



Safeguarding Policies and Procedures [Surrey Region]

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Introduction

“Mega Camps are committed to protect and safeguard children”

We want to provide an environment where children and staff can come and have the best experience possible whilst feeling safe and secure.

We pride ourselves in giving children opportunities and new experiences each day to help with their development, well being and self esteem.

Child Protection & Safeguarding Policy

Mega Camps number one priority is the safety and well being of children.

We train our staff to make sure they share the same ethos and passion for making sure every child feels safe and secure at our settings. Our staff understand that they all have the responsibility to safeguard children whilst in our care and make sure they adhere to Mega Camps policies and procedures to achieve this.

Any instances where we feel a child’s well being is at risk will be taken seriously and all staff understand the importance of reporting a concern immediately if necessary.

If a staff member has a concern regarding the welfare of a child they should immediately report this to their camp manager. The Camp Manager will then pass this onto the Designated Safeguard Lead (DSL) who will decide the best action to take in like with the companies safeguarding reporting procedures.

Information and contact details for the Designated Safeguarding Lead (DSL) can be found below on our Safeguarding Report Flow Chart. This chart can be found in this policy, at camp and in each staff’s handbook.

All staff undergo safeguarding training which is updated every three years to make sure they stay up to date with any changes around safeguarding children. Designated Safeguarding Lead will have refresher training every two years.

Child Safeguarding Reporting

Every member of staff has the responsibility to report a concern regarding the welfare of a child and must do so immediately.

Staff are trained to be vigilant for the four main types of child abuse: [Physical](#), [Sexual](#), [Emotional](#), and [Neglect](#).

The most common sites for non-accidental injury are:

Eyes. Ears Cheeks. Mouth. Shoulders. Chest. Upper and inner arms.

Stomach/abdomen Genitals. Front and back of thighs. Buttocks. Hands. Feet.

When faced with a child safeguarding situation staff must take the following action:

- Report this quickly and effectively using the Safeguarding Reporting Flow Chart found below
- Listen to the child
- Do not make any promises
- Reassure the child if needed
- Write everything down the child says
- Do not ask any closed or probing questions
- Only record facts
- Log a full written report on a safeguarding report form

Other signs to look out for if a child's well being is at risk include:

Inadequate lunches, Inappropriate clothing, No coat, No underwear, Pyjamas Unusual drawings, and Alarming conversations

If a staff member is concerned a child is being abused they must report this quickly and effectively using our Safeguarding Reporting Flow Chart Procedure.

See below the Safeguarding Flow Chart clearly showing which staff they need to report concerns to. If any of the contacts are unavailable for whatever reason then staff simply move onto the next contact until they have reported their concern. If staff feel that their referral hasn't been dealt with effectively or efficiently then they have the authority to contact the "FIRST CONTACT" Child Safeguarding Team directly.

Safeguarding Reporting Procedure

Camp Manager



Designated Safeguarding Lead Support
01277 280091



Other Designated Safeguarding Officers
Steve Toole: 07876 343914



Surrey Multi-Agency Safeguarding Hub
0300 470 9100
01483 517898 (Out of hours)
In an emergency call 999

Concerns towards a member of Staff

If you have a concern regarding another member of staff and how they are acting then you have a responsibility to refer to this quickly & effectively.

