack is possible but not likely.

SUBSTANTIAL means an attack is a strong possibility.

SEVERE means an attack is highly likely.

CRITICAL means an attack is expected imminently.

Members of the public should always remain alert to the danger of terrorism and **report any suspicious activity to the police on 999 or the anti-terrorist hotline: 0800 789 321.**

For **non-emergency calls to the police, call 101.**

16. FIRE DRILL PROCEDURE

Purpose

To ensure each staff team are responsible for a group of attendees arrange and practice a fire drill on a regular basis and record this in the fire drill log.

Personnel

All staff

Instructions

1. Decide who will take responsibility for the following, and if that person is absent inform their replacement of their duties:
 - Assembling the attendees quickly and calmly at the assembly point
 - Checking the immediate area including toilets
 - Taking the register at the assembly point
 - Taking the visitor log in sheet
 - Taking any children's medication (black box)

To avoid confusion, staff should have the same job for the duration of the service.

2. Explain clearly to the attendees what is expected of them, e.g. no running, lining up quickly and quietly, and listening to staff. You may need to reinforce this with the attendees several times, maybe using a quiz to get across important information and rewarding those who behave correctly.
3. Avoid using the words FIRE or BOMB as this can cause panic, use a code word decided between staff & the attendees, so everybody is aware that they must be quiet, listen and follow instructions.

If you discover a Fire, raise the alarm and shut doors close to the incident (if safe and possible) and evacuate the building / area immediately. NEVER re-enter the building or area for lost attendees or belongings.

Staff should be aware of where fire exits, firefighting equipment and alarms are located on site.

Staff should set an example to the attendees and reinforce how important it is to exit the building by walking at a quick but sensible pace during a drill or an emergency evacuation.

17. HEALTH AND SAFETY POLICY

Purpose:

The Health and Safety at Work Act 1974 and associated Regulations require the Council to provide, as far as is practicable, a safe and healthy workplace. The Act also requires the Council, as an employer of more than five people, to provide a written Health and Safety Policy to inform employees of the arrangements that have been made to ensure their health, safety and welfare whilst at work. The Health and Safety Executive are the enforcing authority for health and safety in local authorities. As such they will monitor the Council's arrangements for health and safety.

The Council's Health and Safety Policy includes a Statement of Intent, detailed responsibilities and detailed procedures which include implementation arrangements. A copy of the Council Health and Safety policy is available on request.

In order to achieve these, the Council (in co-operation with employees') must:

- (i) maintain or improve standards of health, safety and welfare at work;
- (ii) protect the general public against risks to health and safety arising out of work activities;
- (iii) control the storage and use of dangerous substances;
- (iv) ensure systems, procedures and training are in place for the management of health and safety;
- (v) provide a written statement of policy to each member of staff explaining in detail the arrangements and procedures for achieving the above;
- (vi) formulate a plan to implement the Health and Safety Policy.

The above are both legal and moral requirements.

In addition to the Council's Health and Safety Policy, there are specific practices that need to meet the Ofsted requirements (such as Playscheme). Staff are made aware of these upon their Induction and at their planning meetings. They are also made aware of the Council's Health and Safety Policy.

Responsibility of all employees:

The success or failure of this policy is dependent on your willingness to accept responsibility for assisting the council in implementing this policy.

YOU are responsible for:

- Working safely so as not to endanger yourself, your colleagues or the public. Not adhering to the health and safety regulation and policy is a disciplinary offence.
- Following the given safety procedures and using the protective clothing and safety equipment provided.
- Reporting **all** accidents, near misses and hazards to the Leader and Leisure Development Officer in charge.
- Not intentionally or recklessly misuse any item provided in the interests of health, safety and welfare. E.g. first aid boxes, fire extinguishers etc.
- Co-operating with line managers in the assessment of working practices and conditions to enable written guidelines and procedures to be formulated.
- To follow the eSafety, Intimate Care and the Safeguarding policy and understand the risks involved.
- Acquainting yourself with the requirements of this Policy and the guidance instructions contained in it.
- The arrangements for resolving health and safety problems are through line management reporting procedures. If you can resolve a problem yourself, do so - if not notify your line manager.

Non-compliance with any part of this policy is (i) a disciplinary matter and (ii) may also lead to the prosecution of the individual by the Health and Safety Executive.

Risk Assessments and premises:

What is a hazard?

“Anything which has the potential to cause harm”

What is a risk?

“The likelihood of harm occurring, and the extent of the consequences”

he
nd

on site. Assessments may be carried out more frequently if there is reason to believe the original assessment is compromised, e.g. building works on site.

On the first day staff should get to know the premises and the people they will be working with. It is vital that staff are aware of where the following are in case of an emergency:

- All entrances and exits
- Any kitchen areas
- Fire exits and evacuation meeting points
- Fire fighting equipment
- First Aid box
- Accident forms
- Who the qualified first aiders are
- Site mobile

Staff should complete a 'site check on arrival' inspection. Findings should be reported to your Leader and line manager. This includes the inside of the building, outside areas, toilets, litter, equipments, access and security.

Activity risk assessments are carried out for each project at the scheme (please see relevant form). These take into account the benefits as well as the risks for each activity and help to guide the staff in managing these risks. Reasonable 'risky play' is encouraged on site but is closely monitored by staff.

Equipment should be monitored and checked regularly, e.g. broken pieces in games or unsafe toys. Anything deemed unsuitable or unusable should be kept out of reach. Staff must take into account if equipment is appropriate to the attendee's age / ability and remember that any piece of equipment used in the wrong way has the potential to be dangerous.

Adequate provisions should be made if in the instance of a room change (see 'Change of room' policy).

Keeping records of risk assessments and the actions taken in event of a hazard is very important. It helps us to identify trends and highlight any aspect of the service which may be unsafe for attendees, guardians or staff. It is staff responsibility to both carry out these checks and report the findings when appropriate.

Other relevant risk assessments may include those for young people and pregnant women. Display screen and machinery risk assessments are non-applicable for the leisure services.

Ventilation, temperature and lighting:

- Staff should ensure areas are adequately ventilated, e.g. opening windows, air conditioning units and fans, and radiators/heaters are on when required
- The areas in use should have appropriate lighting

Gas and electricity:

- Installation and servicing certificates are requested from the sites that the service may operate at. Stickers on appliances indicated the date of inspection.
- Council supplied electrical equipment is PAT tested

Security:

- Staff should supervise the service at all times, ensuring that the attendees are safe within the environment they are in.
- Staff are to approach any strangers, and ask them to leave the area if they feel that the attendees' safety is at risk.
- Staff are to call 999 immediately, if the stranger does not leave. Staff are to ensure they keep all the attendees safe by gathering them together in a safe location (refer to 'Unauthorised person' policy)

Security at playschemes:

- All entrances and exits should be monitored by staff in addition to the site check on arrival
- Staff should be aware of the whereabouts of staff, and attendees at all times
- Poster about the importance of security will be in place to raise awareness amongst attendees & guardians.
- Only staff should answer the main entrance door which should be kept locked at all times
- Registration and signing in procedures must be followed at all times
- Please consult the 'Storage and Access DBS' and 'Confidential Records' policies for information on record keeping and data protection

Outside areas:

- Attendees should only be outside in appropriate weather
- Extra staff vigilance should take place in open spaces
- We request inspection certificates for playground equipment and expect staff to complete individual assessments as part of their daily checks
- Staff should consider additional monitoring of stagnant water
- Attendees should be encouraged to enjoy the outdoors and have frequent access to outside areas
- Staff should be aware of attendees playing near plants. Some of the more common poisonous ones include: Deadly nightshade, Lilies, Ivy and Foxgloves. However, statistics indicate than incidences of poisoning are incredibly low and so this a risk which can be managed

Staff facilities at playschemes:

- Staff have separate toilet facilities to the attendees and have access to staff rooms to use as confidential areas for discussions with guardians and places to rest.

We do not provide transport or take attendees on outings.

Recording people on site:

Attendees:

The register must be accurately kept and stored in a safe, but accessible place – see ‘Arrival and collection’ and ‘Register and booking form’ procedure. These also detail where to find information on allergies.

Staff:

Staff must be vigilant in signing in and out each day on the specific staff register (where applicable e.g. playscheme)

Visitors:

Visitors on site (for example, workshop leaders) must sign in. The appropriate checks will be done (e.g. DBS checked / risk assessed) but they must not be left alone with the young people. All activities should be supervised by scheme staff. The Leader should have prior warning of visitors – if someone unexpected arrives, staff should follow the ‘Unauthorised people on site’ procedure. This also advises on issues of staff safety, and we provide ‘working with’ and ‘customer service’ guidance where possible.

Where possible we will prevent contractors working on site whilst the service is running. However, where this is unavoidable, their safeguarding policy will be requested and an appropriate room change and risk assessment carried out.

Please follow ‘Providers’ policy and procedure when organising visitors / contractors to be on site. For Officers ONLY.

Volunteers:

Staff are to follow the ‘Supervision of Volunteers’ procedure. Volunteers must sign in on the visitors’ record.

Supervising attendees:

- Attendees should be within sight of staff members at all times
- Staff should be vigilant in their monitoring of attendees to aim to avoid accidents, e.g. play fighting, falling from a height
- Staff should allow free play where possible, but always be conscious of health and safety issues
- Ratios are to be maintained at all times:
 - Staff work towards a 1:10 ratio at playscheme, however, where necessary a 1:15 ratio can be applied.
 - Up to 1:15 staff to attendee ratio for Play Rangers – dependant on activities, staff, and children attending. Always resort to 1:10 ratio if in doubt.
 - In extreme cases, a 1:30 ratio may be applied. However, this must be agreed with the Leisure Development Officer in advance and a risk assessment must be put in place with the appropriate measures in place for example 'all attendees must stay together in one room'
- Attendees should not enter staff areas e.g. staff room.
- There is a relevant procedure for 'dealing with a missing person'.

On some sites it is not possible to have rooms / areas right next to facilities such as water fountains or toilets. Under these circumstances it is not practical for a member of staff to accompany participants around the site / area. Behaviour and safety is paramount in the introduction to activities and it is very important that both staff and attendees know that there is a routine that encourages responsibility and safety.

We encourage all staff to use a system by which they are aware who is out of the supervised area at any time and which encourages the participant to return promptly. For example, an item belonging to the attendee is given to a member of staff before the child leaves the supervised area and is collected again from the staff when they return. The peg system has proved to be an effective method.

These systems may vary dependant on the facility and the activities taking place, however it is down to the discretion of the activity leader as to how the situation is dealt with.

