

Admissions Policy

Bear Pak is open to all children aged 3 to 12 years. Upon registration, the parent/carer must complete and sign a registration form confirming that they have read and understood the policies and procedures which are available on site and at www.bearpak.co.uk. By signing this, parents/carers agree to abide by the terms and conditions of Bear Pak prior to the child attending. Parents/carers must inform Bear Pak of any changes to the information provided.

All children and adults are treated with equal concern and respect. No child will be discriminated against on the grounds of race, colour, ethnic or national origin, religious beliefs, disability or any other matter. In order to ensure fairness in the allocation of places, they will be allocated on a first-come first served basis. If the session is over-subscribed, a waiting list will be kept and administered. Places can be reserved in advance in order to secure placements and payment is required on booking.

Fees must be paid on a monthly basis, in advance of a child attending, by the date stipulated on the monthly invoice and are non-refundable. Failure to pay the full amount by the invoice due date will result in a £25 administration charge being applied. If after 5 working days of invoice due date, payment still has not been received, the child(ren)'s place at Bear Pak will be suspended immediately until full payment, including administration charge has been paid. If after 10 working days of invoice due date, payment still has not been received, the child(ren)'s sessions will be cancelled permanently and the debt referred to a debt collection agency.

Payments can be made by standing order, cash, bank transfer, tax free child care, 30 hour child care funding or childcare vouchers. If children are absent, the session cost will still be applied in order to cover our operating costs in holding that child's place. If a parent chooses to terminate their child's place at Bear Pak, one months' paid notice must be given in writing.

Bear Pak reserve the right to refuse admission to, or terminate a contract with parents of any child whose behaviour, in our opinion, is not in the best interest of other children's health and safety. (This course of action would only be implemented once our procedures for addressing unacceptable behaviour have been exhausted).

Anti Bullying Policy

Bear Pak is committed to providing an environment that is safe, friendly and caring for all. Bullying of any type will not be tolerated. This policy relates to all staff, children and parents/carers linked to Bear Pak.

Bullying is defined as:

'the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. It can happen face to face or online. (anti-bullyingalliance.org.uk – Accessed 31/3/22)

Bullying can include:

- Physical – pushing, poking, kicking, hitting, biting, pinching etc.
- Verbal - name calling, sarcasm, spreading rumours, threats, teasing, belittling.
- Emotional – isolating others, tormenting, hiding books, threatening gestures, ridicule, humiliation, intimidating, excluding, manipulation and coercion.
- Sexual – unwanted physical contact, inappropriate touching, abusive comments, homophobic abuse, exposure to inappropriate films etc.
- Online /cyber – posting on social media, sharing photos, sending nasty text messages, social exclusion
- Indirect - Can include the exploitation of individuals.

Bullying is not an acceptable behaviour at Bear Pak. Anyone found to be bullying will be dealt with in an appropriate manner, in line with our behaviour policy, child protection policy, Staff Disciplinary Procedure and any other relevant policies.

Disclosures of bullying or changes in behaviour suggest that a person is being bullied will be dealt in the following way:

- ⤴ The person will be comforted and encouraged to explain what has happened.
- ⤴ The Person in Charge will investigate the matter in a sensitive manner (see confidentiality policy).
- ⤴ Where the bullying is perpetrated by a child against another child, the Person in Charge will work in partnership with the children and parents involved (where appropriate) to find a positive way forward.
- ⤴ Following the investigation, Bear Pak's behaviour management policy/Staff Disciplinary policy may be implemented if deemed appropriate.
- ⤴ Relevant records will be kept and stored confidentially in accordance with our data protection policy.

Opportunities for discussion and information on the subject of bullying will be used as part of our activity programme in order to raise awareness amongst children. Specific activities may also be implemented discreetly following any instances in which bullying has occurred.

Staff will be encouraged to attend relevant training wherever possible. Any allegations of or displayed bullying behaviour by children and staff will be investigated and dealt with promptly.

Arrival and Collection of Children Policy

Arrival:

- Parents must notify the Person in Charge or administrator to make any extra booking or to inform them of non-attendance of their child.
- During term time, the children attending in the afternoon (nursery wraparound or after school sessions) will be collected from their school/nursery at the end of their school/nursery day by the appropriate number of staff and safely escorted to the club premises. Those children needing morning or holiday club care will be dropped off by parents to the club and escorted to nursery/school if required at the designated time by the appropriate number of club staff.
- The school teachers and children will know the staff acting as escorts. All Bear Pak staff/escorts will be wearing a uniform with the Bear Pak logo and will have read and signed Bear Pak's escort agreement. In all circumstances, the escorts will have relevant checks carried out.
- Children attending schools which are not within walking distance of Bear Pak will be collected by our Bear Pak MPV, staff cars or taxi. At all times, all vehicles will have appropriate insurance, safety seats and will be fit for use. Children will not be left alone in any vehicle at any time. If taxis are needed, a reputable firm will be used where staff have adequate background checks and DBS clearances.

Collection:

- Parents must collect their children by the end of the booked session time. For example, 3.30pm at the latest for nursery wraparound or 6.30pm if using our after school club.
- Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on this form will be able to take the child from Bear Pak, unless prior arrangements have been made between parents and the club where a password system will be reinforced. Bear Pak also reserves the right to make additional checks to those collecting the child if considered appropriate during exceptional circumstances.
- Under no circumstance will a child be released to an unknown person.
- It is the responsibility of the parent/guardian to ensure that any changes to the named individuals who can collect their child are communicated to the Person in Charge.
- The person collecting the child must approach a member of Bear Pak staff so that staff know who is being collected, and by whom, and can sign the children out.
- Daily attendance records are updated promptly with the time children are collected.
- If a parent/carer is late collecting their child, Bear Pak reserves the right to make an additional charge of £3.50 for every 5 minutes late up until a 30 minute point where the charge is £25.00 and £3.50 thereafter for every 5 minutes after 30 minutes of lateness. This is to cover wages of staff who will be required to remain with the child/ren until they are collected.
- In the case of a parent/carer failing to collect the child, the Person in Charge will call the named contacts (including emergency contacts) to come to Bear Pak to take the child home. In the event of no contact being made after 30 minutes, the Person in Charge contacts the Duty Officer at Social Services to advise them of the situation and take their advice on further action. (Please see our uncollected child policy)
- No child will ever be left unsupervised because a parent/carer has failed to collect them.
- If there are any concerns when a child is collected that to hand over the child may be placing the child at risk, the Person in Charge will speak to the parent/carer and do what is reasonable in the circumstances to safeguard the child's welfare. This may include asking the parent/carer whether another named contact is available to come and collect the child. In certain circumstances, the Person in Charge may inform the parent/carer that following handover, they will call the Social Services Duty Officer and the club's Child Protection Policy may be implemented.

Behaviour Policy

All children who attend Bear Pak have a right to play and enjoy their activities without feeling intimidated, harassed, or be subject to verbal or physical abuse. We believe that children have a right to feel safe and secure in our care and we promote positive behaviour which encourages mutual respect amongst individuals.

We encourage all children to agree what types of behaviour are acceptable and what is unacceptable. This agreed code of behaviour will be displayed and reviewed when necessary. This code of behaviour will be included as part of the induction process for new children and staff. Good behaviour will always be praised by staff and staff will act as positive role models at all times. Children will be encouraged to talk through their feelings rather than resort to unacceptable behaviour. Staff will discuss with children any issues so that they can develop their understanding of acceptable and unacceptable behaviour. Unacceptable behaviour will be dealt with as positively as possible with reasons being explained to the child involved.

The following behaviour will not be tolerated at Bear Pak;

- * Bullying (refer to anti bullying policy)
- * Harassment
- * Intimidation
- * Behaviour that is likely to lead to health and safety of others being compromised.

In instances of unacceptable behaviour, the following steps will apply:

The incident will be discussed privately with the child, in an appropriate way and taking full account of the child's level of understanding and they will be encouraged to resolve any conflict with any other child/ren involved.

We will determine appropriate behaviour by the individual child's age, level of understanding and specific needs. Children who have recognised behavioural difficulties will be given extra support to help them manage their own behaviour. We recognise that there may be special circumstances which might affect a child's behaviour and we will deal with this appropriately.

Details of more serious breaches are recorded on an incident form and the parent/carer informed of the incident and any action taken on the day it occurred.

Staff do not use any form of physical intervention unless it is necessary to prevent personal injury to the child, other children, an adult or serious damage to property.

If a child continually endangers health, safety or welfare of the other children or staff, a letter will be sent to the parent/carer and a meeting arranged between the Person in Charge and parents to discuss a joint strategy to cease the unacceptable behaviour.