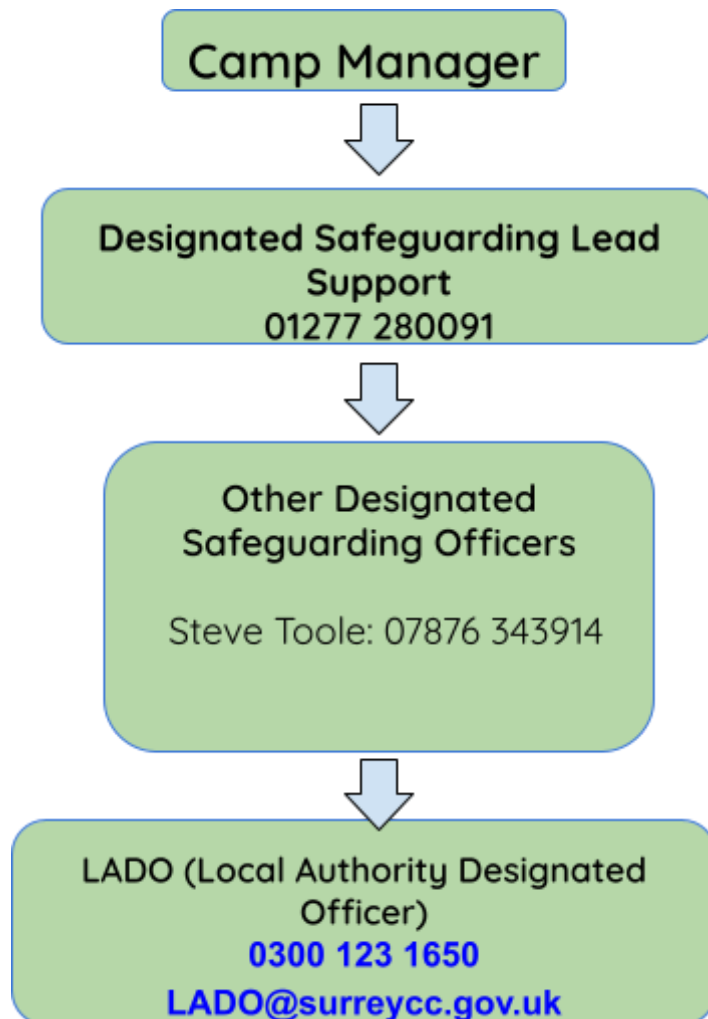
The reporting procedures are similar to the previous flow chart where you would contact your Designated Safeguarding Lead.

However if you feel that this has not been dealt with efficiently and effectively then you have the authority to go directly to the LADO (Local Authority Designated Officers). See below:

Surrey LADO

0300 123 1650

LADO@surreycc.gov.uk



Prevent Duty

The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism.

The 2011 Prevent strategy has three specific strategic objectives:

Respond to the ideological challenge of terrorism and the threat we face from those who promote it.

Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.

Work with sectors and institutions where there are risks of radicalisation that we need to address.

If a staff member is concerned about extremism in a Mega Camps setting, or they think a child might be at risk of extremism they must immediately contact the following:

Designated Safeguarding Lead:

DSL Number: 01277 280091

Other Designated Safeguarding Officers:

Steve: 07876 343914

If for whatever reason the above persons are uncontactable, staff have the authority and responsibility to then contact:

Telephone: **020 7340 7264** or **101**

Or Email: counter.extremism@education.gov.uk

For more information on Prevent Duty staff can refer to their specific Prevent Duty training.

Female Genital Mutilation (FGM)

Female genital mutilation (FGM) is a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems or difficulties in childbirth, causing danger to the child and mother and/or death.

The age at which FGM is carried out varies enormously and may be carried out shortly after birth, during childhood or adolescence, just before marriage or during a woman's first pregnancy. The victim could therefore be a child or an adult. It may be referred to by different terms which require a linguistic, cultural and/or religious understanding of the significance of the term used.

If a member of staff sees signs/symptoms of FGM they must report it to the following:

Designated Safeguarding Lead:

DSL Number: 01277 280091

Other Designated Safeguarding Officers:

Steve: 07876 343914

Failing that Telephone: **101** (Non-Emergency Line Number)

For more information on FGM staff can refer to their specific FGM training.

Whistleblowing

As laid out in the statutory guidance by Working Together to Safeguard Children, Mega Camps are required to have an appropriate whistleblowing policy to enable a culture that addresses issues of safeguarding and promotes the welfare of all children in the organisation's care.

It is important to highlight that whistleblowing is different to a complaint, and applies to when an individual is acting as a witness to misconduct or malpractice.

In the event that a staff member feels the need to raise a concern this should be done so to your Camp Manager. If the concern is regarding the Camp Manager then this will need to be reported to the Designated Safeguarding Lead or Head Office Team.

Any matter raised will be investigated to the fullest and in complete confidentiality, with the outcome being reported back to the staff member who had the original concern.