General Activity Safety:

Safety of the attendee is paramount in all activities. Common sense is vital; the guidance we advocate is as follows:

Sports and games:

1. Complete a site check/activity risk assessment prior to the activity
2. Clear the area of obstructions, e.g.: tables, chairs, branches etc.
3. Staff are to closely monitor games which could have the potential to result in aggressive behaviour
4. Ensure surfaces are not slippery / a trip hazard
5. Remind the attendees frequently about appropriate use of equipment
6. Remind attendees about correct footwear and do not allow them to run around with bare feet
7. Ensure there is a large enough area available for the game / activity
8. Attendees must not pack or unpack equipment (unless asked of them)

Art and craft:

1. Close supervision of the use of glue, paint and scissors is important
2. Be aware of attendees using scissors, sharp pencils etc.
3. Ensure rubbish is picked up and the area is kept clear throughout the activity as well as afterwards
4. Cover tabletops / areas if necessary (eg: with bin liners or tarpaulin)
5. Add a small amount of washing up liquid in with paint to make removal of stains from clothes easier
6. Ensure attendees to wear aprons

First Aid:

Playscheme:

At least one member of staff, has a Paediatric First Aid certificate on site as part of the Ofsted requirements. All staff, as part of the recruitment procedure, will have trained in Basic First aid. The name of the qualified First Aiders must be displayed and the staff and the children should be made aware of who they are. Any newly qualified level 3 staff, must be a qualified Paediatric First Aider, this is part of the updated Ofsted requirements.

Other services:

All staff working for the service will at least have training in Basic First Aid, staff will also be offered Paediatric First Aid.

Untrained staff:

If a staff member is unable to complete their first aid training, a risk assessment will be put in place, and Leaders and staff will be informed.

All sites should have a properly equipped First Aid box and personal bags for each member of staff. It is the staffs' responsibility to ensure these remain fully stocked. They should be stored appropriately – the First Aid box should be in a safe but accessible place and the bags kept on the person. Staff can request First Aid supplies from the office and at the end of the service they should identify low stock via the Equipment Request list.

First Aid materials should include:

First Aid Bumbags	Hand sanitiser wipe x5
Plasters x10	Pair of gloves
Ice Pack	Guidance leaflet
Cleansing wipes x5	Burn dressing
Ice pack sleeve	Foil blanket
Trauma dressing (medium)	Face shield keyring
Medium sterile first aid dressing	Saline solution x2
Medium low adherent absorbent dressing	Hand sanitiser x2

First Aid Contents (Box)	1 Ice Pack cover
3 Ice packs	1 Hydrogel Burn Dressing
1 Medium Sterile/Trauma Dressing	2 Absorbent/Island Dressing
1 Large Sterile/Trauma Dressing	1 Tough Cut Scissors
20 Plasters	1 Yellow Biohazard Bag
4 Sterile Wipes	1 Small Eye Dressing
2 Pairs of Disposable Gloves	1 Foil Blanket
1 Sterile Finger Dressing	1 Face Shield Keyring
2 Saline Eye Solution	1 Low Adherent Dressing
10 Hand Sanitiser Wipes	1 Surgical Tape

Creams and ointments should not be used. Use water to clean and stem blood flow. Clinical waste/soiled materials should be wrapped up before being disposed of.

Other individual procedures that link to Health & Safety:

- Managing accidents and emergency treatment and RIDDOR
- Administering medicines and emergency treatment
- Managing sickness/illness
- Admission – a child must be in good health when attending the scheme
- Notifiable diseases

Staff must record all actions relating to these procedures and be able to produce the appropriate records upon request.

Fire and emergency evacuation:

It is essential that all staff and attendees know the fire drill procedure. Staff also have access to an 'Evacuating the building / area' procedure. Responsibilities and evacuation points must be displayed at the scheme and new attendees should always be made aware of the process.

Staff must ensure at the beginning and throughout the service:

- All fire exits are unobstructed and clearly marked
- Fire doors should never be wedged open
- Fire drills are recorded on the Fire Drill record, and if one has taken place it is noted on the daily report (where necessary)
- All staff know where the fire extinguishers are located and visual checks on the extinguishers are carried out

Hazardous and faulty equipment

- A health and safety poster is displayed at each site (where applicable)
- All cleaning products are stored safely and away from reach
- Staff should check electrical equipment, e.g.: visual monitoring of plugs and power leads. Equipment is PAT tested prior to the service. Faulty wiring must be recorded and reported
- Where possible, no flammable or COSHH materials will be kept on site (unless a COSHH risk assessment has been put in place and the COSHH safety data sheets are referred to)
- Staff should monitor fixtures and fittings to ensure they are not worn
- Protective clothing is generally non applicable – gloves are provided in the First Aid supplies
- Noise should be kept to an acceptable level

Manual Handling:

- Staff are instructed where necessary of the appropriate safety procedures when involved in manual handling, e.g.: lifting. Please see 'Manual handling' procedure.

Hygiene and cleaning:

- All rooms should be kept in a suitable state and tidied after the service has ended e.g. daily for playschemes. Staff are required to check the floors, toilets, equipment etc.
- Staff must raise awareness of good hygiene practices by teaching the attendees the importance of hand washing, flushing the toilet after use, wiping their noses, disposing of tissues, and covering their mouths when coughing and sneezing
- Attendees must always wash their hands before eating and be encouraged to do so independently by staff
- Staff must clean surfaces in between activities
- Staff must follow the 'Change of clothes' and 'Intimate Care' procedure when necessary
- Staff are to keep the toilets clean and hygienic throughout the service or inform the venue of any cleaning requirements.
- Staff are responsible for disposing of rubbish adequately
- Vigilance will help to avoid slips, trips and falls

Animals and contaminants:

If the nature of the activity will involve the handling of potential contaminants such as animals, consent must be sought from a guardian. This is likely to only take place if a visit is arranged. This can be in the form of a note from the attendee's guardian or a signature on the register. The guardian must be informed of the activity before signing, to ensure protection from allergies.

- After the activity, attendees must be taken in supervised groups to wash their hands
- This must include the use of hypoallergenic anti-bacterial soap, warm water and paper towels to dry the hands afterwards
- In the event of the activity being messy, attendees will be encouraged to wear aprons, or guardians are asked to provide a change of old clothes.
- Aprons must be washed or wiped down with an anti-bacterial soap before being used for a subsequent activity.
- Staff to encourage attendees to keep hands away from the eyes and mouth

Drinking water and food handling:

- We recommend that guardians send attendees in with a drinking bottle. At playschemes, it is our policy to have drinking water available for the attendees whenever they need it and encourage it throughout the day. This is through water fountains and water boxes, staff will also supply a jug of water with some cups.

- At playschemes, guardians are provided with a lunchbox leaflet upon booking to advise safe storage of food, healthy eating advice, and a no nut policy.
- Staff do not administer food as the children bring their own lunch and snacks (at playschemes)
- Staff are on hand to assist with such matters as opening cartons and packets but will not feed attendees or hold food
- In the anticipation of a cooking activity, some members of staff have had food hygiene training and we request evidence from the school that the setting has been registered with the Local Environmental Health Authority
- Any dietary needs or allergies are detailed on the booking form (where applicable)

Sun protection:

- Staff must ensure that attendees are well protected from the sun if participating in outdoor activities
- Staff should never apply sun cream to any of the children, only assist attendees to do this themselves (e.g. squeezing sun cream onto their hands). Always do this as a group activity
- Sun cream should only be applied if provided by the guardian. Attendees without sun cream should be kept out of the sun and the guardian informed (*sun cream will be provided at some provisions for those that have forgotten to bring their own, however, permission must be sought first*)
- Staff should encourage attendees to bring sun cream, hats and loose comfortable clothing to the service
- Staff must make sure activities do not operate for too long in full sunlight
- Staff should avoid running activities outside between 11am and 3pm for longer than 30mins
- Drinking water must always be available (remind attendees to bring with them to the service)
- Shade should be used for activities where possible
- Staff should monitor attendees wearing hats and t-shirts

Smoking:

We operate a **no smoking** policy and ask staff members to sign an agreement upon induction. Please see 'Smoking agreement' and policy.

Staff training:

As part of the recruitment procedure, staff must train in the following:

- First Aid – Paediatric / Basic
- Induction – Health and Safety, Risk Assessments and General Procedures (e.g. Safeguarding)
- Child Protection / Safeguarding

Staff are also encouraged to attend the following training:

- Playwork Introduction
- Play workshops, eg: 'Play environment and emotions'
- Food handling (where necessary)
- Manual handling (where necessary)
- Ofsted/childcare register
- Inclusion

We also endeavour to make them aware of changes in legislation and general practice across the board.

18. SITE CHECK ON ARRIVAL – HEALTH AND SAFETY GUIDANCE

Please ensure a site check form is completed in full before the service is open to the public.

Look for the following:

Outside Area

- Are there holes in the fencing or gates left open?
- Is the outside area free from debris, rubbish, glass, animal mess and building materials? Please remember that these can be dangerous.
- Are surfaces generally in good condition? E.g. no large holes, slippery wet surfaces, are they clean, do they need cleaning down before allowing use?
- Are windows and doors free from shattered or broken glass?

Inside Area

- Are the activity rooms free of excessive furniture? E.g. previous classes left equipment out.
- Do you have access to fresh drinking water?
- Are the toilets easily accessible from the activity area? Are they clean? Ask yourself, 'Would you use these toilets?'.
- Are cisterns, WCs, urinals and basins in good working order?
Please report findings to site manager (e.g. caretaker, grounds maintenance etc.).

Health and Safety Checks

- Have you had a copy of the fire drill for the building?
- Is an alarm sounded?
- Where are the fire extinguishers kept?

- Do you know where and how to get in contact with your line Manager? Staff must ensure that they carry the site mobile phone with them at all times.

Daily Checks

Please complete a daily site check form and report any findings to the site manager & your line manager.

19. HEALTHY EATING & FOOD HANDLING

It is our policy to provide an area for food to be stored that is easily accessible but as safe from insects and the sun as we can. We recommend that food is provided in secure, cool containers, with implements such as spoons if needed. Unfortunately, we are unable to provide refrigeration space for food. If a service requires the attendees to bring food, guardians are made aware of both safety issues and healthy eating, e.g. guardians booking on to a playscheme are provided with a leaflet with suggested healthy food and how to store the food safely. Staff are available to assist with such matters as opening cartons and packets, but will not feed, provide or withhold food. In this way we can maintain a safe environment for those with allergies and dietary needs. Any needs such as this should be made clear on the booking / membership form, or given in writing to a member of staff, all of whom are available for confidential meetings concerning individual attendees.

Staff must gain permission from their Line Manager before carrying out a food activity at a service.

If activities involving food is to take place, staff leading the activity must be appropriately trained in Level 2 Food Hygiene. Staff are to follow the appropriate measures to avoid food poisoning, cross contamination and participants from being harmed during and after the activity. Please refer to the Food Activity Risk Assessments on preventative measures.

When doing a food activity, staff must consider the nutritional benefits and limit the amount of food that contain high sugars, fats and salts. Staff should also consider children's dietary requirements and allergies before planning and preparing a food activity. The 14 allergens must be updated and displayed at the session, this is to inform all participants of the allergens that are in the food being used.

Food that staff should avoid during cooking activities:

- Raw meats, poultry, fish
- Smoked fish
- Uncooked / partially cooked pastries
- Food that needs defrosting (all food should be fresh from purchase)

Food temperatures:

Please follow the guidance below for correct temperatures for storing / serving food:

Cold food: must be kept at 5°C or below.