If the unacceptable behaviour persists, the parent/carer will receive a letter warning that if the unacceptable behaviour continues, there is a risk that the child may be suspended or excluded from Bear Pak.

Should the unacceptable behaviour continue, the child will be excluded. Conditions may be put in place so that the child may return to Bear Pak.

The child is kept informed of each stage of this process as relevant and appropriate to age and understanding.

In the event that a child commits an action of such seriousness, Bear Pak reserve the right to exclude that child immediately and their parents/carers will be contacted to collect the child. Parents/carers have a right to appeal in the first instance using the club's complaints policy and procedure.

Child Induction Policy

- Parents are provided with as much information as possible when arranging to register their child at Bear Pak.
- A parent hand book is available on site and at www.bearpak.co.uk which includes a breakdown of club policies and procedures and other useful information.
- Children with their parents/carers are welcome to visit before they start where the Person in Charge will arrange a guided tour of the premises and explain the routines in place such as snacks, activities, outdoor play, emergency drills, code of behaviour and any other relevant information.
- Children are invited to attend settling in sessions before attending a full session at Bear Pak so that they can meet their care givers and become familiar with their surroundings.
- Bear Pak staff welcome questions from parents/carers and children.
- Bear Pak's Policies and Procedures are available on site and at www.bearpak.co.uk.
- Bear Pak aims to help new children settle in quickly and find out their likes and dislikes and helping them get to know other children and staff.
- Children can play freely or join in other activities on offer.
- The needs of each individual child will be respected and measures implemented wherever possible to ensure accessibility to the club.

Child Protection Policy

The UN convention on the rights of the child states:

'Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.' (Article 9 - (<https://www.unicef.org.uk/wp-content/uploads/2016/08/unicef-convention-rights-child-uncrc.pdf>))

As an organisation providing care for children, Bear Pak has a responsibility to safeguard and promote children's welfare at all times. Children's safety and well being is of paramount consideration and in all instances remains the first priority of staff at club.

This policy has been developed in line with the:-

- The Wales Safeguarding Procedures 2019 (www.safeguarding.wales)
- Children Act 2004 ([Children Act 2004 \(legislation.gov.uk\)](http://legislation.gov.uk))
- National Minimum Standards for Regulated Childcare ([National Minimum Standards for Regulated Childcare \(NMS\) \(gov.wales\)](http://www.gov.wales))
- Protection of Freedoms Act 2012

The Local Authority is assigned to deal with child protection investigations, although concerns may be reported to a police officer of the National Society for the Prevention of Cruelty to Children (NSPCC)

Bear Pak takes steps to protect children by:

- Having a robust staff and volunteer recruitment procedure - this includes maintaining current enhanced DBS disclosures and checks on fitness references and qualifications in line with relevant childcare regulations.
- Ensuring all staff have awareness of and access to the Wales Safeguarding Procedures 2019.
- Maintaining a child – centred environment.
- Having robust procedures for staff, students, visitors and volunteers that are reinforced within daily practice.
- Ensuring no student, volunteer or visitor is left unsupervised at any time and that a record of their attendance – including dates and times- is kept.
- Ensuring all staff are trained in child protection procedures, are aware of their role in the process and are able to recognise signs of abuse.
- Maintaining appropriate staff: children ratios for the supervision of children (in line with National Minimum Standards)
- Implementing and maintaining risk assessments of all activity at Bear Pak and ensuring adequate insurance cover is in place.
- Designating a suitable child protection officer – Laura Williams who acts on behalf of Bear Pak in any child protection matters or in her absence, the Person in Charge Samantha Thomas.
- Informing all parents/carers of the child protection policy and procedures (including relevant contact numbers) as each family starts to use the club.

The Procedure

There are two routes:

Route 1: A disclosure about a child.

Route 2: A disclosure about professional abuse.

Route 1:

In the event of a member of staff having concern/suspicion that a child has suffered or is suffering from abuse/neglect or if someone informs a member of staff that they or another child or young person is being abused/suffering from neglect:

The member of staff acts as appropriate to the age/stage of the individual child to:

- Show that they have acknowledged what they are being told and that they take the allegations seriously.
- Encourage the child to talk (without prompting or asking leading questions).

- Explain what actions they must take (using this procedure).
- Not promise to keep what they have been told a secret or confidential but explain that they will share the information only on a 'need to know' basis.
- Avoid making the child tell their story several times to different people.
- Write down, using the exact words what they have been told and/or seen – this is done without delay and within 24 hours.
- Make a note of the date, time, place and people present in the discussion.
- Not confront the alleged abuser.
- Report the concerns to the Responsible Individual Laura Williams or in her absence, the person in charge, Samantha Thomas without delay.

The written record is passed to the Responsible Individual and kept safely and confidentially. All concerns will be reported immediately to the Duty Social Worker by Laura Williams or the person in charge. The need to seek advice should never delay any emergency action needed to protect a child.

Route 2:

If the behaviour of an adult (including members of the public, staff, volunteers, etc) towards children or young people causes concern:

- The procedure as above (route 1) is implemented and adapted as appropriate to the person who is making the disclosure.
- The member of staff is informed and written records of discussions and decisions made in line with the staff Disciplinary Policy and Procedure.
- The Responsible Individual considers the options for removal/suspensions without prejudice from the duty member of staff pending decisions made at the Strategy Discussion which is arranged by Social Services.
- The Managing Director informs CIW of any allegations of serious harm to a child committed by any person looking after children in the club or by any person living, working or employed on the premises or any abuse alleged to have taken place on the premises.

Making a Referral (following route 1 or route 2)

- A referral to Social Services is made as soon as a suspicion or concern about a child becomes apparent, and at least within 24 hours.
- Outside office hours, referrals are made to the Social Services Emergency Duty Team or the police.
- The Duty Social Worker taking the referral is given as much of the following information as possible by the club's referrer:
 - The nature of the concerns.
 - How and why those concerns have arisen.
 - The full name, address and date of birth of the child.
 - The names and addresses of those with parental responsibility for the child, along with any other names which they use or are known by.
 - Information on any other people living in the household including family and non family members.
 - Information of any staff that may be involved.
 - Information relating to other professionals involved with the family, including the name of the child's school and GP.
 - Any information held on the child's developmental needs and his/her parents/caregivers ability to respond to these needs within the context of the wider family environment
 - Any information affecting the safety of staff.

Bear Pak's Responsible Individual holds responsibility to ensure that child protection concerns are taken seriously and followed through, remaining accountable for their role in the child protection process. If they remain concerned about a child, they will re-refer the child and/or bring this to the immediate discussion of the Social Services Senior Manager with responsibility for child protection for the area.

Record Keeping

The club's arrangements for retention, storage and destruction of electronic and paper records of child protection matters meet the relevant regulations (including Data Protection Act 1998, day-care regulations, GDPR) and Social Services requirements.

The club's child protection records:

- Use clear, straightforward language
- Are signed, dated and timed
- Are concise, legible and comply with professional standards and requirements
- Are accurate in fact and distinguish between fact, opinion, judgement and hypothesis
- Are organised and include detailed recording and chronologies and summaries, including all contacts
- Are comprehensive
- Clearly record judgements made and actions and decisions taken
- Clarify where decisions have been taken jointly across agencies, or endorsed by the Managing Director
- Record both formal and informal supervision discussions
- Record directions given and agreements or disagreements made in consultation with Managing Director.
- Bear Pak's Managing Director attends any multi-agency meetings held (e.g. Strategy Discussion) and provides reports as necessary and appropriate.
- The Strategy Discussion considers risk associated with allegation and should determine whether or not a member of staff will be suspended from duty without prejudice.
- Decisions are recorded in writing.

Existing Injuries

If a child enters our care with a pre-existing injury, the injury is recorded in our incident form and details of the injury and any treatment given explained to the parent on collection. Should the child's injury be recognised as children leave school/nursery, the teachers will be approached and asked about the details of the injury and if it was sustained during their time at school/nursery. Details of the information received will be added to the incident form. The parents are then asked to sign the form to acknowledge receipt of the information shared. Pre-existing injuries are monitored to ensure they do not get worse and that they do not cause the child discomfort.

Staff Training

During induction, staff will be made aware of our child protection policy and the procedures to follow should they suspect a child is being abused. All staff are provided with adequate child protection training so they are kept updated of the signs and symptoms to look out for of a child who is being abused or neglected. As child protection regulations and procedures are updated, staff are made aware of these changes during our regular staff meetings. All training is updated before it is due to run out to ensure that staff are fully knowledgeable in the steps they need to take to protect children and keep them safe from harm.