It's paramount to explain that no staff member who raises a genuine concern will not be subject to any victimisation whatsoever.

Under the Public Interest Disclosure Act 1998, workers are protected from reprisals for reasonably raising an honest and genuine concern internally provided you are acting in good faith.

You're a whistleblower if you're a worker and you report certain types of wrongdoing. This will usually be something you've seen at work - though not always. The wrongdoing you disclose must be in the public interest. This means it must affect others, for example the general public.

As a whistleblower you're protected by law - you should not be treated unfairly or lose your job because you 'blow the whistle'.

You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future.

E-Safety / Online Safeguarding Policy

Mega Camps understands that despite the added benefits from the ever-advancing technology of the modern world, both staff and children are potentially exposed to ever-greater risk from the inappropriate use of such at Camp.

Therefore, Mega Camps takes the topic of e-safety very seriously and enforces the following policies to ensure that all technology is suitably utilised.

MOBILES

Every Camp is provided with an Emergency Camp Phone (that has no camera and internet facilities) that is to remain in possession of the Camp Manager throughout the day and stored in the Camp Box overnight.

The number for the phone is to be clearly displayed on the venue information on our website and via parents booking confirmation. This service is for any parents to note down, in the need to contact the camp or for the camp manager to use in an emergency. Similarly this is the phone that is to be used in the event that the camp manager needs to contact a child's parent.

At Camp staff are forbidden from using their personal mobiles at any time. The expectation is that on arrival all staff are to place their mobiles (and valuables) in the Camp Box, which is kept at the camp registration table for safe storage throughout the day. During breaks staff are allowed to have their mobiles so long as they are not currently supervising any children and no children are in the immediate vicinity. This also applies to any potential visitors to the Camp.

At Camp children are also forbidden from using their mobiles and smart watches, due to the fact that most modern phones have cameras and Internet facilities. This in conjunction with the broad age range of children attending camp, the most appropriate view is to not allow the use of mobiles at camp by children.

In the event that a parent may insist on their child(ren) bringing their phone to camp it must be explained that it must be handed in to the camp manager for safekeeping and handed back to them at the end of the day.

If the child refuses to adhere then the respective behaviour management policies must be followed and in the most extreme instances the child removed from camp.

At camp, parents are to be instructed not to use their mobiles when in the immediate vicinity of Camp. There must be visible signage on the notice board to reinforce this and to appropriately request that any parent seen using their mobile to finish using it outside of the vicinity prior to coming in. It is paramount that any request to do so that is met by a hostile or aggressive response must not be acted upon inappropriately and the incident reported immediately to the camp manager. Senior Management will investigate the situation as a matter of priority and any parent deemed to have acted incorrectly towards a Mega Camps staff member will have their child removed from Camp with immediate effect.

PHOTOS & VIDEOS

With regards to photography and videography consent is gained for all children from the person with parental responsibility upon arrival at Camp, and this is to be frequently reaffirmed throughout Camp. All pictures and videos captured at camp are strictly for use on official Mega Camps platforms (marketing, website, Facebook page, etc.) only. Staff are strictly forbidden from using any photography and/or videography for personal use whatsoever.

TABLETS

Every Camp is provided with a Camp iPad that is to be used by the Camp Manager for the purpose of registration as the children arrive/depart. The iPad is security password protected and is kept in the Camp Box when not in use.

The contents of the iPad (register) is strictly not permitted to be shared with any other persons or electrical devices at any time other than Senior Management or another Camp Manager working at the respective Camp. All Camp staff are forbidden from using personal Laptops and/or Tablets and in line with mobiles they are to be kept in the Camp Box on arrival. This also applies to any potential visitors to the Camp.

SOCIAL MEDIA

As a part of E Safety, Mega Camps also recognises that social media, despite being a big part of company marketing, can also pose a potential risk for staff members on an individual basis. Social media as a platform is an ever expanding and evolving domain so this policy is designed to be as encompassing as possible. All staff members are forbidden from interacting with a child who is attending, who has attended or will be attending Mega Camps via social media.

All staff are advised to set their social media security and search settings to the highest level and to not post any personal details such as phone numbers and addresses.