This is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland.

Hot food: must be kept at 63°C or above.

This is a legal requirement throughout the UK. When you reheat food, make sure that it is steaming hot all the way through.

It is advised that Leisure Projects will not require staff to cook, cool or reheat food products, however, in certain circumstances it may be required, therefore staff must follow the procedure below:

- When dealing with hot foods, temperatures must be checked using a probe. Please follow the guidance above when checking food temperatures.

- Staff must fill in 'Cooking, cooling and reheating records' chart to record the temperature of foods, this form will be found in the Food Hygiene section of the service folder (permission should be sought from the Line Manager before the activity has taken place).

Examples demonstrating the importance of temperature controls (Meat Industry Guidance):

Problem	Effect	Possible outcome
Failure to maintain the cold chain	Growth of bacteria on meat; the higher the temperature the faster bacteria can multiply	A source of microbiological contamination resulting in a serious food safety hazard

Inadequate chilling of cooked meat	Growth of bacteria on meat; the higher the temperature the faster bacteria can multiply	Increased chance of contamination of food products by food poisoning bacteria (such as Salmonella)
Inadequate heat treatment	Failure to maintain high enough temperatures for a sufficient time	Heat-resistant food-poisoning or spoilage organisms will not be destroyed resulting in a source of microbiological contamination

How long food should be left out for:

- Cold food can be kept above 5°C for up to four hours. You should only do this once. If any food is left after this time, you should throw it away or keep it chilled at 5°C or below until it is used.
- Hot food can be kept below 63°C for up to two hours but you should only do this once. If any food is left after this time, you should reheat it till steaming hot and put it back into hot holding, or cool it as quickly as possible to 5°C or below, or throw it away. Remember to keep the food at a safe temperature until it is used.

Remember, you should only do this if you need to and it is very important not to keep food out of temperature control for longer than these times.

Never taste food to determine its safety! You can't rely on appearance or odour to determine whether food is safe.

Note: Always discard any items in the refrigerator that have come into contact with raw meat juices.

Guidance on providing food for attendees is sent to guardians before they attend a service. Instructions such as what to add and not add in to the attendee's lunch / snack box; allergies; and recommendations on how to store the food.

20. NO NUT POLICY

Three Rivers District Council aims to practice a nut free policy across the Leisure Services. Although we recognize that this cannot be guaranteed. This policy serves to set out all measures to reduce the risk to those children and adults who may suffer an anaphylactic reaction if exposed to nuts to which they are sensitive. The Leisure Services aims to protect participants who have allergies to nuts yet also help them, as they grow up, to take responsibility as to what foods they can eat and to be aware of where they may be put at risk.

Definition

Anaphylaxis (also known as anaphylactic shock) is an allergic condition that can be severe and potentially fatal.

Anaphylaxis is your body's immune system reacting badly to a substance (an allergen), such as food, which it wrongly perceives as a threat.

The whole body can be affected, usually within minutes of contact with an allergen, though sometimes the reaction can happen hours later.

This policy refers to nuts but at present includes sesame seeds, pine kernels, coconut and sunflower seeds.

Symptoms

The symptoms of anaphylaxis usually start between 3 and 60 minutes after contact with the allergen. Less commonly, they can occur a few hours or even days after contact.

An anaphylactic reaction may lead to feeling unwell or dizzy or may cause fainting due to a sudden drop in blood pressure.

Narrowing of the airways can also occur at the same time, with or without the drop in blood pressure. This can cause breathing difficulties and wheezing.

Other symptoms:

- swollen eyes, lips, genitals, hands, feet and other areas (this is called angioedema),
- itching,
- a strange metallic taste in the mouth,
- sore, red, itchy eyes,
- changes in heart rate,
- a sudden feeling of extreme anxiety or apprehension,
- itchy skin or nettle-rash (hives),
- unconsciousness due to very low blood pressure,
- abdominal cramps, vomiting or diarrhoea, or nausea and fever.

Anaphylaxis varies in severity. Sometimes it causes only mild itchiness and swelling, but in some people it can cause sudden death.

Anaphylaxis can lead to death if breathing becomes severely obstructed or if blood pressure becomes extremely low (known as shock).

If symptoms start soon after contact with the allergen and rapidly get worse, this indicates that the reaction is more severe.

Staff

The onus falls on all staff to read and follow this policy both at the service and when out on trips and outings.

Caution must be taken at certain times of year such as Easter and Christmas. If Staff distribute confectionary, care must be taken to ensure that no nuts are included in the product. Fruit sweets such as Haribo are a better alternative. Particular products that are a cause for concern are:

- Celebrations
- Roses
- Heroes
- Quality Street

All product packaging must be checked for warnings directed at nut allergy sufferers and if the following or similar are displayed, the product must not be used at the service without supervision of staff and supervised hand washing:

- Not suitable for nut allergy sufferers
- This product contains nuts

Parents

We ask parents not to bring in any food or treats (such as for birthdays) unless they have checked the ingredients carefully. Packaging must be checked for:

- Not suitable for nut allergy sufferers.
- This product contains nuts, indicating this is unsuitable for the service consumption.
- Food to be removed and replaced if it contains nuts or nut products.

Participants

All participants are regularly reminded about the good hygiene practice of washing hands before and after eating which helps to reduce the risk of secondary contamination.

21. INCLUSION POLICY

How will the needs of individual attendees be met?

We understand that attendees have the right for their specific needs to be met. We feel this is best achieved if the staff know what their needs are and work with guardians and other parties (e.g. professionals) with this in mind. Thus, all attendees can take part in activities that are suitable and safe for them, as well as fun and challenging.

We ensure that our facilities are accessible to all attendees within the community, including those that may have an additional need. However, we are constantly looking for ways in which to improve our services in this way. We include those with specific and additional needs in our planning, assessments and implementation of policy, so that all our participants can gain access. Our admission policy caters for a variety of needs, be it religious, physical, mental, dietary etc. However, they are confidential, and will only be accessed by authorised staff and the guardians of the attendee.

Steps to include attendees with additional needs

We expect staff to:

- ❖ Value the individuality and promote self-esteem.
- ❖ Seek information about likes/dislikes, routines etc from the guardian, the attendee and any other relevant agencies.
- ❖ Adapt activities so that all can participate.
- ❖ Maintain specialist equipment for use if needed.
- ❖ Encourage independence and confidence, whilst still providing support.
- ❖ Raise awareness in other participants, through the use of equipment.
- ❖ Challenge inappropriate attitudes through staff 'leading by example'
- ❖ Discuss why and how needs vary and help to develop everyone's understanding and tolerance.
- ❖ Consider risk assessing the management of specific needs.
- ❖ Establish links with parents so there is a partnership of care.
- ❖ Ensure privacy with occasions such as administering medicines.

The leisure development team are expected to:

- ❖ Ensure all staff are aware of the needs of each individual attending.
- ❖ Offer advice on local agencies that can help.
- ❖ Ask guardians for their feedback about our practice when accommodating for additional needs.
- ❖ Explore the option of using links with other agencies to support the attendee with extra needs at the service, eg: Mencap, Kids and Out and About.
- ❖ Ensure steps have been taken to provide additional support for attendees who require it to enable their inclusion into mainstream activities.

How will we encourage everyone to value and respect others?

Through activities and the use of equipment, we encourage sharing, teamwork and discussion to challenge inappropriate attitudes and create an atmosphere of acceptance. We provide activities and work in partnership with visitors such as Police Community Support Officers to promote positive and inclusive behaviour, and increase everyone's understanding of how important this is. This happens on a daily basis and is not just in response to complaints or negative behaviour.

Where discrimination does occur, staff will endeavour to explain why this behaviour is inappropriate and encourage tolerance amongst the attendees.

22. KEY PERSON

Purpose

To inform staff of the Key Person approach and reasons to implement this at playscheme.

Personnel

Playscheme staff

Instructions

What is a key person?

The welfare requirements from the Statutory Framework for the Early Years Foundation Stage (September 2025) states that:

3.41 Each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents and/or carers. They should also help families engage with more specialist support if appropriate. (EYFS July 2025)

Those children of Reception age attending our Early Years provision at Playscheme will have a key worker system in place. At the beginning of the playscheme day / week, the Site & Team Leaders are to discuss who the key workers are and which children they will be allocated. This will then be displayed on the welcome notice board for parents and children to see.

It is no longer a requirement as a holiday provider to meet the Learning & Development Requirements, however our provision will still continue to be guided by the following areas of Learning and Development (EYFS 2025) when planning and support the individual needs of the children:

- Prime areas:
 - Communication and Language
 - Personal, Social and Emotional Development
 - Physical Development

- Specific areas:
 - Mathematics
 - Literacy
 - Understanding the World
 - Expressive Arts and Design

It is the duty of all staff to be responsible in assisting children with the day to day activities of the playscheme; this ensures that all children are reaching their full potential and that a positive relationship between key child and key person is built. The Play Development Officer will also ensure that resources and equipment are appropriate to the children's age.

Site Leaders are responsible in making sure parents are aware of their child's key person. This is so that the key person and the parent can discuss any concerns and build a good professional partnership to help meet the individual needs of their child (please see 'Partnerships with parents' policy).

Children under 5 years:

Children who are under the age of 5 years / still in Reception who have been booked on to the playscheme, the Leisure Development officer should send the parent an 'All about me' form. This form asks for details about their child's development and any key areas that they are concerned about or need assistance with. The parents are encouraged to share this form with their teacher for further comments or suggestions. The parent must hand their form back to the playscheme on their child's first day or send back to the Leisure Team ahead of the service. The Site Leader should share this form with the child's key person, who will then be encouraged to adapt activities to meet their needs.

Each child will be allocated a key person, and the key person will be required to feedback to the parent about their needs and any concerns they may have about their learning and development. Staff will feedback to the Play Development Officer where necessary and with permission from the parent, the Play Development Officer may share relevant information with the child's school or professional (meeting the 'Information Sharing' procedure).

All children:

The Play Development Officer will provide support to all staff, throughout the playscheme, who have concerns regarding a child's developmental needs. The PDO can seek professional advice, without revealing the child's name, unless urgent

support is required to meet this child's needs (permission from the parent will be requested unless the child's safety is at risk). This will be in accordance with the Leisure Services Safeguarding Policy and TRDC Safeguarding Policy and guidance notes.

23. PARTNERSHIP WITH PARENTS

The welfare requirements from the Statutory Framework for the Early Years Foundation Stage (EYFS, September 2025) states as part of the four guiding principles:

‘children learn and develop well in enabling environments with teaching and support from adults, who respond to their individual interests and needs and help them to build their learning over time. Children benefit from a strong partnership between practitioners and parents and/or carers.’

‘3.41 Each child must be assigned a key person. Their role is to help ensure that every child’s care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents and/or carers. They should also help families engage with more specialist support if appropriate.’

The Play Development Officer and staff work in partnership with parents to meet the needs of the children, both individually and as a group. Information is shared, with only parents/guardians, designated personnel and professionals such as schools. It is the responsibility of all staff to ensure that the parents feel part of the playscheme and that they are involved in what happens.