Signs and symptoms of abuse :

(The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered. This list should be used as a guide only and any concerns should be raised in accordance with this policy.)

Signs of possible physical abuse

- Any injuries not consistent with the explanation given for them
- Injuries which occur to the body in places which are not normally exposed to falls or rough games
- Injuries which have not received required medical attention
- Reluctance to change for, or participate in, games or swimming
- Bruises, bites, burns and fractures, for example, which do not have an accidental explanation
- The child gives inconsistent accounts for the cause of injuries
- Frozen watchfulness

Signs of possible sexual abuse

- Any allegations made by a child concerning sexual abuse
- The child has an excessive preoccupation with sexual matters and inappropriate knowledge of adult sexual behaviour for their age, or regularly engages in sexual play inappropriate for their age

- Sexual activity through words, play or drawing
- Repeated urinary infections or unexplained stomach pains
- The child is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares which sometimes have overt or veiled sexual connotations
- Eating disorders such as anorexia or bulimia.

Signs of possible emotional abuse

- Depression, aggression, extreme anxiety, changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy
- Obsessions or phobias
- Sudden underachievement or lack of concentration
- Seeking adult attention and not mixing well with other children
- Sleep or speech disorders not medically explained
- Negative statements about self
- Highly aggressive or cruel to others
- Extreme shyness or passivity
- Running away, stealing and lying

Signs of possible neglect

- Dirty skin, body smells, unwashed, uncombed hair and untreated lice
- Clothing that is dirty, too big or small, or inappropriate for weather conditions
- Frequently left unsupervised or alone
- Frequent diarrhoea
- Frequent tiredness
- Untreated illnesses, infected cuts or physical complaints which the carer does not respond to
- Frequently hungry
- Overeating junk food

Signs of Radicalisation

If someone is at risk of being radicalised they might:

- talk positively about dangerous groups or people who promote hate, or make it seem like these groups are OK
- spend time with people or on websites that promote violence, hate, racism, homophobia or islamophobia
- become secretive and not want to talk to anyone about where they spend time or what they're doing online
- refuse to talk to people from a certain country or who have a different sexuality or belief
- be rude, aggressive or violent towards a particular group of people, for example, Jewish, Muslim or gay people or someone who supports a certain political party

(information obtained at childline.org 13/3/18)

Further Information

Vale of Glamorgan Social Services Childcare team: **01446 725202** (8.30am-5.30pm Monday to Thursday and 8.30am-4.30pm Friday)

Haydock House
Holton Road Barry

Out of Hours Emergency Duty Team: **02920 788570** (During weekends, evenings and Bank Holidays)
Alternatively the police can be contacted on: **02920 222111** and ask for the local police station.

Children's Complaints Policy and Procedure

It is important that you enjoy coming to Bear Pak, that you have fun and that you feel safe here.

We want you to tell us about the things that matter to you in the club. Your opinions are very important to us and we will deal with your concerns as quickly as we can and tell you about anything we need to do.

You have a right to tell us if you think we could do some things better or if you think you are not happy at Bear Pak. You can tell us or use the children's complaints form, which you can get from staff.

Children's Complaints Policy and Procedure:

- Write your concern on a piece of paper and put it in the suggestions box located by the notice board or give to the Person in Charge (Samantha Thomas). The suggestion box is emptied daily so we will look at your comments right away.
- You can also see direct your complaint in person to a member of Bear Pak staff who can help you write your complaint without judgement and influence.
- We will answer your comments by speaking to you in private within 7 days to tell you about what we intend to do. There may be some things we may need to discuss with your parents/carers or other people who use Bear Pak. We do this only if we have to and we will always let you know first.
- We have 14 days to sort out the problem and let you know the result. (If it is likely to take longer, we will let you know. Bear Pak keeps a record of all complaints and actions taken. They are kept safely and shared only with people who may see them for legal reasons.)
- If you are not happy about our decisions, or if you think they are wrong, you can contact Care and Social Services Inspectorate Wales (CIW). We suggest that you speak to your parents/carers about this.

CIW Contact Details

Address: CIW, Welsh Government
Rhyd – Y – Car Business Park
Merthyr Tydfil
CF48 1UZ

Telephone Number: 03007900126

E-mail: ciw@gov.wales

Children's Participation Policy

The UN Convention on the Rights of the Child States:

'Parties shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.' (https://www.unicef.org.uk/wp-content/uploads/2010/05/UNCRC_united_nations_convention_on_the_rights_of_the_child.pdf Accessed 31/3/22).

We at Bear Pak believe that children have a right to participation, to have a voice and choice in all actions that may affect them. Children's right to participation directs everything we do at Bear Pak. By being listened to and involved in decisions, children's self esteem and sense of ownership increases.

We promote this belief by:

- Providing all children with enough information to get involved in a way that is understandable to children.
- Letting children choose if they want to be involved in any activities and be free to direct their own play.
- Ensuring activities are accessible and adaptable to meet individual needs of children.
- Treating all children with equality and respect, challenging any discrimination.
- Assisting children in getting involved – if that is what they want.
- Encouraging the sharing of opinions and feedback by children and use these opinions to improve how we work.
- Recognising that children have the right not to participate if that is their choice.

Activities available to children are planned in advance. Nursery wraparound activities are planned in relation to the Curriculum for Wales and the After School and Holiday Club sessions are fun-based, centred around children's individual needs and interests. A copy of the weekly planning is available on our noticeboard. Typical activities include arts and crafts, cookery, sports, scientific experiences, outdoor play, messy play, gardening and ICT. During the school holidays, we also attend various outings, including farms, bowling, museums and other local places of interest. All activities are risk assessed and planned in accordance to children's individual needs.

Complaints Policy and Procedure

Bear Pak celebrates success and looks for ways to improve our service for local families, children and staff. We welcome suggestions and constructive criticism from parents/carers, external agencies, staff and children to help us maintain a high quality provision.

You can share your concerns and suggestions by:

- Speaking to the Person in Charge – if you prefer to do this outside of normal club hours and in confidence, please contact the Manager to arrange a convenient time.
- Writing and placing a suggestion in the suggestion box which can be found by the parents' noticeboard.
- Completing a contact form at www.bearpak.co.uk- This can be completed anonymously if required.

Bear Pak feeds back any action taken in response to suggestions, comments and complaints either verbally, in writing or when appropriate by placing a notice on the notice board and/or website about any changes made to operations as a result.

From time to time, a parent/carer, child, member of staff or external person may find it necessary to make a complaint. Bear Pak's policy is to respond to and resolve complaints quickly, effectively and where possible in a positive and informal manner. At all times, the welfare of the child is made paramount and their wishes and feelings will be taken into account. All staff at the club are made aware of the complaints policy and procedure and confidentiality is maintained at all times.

In the event of a complaint:

In all cases, complaints should be made in writing and addressed to Bear Pak's Person in Charge (Samantha Thomas) or it can be escalated directly to Laura Williams who are designated to investigate and resolve any complaints.

Bear Pak FAO Person in Charge
Fairfield Primary School
Dryden Road
Penarth
CF64 2RT

Tel: 07714509120

Email: enquiries@bearpak.co.uk

If an allegation is being made against a member of staff, the Wales Safeguarding Procedures are followed. Please see our Child Protection Policy for further details. If you feel the complaint needs to be escalated, this can be done in writing and addressed to Laura Williams (Responsible Individual) at the above address (07702873067). At any time during the process of your complaint being resolved, you have the right to inform CIW or, where relevant, the local authority which has arranged for the care of a child at the club.

CIW
Welsh Government,
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Telephone: 03007900126

Email: ciw@gov.wales

CIW may ask you to follow up a verbal complaint in writing.

The role of CIW in the complaints process:

CIW is open to receiving information about any social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgements on behalf of people or decide who is right or wrong.

When CIW receives information about a service, they will consider it and inform the complainant. They will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focus inspection report is sent to the complainant).
- Consider the information within the next planned inspection of the service.
- Advise the complainant to contact an identified agency.
- Refer to the complainant to the service about which the complaint was made for resolution under their own complaints procedure.
- Advise the complainant that their information has been recorded and that there is no further action required from CIW.

See also: www.ciw.org.uk

Stage 1: Local resolution of a complaint (complaints resolved by Bear Pak within 14 days)

- Your complaint is acknowledged within 4 working days.
- The complaint is investigated by the Person in Charge which may involve:
 - Making arrangements for a meeting with all the relevant parties to discuss the issues, when it is appropriate and with your agreement. You will be advised about the availability of advocacy to assist you during the procedure.
- A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting.
- You are sent a letter within 14 days of receipt of your complaint telling you that your complaint has been resolved and any action that has been taken as a result.
- In certain circumstances, with your agreement, the 14 days can be extended for a further 14 days.
- You are also advised that if you are unhappy with this process or the outcome of the complaint, you can contact CIW.
- Bear Pak holds a written record of outcomes of the investigation and any action taken. A copy of the complaint record is kept for the club's records and a summary is made available for CIW at their request.