Equal Opportunities, Inclusion & Anti-Discrimination Policy

Mega Camps firmly believes that everyone has the right to be treated with respect as an individual and feel included in our settings. We will always endeavour to meet any specific needs and diversity with every child that attends in regard to religious belief, colour, ethnicity, cultural background, health, sexual orientation, languages spoken, gender and ability.

Mega Camps is committed to removing and countering discrimination in all aspects of our work and encourages each child to develop to their full potential whilst interacting and respecting each other's cultural and innate differences.

In the event of an incident regarding prejudiced actions or comments it will be dealt with via managing behaviour but specifically;

- All those involved must be supported and reassured.
- Under no circumstances must any action be taken that is meant to cause pain or to humiliate a child.
- The Camp Manager will speak to those involved and the Designated Safeguarding Lead will be informed if necessary.

Mega Camps welcomes all to Camp and is committed to accommodating the special, medical, educational and behavioural needs of those that attend where our ratios allow us to do so.

Mega Camps will always work with the parents and children to ensure adequate support is in place so that they can enjoy the full Mega Camps experience.

If a child does have a Special Educational, Disability, Medical or Behavioral need we will work with the parents to gain as much information as possible to determine what level of support their child may require. Mega Camps does not currently offer one to one care and will make sure parents are fully aware of our staff:child ratios. (Early Years Children: Ages 4 & 5 = 1:8, Ages 6+ = 1:15).

If a child does have additional needs or require further support and the parent feels our ratios are sufficient for their child, we will work with the parents to determine if this is the case by a trial and monitoring procedure to see if we need to adjust the level of support required. In the case where a child attends our setting and we feel that our ratios are not suitable for the level of support needed, we would ask the parent to collect their child and review their future attendance with us to see how we can further support them in the future. Mega Camps will always put the well being and needs of a child first to make sure we accept children that we can fully support.

It is important to note that any needs a child may have will not make a child exempt from any of the camp rules. This is for the safety and well being of all children and staff.

Behaviour Management Policy

Mega Camps expects all children in its care to be:

- Kind and courteous to others
- Not to shout or swear
- Treat equipment and other people's belongings with care
- Take part in the activities provided for them

And NOT to;

- Cause danger to anyone including themselves
- Hit/kick/bite/scratch anyone else
- Leave the group without asking/telling a member of staff
- Resort to any form of bullying

Our staff will always lead by example and never take any action, physical or verbal, that is likely to cause pain or humiliation to a child. Staff will not give corporal punishment to any children in our care.

Our disciplinary procedures are positive. The cause behind unacceptable behaviour will be sought and discussed with the child if possible. Our experience tells us that praise and approval encourage children to want to please and co-operate.

Mega Camps view on more severe or frequent bad behaviour is largely on a subjective case-by-case nature. However, we will always follow these key steps in managing behaviour;

- At the start of every camp day staff come to a verbal agreement with the children on behaviour by reminding them of all camp rules.
- If a child misbehaves they will be asked to improve their behaviour. To achieve this it may require giving them a little more attention. Be positive, involve and focus the child on the activity. Especially for the Early Years aged children, staff will explain to them why some behaviours are unacceptable. At this age we understand that some children may not understand what they have done wrong.

- If the child continues to misbehave they will be asked to improve their behaviour again. They should be warned that failure to do so will result in expulsion from the immediate activity and a 5 minute timeout will be given.
- If the child continues to misbehave despite warnings they will be taken to the Camp Manager for a 5 minute timeout. If the behaviour is still not improving then this would result in contacting the person with Parental Responsibility immediately to make them aware of the situation.
- At the end of the day the Camp Manager will inform the person collecting the child of the issue(s) that has occurred and discuss the problem.
- We would encourage the parent to speak with their child to help them understand the potential consequences if their behaviour doesn't improve.
- If all else fails, the person with Parental Responsibility will be asked to remove their child from the camp.

Lost / Missing Child Policy

In the unlikely event a child is lost it is vital that all staff remain calm and to avoid panic, do not immediately inform the children of the situation.