It is the responsibility of the Play Development Officer to ensure that there is a system in place for the exchange of information between parents and staff, and as a minimum the following is easily accessible:

- Ofsted registration certificate for playscheme
- All policies and procedures
- Range and type of activities and experiences that are available
- How the setting supports individual needs, SEN and disabilities
- Name of staff within the setting including any key person
- Opening hours
- Contact information
- A written complaints procedure which includes Ofsted details

Staff are fully aware of the need to maintain privacy and confidentiality, and follow the correct information sharing procedure. In an event of a safeguarding concern, staff are to implement the Leisure’s Safeguarding Policy and must report any concerns to the DSL, who will then give guidance on the procedure to follow.

By working in close partnership with parents, we seek to nurture in the children the development of trust, respect, confidence, independence, self esteem and British Values.

24. MANUAL HANDLING

Purpose

To provide guidance to all staff of the correct lifting technique that should be adopted when carrying equipment.

Personnel

All staff

Instructions

It is important to understand the risks associated with manual handling and take appropriate measures to assess and ultimately reduce these risks, so the likelihood of suffering from muscular-skeletal disorders, such as back pain are reduced.

Following instructions, using equipment provided and not attempting to do activities or tasks that are prohibited will help. But perhaps more than anything, using the basic safe lifting technique indicated below will make sure that you will avoid the injuries that could cause you so much pain and suffering.

1. Stop and think about the lift
 - Where will the load be placed?
 - Get help or handling aids if needed
 - Ensure there are no obstructions

2. Position your feet
 - Ensure your feet are apart, with the leading leg as far forward as is comfortable

3. Adopt a good posture before lifting the load
 - Bend the knees
 - Lower the body, keeping the back straight
 - Keep shoulders level and facing in the same direction as the hips

4. Get a firm grip
 - Raise the body slowly by straightening the knees (keep the back straight)
 - If necessary lean forward a little over the load to get a good grip
 - Keep the arms within the boundary formed by the legs

5. Raise the load
 - Raise the body fully by straightening the knees (keep the back straight)

- Do not jerk or twist while lifting
- Keep close to the load, ensuring the heaviest side is nearest the body

6. Put the load down

- Then adjust the objects position fully onto the work surface
- Ensure there is no gap between the handler and the work surface onto which the load is being lifted

7. Never lift anything you feel is too heavy or awkward.

25. ADMINISTRATION OF MEDICINES AND EMERGENCY TREATMENT

Purpose

To inform all staff of the correct procedures to be followed when administering medicine or emergency treatments.

Personnel

All staff.

Instructions

Guardians must inform staff if their attendee needs to have medicine administered during the service or if they have a condition that may lead to the need for emergency treatment. Staff should check the personal details of all attendees they are responsible for, on their booking / membership form / individual care plan.

If medication is required, staff must ensure the following:

1. A guardian completes the 'Consent & Administration of medication' showing the details of medical conditions and treatment required, signing the consent that allows staff to administer each specific medication.
2. Medication must be sent daily with the attendee and taken home again at the end of the day. Staff will not allow an attendee to remain at the site if they arrive without medication. **Only prescribed medication should be administered.** This will be kept locked away.
3. All medications must come in the original packaging with the pharmacy printed label with the attendees name, dosage and instructions. **Only prescribed medication should be administered.**
4. Where an attendee is unable to administer medication themselves and staff have permission from the guardian, they will follow the instructions provided on the medication form and record doses given.
5. Another member of staff should be present to witness the administration of medication and record their details on the form. In some cases, it is appropriate for attendees to administer their own medicine (e.g. inhaler), however this will be supervised at all times by a member of staff and a witness.
6. If emergency medication needs to be administered such as an epi-pen, staff trained in Paediatric First Aid must administer **ONLY**. In all cases, if a member of staff is unsure about when to administer emergency medicine, then the emergency services must be consulted.

7. Any medication administered must also be noted on an 'Administration of Medication' log form for each individual attendee. Guardians must always be informed if emergency treatment has been administered and they must sign the log form.

25a. Permission to administer medicine

Child's name	Date of birth
Child's address	
Parent/carer contact number	

Doctor's name	Phone number
Address of surgery	
Reason for medicine	
Name of medicine	Storage requirements
Dosage	
Times to be administered	

By filling in this form, you are confirming that medical advice has been provided advising that this medication should be administered and that the medication has been prescribed by the doctor and sourced from a local pharmacy. I confirm that the above information is correct and give permission and consent to the Leisure Development staff, to take appropriate action to maintain the health and wellbeing of my child in an emergency situation during the times given below. In an emergency staff with contact emergency services, the child's parent/carer and the leisure development officers. Advice will be sought from medical personnel when required.

Parent/carer's name
Parent/carer's signature
Date

25b. Record of administration of medication

Medication will only be given if written consent has been provided by the parent/carer and the medication has been prescribed by the doctor. Staff must ensure expiry date of medication has not passed.

Childs name

Date	Time given	Name of medication & dosage	Given by	Witnessed by	Parent/carer signature (on collection)

26. GUIDANCE FOR DEALING WITH A MISSING PERSON

Purpose

To inform all staff of the correct procedures to be followed when a person / attendee goes missing.

Personnel

All staff

Instructions

1. Quietly inform other staff members that a person is missing.
2. Identify who has gone missing.
3. Gather the rest of the group together, and ask if anybody remembers seeing the missing person. Continue with a quiet activity to occupy the remaining attendees.
4. Nominate staff to search for the missing person leaving remaining staff to continue a quiet activity (ensuring ratios are still applied).
5. Nominated staff to search for missing person, looking over school premises/toilets/school grounds etc. This search is to last for a maximum of 10 minutes.
6. The Leader should contact the Leisure Development Team after the ten minute search with the person's details and explain the situation.
7. The Leisure Development Team will ask the Leader to call the police and Leisure Officer will call the attendee's guardian to inform them that they are missing.
8. Staff are to recall when the missing person was last seen and record all information on an incident form. This information should be shared with the police and the guardian involved.
9. The Leisure Development Team are to inform Ofsted (if it is at playscheme) to make them aware of the incident.

10. Procedures will be reviewed and the Leisure Development Team and Human Resources will have a discussion with staff to find out if any errors caused this.

27. USE OF MOBILE TELEPHONES

PURPOSE

To inform all staff of the use of mobile telephones when working for Three Rivers District Council.

Personnel

All staff

Instruction

Staff must keep their phones either switched off, on silent or directed straight to voicemail and locked away. Personal calls or texts and internet use **MUST NOT** be taken or made during work time under any circumstances (unless on a break or arranged prior).

Most services will be supplied with a mobile phone, which staff can use to contact guardians, the Leisure Team and emergency services.

In some circumstances, (e.g. a one-off service delivered by a contractor) a mobile phone will not be provided by the Leisure Team. Therefore, staff should follow the following protocol:

1. At least two members of the staff team (leader and another staff member) to be contactable by mobile phone so that the Leisure Department can communicate in an emergency or share information.
2. Two designated mobile phones should be switched on and available for emergency calls or information sharing from the Leisure office during the service hours.
3. If these numbers change during the activity, the staff member must inform the Leisure office immediately.

The designated mobile phones should still not be used to make or receive personal calls or text during working hours.

The numbers for these phones should not be given to customers under any circumstances, remaining confidential to the staff team and the leisure office (unless reasons otherwise).

Staff should not disclose any passwords and ensure that personal data is kept secure and used appropriately.

Electronic devices available:

The following electronic devices are available for use during Leisure activities:

Name of device	Features / capabilities
-----------------------	--------------------------------

Samsung Galaxy Tab Active2	Main camera – LED flash, HDR, panorama Video 1080p@30fps Selfie camera – single 5 MP
Samsung Galaxy A32 5G	Rear Camera – Resolution (Multiple) 48.0 MP +8.0MP + 5.0MP + 2.0 MP Auto Focus Rear Camera Zoom – Digital Zoom up to 10x Front Camera – F Number F2.2 Slow Motion 120fps @HD
Mobiwire Aponi	Photo matrix 2 Mpx Resolution 1600x1200 px Video formats H.263, MPEG4
Lenovo Thinkpad T590	Built in camera and camera resolution HD Video – Intel UHD Graphics 620

The above listed devices can be used by staff for:

- Registering attendees at activity sessions / Playschemes / Play Rangers
- Accessing policies and procedures
- Accessing Three Rivers District Council's online forms e.g. accident reporting / logging a concern
- Getting contact details for parents and carers
- Taking photographs of attendees during session times – Only images of attendees and/or staff taken on the above devices provided are permitted at work. Personal mobile phones MUST NOT be used to take pictures or videos of attendees and/or staff whilst at work.
- Guardians of any attendees under 18 must give consent for photo/video purposes.
- Any photographs or videos taken must be sent to the Leisure Development Officer at the end of each day and then deleted from the device they were taken on. Images can be stored on the Three Rivers District Council's X; drive for a maximum of two years, after which they MUST be deleted.
- Staff will be communicated this information prior to each activity session and will be asked to read and sign the 'Acceptable User Agreement – eSafety' to continue their employment with Three Rivers District Council.

Any communication between customers and staff must be carried out in person, through the Leisure Development team, or via the on-site phone.

E-Safety

All casual staff to be aware of the eSafety procedure and are required to understand, sign and follow the 'Acceptable User Agreement – eSafety' document with the New Starter pack.

It is the role of casual staff to report any concerns to the Leisure Development Team or the Designated Safeguarding Lead, if they have a concern about a child being at risk of harm through the internet, mobile phones, and mobile apps etc.

All staff must be up to date on eSafety (this is covered in the Safeguarding Training) in order to support children and parent/carers. Therefore, casual staff and the Leisure team should be aware of the risks and harm that children can face when using the internet, computer consoles, mobile phones etc. For example:

- Bullying & harassment
- Seeing sexual images
- Social networking with strangers
- Lack of privacy settings
- Grooming
- Bribery
- Self-harming websites
- Giving out personal details
- Peer pressure
- 'Sexting'
- Peer on peer abuse

28. NOTIFIABLE DISEASES

The Early Years Foundation Stage Guidance, September 2025 states that:

“Registered providers must notify Ofsted...of any serious accident, illness or injury to, or the death of, any child whilst in their care, and of the action taken. This must be done as soon as is reasonably practicable, but in any event, within 14 days of the incident occurring.”

If there is a case of 3 or more children and staff who have been diagnosed by their GP or Hospital Consultant then it is the responsibility of the registered provider to report to Ofsted. It is the responsibility of the Doctor to inform the Authorities.