Stage 2: Formal consideration of a complaint

- If you are unhappy with the outcome of the investigation and the decision made by the Person in Charge:
- You can appeal in writing to Bear Pak's chair of board of directors, Laura Williams. Laura can be contacted at 07702873067 or FAO Laura at enquiries@bearpak.co.uk
- The complaint will be re-investigated and a decision made within the next 35 working days from the request for formal consideration.
- The outcomes of a formal consideration are confirmed in writing by Laura to you (the complainant) and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result. The time limit may be extended with your agreement.
- The decision of the Chair of the Board of Directors is final.

Complaints subject to concurrent consideration:

A complaint may be part of another, wider investigation such as child protection, or a staff disciplinary process. In these circumstances, or where a complaint relates to any of the following matters:

- About which the complainant has stated in writing that they intend to take legal proceedings or
- Bear Pak is taking or proposing to take disciplinary proceedings or
- Bear Pak has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.

Bear Pak's Responsible Individual, Laura Williams, in consultation with the complainant and any other relevant agency will decide how the complaint will be handled. Bear Pak may decide to discontinue investigating a complaint subject to concurrent consideration if it appears that to continue, would compromise or prejudice the handling of a wider investigation. In which case, Laura will inform the complainant of the decision to discontinue. However, the investigation can resume at any time.

At all times, during any complaint investigation, Bear Pak places safeguarding and protection of children as their highest priority.

Confidentiality Policy

At all times, the safety and well-being of the child will be of paramount importance. Please see also the child protection policy, media policy and data protection policy. Our work with children and families brings us into contact with confidential information. We will respect confidentiality by working in accordance with the National Minimum Standards and Child Minding and Day Care (Wales) in the following ways:

- All personal information about children, families and staff are kept securely in accordance with the Data Protection Act 2018 and GDPR guidelines. They will be stored in a locked filing cabinet with only the managers having access to it on a need to know basis.
- Parents/carers can request access to records about their own children but will not have access to information about any other child. However, this request may be denied should it affect the safety or well-being of the child or interfere with child protection investigations.
- Staff can request access to their own records but will not have access to information about any other member of staff.
- All records about accidents/incidents are recorded separately and filed separately. The accidents/incidents will be dated, state how the accident/incident occurred, any action taken and by whom. Staff will sign the accident/incident form and parents will be informed on collection of the child. Parents will then be asked to sign to say they have understood and accepted the accident/incident and the action taken.
- Parent's permission will be sought before photographs and videos are taken of the children in accordance with the media policy.
- Any records relating to a child's personal safety are kept confidential and in accordance with the child protection policy and procedure.
- Staff will not discuss individual children with others outside of the club and information is shared internally on a need to know basis.
- No one at the club will disclose private information, regarding employees, parents of children etc. If unsure of the nature of any request then the matter is referred to Laura Williams who holds responsibility for data protection at the club.
- Issues to do with the employment of staff, whether paid or unpaid remain confidential to the people directly involved with making personnel decisions.
- All staff, management, volunteers/students sign that they have read, accepted and implemented this policy. The person in charge ensures that this policy is reinforced within the club.
- Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.
- Children's details will be stored confidentially for 3 years after the last date of attendance unless our insurance agreement changes and requires us to keep information for longer or if there are any child safeguarding concerns. If this occurs, parents will be informed of this change.
- Staff details will be stored confidentially for 7 years after the last pay period worked.
- Children's details are kept on site and an index card system is used for outings displaying children's emergency contact details along with any allergies or medical issues the child may have. Personal computers are not used to store the child's information. However, the club's mobile phone and laptop is used to store contact details for parents of children. The phone and files are password protected.
- If a child is recognised as a 'child in need', appropriate information will be passed on to referring agencies.

Bear Pak is registered with CIW and is legally obliged to provide information on staff and children to their officers on their request. Provision of this information is not regarded as a breach of the club's confidentiality policy. A copy is retained of the most recent inspection by CIW and is available to parents on request. It may be necessary in some circumstances for the club to seek the help and advice from outside professionals. If this action is taken, the parent's permission will first be sought.

Parents are expected to inform the club of any changes to the child's home circumstances, care arrangements or any other information that may affect a child's behaviour, for example, a new baby, separation of parents, bereavement etc. All information shared will be kept confidential and will not be disclosed without the parent(s)' consent, except as required by law, for example, if there appears to be a child protection issue.

Data Protection Policy

Bear Pak is dedicated to the protection of personal data and this policy details how we implement that commitment with regard to the collection and use of personal data. Laura Williams holds responsibility for data protection in the organisation.

Data Protection Principles

Article 5(1) of the UK GDPR requires that personal data shall be:

“(a) processed lawfully, fairly and in a transparent manner in relation to individuals (‘lawfulness, fairness and transparency’);

(b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes (‘purpose limitation’);

(c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed (‘data minimisation’);

(d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay (‘accuracy’);

(e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals (‘storage limitation’);

(f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures (‘integrity and confidentiality’).”

Article 5(2) adds that:

“The controller shall be responsible for, and be able to demonstrate compliance with, paragraph 1 (‘accountability’).”

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/principles/>)

To meet our commitment to data protection, Bear Pak will:

- Notify the Information Commissioner’s Office that we hold personal data.
- Meet our legal obligations as laid down by the Data Protection Act 2018 and GDPR.
- Ensure that data is collected and used fairly and lawfully
- Process personal data only in order to meet our operational needs or fulfil legal requirements.
- Take steps to ensure that personal data is up to date and accurate by requesting parents/carers to update child details when there are any changes.
- Establish appropriate retention periods for personal data.
- Provide adequate security measures to protect personal data.
- Nominate a designated person responsible for data protection compliance and is the point of contact for all data protection issues. (Laura Williams)
- Provide adequate training for all staff responsible for personal data.
- Operate a confidentiality policy.
- Ensure that everyone handling personal data knows where to find further guidance.

Information the club holds includes:

- Children’s personal details.

- Parents/carers personal details.
- Staff personal details such as administration of salaries, and statutory returns, sickness and absence records, qualifications/training records, written references, DBS Disclosure references, employment contracts and appraisal or performance review notes, correspondence.
- Daily records of attendance of staff and children.
- Compliments and complaints.
- Records of accidents, serious illnesses and other significant events.
- Records of people who visit the club.
- Records of any medicine administered.
- Payment records such as invoices, accounts, receipts and pay slips.
- Minutes of meetings held, insurance details, articles of memorandum.

Bear Pak is legally obliged to share certain information. We must provide CIW with personal and other information in accordance with The Child Minding and Day Care (Wales) Regulations 2010 and the National Minimum Standards for Regulated Childcare and in order to comply with other regulation such as health and safety law. Upon legitimate request, information held on staff may also be shared with organisations such as the Inland Revenue, local authorities and the Department of Work & Pensions.

Retention Periods

- Records kept about children who attend our club are kept completely confidential and will be kept on record for 3 years after the last date on which the child attends the club.
- Parents/carers are able to view the records kept on their children on request, except where a child's welfare is deemed to be at risk in line with our confidentiality policy.
- Records are also kept on each member of staff working or volunteering at the club. These are kept confidential and will be kept on record for a 7 years after the last day of employment.
- Employees are entitled to access the information held about them at reasonable intervals.
- Minutes, accounts, invoices, receipts, assets list, staff accident and incident book etc. are kept safely for 7 years.
- Children's accident/incident forms and any documentation relating to child protection are kept secure until the child reaches 25 years of age.
- All records that are subject to other factors/organisations such as grant terms and conditions, CIW, Health and Safety Executive, insurers, child protection agencies may also define how long certain records are kept.
- The Employee's Liability Insurance certificate is retained for 40 years.

Security Measures

The club protects personal data from unauthorised and unlawful use by:

- Storing data with restricted access.
- Ensuring all staff, management, volunteers/students sign that they have read, accepted and implemented the confidentiality policy. Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.
- Minimising data sharing on a need to know basis.
- Restricting access to electronic records held on the computer by implementing technical security such as a password system.
- Ensuring safe storage of any laptop/computer used for storing data.
- Destroying obsolete paper records securely by shredding or using a confidential waste service which provides certificates of destruction.
- Securely and permanently erasing electronic records.
- Ensuring there is no data remaining before disposing of or recycling any computers.
- Securely and permanently erasing data stored on other media such as memory sticks, external hard drives, CD-ROMs, etc.