- The Camp Manager must be notified.
- All children must be brought into one suitable area to take part in an activity/sport that can be suitably supervised whilst others search for the missing child.
- The search must be organised and orchestrated by the Camp Manager.
- If the child can not be found then all staff members must be notified and instructed to remain calm.
- If appropriate, friends of the missing child should be asked if they know where the child is.
- At this point Designated Safeguarding Lead and Head Office Team must be made aware of the situation.
- At this point the person with Parental Responsibility should be contacted.
- At this point the police must be contacted and their instruction/lead must be followed.

After a missing child incident, regardless of how long for, management will conduct an investigation to ascertain what happened and decide on the most suitable outcome. Ofsted will be notified of the situation.

Uncollected Child Policy

In the event that a child is left uncollected from Camp the first priority is to assure and comfort the child(ren) so that they do not begin to panic. The Camp Manager must first check with all records and staff members to ascertain if there were any alternative arrangements that they may have forgotten or missed. A reasonable attempt must be made to make contact on all of the Child's recorded emergency contacts. If this proves to be unsuccessful the Designated Safeguarding Lead is to be informed immediately and a call is to be made to the First Contact department of the respective area the camp falls into.

Intimate Care Routines Policy

Toilet Policy

All children have to be chaperoned to the toilet regardless of age. Staff members will check the toilets to make sure they are clear before allowing children to go in. Staff members are to wait outside the toilet whilst children go in.

Staff cannot go into the toilet with the children. Unless during an emergency in which case staff would radio the camp manager for assistance.

Early Years staff are to take their children to the toilet before every session – this will reduce accidents.

All staff to take the whole group to the toilet throughout the day at convenient times and encourage ALL children to TRY and go to the toilet to reduce the disruption of sessions throughout the day.

Children are to wash hands after every toilet use and also before eating.

Visitors Policy

All visitors to Mega Camps must sign in and out via the visitors register at the registration desk. All personal belongings must be kept out of site, such as mobile phones. Visitors must follow any current Covid procedures in place.

Visitors must always be accompanied by a member of Mega Camps staff and NEVER left unaccompanied with any children.

First Aid Policy

Pre-Existing Injury Policy

When a child arrives at camp if there are any visible injuries on the child, a Pre-Existing injury form is to be completed by the parent.

If a staff member notices a child in their group with an injury they will radio their Camp Manger to ensure they have completed a Pre-Existing injury form as sometimes these are not noticed during registration.

Pre- Existing injury forms can be found in the camp admin box.

Mega Camps takes all accidents and emergencies very seriously and recognises that despite our best efforts to reduce the severity and minimise the likelihood of such, there is always the possibility they will occur. In the event of an accident all details of the incident are recorded and stored centrally so that the parents/guardians can be fully informed on what happened and internally we can assess the incident ourselves.

As part of Mega Camps intent to ensure the safety of everyone (not just the children) it is the ambition to have every staff member hold a current Paediatric First Aid qualification, but it is recognised that this may not always be the case. However, trained paediatric first aid personnel will be present at all times at camp.

A suitable equipped first aid kit is present at every camp and kept in the Designated First aid area near the registration desk. The first aid kit is to be regularly inspected to make sure it is sufficiently stocked.

If a child suffers a minor injury during camp then it will be dealt with by basic first applied by a trained first aid staff member and logged on an accident report form. (PPE to be worn at all times).

If a child suffers a major injury during camp then emergency first aid will be given where possible until the arrival of the ambulance. (PPE to be worn at all times).

Any accident forms completed to be given to the camp manager immediately and child's name added to the WB in green ready for collection

Parent to sign the first aid form upon collection of their child.

Any serious injuries or injuries to the Head / face will result in the camp manger phoning the parent/carer/guardian immediately.

All staff are expected to know who the first aiders are on site each day.

MINOR ACCIDENTS

For minor accidents such as minor bruising or cuts, the first aider will treat with water ice, plasters and/or bandages. Staff are not permitted to use antiseptic or antihistamine creams, sprays or lotion without consent by the person with Parental Responsibility.

The staff member who dealt with the accident must then complete the accident form. All staff are reminded that the administering of first aid must be done so appropriately, to offer reassurance to the child and to acknowledge their feelings.