Below is a full list of Notifiable Diseases as defined by the Communicable Disease Surveillance Centre:

Acute encephalitis	Routine
Acute flaccid paralysis (AFP) or Acute flaccid myelitis (AFM)	Urgent
Acute infectious hepatitis (A/B/C)	Urgent
Acute meningitis	Urgent
Acute poliomyelitis	Urgent
Anthrax	Urgent
Botulism	Urgent
Brucellosis	Routine. Urgent if acquired in UK
Chickenpox (varicella)	Routine
Cholera	Urgent

Congenital syphilis	Routine
COVID-19	Routine
Creutzfeldt-Jakob disease (CJD)	Routine
Disseminated gonococcal infection (DGI)	Routine
Diphtheria	Urgent
Enteric fever (typhoid or paratyphoid fever)	Urgent
Food poisoning	Routine. Urgent if part of a cluster or outbreak
Haemolytic uraemic syndrome (HUS)	Urgent
Infectious bloody diarrhoea	Urgent
Influenza of zoonotic origin	Urgent
Invasive group A streptococcal disease	Urgent
Legionnaires' disease	Urgent
Leprosy	Routine
Malaria	Routine. Urgent if acquired in UK
Measles	Urgent
Meningococcal septicaemia	Urgent

Middle East respiratory syndrome (MERS)	Urgent
Mpox (previously known as monkeypox)	Urgent
Mumps	Routine
Neonatal herpes	Routine
Plague	Urgent
Rabies	Urgent
Rubella	Routine
Severe Acute Respiratory Syndrome (SARS)	Urgent
Scarlet fever	Routine
Smallpox	Urgent
Tetanus	Routine. Urgent if associated with injecting drug use
Tuberculosis	Routine. Urgent if healthcare worker, or suspected cluster or multi-drug resistant
Typhus	Routine
Viral haemorrhagic fever (VHF)	Urgent
Whooping cough	Urgent if diagnosed in acute phase. Routine in later diagnosis

Yellow fever

Routine. Urgent if acquired in UK

Guidance below on how to deal with anyone who presents an infectious disease:

Managing specific infectious diseases:

<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/managing-specific-infectious-diseases-a-to-z>

Children and young people setting tools and resources:

<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/children-and-young-people-settings-tools-and-resources>

Other useful contacts:

East of England HPT (Essex)

UK Health Security Agency
First Floor Nexus, Harlow Innovation Park, Maypole Boulevard
Harlow
Essex
CM17 9TX

East of England HPT (Norfolk)

UK Health Security Agency
The Mildenhall Hub, Sheldrick Way, Mildenhall
Bury St Edmunds
Suffolk
IP28 7JX

Email: eastofenglandhpt@ukhsa.gov.uk

Email for personal identifiable information (PII): phe.eoehpt@nhs.net

Telephone: 0300 303 8537

Out of hours: 0300 303 8537

29. PLAY POLICY

Purpose

To inform all staff of the correct procedures to be followed when dealing with the personal information of leisure attendees.

Personnel

All staff

Instruction

'All children and young people have the right to play and need to play: free to choose what they do – lively or relaxed, noisy or quiet – with the chance to stretch and challenge themselves, take risks and enjoy freedom. The right to play is enshrined in Article 31 of the UN Convention on the Rights of the Child.' (Play England, 2007)

'Play is essential for children's development, building their confidence as they learn to explore, relate to others, set their own goals, and solve problems. Children learn by leading their own play, and by taking part in play and learning that is guided by adults.' (Early Years Foundation Stage, 2025)

Three Rivers District Council recognises that play is a natural part of growing up. We understand how important it is to health, well-being and development. Over the years we have invested across the district to ensure young community members and adults at risk are able to participate in exciting, fun and creative play opportunities.

It is essential to consider **all** attendees needs and provide equal play opportunities especially for those who face barriers to participation, whether it is through specific needs, disability, location, and culture, young carers or those that are in care or for any other reason.

It is essential that participants have control of their own play. It allows them to learn and develop through their experiences experimenting with different play types such as role play, rough and tumble play, creative and imaginative play, risky play and emotional play amongst others. Play is intrinsically motivated, there should be no task or product required of play, it should be open ended.

If adults try to control or take over play they 'adulterate' the play experience for the participant. It is therefore, the staffs' responsibility to supervise but to avoid

controlling or taking it over. However, it is good practice for staff to get involved, if they are invited into the play and to extend on their play opportunities e.g. providing certain equipment etc.

Please refer to the Playwork Principles and Play England's 'Charter for children's play' for more details on ways to support and encourage play opportunities for children, young people and adults at risk.

30. REGISTERS AND BOOKING FORMS

Purpose

To inform all staff of the correct procedures to be followed when using registers and booking forms for a leisure service (excludes drop in services e.g. Skate Park, Play Rangers etc.)

Personnel

All staff

Instructions

All attendees attending the service should be listed on the daily register and emergency contact information sheet and will have a completed booking form signed by the guardian. Staff are responsible for checking that these sources of information are correct and completed in full.

1. Daily Registers are provided on a weekly basis and will list the attendee's first name, surname, age, passwords, collectors, and additional information (including allergies).
2. A space is provided for the guardian to sign the attendee in and out, with additional room to note any information that may be provided about the attendee that day (eg: the time the attendee is being collected is different from the normal session time).
3. The A-Z lists important information about every attendee that is attending the playscheme. Staff should check this thoroughly for notes on allergies, medical details, permission for photographs NOT given, specific needs and the authorised collectors for the attendee.
4. The A-Z will be given to the Site Leader at the beginning of the service. It is the responsibility of the Site Leader to ensure newly booked children are on the A-Z. Site Leaders are to call the Leisure Development Team if information is missing.
5. Any information listed is provided in note form as a reminder to staff only. For the full details relating to the attendee, staff should consult the A-Z.

6. If the information provided is not detailed enough staff can approach the guardian on the first visit to ask for further information unless otherwise informed.

7. All daily registers, the emergency contact list and booking forms (hard copies) must be returned to the Leisure Development team at the end of the service. As well as the information being confidential it has to be used to collect 'performance indicators' and measure the number of attendees.

8. IT IS THE LEADERS RESPONSIBILITY TO ENSURE ALL ADMINISTRATION IS UPDATED, COMPLETED AND RETURNED AT THE END OF THE SERVICE.

Staff must ensure that they follow the correct procedures for handling confidential information and must store any sensitive data in a safe place. This is in conjunction with the General Data Protection Regulation (2018).

31. RIDDOR – REPORTABLE ACCIDENTS

What is RIDDOR?

'RIDDOR puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).' RIDDOR 2013

Who should report?

- An employer or in control of premises
- Self-employed
- A member of the public, employee, injured person or their representative
- A gas supplier
- A gas engineer

All have legal duties under RIDDOR that require you to report and record some work-related accidents by the quickest means possible.

What must be reported?

- Deaths and injuries caused by workplace accidents
- Occupational diseases
- Biological agents
- Specified injuries to workers
- Dangerous occurrences
- Gas incidents
- Reportable incidents

See link for guidance on what must be reported: <https://www.hse.gov.uk/riddor/>

Reportable deaths and major injuries

Types of reportable incidents:

- **accidents resulting in the death of any person**
- **accidents resulting in specified injuries to workers**
- **non-fatal accidents requiring hospital treatment to non-workers and**
- **dangerous occurrences**

Staff must inform the Leisure Development Officer managing that service who will then notify the enforcing authority without delay, in accordance with the reporting procedure (RIDDOR Schedule 1). This is most easily done by reporting online. Alternatively, for fatal accidents or accidents resulting in specified injuries to workers only, you can phone 0345 300 9923.

A report must be received within 10 days of the incident

For accidents resulting in the over-seven-day incapacitation of a worker, you must notify the enforcing authority within 15 days of the incident, using the appropriate online form.

Types of reportable injuries:

The death of any person

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

Specified injuries to workers

The list of 'specified injuries' in RIDDOR 2013 replaces the previous list of 'major injuries' in RIDDOR 1995. Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
 - covers more than 10% of the body
 - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness
 - requires resuscitation or admittance to hospital for more than 24 hours

For further guidance on specified injuries is available.

Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

Over-three-day incapacitation

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

Non fatal accidents to non-workers (e.g. members of the public)

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

If the accident occurred at a hospital, the report only needs to be made if the injury is a 'specified injury' (see above).

Occupational diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work: These diseases include (regulations 8 and 9):

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent.

Further guidance on occupational diseases is available.

Specific guidance is also available for:

- occupational cancers
- diseases associated with biological agents

Dangerous occurrences

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces, for example:

- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- plant or equipment coming into contact with overhead power lines;
- the accidental release of any substance which could cause injury to any person.

Further guidance on these dangerous occurrences is available.

Additional categories of dangerous occurrences apply to mines, quarries, offshore workplaces  and relevant transport systems (railways  etc).

Gas incidents

Distributors, fillers, importers & suppliers of flammable gas must report incidents where someone has died, lost consciousness, or been taken to hospital for treatment to an injury arising in connection with that gas. Such incidents should be reported using the online form.

Registered gas engineers (under the Gas Safe Register,) must provide details of any gas appliances or fittings that they consider to be dangerous, to such an extent that people could die, lose consciousness or require hospital treatment. The danger could be due to the design, construction, installation, modification or servicing of that appliance or fitting, which could cause:

- an accidental leakage of gas;
- incomplete combustion of gas or;
- inadequate removal of products of the combustion of gas.

Unsafe gas appliances and fittings should be reported using the Report of a Dangerous Gas Fitting – online form.

32. SMOKING

Purpose:

To protect all employees, visitors, volunteers, contractors and members of the general public who access any site or enter any establishments, enclosed space owned by the Council for any undertaking whatsoever, from exposure to cigarette smoke, and to prohibit employees smoking during work time.

Personnel:

All staff

Instruction:

It is the District Council's policy that all sites are smoke free. Therefore, we prohibit smoking by anyone on site, whether they are staff, attendees, visitors or guardians. This is to maintain a healthy, clean and comfortable environment for all.

Restrictions on Smoking while working for Three Rivers District Council.

With effect from 16 June 2005, all employees and agency temporary staff employed by Three Rivers District Council are not allowed to smoke in Council buildings and other sites where people work throughout the District. All our offices, sites and vehicles are non-smoking and non-smoking will be extended outside over specific areas at each site. Staff are not allowed smoking breaks in core time, i.e. 10 am to noon and 2pm to 4pm, and they will not be paid for any time taken on smoking breaks.

Due to the nature of our work in different sites, casual staff will not be able to smoke in any building or on any site grounds (i.e. within a school's grounds/open space) during their hours of employment.

Casual staff who wish to smoke during their hours of employment will be able to take between one and three 10 minute smoking breaks during each full working day, but they will be paid for 30 minutes less each day for this arrangement. Staff are not allowed smoking breaks in core time (i.e. 10am to 12noon and 2pm to 4pm), and the member of staff in charge needs to have sufficient staff to cover for their absence outside these restrictions before a smoking break can be taken.

Before commencing work, casual staff who smoke must agree in writing to one of the two options below with their Line Manager:

Either

- 1) "I do smoke, however I will not smoke on site grounds during my hours of employment".

Or

- 2) "I do smoke and I agree with the arrangement for being paid 30 minutes less in order to take between one and three 10 minute breaks during a full working day. Therefore, I will only smoke outside the site grounds and only if the member of staff in charge has sufficient staff to cover my absence. Furthermore, smoking breaks must not be taken during core hours i.e. 10am to 12noon and 2pm and 4pm".