COVID-19 Track and Trace

- In line with Government guidance, a member of the management team will contact all parents/carers and staff in the event of a confirmed case of COVID-19 on site.
- All confirmed cases of COVID 19 will be recorded.
- Contact details and individual information will be recorded and stored in line with our data protection policy. The duration of time that records relating directly to COVID-19 cases and the Track and Trace system will be updated in line with Government guidelines.

Emergency Procedures

There are a number of situations where emergency evacuation is necessary. As well as fire routines, they include a situation where it is necessary to get everyone inside a building urgently. The following procedures will be practised at a minimum of once every half term ideally during the first week and will be recorded in accordance with our health and safety policy. A practice drill will be indicated by the sound of a whistle blowing.

The Person in Charge will identify any disabled staff and children who may need additional assistance in the case of an emergency. Personal emergency action plans will be developed in consultation with children and their parents/carers and Bear Pak's staff/other adults who may not be able to manage their escape into or out of the building unaided.

Fire or Other Emergency Evacuation Procedure

In the case of a fire or other emergency evacuation, the following will apply:

- ⤴ Operate the alarm (fire alarm point, bell or whistle) and call the relevant Fire and rescue service.
- ⤴ Bear Pak's staff gather the children and escort them via the nearest fire exit to the designated assembly point which is the junior playground.
- ⤴ Close all doors and windows in the vicinity of the fire to prevent spread.
- ⤴ The first member of staff to leave the building should carry the register.
- ⤴ The Person in Charge who is nominated to be the last to leave the building should check toilets and cloakrooms and should then take all reasonable steps to check that the building is clear.
- ⤴ On reaching the assembly point, a register should be taken immediately to identify whether everyone is accounted for.
- ⤴ During this procedure, no person should return into the building for any reason.
- ⤴ The first firefighting team to arrive should be informed of any missing persons and their last known whereabouts. They should also be informed of the last known location of the fire.
- ⤴ Pending the arrival of the fire brigade, staff may carry out as much firefighting as can be done without danger to themselves whilst maintaining suitable supervision of all the children.
- ⤴ When deemed safe and appropriate, the children's parents/carers/emergency contacts will be contacted to collect the children.
- ⤴ Once the situation has been resolved, an incident form must be completed immediately after the event explaining exactly what happened. This form should be filed in accordance with the health and safety legislation where necessary. (Contact Health and Safety Executive or visit www.hse.gov.uk)
- ⤴ Care and Social Services Inspectorate Wales will be informed on the same day.
- ⤴ All members of staff will review the reasons for it happening and the club identifies and implements any necessary measures to prevent it from happening again.
- ⤴ Bear Pak's nominated insurance company will be notified.

Reverse Emergency Procedure

In the case of a reverse emergency, the following will apply:

- ⤴ Operate the alarm/signal by blowing a whistle.
- ⤴ Assemble the children and count them.
- ⤴ Escort the children inside using the closest accessible entrance.
- ⤴ The Person in Charge, who is nominated to be the last to re-enter the building should check that the vacated area is clear.
- ⤴ Ensure all access points are secure and locked where necessary to prevent any unauthorised access to the club, or unauthorised exit from the club.
- ⤴ Take a register to ensure that everyone is accounted for.
- ⤴ Contact relevant emergency services and await assistance if necessary. They should be informed of any missing persons and their last known whereabouts if applicable.
- ⤴ Liaise with emergency services about contacting parents/carers.
- ⤴ Once the situation has been resolved, an incident form must be completed immediately after the event explaining exactly what happened and should be files in accordance with the health and safety legislation where necessary. (Contact Health and Safety Executive or visit www.hse.gov.uk)
- ⤴ Care and Social Services Inspectorate Wales will be informed on the same day.
- ⤴ All members of staff will review the reasons for it happening and the club identifies and implements any necessary measures to prevent it from happening again.
- ⤴ Bear Pak's nominated insurance company will also be notified.

Should Bear Pak be required to vacate the entire premises (both outside and inside) as an emergency, the Person in Charge will direct all children and staff to the alternative safety meeting point at:

Bear Pak After School and Holiday Club
Penarth Methodist Church
Woodland Place
Penarth
CF64 2EX

On arrival at the alternative safety point, the above emergency evacuation procedure should be implemented.

Environmental Policy

Bear Pak is non-profit offering with a mission is to continue to provide safe, fun, and reliable childcare provision (ages 3 to 12) for the local community at an affordable price. We recognise that environmental degradation and climate change is a serious global problem and that we have a key role to play i.e., to educate children and to lead by example. As a not-for-profit business we are committed to minimising our impact on the environment and climate.

We are just starting our journey and so our objectives are to:

- Calculate the baseline emissions for carbon footprint
- Write a sustainable procurement policy
- Integrate planetary guidance in the provision of food
- Integrate sustainable development into staff training and play time with children.
- Eliminate single use plastic and minimise waste that is sent to landfill i.e., adopt circular economy principles.
- Collaborate with our business property owners on actions to save water, energy and improve recycling rates.

We have set out these objectives in our environmental action plan which is communicated to our staff, members, and suppliers through use of our website and within our parent handbook In addition, this policy is published and shown in reception areas, in general communications and on our website. To ensure that we deliver great environmental results we have setup an internal green group consisting of key members of the office team. The green team is responsible for the implementation of our environmental action plan.

Equality, Diversity and Inclusion Policy

1. Introduction

- 1.1 Bear Pak recognises that individuals and groups within our society may be discriminated against because of their race, colour, ethnic or national origin, religion or belief, age, gender, physical, sensory or mental disability, marital or civil partnership status, pregnancy and maternity, social class, sexual orientation, gender reassignment, employment status and if they are HIV positive. Bear Pak works to ensure that all children, staff and service users are treated with equality and respect and that no person receives less favourable treatment. The company is strongly committed to positive action to eliminate discrimination in all aspects of its organisation.

- 1.2 This document sets out Bear Pak's Equality, Diversity and Inclusion policy together with a supporting Action Plan and monitoring pro-forma in order to meet its legal obligations and deliver the organisation's strategic, equality aims. The policy is promoted through company decision making, employment practices, play opportunities and service provision and is linked to the company's policies of Admissions, Anti-Bullying, Behaviour, Individual and Special Needs, Staffing and Staff Disciplinary.

- 1.3 The primary purpose of this policy is to ensure that all those working with and receiving services from Bear Pak are treated fairly, achieve their full potential, work to maximum efficiency and effectiveness, and meet all required statutory obligations. It reflects the company's commitment to not only complying with its legal obligations, but also to acknowledging its responsibility to the local community, to its current and future employees, to parents/carers and the children who use its services. In respect of children cared for by Bear Pak, the company ensures that the expectations, attitudes and practices of staff and volunteers does not prevent any children from reaching their full potential.

2. Legal Framework

- 2.1 Bear Pak aims to achieve equality of opportunity for everyone, whilst ensuring full compliance with all the relevant legislation and adopting best practice. The main legislation is the Equality Act 2010 which consolidated previous legislation and repealed the Sex Discrimination Act 1975; the Race Relations Act 1976; the Sex Discrimination Act 1986; and the Disability Discrimination Act 1995 along with other pieces of primary and secondary legislation. Most of the provisions of the Equal Pay Act 1970 were superseded by the 2010 Act. There is also the Marriage (Same Sex Couples) Act 2013 which made provision for the marriage of same sex couples.

2.2 The Equality Act 2010 came into force on 1 October 2010. Although the Act consolidated most of the responsibilities under previous, relevant legislation, it introduced nine protected characteristics and definitions of new types of discrimination.

2.3 Discrimination means treating someone unfairly because they are who they are. Unlawful discrimination takes place if someone is treated unfairly because they fall under one or more of the nine protected characteristics under the Equality Act 2010. The nine protected characteristics are:

- Age
- Disability
- Gender Reassignment
- Marriage or civil partnership
- Pregnancy and maternity leave
- Race
- Religion or belief
- Sex
- Sexual orientation

2.4 There is also discrimination by association if someone is treated unfairly because of family, friends or others with whom they associate have one or more protected characteristics. The Equality Act protects anyone not treated properly because they have complained about discrimination or stood up for discrimination rights for themselves or others.

2.5 The various forms of discrimination are:

Direct discrimination – this is generally an obvious and easily identifiable form of discrimination. It occurs when a particular individual is treated less favourably than another person because of a protected characteristic.

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Associative discrimination – this is direct discrimination against someone because they are associated with another person who possesses a protected characteristic.

Discrimination by perception – this is direct discrimination against someone because others think that they possess a particular protected characteristic. They do not necessarily have to possess the characteristic, just perceived as such.