The completed accident form must be presented to the person collecting the child and the situation explained and they must sign and date the form, if they require a copy of the accident form this can be signed and emailed to them. Any further actions may be discussed and agreed with the person collecting at this point.

MAJOR ACCIDENTS

For more severe accidents where serious injury occurs, a greater team effort may be required to deal with all the children and not just the injured individual(s). Some children may be distressed from a more severe accident and need reassurance, for all major accidents staff will;

- Immediately stop the activity at hand
- Move all children not involved in the incident to a different area as quickly and calmly as possible.
- Camp Manager to arrange staff so the incident and the rest of Camp is suitably supervised.
- First aid delivered to the individual(s) to provide appropriate treatment and comfort.
- The following must then be contacted immediately
 - i. Emergency Services
 - ii. Child(rens) Parents
 - iii. Senior Management

When speaking with the child's parents the Camp Manager must arrange for a staff member to meet them at the hospital. At least one member of staff must accompany the child to hospital with all the child's medical information from the camp folder. The staff member must remain with the child until the person with Parental Responsibility arrives, but before they leave they must ensure that the adult is ok. Time, patience and care must be given to the adult, and showing reassurance will make them feel less stressed and

able to cope with the situation better.

- All details for the accident must be fully reported on an accident form.
- After a major accident the Senior Management team will notify OFSTED, complete an online RIDDOR report and inform the Insurance Company.
- Mega Camps will also re-evaluate some of our risk assessments and look at;
 - o What happened
 - o How it happened
 - o Whether we could have done anything to avoid it
 - o Whether the activity is safe

Medication Policy

Every time medication is handed into us to look after we MUST obtain written consent from the child's parent/guardian. This can be done by completing our Medication Forms which can be found in your camp folder. Each child must have their own form for Data Protection & Confidentiality purposes.

Medications in our care must be put in their own clear bag provided and the child's name clearly visible on the bag. We will always check the medication we receive has a valid expiry date on them before we can accept it. We also have a fridge available to keep medication cold if required. Children with Medical Needs need to wear a blue wristband and any children with any allergies are to wear a green wristband. All staff must be aware of every child's potentially serious medical condition and/or allergies whilst in our care.

ONLY FIRST AIDERS CAN ADMINISTER MEDICATION AND MUST BE RECORDED VIA THE SHEET AND CAMP MANAGER.

Mega Camps has a NO NUTS policy meaning that we do not allow Nut based foods/drinks to be on site at any time.

Examples of medication we may receive are: Epipen, Asthma Pump plus other medications.

Confidentiality Policy

Due to the fact that across the year Mega Camps' interacts with such a high volume of children that can be on an infrequent basis, it's impractical to keep detailed records and information on the development and welfare of every and/or select children. However, Mega Camps understands that a level of knowledge regarding sensitive information is needed to ensure the enjoyment and welfare of every child that attends camp – this being;

- Behavioural issues
- Medical issues
- Allergies
- Disabilities

In order to attain this information Mega Camps uses the booking process to ask formal and expected questions. This information is always part of the booking process regardless of whether they have attended camp before or not. This information is then readily available to the camp via the digital register only. Those with Parental Responsibility of the child often provide any information that is beyond that which is within the booking process without prompt. This information is often of a more severe nature and is only shared amongst staff on a need-to-know basis. Any incidents or information that leads to cause for concern the following process is to be followed;

- Camp Leader informs the Area Manager
- Area Manager discusses with Senior Management Team (may require Camp Leader to be included)
- Information will only be shared with external bodies such as social care or the police if Mega Camps feels it is in the child's best interest to do so.

Complaints Policy

See specific Complaints Policy

Safer Recruitment Policy

See specific Safer Recruitment Policy.

Other Safeguarding Related Policies to be reviewed

- Breast Ironing
- Peer on Peer Abuse
- Child Sexual Exploitation
- Parents under the influence of Alcohol or Drugs
- Domestic Abuse
- Online Safety support for parents and children
- Early Childhood Trauma
- Fabricated illness
- Attendance