How will the restrictions be enforced?

Staff will be given a verbal warning and thereafter, more serious action will be taken as the Council views this as a serious matter.

Support available to help people who want to give up smoking.

Any employee of the Three Rivers District Council that wishes to stop smoking permanently or is experiencing difficulties in stopping smoking may contact HR for advice.

Employees will be encouraged to contact the NHS stop smoking support line service on 0800 022 4332.

The Council also has the Employee Assistance Programme which will be able to signpost employees to sources of advice and support.

Some GPs have clinics that offer support in their own surgeries. Managers will be encouraged to agree to meet reasonable requests for time off from employees who wish to attend 'Stop Smoking' programmes.

**this policy applies to all cigarettes including E-cigarettes.*



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Fax: (01923) 896119
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33. Smoking policy declaration form

All Leisure Development Casual Staff

My Ref : LD/Smoking
Your Ref : Smoking Restrictions
Date : Jan 26
Contact : Ryan Watson
Tel No : 01923 776611
E-mail Add : leisure@threerivers.gov.uk
Department : Leisure & Community Services

Restrictions on Smoking while working for Three Rivers District Council

Name: _____

Contact Phone No: _____

Restrictions on Smoking while working for Three Rivers District Council

I have read the Council's 32. Smoking policy and I understand how it affects all activities that Casual Leisure Development Staff work on.

Tick one of the statements below:

I do not smoke and this will not affect me.	<input type="checkbox"/>
I do smoke, however I will not smoke on site grounds during my hours of employment.	<input type="checkbox"/>
I do smoke and I agree with the proposed arrangement for being paid 30 minutes less in order to take between one and three 10 minute breaks during a full working	<input type="checkbox"/>

day. Therefore, I will only smoke outside the site grounds and only if the member of staff in charge has sufficient staff to cover my absence. (Smoking breaks must not be taken during core hours i.e. 10am to 12noon and 2pm and 4pm).	
--	--

Signed: _____

Date: _____

34. MANAGING SICKNESS/ILLNESS

Purpose

To inform all staff of the correct safety procedures to be followed when supervising an attendee that becomes unwell whilst in your care.

Personnel

All staff

Instructions

When attendees arrive at an activity please check that they are fit & well to take part in the session. Guardians should be advised not to leave attendees that have experienced any of the following symptoms within the last 48 hours:

- Severe coughs & colds
- Vomiting/Diarrhoea
- High temperature
- Conjunctivitis
- Chicken Pox

If an attendee becomes sick or unwell during an activity, staff will carry out the following steps.

1. Check the register / sign in sheet for the guardians contact.
2. Inform the guardian of the situation and ask them to collect the attendee immediately, bringing a change of clothes if necessary.
3. Ensure the attendee is made as comfortable as possible and reassure them until their guardian arrives.
4. For the safety of the rest of the group it is important to keep the attendee separate in case they have a contagious illness that could be passed on to others (i.e. in the cosy corner). A member of staff should remain with the attendee (in the same room where the service is running).
5. When the guardian arrives, ask them to sign the accident/incident form to document the action that has been taken
6. If a guardian cannot be contacted, inform the Leisure Development Team who will become responsible for contacting the guardian.
7. In extreme cases, follow the 'Logging a concern' procedure and report to The Leisure Development Team immediately

Advice from NHS on low level illnesses:

- **Cough and cold.** A child with a minor cough or cold may attend school. If the cold is accompanied by a raised temperature, shivers or drowsiness, the child should stay off school, visit the GP and return to school 24 hours after they start to feel better. If your child has a more severe and long-lasting cough, consult your GP. They can give guidance on whether your child should stay off school.
- **Raised temperature.** If your child has a raised temperature, they shouldn't attend school. They can return 24 hours after they start to feel better.
- **Rash.** Skin rashes can be the first sign of many infectious illnesses, such as chickenpox and measles. Children with these conditions shouldn't attend school. If your child has a rash, check with your GP or practice nurse before sending them to school.
- **Headache.** A child with a minor headache doesn't usually need to be kept off school. If the headache is more severe or is accompanied by other symptoms, such as raised temperature or drowsiness, then keep the child off school and consult your GP.
- **Vomiting and diarrhoea.** Children with diarrhoea and/or vomiting should definitely be kept off school until at least 48 hours after their symptoms have gone. Most cases of diarrhoea and vomiting in children get better without treatment, but if symptoms persist, consult your GP.
- **Sore throat.** A sore throat alone doesn't have to keep a child from school. But if it's accompanied by a raised temperature, your child should stay at home.
- **Chickenpox.** If your child has chickenpox, keep them off school until all their spots have crusted over.

Please refer to 'Notifiable Diseases' policy if it is assumed the attendee has one of the illnesses listed within that policy.

35. UNAUTHORISED PEOPLE AND DEALING WITH DIFFICULT CUSTOMERS / MEMBERS OF THE PUBLIC

Purpose

To inform all staff of the correct procedures to be followed when dealing with difficult customers or when a stranger is on site / within the service.

Personnel

All staff

Instructions

1. Dealing with difficult customers

Staff may come in to contact with difficult customers when delivering a service and on rare occasions may have to deal with a customer who becomes angry or abusive towards staff or others around. Guidance below is for front line staff on how to deal with a difficult customer and what to do when it may escalate.

Staff must be extra vigilant and cautious with any parent / member of the public who displays abusive behaviour towards you, other staff and attendees. We do not tolerate that behaviour at our provisions, and it is not something you should be dealing with. However, if you come in to contact with an abusive / angry customer / member of public please follow these steps:

- Tell the customer / member of public that this is not the right time to talk about this and ask them to take their concerns up with the Leisure team at Three Rivers District Council – by calling 01923 776611.
- If they have calmed down, you may want to listen to their concerns. This is only if you feel comfortable and you are not putting yourself or others at risk. Offer your time to listen to them out of ear shot of attendees and other parents but only if this is possible and ensure that another staff member is within ear shot and can see you at all times.
- If the customer / member of public does not calm down, you must ask them to leave and explain why you have asked them to leave. *E.g. I am going to have to ask you to leave as we do not feel comfortable talking about this right now and it is not the right time.*
- If they do not leave, please warn them that you will call the police if they do not calm down or leave. *E.g. I have asked you to leave, if you do not leave, I will have to contact the police.*
- If they do not leave, you have every right to protect yourself, staff, attendees and the public by calling the police immediately on 999.

If you ever have to deal with an angry / abusive customer / member of the public, you must log this on an Incident Form or a Logging a Concern form and inform the Designated Safeguarding Lead (DSL) / the Leisure Team IMMEDIATELY.

We take these incidents' very seriously!

REMINDER: you are welcome to call the Designated Safeguarding Lead (DSL) / Leisure Officer at the time of the incident for guidance and support.

2. Unauthorised people on site

Unauthorised people on site will generally be there with some business, however, please be careful when dealing with them, as some might be dangerous.

- When a stranger has been sited, inform the staff team and assemble all attendees into a group and continue with a simple and quiet activity, if possible, away from the stranger.
- The Leader and one other staff member should approach the stranger and, politely, ask who they are and what their business is.
- If the stranger says they are a caretaker, cleaner, maintenance contractor, Ofsted Inspector, Hertfordshire County Council Worker, Chief Executive etc you should have been informed about their visit in advance and they should be carrying identification. At playscheme, they must sign the visitors log before they continue.
- If their answer appears to be reasonable, but you have not been made aware that they may be turning up, ask for identification. Ring the Leisure office to find out if they know who it is. The office will then take action such as ringing the site managers or the stranger's superiors. Do not let this person proceed until it has all been checked, recommending that they return to their vehicle or leave the premises / area until it has been resolved.
- If the stranger cannot produce a reason for being on the site, they should be asked to leave. You must log this on an Incident Form or a Logging a Concern form and inform the Designated Safeguarding Lead (DSL) / the Leisure Team IMMEDIATELY. Contact the police on 101 and make them aware of situation, the Police might check the area / want to speak to the individual and also do a welfare check on the service.
- If the stranger does not leave, the Leader must contact the local police, or ring 999.
- You must log this on an Incident Form or a Logging a Concern form and inform the Designated Safeguarding Lead (DSL) / the Leisure Team IMMEDIATELY.
- The safety of the attendees and staff is paramount, so do not hesitate to take action if you are suspicious.
- When the situation has been resolved, irrelevant of the severity, an Incident Form must be completed.

36. SUDDEN CHANGE OF ROOM – HEALTH AND SAFETY GUIDANCE

Purpose

To inform all staff of the correct safety procedures to be followed when having to cope with a sudden change of room / area.

Personnel

All Leisure Development staff employed to conduct activities for Three Rivers District Council.

Instructions

1. The person in charge must inform all participants immediately if they are required to suddenly change room / area. They must be given clear instructions as to the exact location of the new room / area and directions of how to get there.
2. All equipment necessary for the activity must be transported safely using the correct manual handling techniques.
3. The new room / area must be Site Checked e.g. ensuring fire exits are clear and unlocked, that the floor, walls and ceiling are free from water, dirt and any other obstructions / hazards are cleared.
4. Ensure that all fire exits are clearly visible and that you are familiar with the exact location of the fire alarm and assembly point.
5. Ensure that all participants are aware of evacuation procedures and know the location of the nearest fire exit / safe area.
6. Ensure that you are aware of the exact location of the nearest telephone.
7. Ensure that you are aware of the fire assembly point if different from before or a safe area to assemble if out in a public place.
8. Ensure that your line manager has been informed of the change of room / area and the new location, and Site Managers (if necessary) and they can update any paperwork that could be affected e.g. risk assessments.

9. To ensure that a register is taken once the participants have all settled in the new room / area and a plan a fire drill so attendees and staff are familiar with the evacuation process.

Please follow the 'Evacuating a building / area' procedure in case of an emergency.

37. CODE OF CONDUCT & STAFFING STANDARDS POLICY

These standards apply to all staff employed by the Leisure Development Team who carries out duties on behalf of Three Rivers District Council. It is designed to give clear guidance on the standards of behaviour all casual employees / volunteers are expected to observe. Casual employees / volunteers are role models and are in a unique position of influence and must adhere to behaviour that sets a good example to all young people and adults at risk within the leisure services. Each employee / volunteer has an individual responsibility to maintain their reputation and the reputation of the council, whether inside or outside working hours.

Employee Responsibilities:

- a) Arrive at least 15 minutes prior to the start time.**
Some staff may need to arrive earlier if they are required to set up equipment. These staff will be informed of this additional duty.

- b) Wear uniform and ID badge**
You should arrive wearing your uniform and ID badge, ensuring that you are suitably dressed to carry out your duties. You should be aware of and be able to follow the given safety procedures and requirements of this policy and use the protective clothing and safety equipment provided if applicable. Avoid wearing uniform and ID badges outside working hours.