Indirect discrimination – this may not be obvious. It can occur when an unnecessary condition or requirement is imposed, which although applied to everybody, is more difficult for people with a particular protected characteristic to meet than others.

Harassment – this is behaviour that is deemed offensive by the recipient. A person can complain of behaviour they find offensive even if it is not directed at them.

Harassment by a third party – employers are potentially liable for the harassment of their staff or customers by people they don't themselves employ, e.g. a contractor.

Victimisation – this occurs when someone is treated badly because they have made or supported a complaint or grievance under this legislation.

- 2.6 In line with the Welsh specific duties under the Equality Act 2010, Bear Pak pays regard to eliminating unlawful discrimination, harassment, victimisation and other prohibited conduct and, advances equality of opportunity and fosters good relationships between people and children who share a protected characteristic and those who do not. It also follows the relevant Articles of the United Nations Convention on the Rights of the Child (UNRC), in particular the rights of children to preserve their identity and to have a say in decisions made by adults that affect them.
- 2.7 In addition to its commitment to the Equalities Act of 2010, Bear Pak adopts the principles enshrined in the Human Rights Act 1998 and follows the Equality and Human Rights Commission's Code of Practice for Employment, Equal Pay and Services, Public Functions and Associations. It is concerned to develop a culture that respects equality and human rights by welcoming and valuing difference in all aspects of its work. Equal opportunities and the fundamental rights of individuals are core values. Bear Pak treats everyone with fairness, dignity, and respect. The organisational culture does not tolerate victimisation, harassment or bullying.
- 2.8 In summary, the Equality Act 2010 aims to reduce socio-economic inequalities by reforming and harmonising equality law and updating provisions in relation to discrimination and harassment due to certain personal characteristics. It also places requirements on employers covering recruitment; working hours and time off; pay and benefits; career development; management of people; and dismissal, redundancy and retirement.

3 Company Background

- 3.1 Bear Pak was established in 1994 as a not-for-profit organisation. It delivers safe, fun, and reliable childcare services in the Penarth area. It provides full primary school and nursery wraparound support for children aged 3-11 years between the hours of 8.00am and 6.30pm from Monday to Friday each week. Children are collected from local, English and Welsh medium nursery and primary schools and escorting to our premises at Fairfield Primary School, Dryden Road. Penarth.
- 3.2 The aims of Bear Pak are to:

- Provide a happy, safe, warm, and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent, and co-operative individuals.
- Encourage children to have a positive attitude and respect for both them and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the club continues to meet the needs of children and parents/carers.

3.3 The company (number 06605824) is a Private Limited Company by guarantee without share capital use of 'Limited' exemption. It was incorporated on 29 May 2008 and is registered at Fairfield Primary School, Dryden Road. Penarth. CF64 2RT

4. Policy Statement

4.1 Bear Pak operates within the framework of the Equality Act 2010 and demonstrates openly its commitment to equality, diversity and inclusion amongst staff, volunteers, children and parents/carers alike. Its policies make it clear that the organisation is committed to ensuring a working environment that is free from bullying and harassment, victimisation and unlawful discrimination. Dignity and respect are promoted for everyone, including children, with whom the company interacts and everyone is dealt with fairly and with respect.

4.2 As an employer, the company undertakes not to discriminate intentionally or unintentionally against any individual or any section of society in its employment practices. In instances where positive discrimination is required, for example, when it is seen as a Genuine Occupational Qualification to advertise for an individual from a particular group, and so long as legal provision is made to do so, then it will be stated in the advertisement and job description. Bear Pak aims to reflect the multi-ethnic nature of the community it serves in its workforce. It recognises that women, black people, LGBTQ+ and people with disabilities face widespread discrimination in the employment field and may have low confidence and self-esteem, which makes finding employment challenging. The company seeks to address these issues in relation to employment of staff and volunteers.

4.3 Bear Pak recognises the value of individual difference and the contribution of all. It opposes all forms of unlawful discrimination against colleagues, partners, children and members of the wider community. The company is working towards all procedures and practices being non-discriminatory on the grounds of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. It aims to identify and eradicate any practice which discriminates on the basis of any protected characteristics.

4.4 Bear Pak is committed to adopting practices, procedures, actions and behaviours that contribute to a

workforce with equality of opportunity and fairness for all, whether they are full-time, part-time, contractual or temporary employees, or volunteers. The company opposes and avoids all forms of discrimination in respect of:

- Working with parent/carers, contractors, children and suppliers
- Selection for volunteering, employment or promotion
- Terms and conditions of employment
- Pay and benefits
- Grievance and disciplinary matters
- Dismissal
- Redundancy
- Parental leave
- Training and development opportunities.
- Service provision

4.5 Whilst no legislation exists to combat discrimination against LGBTQ+ individuals, the company is, nevertheless, committed to ensuring equal treatment for lesbians, gay men and trans-sexual people in all its activities.

4.6 Bear Pak ensures its policies and practices provide equal treatment to all in access to and delivery of their services and, the employment and treatment of staff, volunteers and others. It accepts the need to adopt positive policies to take account of past and present discrimination against certain groups and individuals and to comply with the terms of the relevant legislation. The company:

- Offers equal opportunities of work and participation in its services.
- Chooses staff and volunteers from diverse communities and backgrounds and is accessible to all who need its services.
- Respects all staff, volunteers, Board members, children and contractors as individuals
- Offers equal opportunities for training to staff and volunteers.
- Avoids discrimination of staff, volunteers, directors, children and contractors.
- Responds positively to the needs of staff, volunteers, children and contractors.
- Tackles discrimination against staff, volunteers, children and contractors.

4.7 Bear Pak is committed to a policy of fair treatment of its parents/carers, children and others who would benefit from its services. It ensures that no one receives less favourable treatment because of any irrelevant circumstances. The company aims to be an employer and service provider of choice.

4.8 Bear Pak conforms to the Children Act (2004) by recognising that children are respected and valued.

Care is taken to treat children as individuals with equal rights and responsibilities to any other child. All children are given the best opportunities to achieve and their achievement and well-being are given a high priority. Account is taken of children's varied life experiences, whilst promoting diversity and individuality of all children who use Bear Pak's services. Every effort is made to ensure that sensitivity is applied when delivering support and services, in particular children are:

- Provided with toys and equipment that promote their cultural awareness and equal opportunities;
- Have staff who are positive role models; for children;
- Challenged if there is any discriminatory behaviour and dealt with under the Behaviour Management Policy;
- Cared for in a welcoming, accessible and inclusive environment;
- Taught about individuality and difference;
- Helped to understand their responsibilities to one another, for their environment and the community;
- Given activities that teaches them about various cultures and religions;
- Provided with activities that meet their individual needs;
- Have any special dietary requirements met when snacks are provided; and
- Listened to so that their views and opinions help determine how the club is run.

4.9 The company condemns all forms of harassment and victimization. It recognises its duty to ensure that parent/carers and their children are able to receive and enjoy its services and staff are free from any kind of harassment. Wherever possible, action is taken against any perpetrators of harassment.

4.10 Bear Pak takes positive steps to promote and sustain equal opportunities amongst its Directors, staff, volunteers, parent/carers, children and contractors, and in the services it provides. It reflects this in its people related practices and decision making, as well as its general business planning and policy-making processes. The company expects everyone to positively promote this policy internally and externally and to follow its spirit always. This requirement is a condition of service for all staff and volunteers.

4.11 Bear Pak is conscious that its role as an equal opportunities organisation is wider than that of an employer and, therefore, encourages its contractors and others to adopt fair and equal policies in delivering their services, whilst making it clear that actions will be taken against any individual who or body that discriminates against or harasses any staff member, volunteer, contractor, parent/carer or child.

4.12 Any complaint relating to actions or behaviours covered by this policy will be addressed in a fair and equal way under the company's Grievance, Disciplinary' or Complaints policies and procedures.