- c) Safe and professional**
To carry out your duties professionally and in a safe and responsible manner so as not to endanger yourself, your colleagues or the public. To be role models and set an example that can be copied by young people and adults at risk. Breach of health and safety is a disciplinary offence.

- d) Positively engage**
To positively engage with all members of the public and users of Leisure services. Be polite and look approachable. If someone looks like they need assistance, ask them polite whether you can help.

- e) Professional relationships**
Relationships with attendees, staff and external partners must be professional at all times and staff are encouraged to not share personal information with

them. Staff must declare any relationships that they may have with other staff, attendees or external partners to their line manager.

f) Avoid distractions

To ensure that no other factors affect or distract you from your duties, E.g. the presence of your own children. *It is Council policy NOT to allow staff to work with their own children at any time.*

g) Safety of equipment

To not intentionally or recklessly misuse any item provided in the interests of health, safety and welfare. E.g.: First Aid boxes, fire extinguishers etc.

h) A fit and healthy staff member

To carry out your duties only if you are fit to do so. Any illness, injury or medical condition must be reported to your line manager as soon as possible so that they can find an alternative member of staff to carry out your duties or to support you. Additionally, you must inform your line manager if you come under any medication that may affect your ability to look after attendees. You must **never** be under the influence of drugs or alcohol when working.

i) Know who your point of contact is

The arrangements for resolving health and safety problems are through Sectional/Departmental line management reporting. If you can solve a problem yourself safely, do so. If not then notify your line manager.

j) Understand and follow the correct policies and procedures

All staff are expected to familiarise themselves and comply with all leisure services policies and procedures.

k) Correct reporting procedure

To report all accidents, incidents and complaints to the Leisure Development Team as soon as it is reasonably possible.

l) Communicate and co-operate

To communicate with your team and leaders and cooperate with your line managers in the assessment of working practices and conditions to enable written guidelines and procedures to be formulated.

m) Honesty and integrity

Staff must maintain high standards of honesty and integrity in their work. All staff must comply with the Bribery Act 2010. A person may be guilty of an offence of bribery under this act if they offer, request, agree, accept, or receive a bribe from another person. If you believe that a person has failed to comply with the Bribery Act, you should refer to the Whistle blowing procedure. Gifts from suppliers or associates must be declared to the Leisure Officers, with the exception of “one off” token gifts from children / young people or parents.

n) Use initiative

To help you and your team deliver a high standard service, you are encouraged to use your initiative. For example, if you see the floor is wet, please clean it. Do not wait around for someone else to do it. It is everyone's responsibility to maintain a high standard of service.

o) Sickness / absence

In the event of you being unable to work due to sickness or a situation outside of your control, you must contact your line manager as soon as possible. Their contact details will have been provided. Alternatively telephone the Leisure Department on 01923 776611. PLEASE RING AS EARLY AS POSSIBLE.

Appearance:

Staff must display a professional and smart image at all times. You must adhere to the following rules:

1. Staff should be changed, ready and fit for duty, prior to their employment start time.
2. Must be clearly and smartly turned out at all times.
3. Make-up should be kept to a **sensible minimum**.
4. **Minimal jewellery** may be worn by staff on duty, including wedding/engagement rings, watches and simple earrings (not dangling ones). This is for the Health & Safety of you and the attendees.
5. Long hair must be **appropriate** for activities.

6. **ID badges** must be worn at all times.
7. **Under no circumstances should staff smoke or chew gum** whilst on duty and in the public's view. *Please read 'Smoking policy' for more information.*
8. After you have finished work, **ensure you have a change of clothes** or something to cover your badge & uniform. If you remain in uniform the public will assume you are still working. **You are representing the Council as long as you are wearing Council uniform.**

Specific Job Requirements:

1. **All staff must be responsible for the safety of the attendees** under their supervision and must maintain this at all times.
2. **To inspect all equipment and surroundings** to ensure they are clean and safe to use. Any equipment must be set up correctly and safely prior to the session, ensuring fire exits are accessible and adequate space is left around equipment. Equipment should be used in rotation. The site must then be left clean and tidy with all equipment packed away safely, securely and logically at the end of every session. This includes the staff room, which must be cleaned daily, and the toilets, which must be checked throughout the day.
3. **A fully stocked first aid kit** must be available and accessible to all staff. Any items used must be replaced immediately by informing your line manager. All accidents & incidents must be documented on the appropriate forms.
4. **Ensure that all attendees are collected and signed in & out** at the beginning and end of each session by one of the authorised named adults detailed on the declaration forms (Playscheme & Play Rangers) / or staff. Staff are expected to remain with those attendees who have not been collected on time (applies to those attendees who should leave with an authorised guardian). *Please read 3. Arrival and collection policy for details on late collections.*
5. **Confidential information should be locked away** and in safe place e.g. school staff room within a coded box.
6. **Children, young people and adults at risk must be supervised at all times.** If a session has to move to an alternative area or users need to use the toilets, they must be supervised at all times. Staff must be aware that the facility you are using may be accessible to the public, which is a potential risk to the users.

7. **Ensure that all sessions are pre-planned** and have appropriate content for the ability and age of the participants. Staff should closely supervise activities at all times and refer to Risk Assessments where necessary.
8. **Make sure that you are aware of various legislation and good practice** which concerns your responsibilities as a carer, including the Early Years Foundation Stage, the Families First Assessment process and the 'key person' scheme. Information will be provided during training but if you have any queries it is your responsibility to ask the Leisure Development Team.

Safeguarding responsibilities:

All staff have a duty to keep all attendees safe and to report any concerns to the correct people.

1. Responsibility to keep children, young people and adults at risk safe
2. Report any safeguarding concerns to the Designated Safeguarding Leads stated within 42. Leisure Services Safeguarding policy.
3. To follow the safeguarding procedure for 'Logging a concern'
4. To feel confident to speak up about concerns through the TRDC Whistle blowing Policy for example concerns about staff or site.

Equal opportunities:

1. Staff to follow the Equal Opportunities policy.
2. Staff should respect and not discriminate against employees, clients or members of the public on the grounds of race, colour, creed, ethnic or national origin, marital / civil partnership status, pregnancy / maternity, gender assignment. Employees should not harass any person with whom they come in contact with.
Please refer to the

Conduct outside of Work

1. Staff must not engage in conduct outside work which could seriously damage the reputation and standing of the council or the employee's own reputation or the reputation of other members of the community.
2. In particular, criminal offences that involve violence or possession or use of illegal drugs or sexual misconduct are likely to be regarded as unacceptable.
3. Staff may undertake work outside of Three Rivers DC, either paid or voluntary, provided that it does not conflict with the interests of the council nor be to a level which may contravene the working time regulations or affect an individual's work performance in the council.

E-Safety and Internet Use

1. Staff must exercise caution when using information technology and be aware of the risks to themselves and others. Regard should be given to Leisure's "E-Safety and Social Networking Policy" at all times both inside and outside of work.

2. Staff must not engage in inappropriate use of social network sites which may bring themselves, the council, community or employer into disrepute. Staff should ensure that they adopt suitably high security settings on any personal profiles they may have.
3. Staff should exercise caution in their use of all social media or any other web based presence that they may have, including written content, videos or photographs, and views expressed either directly or by 'liking' certain pages or posts established by others. This may also include the use of dating websites where staff could encounter Leisure customers either with their own profile or acting covertly.
4. Contact with children, young people and adults at risk should only be made via the use of council email accounts or telephone equipment when appropriate.
5. Photographs/stills or video footage of children, young people or adults at risk should only be taken using the council's equipment, for purposes authorised by Leisure. Any such use should always be transparent and only occur where parental consent has been given. The resultant files from such recording or taking of photographs must be stored securely on the Leisure and Community drive with the retention of two years.

Confidentiality

1. Where staff have access to confidential information about children, young people, adults at risk or their parents or carers, staff must not reveal such information except to those colleagues who have a professional role in relation to the child, young person or adult.
2. All staff are likely at some point to witness actions which need to be confidential. For example, where someone is bullied by another peer (or by a member of staff), this needs to be reported and dealt with in accordance with the appropriate procedure. It must not be discussed outside the council, including the parent or carer, or with colleagues except with a senior member of staff with the appropriate authority to deal with the matter.
3. However, staff have an obligation to share with their manager or the Designated Safeguarding Lead any information which gives rise to concern about the safety or welfare of a child, young person or an adult at risk. Staff must **never** promise a child, young person or adult at risk that you will not act on information that they have told you.

Additional Responsibilities of the Leader:

1. To be responsible for the Health and Safety aspects of the session e.g. emergency procedures, safe use of equipment, knowledge of the building, reporting of serious accident to your line manager, correct procedures for dealing with disorderly behaviour, organising other staff in order to create a safe environment.
2. Be aware of Health and Safety Regulations including your specific responsibilities and liability in relation to them.
3. To deal with any complaints from participants, and/or refer the individual to the Leisure Development Team. All complaints should be reported as soon as reasonably possible.

4. To organise and supervise other members of staff in your team, ensuring that they work efficiently, effectively and conduct their work safely.
5. To report any attendees left on the site at the end of a session by following the 'Arrival and collection' procedure.

Disciplinary Action

Staff should be aware that a failure to comply with this policy could result in disciplinary action including but not limited to dismissal.

Compliance

All staff must complete the 'Staff Declaration' form to confirm they have read, understood and agreed to comply with this code of conduct and staffing standard.

38. POLICY FOR ATTENDEES LEAVING THE SUPERVISED AREA

(e.g. going to the toilet / washing hands)

On some sites it is not possible to have rooms / areas right next to facilities such as water fountains or toilets. Under these circumstances it is not practical for a member of staff to accompany attendees around the site. Behaviour and safety is paramount in the introduction to activities and it is very important that both staff and attendees know that there is a routine that encourages responsibility and safety.

We encourage all staff to use a system by which they are aware who is out of the supervised area at any time and which encourages the participant to return promptly. For example, for younger attendees, an item belonging to them is given to a member of staff before the attendee leaves the supervised area and is collected again from the staff when they return.

These systems may vary dependant on the facility and the activities taking place, however it is the down to the discretion of the activity leader as to how the situation is dealt with.

39. SOCIAL NETWORKING GUIDANCE

Purpose:

To advise staff of the implications of corporate policy on the appropriate behaviour and level of professionalism expected of them when using social networking sites. These sites include Facebook, Whatsapp, TikTok, Twitter, Snapchat, Instagram, online discussion forums and other personal blogs / apps.

Relevance:

- To ensure the Council is not exposed to legal risks
- To ensure the reputation of the Council is not adversely affected
- To ensure staff maintain confidentiality and professionalism
- To protect staff from unnecessary complaints and allegations

Relevant documents:

- Officer code of conduct
- Safeguarding Children Young People and Adults at Risk Policy (and its parent framework - Hertfordshire Safeguarding Children Procedures Manual)

Guidance:

The officer code of conduct states:

- 7.1 Staff must exercise caution when using information technology and be aware of the risks to themselves and others. Regard should be given to Leisure's "E-Safety and Social Networking Policy" at all times both inside and outside of work.
- 7.2 Staff must not engage in inappropriate use of social network sites which may bring themselves, the council, community or employer into disrepute. Staff should ensure that they adopt suitably high security settings on any personal profiles they may have.
- 7.3 Staff should exercise caution in their use of all social media or any other web based presence that they may have, including written content, videos or photographs, and views expressed either directly or by 'liking' certain pages or posts established by others. This may also include the use of dating websites where staff could encounter Leisure customers either with their own profile or acting covertly.
- 7.4 Contact with children, young people and adults at risk should only be made via the use of council email accounts or telephone equipment when appropriate.