5. Strategic Principles

- 5.1 Diversity, equality and inclusion are fundamental core values of Bear Pak. The principles are, therefore, embedded throughout its work. The company makes it clear that it seeks to ensure equality of opportunity and the fair treatment of all persons in both the employment of staff and volunteers, and the provision of services to children and their parents/carers. Dealings with parent/carers, children and stakeholders are always managed in a way which shows respect for differences and recognition of the positive contributions diverse backgrounds and views can make to development and delivery of services.
- 5.2 Bear Pak has the following equality and diversity principles that apply in all areas of its work:
- In the provision of its services and employment of staff, volunteers and contractors, the company seeks to ensure equality of opportunity and fair treatment of all.
 - No person, or group of persons, applying for employment, the provision of services or a contract with the company are treated less favourably than any other person for the following reasons: race, colour, ethnic or national origin, religion, social background, gender, responsibility for dependents, physical disability, appearance, marital status, sexual preference, trade union activity, age, health or any other circumstances which do not affect their eligibility for services or their suitability for employment.
 - Bear Pak seeks to identify the needs of groups that are unfairly discriminated against in its area of operation by establishing close relationships with these groups and their representatives and aims to develop support for groups that are unfairly discriminated against.
 - As an employer, when recruiting staff and volunteers, the company encourages applications from members of groups that are unfairly discriminated against and who are under-represented in the company.
 - To help fulfil its commitment to equal opportunity, Bear Pak collects and monitors statistics as per the relevant monitoring forms on all those seeking employment or volunteering opportunities. Information is used for the purpose of addressing inequality of opportunity.
 - In the composition and operation of its Board the company is mindful of its commitment to equal opportunities
 - There is an expectation that all contracting organisations and individuals are committed to equality of opportunity and work in line with this Equality, Diversity and Inclusion policy.
- 5.3 In order to ensure that equality, diversity and inclusion values and principles permeate all aspects of the business, they are included as part of the induction process; organisation, team and individual objective setting; and subject to performance reviews.

6. Strategic Aims

- 6.1 The key strategic aims are as follows:

- To comply with the requirements of relevant legislation and strive for continuous improvement.
- ,To ensure that Equality, Diversity and Inclusion are fundamental parts of the business planning, policy-making and decision-making processes as well as business practices
- To promote Equality, Diversity and Inclusion internally to staff, volunteers and cared for children, and externally to the local community, including stakeholders, potential and existing parent/carers and their children, and contractors.

6.2 The action plan sets out how these strategic aims are to be taken forward and implemented as well as providing a framework for monitoring progress. The plan is to be reviewed and updated annually in line with the business planning process.

6.3 This policy together with the aims, objectives and actions set out in the our action plan are in pursuit of the company achieving the following high-level outcomes:

Company values and behaviours which demonstrate respect for the individual and reflect a commitment to Equality, Diversity and Inclusion.

Policy development that ensures that Equality, Diversity and Inclusion are considered and integrated into business operations and associated policies and procedures.

Business Language and Communications that eliminate bias from communication channels and respect everyone's rights.

A Working Environment that is fair and tolerant, where all employees, Directors and volunteers are respected and treated fairly.

Decision-making that takes account of Equality, Diversity and Inclusion issues.

Community, parent/carer and child relations that are improved and developed as a result of the company's Equality, Diversity and Inclusion commitments.

7. Staff and Volunteer Responsibilities

7.1 All staff members, directors, volunteers, and contractors are responsible for keeping up to date with and upholding the company's Equality, Diversity and Inclusion policy, whilst supporting implementation of its strategic aims as set out in the our action plan. They are also expected to positively apply the policy in their day-to-day work. Furthermore, anyone whose work brings them into active involvement with other organisations and individuals, who feels that this involvement conflicts with the company's values and policies has a duty to:

- (a) Inform the company or individual they are working with of a possible conflict of interest

(b) Seek advice on the most appropriate course of action from the one of the Directors.

- 7.2 Under no circumstances must a member of staff, volunteer or director become involved in colluding with racism, sexism, homophobia or other breaches of the Equality, Diversity and Inclusion statement and principles. Anyone who acts in breach of these will be subject to disciplinary measures.
- 7.3 Where there is evidence that staff, volunteers, members of the Board, parents/carers, children, contractors, suppliers or job applicants are not being offered equality of opportunity, Bear Pak will take immediate steps to examine its policies, procedures, and implementation arrangements to establish whether certain individuals or groups are excluded, discouraged, or disadvantaged. Specific concerns should be raised with the Managing Director in writing. Other individuals and organisations which use the company's services may also raise issues through the company's complaints procedure. Any such complaint will be taken seriously.
- 7.4 Acts of discrimination, harassment, bullying or victimisation against staff, volunteers, children or parent/carers are disciplinary offences and dealt with under Bear Pak's Disciplinary policies and procedures. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and, could in some circumstances, lead to dismissal without notice. Staff and volunteers can also be held personally liable as well as, or instead of, Bear Pak for any act of unlawful discrimination, which could constitute a criminal offence. If a child is found bullying another or misbehaving in a way that contravenes the company's equality, diversity and inclusion values, Bear Pak's child behaviour policy will implemented.
- 7.5 Directors, staff and volunteers are required to undergo specific training to ensure that they fully understand their legal and moral responsibilities in respect of being non-discriminatory on the grounds of gender; race (colour, nationality and ethnic origin); religious beliefs; sexual orientation; social background; physical disability; age; pregnancy; caring responsibilities; health; marital/civil partnership status; or any other circumstances which do not affect eligibility for support or suitability for employment.

8. Implementation and Monitoring Arrangements

- 8.1 Directors, staff and volunteers are being made aware of this policy and action plan through induction and training. The policy is also referenced in other relevant policies and procedures. All associated with Bear Pak are expected to support implementation of this policy, which will be regularly monitored and updated as necessary to ensure compliance.
- 8.2 All job applicants, new members of staff and volunteers will be expected to complete an Equalities Monitoring form. These together with the current baseline information will enable the Directors to monitor effectiveness of the company's Equality, Diversity and Inclusion policy on a regular basis and review and update it annually in line with the process for developing the yearly business plan. Furthermore, the Equalities Monitoring form in respect of children cared for by Bear Pak is to be completed on an annual basis at the start of each school year. Staff, volunteers and contractors will

be notified of any material changes to the policy.

- 8.3 The company undertakes monitoring of applications and job offers according to the monitoring form together with monitoring of the children in its care in the form of the annual quality assurance questionnaires. Analyses of this data are carried out regularly by the Managing Director and recommendations for action are reported to the Board.
- 8.4 A bilingual statement has been prepared to communicate Bear Pak's commitment to Equality, Diversity and Inclusion, and, where appropriate, practical and affordable, these will be used across such communications channels as website, literature/publications and online /printed advertisements. The following sample statements reflect the company's commitment:

Working towards equality of opportunity for all

Yn gweithio tuag at gyfle cyfartal i bawb

- 8.5 Responsibility for ensuring the policy and action plans are implemented and effectively monitored rests with the Managing Director who will ensure all staff, volunteers, Directors, stakeholders, parent/carers and contractors are aware of the document and the company's commitments.

First Aid Box Contents

- ⤴ A First Aid box will be on site at all times and its whereabouts known to all members of staff.
- ⤴ A First Aid box will also be available for use during outings.
- ⤴ Known medical conditions, allergies, special dietary and health needs as specified on the child's registration form will be referred to.
- ⤴ Each item is replaced as it is used or if the date of an item expires.
- ⤴ The First Aid box is located in the storage room and will be brought to the main hall's kitchen work top during club operating hours.
- ⤴ Items will be checked regularly in accordance with our daily risk assessments.
- ⤴ The nominated First Aider is the Person in Charge or in their absence, the acting person in charge.

As a guide, where work activities involve low hazards, a minimum stock of first aid items might include:

- ⤴ A guidance leaflet
- ⤴ Individually wrapped sterile plasters (assorted sizes)
- ⤴ Sterile eye pads
- ⤴ Triangular bandages
- ⤴ Safety pins
- ⤴ Medium dressing, sterile, un-medicated
- ⤴ Large dressing
- ⤴ Disposable gloves.

(www.hse.gov.uk Accessed 31/3/22)

Food and Drink Policy

Bear Pak aims to promote healthy eating habits through the supply of food and drink that meets nutritional requirements of a growing child in a clean and hygienic environment. At meal and snack times, the opportunities are used to encourage good social eating practices.