7.5 Photographs/stills or video footage of children, young people or adults at risk should only be taken using the council's equipment, for purposes authorised by Leisure. Any such use should always be transparent and only occur where parental consent has been given. The resultant files from such recording or taking of photographs must be stored securely on the Leisure and Community drive.

This means that no publication should be made on any social networking site regarding the detail of any work undertaken for the Council. This also means that no image or video should be published on a social networking site of leisure development staff or customers in the work context without prior consent of the Head of Service.

The code of conduct also states that:

1.1 Where staff have access to confidential information about children, young people, adults at risk or their parents or carers, staff must not reveal such information except to those colleagues who have a professional role in relation to the child, young person or adult.

This means that staff should not disclose any confidential information about other employees or customers when using social networking sites.

We must

- Either avoid working or being alone with an attendee in a private or unobserved situation or if this is unavoidable ensure that the line manager is informed.
- Protect information on, and images of, attendees being misused.

Advice on avoiding problems

- Do not use verbal or physical chastisement that could be classified as abuse, (including shaking, hitting, shouting, swearing, or humiliating behaviour).
- Do not enter any premises at the invitation of an attendee / member of public unless another staff member is with you or arrangement have been put in place with an agreement from your line manager.
- Do not allow someone to make close physical contact with you.
- Do not film or photograph attendees, or allow others to do so, or use the images without expressed and recorded permission from their parent or guardian (please check details of attendee first).
- Do not use general photographs of attendees unless they are appropriately dressed. (It is also preferable that they are in groups and engaged in an activity).
- Ensure that services are provided in areas where attendees cannot be taken away, where adults and children are in sight of other adults, (and you should encourage attendees to report concerns).

- Do not publish information about the attendees that could lead to them being identified or traced. This is breaching their Data Protection rights.

This means in terms of social networking that:

- Staff may not take personal photographs or images of any attendees whilst at work on their own personal equipment.
- Staff must not publish any images of attendees from work on their social networking sites
- It is advised that staff should not be 'friends' with attendees on social networking sites that are Council customers. Where this occurs staff should inform their supervisor that this has happened. It is recognised that some attendees may be previously known to staff in their personal life. However the Council's reputation must be considered, and access by the attendees to inappropriate images on commentary should be avoided. This is best done by not accepting social networking contacts with attendees.
- All casual staff to be aware of the eSafety procedure and to understand, sign and follow the 'Acceptable User Agreement – eSafety' document.
- Staff must report any concerns to the Designated Safeguarding Lead stated within Leisure Services Safeguarding policy, if they have a concern about an attendee being at risk of harm through the internet, computer consoles, mobile phones etc.
- All staff must be up to date on eSafety (this is covered in the Safeguarding Training) in order to support attendees and their guardians. Therefore, casual staff and the Leisure team should be aware of the risks and harm that attendees can face when using the internet, computer consoles, mobile phones etc. For example:
 - Bullying & harassment
 - Seeing sexual images
 - Social networking with strangers
 - Lack of privacy settings
 - Grooming
 - Bribery
 - Self-harming websites
 - Giving out personal details
 - Peer pressure
 - 'Sexting'
 - Peer on peer abuse
 - Being radicalised
 - Being Sexually Exploited
 - Expose to inappropriate online material

Enforcement:

Staff who breach this guidance will be subject to the disciplinary procedure.

40. SUBMITTING HOURS

Purpose

To inform all staff of the correct procedures to be followed when submitting their hours

Personnel

All staff

Instructions

Each staff member will be assigned a payroll number, which will be given to all staff at the start of their employment, once all of the recruitment paperwork has been completed.

Staff must submit their hours using the online iTrent self-service system.

Using iTrent

- **Staff are regularly provided with a detailed and up to date guide on how to submit hours using the online iTrent self-service system.**
- **Staff will be given the link to access the online iTrent system.**
- **Staff must login using their email address and password then follow the verification process.**
- **Staff must enter their hours by adding a claim under the time & expenses section.**
- **Staff must fill in the prompted fields with all the information required such as the date they worked, the hours, rate and what project they worked at.**
- **Once submitted, the hours will go through to the leisure development team for approval.**

Hours must be submitted to the leisure development team **before the last day of the month**. Any incomplete or incorrect submissions by this date will not be processed and wages will not be received.

IT IS THE INDIVIDUAL'S RESPONSIBILITY TO ENSURE THEIR HOURS ARE SUBMITTED CORRECTLY AND ON TIME.

All wages are paid directly in to the individual's bank account on 15th of each month (except on Bank Holidays / weekends where you will be paid on the Friday before).

Casual staff can access their pay slip on the iTrent self-service portal after 15th of each month.

If you have difficulty in submitting your hours or are unsure about something, please ask for assistance.

41. VOLUNTEER SUPERVISION

Purpose

To inform all staff of the correct procedure to be followed when supervising volunteers.

Personnel

All staff

Instruction

Volunteers are responsible to the Leisure Development Team. Leaders and workers must supervise volunteers at all times.

Volunteers are able to support a leisure service in the following ways:

- Volunteers can assist the staff team in organisation, planning and supervision of activities but must not be left solely to organise, plan or supervise on their own.
- Volunteers must not be left alone with a group of attendees or an individual and must be appropriately supervised by the leader or workers delivering the service.
- Volunteers can assist with site checks and administration of First Aid (if trained) when directed to do so, but a member of the staff team must always be present.
- Leaders can direct the volunteer to carry out duties as long as they ensure that a member of the staff team is present.
- Volunteers must never be left alone to deal with a member of the public, or to open or close the service.
- Volunteers cannot be named as Fire safety officers or First Aiders (if trained).
- Members of the staff team must always ensure that a volunteer is happy carrying out duties as directed, and is capable to do so.

- Administration must not be completed by volunteers. If Incident reports are required, they must be completed under the supervision of a member of the staff team.
- Volunteers cannot take responsibility for any events on site.
- Volunteers may be included in the staff ratio unless the volunteer is under the age of 17 years.
- Staff must follow the updated Volunteer Risk Assessment to ensure the volunteer, young people and staff are safe.
- Staff to report back to the Leisure Development Manager / Play Development Officer if they have any concerns involving the volunteer.
- Leisure Development Officer responsible for the volunteer must meet / update with them regularly to ensure they are getting on okay.

Leisure and Community Services

42. Lone Working Procedure/Advice

Purpose

To provide all staff and their managers with procedures/guidance to mitigate any risk to personal safety during lone working.

Introduction

The nature and range of work undertaken by staff and their managers in the Leisure and Natural Infrastructure service is diverse. Work can be undertaken alongside colleagues and known members of the public ie office, public meetings etc, however staff are required to work on their own from time to time. The amount of lone working will depend on the nature of the job. Lone working can take place in public buildings, open spaces and other people's homes. In addition, staff can be on their own whilst travelling for work ie by car, cycling and walking.

Staff can work during both office hours and out of office hours ie evenings and weekends.

The nature of the work is that any member of staff potentially could be "lone working" and therefore both they and their manager have a responsibility to mitigate any risks to personal safety.

Staff working alone must at all times take responsibility for their own safety, managers must ensure that they in conjunction with their staff risk assess work where lone working does or is anticipated to take place. The following procedures and guidance provide advice for all staff involved in lone working.

MUST DO's FOR ALL STAFF WORKING ALONE (in any situation)

- You must at all times have the ability to contact a colleague, family member or trusted acquaintance. All staff must carry a mobile phone which must be appropriately charged and switched on (unless driving).
- Staff must have the contact phone number for their manager and at least two colleagues in case of emergency (phone numbers are in the shared folder and MUST NOT be given out to any members of the public).
- If working outdoors you must wear high visibility clothing, a high visibility vest is recommended.
- You must carry some form of identification at all times (staff pass would be appropriate).
- During office hours you must put the details of any meetings and visits into your outlook calendar which must be visible to all colleagues, this must include where you are going and who you are meeting and the anticipated time of return to the office/other place of work, such as from home. You must also notify a colleague or manager as above. If you do not return to the office within an hour of the time on the board that individual must try and contact you. If you go directly home you MUST ring the office or colleague to advise.
- During out of office hours you must tell a member of your family, trusted friend/acquaintance of your whereabouts and time of return, they must have your mobile phone number and be prepared to contact you if you fail to return.
- In emergency contact the police on 999 and be able to describe your whereabouts. Phone number for the TRDC call centre is 01923 776611
- Ensure that you keep valuables to a minimum and out of site.
- If you are feeling unwell do not work alone, if unsure contact your manager for advice.
- All incidents, that is accident, threatening behaviour by a third party, concern over buildings/equipment etc MUST be recorded on the incident/accident form. If in doubt consult your manager.
- If you are working alone with Children, young people and/or vulnerable adults ensure you are familiar with the Council's Safeguarding policy. This can be found on the intranet, hard copies available from your manager for those not on a PC.

Specific Guidance

This is in addition to the MUST DO's above

1) Entering Buildings

- Do not enter any building on your own if you are not familiar with the layout and any special features ie sloping floors, fixed equipment etc
- If you regularly enter buildings on your own ie keyholder you MUST have undertaken a risk assessment with your manager
- If you feel that there is a potential threat ie gas leak, break in etc on no account enter the building on your own.

- Do not work at heights or undertake potentially high-risk activities on your own (risk assessment should identify)
- Carry a bottle of water in case you need a drink

2) Open Spaces

- You must be appropriately dressed, particularly in the winter, if unsure discuss with your manager
- Try to avoid working on your own when its dark
- Keep away from secluded areas ie off footpaths
- If working regularly on your own undertake a risk assessment
- Be familiar with the layout of the area
- Carry drinking water
- Keep valuables out of sight

3) Driving

- It is your responsibility to ensure your car is roadworthy. It is recommended that you are a member of a suitable breakdown organisation
- Ensure you have enough fuel/charge to make the return journey
- Plan your journey in advance
- Park in open, lit areas where you can be easily seen
- Do not drive alone with any individual you do not trust
- If you are concerned about being approached by a stranger whilst in your stationary car sound the horn and lock the doors
- Keep valuables out of sight

4) Cycling/Walking

- Wear bright colours to be easily seen, cyclists MUST wear a helmet
- Avoid dark alleys, subways if at all possible
- Avoid poorly lit, isolated areas
- Keep valuables out of site

FINALLY

ALL staff must complete the personal description template attached. This will be kept confidential by Senior Managers in Leisure and Community and a copy held within Environmental Protection depot. This is in case of an emergency should the police be required to locate you.