- ⤴ Food and drink provided to children are properly prepared in accordance with current food and safety regulations.
- ⤴ Food is wholesome and nutritious and served in adequate quantities, at appropriate intervals following recommendations in Welsh Government's guidance: Food and Nutrition for Childcare settings (2019) and in line with our Gold Healthy Snack Award issued by the Local Authority.
- ⤴ Fresh drinking water is available at all times.
- ⤴ All staff dealing with food hold a Food Hygiene certificate.
- ⤴ All food provided is prepared and stored appropriately in accordance with Food Standard Agency and Environmental Health requirements.
- ⤴ The food preparation and storage areas are maintained in a clean and hygienic state during club hours.
- ⤴ Fridge and freezer temperatures are checked and recorded daily.
- ⤴ Food temperatures are checked to ensure they meet food safety requirements before being served.
- ⤴ Before and after any food is prepared, the surfaces in the kitchen are thoroughly cleaned using a 2 stage cleaning process.
- ⤴ At any time that food is being prepared, there will be no other activities going on in that area.
- ⤴ Children are encouraged to maintain their own personal hygiene, including the washing of hands before and after handling food.
- ⤴ Children will have the opportunity to try a variety of foods having access to healthy snacks.
- ⤴ Parents/carers are requested to provide information about any special dietary needs of their child and it is their responsibility to inform the club of any changes as soon as possible and in advance of their child attending. Parents should consult with the Person in Charge.
- ⤴ Staff will be made fully aware of and will provide food and drink that comply with any special dietary needs of a child, such as due to the child's health, cultural and religious requirements.
- ⤴ Staff encourage good eating habits and social skills at snack and meal times. Sufficient time is allocated to meal times for this purpose. There will be a suitable area set aside with appropriate crockery, cutlery, tables and chairs.
- ⤴ Healthy food options are used wherever possible in activities, play and cooking activities.
- ⤴ Other activities may also be built into the activity programme that increase children's awareness of health and hygiene issues.
- ⤴ Children will be supervised at all times whilst in food preparation areas.
- ⤴ Confectionery (e.g. sweets) is not routinely used as a reward.
- ⤴ Children will be encouraged but not forced to eat.
- ⤴ Where children are sent in with a packed lunch or snacks, we ask that no nut products are included.
- ⤴ We do not have a sufficient refrigeration system available to hold all children's packed lunches. Parents/carers should therefore not provide packed food that requires storage below room temperature unless they supply an ice pack. The club does not accept responsibility for the correct storage of foods provided by parents.
- ⤴ Birthday cakes can be brought in for children's birthday but have to be shop bought in the original packaging, clearly stating the ingredients. If birthday cake is to be served, this will be wrapped up for children to take home.

Health and Safety Policy

Bear Pak is safe and secure for children, staff and visitors. Day to day responsibility for ensuring Health and Safety is delegated to the Person in Charge or in her absence, the acting Person in Charge.

Health and Safety of all service users is maintained by:

The Club:

- ⤴ Having robust risk assessments and hazard reporting procedures in place.
- ⤴ Having in place the appropriate public liability insurance and displaying it on our premises.
- ⤴ Adhering to all Health and Safety legislation, regulations and guidance from the Health and Safety Executive.
- ⤴ Conforming to the regulations set by our registration with CIW.

Ensuring children:

- ⤴ Are supervised at all times and meeting required ratios by NMS.
- ⤴ Are only collected by an authorised adult – see collection policy.
- ⤴ Are taught ways to keep themselves safe and healthy.
- ⤴ Understand the club rules in the daily session, activities, special events and trips.
- ⤴ Are provided with opportunities to make decisions within their play to help develop their knowledge and understanding of the world, their skills and their overall well-being.

Staff:

- ⤴ Participating in suitable Health and Safety training that meet the requirements of the club
- ⤴ Understanding their role in maintaining a healthy and safe environment, including participating in fire drills and reporting hazards.
- ⤴ Being trained in First Aid in accordance with NMS. First Aid qualifications are renewed every 3 years as a minimum.
- ⤴ Being made fully aware of their role in food safety and hygiene when handling and preparing food by completing Food Safety training with a recognised qualification.
- ⤴ Where relevant, holding a valid driver's license and appropriate insurance cover when driving vehicles for club use.

The Premises:

- ⤴ Being welcoming and friendly with adequate space both indoors and outdoors for children to play.
- ⤴ Having designated areas, divided appropriately for children to access various play opportunities, including an area for rest.
- ⤴ Designated areas are for the sole use of Bear Pak during hours of operation.
- ⤴ Being kept secure from unauthorised access to the club. A visitors book is used, detailing all visitors to the club, including dates and times. No visitor to the club will be left unsupervised at any time.
- ⤴ Being of sound construction, kept clean and well maintained.
- ⤴ Maintaining a suitable temperature (at least 18 degrees Celsius) being adequately lit and ventilated.
- ⤴ Including a food preparation area which conforms to environmental health and food safety regulations.
- ⤴ Having in place adequate wash basins and lavatories for numbers of staff and children attending.
- ⤴ Having safety glass or protective film covering fitted to any door fitted with glass.
- ⤴ Ensuring that all electrical and gas appliances are checked at least annually by a suitably qualified technician and certificates are retained.
- ⤴ Keeping any hazardous materials/chemicals inaccessible to children in a locked cupboard.
- ⤴ Disposing of all waste appropriately.
- ⤴ Prohibiting smoking on the premises, in vehicles or designated outdoor play spaces.

The Furniture and Equipment:

- ⤴ Being stored safely.
- ⤴ Having sufficient, suitable equipment and furniture to that ensures access to play isn't prohibited and that it meets the needs of all children attending the setting.
- ⤴ Being kept clean and in good repair

- ⤴ A first aid box always being accessible and stocked in accordance with the Health and Safety (First Aid) Regulations 1981 (revised 2013).
- ⤴ Keeping accurate records of any accidents, incidents and near misses and implementing measures to reduce risks where necessary.
- ⤴ Ensuring that access to the club's mobile telephone is available for emergency use.
- ⤴ Conducting regular checks on vehicles being used where children are transported.

Risk Assessment:

Bear Pak carries out regular risk assessments by:

1. Identifying what could cause injury or illness (Hazard)
2. Deciding how likely it is that someone could be harmed and how (the risk)
3. Taking action to eliminate the hazard or if not possible, control the risk
4. Recording all findings and implement them
5. Monitoring and reviewing the assessment, updating if necessary.

Any action plans implemented to remove/minimise risks will contain timescales and details of proposed actions. Any identified hazards, risks and action plans will be made aware to all staff. It is the responsibility of all staff to notify their manager of any concerns, hazards or risks that they come across. All completed risk assessment records are stored safely and made available for inspection by any relevant authority.

Fire Safety

Bear Pak will undertake fire risk assessments as follows:

1. Identify the fire hazards
2. Identify people at risk including anyone who may be deemed to be at additional risk.
3. Evaluate the risk of a fire starting, the risk to people from a fire,
4. Remove or reduce fire hazards and risks by implementing fire precautions.
5. Record findings and action taken, prepare emergency plans and inform and instruct relevant people.
6. Review and update the fire risk assessment regularly.

Bear Pak will consult with the relevant Fire Safety Officer in order to assess fire risk, take precautions against the risk of fire and ensure people can safely escape a fire if needed. Any recommendations made by the Fire Safety Officer will be actioned as soon as possible. All fire fighting equipment, fire detectors and the premises will be checked annually by a Fire Safety Officer. Certificates issued will be stored safely and made available to the relevant authorities. Upon induction, staff will receive suitable training in fire prevention and regular fire drills are carried out.

To prevent a fire:

- ⤴ Flammable materials will be removed or separated from sources of ignition.
- ⤴ Suitable fire detection and warning systems are in place, tested and maintained.
- ⤴ Suitable fire extinguishers are provided and checked annually.
- ⤴ Exit routes are identified clearly so that anyone on the premises or near by can escape.
- ⤴ All fire exits are made clear and kept unobstructed with doors that are easy to use.
- ⤴ Fire safety signs are used.
- ⤴ Emergency lighting is in place.

Emergency Procedures:

Bear Pak has clear emergency procedures in place including fire evacuation and significant incidents such as reverse drills. These procedures are made known to staff during induction and will be practiced termly and when a new child, staff member or volunteer starts at the club. Fire and reverse drills will be recorded and filed to the satisfaction of the Fire Safety Officer. Individual emergency evacuation plans will be implemented for anyone who cannot get themselves out of the building unaided.

RIDDOR:

Any accidents/ill health at work will be reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) www.hse.gov.uk/riddor Tel: 08453009923. Confirmed cases of COVID-19 are to be reported to RIDDOR if it has been contracted due to occupational exposure only. Significant accidents, incidents and outbreaks of serious disease are reported to CIW in line with The Child Minding and

Day Care (Wales) Regulations 2010. Only confirmed cases of COVID-19 are to be reported to CIW in line with the Child Minding and Day Care (Wales) Regulations. For COVID-19 specific health and safety information, please refer to the COVID-19 Policy.

Hygiene and Health Care Policy

Hygiene

During the induction process, all staff and volunteers are made aware of their role in maintaining good hygiene practice.

- ⤴ Staff encourage children to maintain their own personal hygiene including the washing of hands after using the toilet, before eating/handling food and after certain activities e.g. painting, handling pets and gardening.
- ⤴ Toileting facilities will always have running water, soap and clean towels or a dryer available.
- ⤴ Tissues used are disposed of hygienically and hands washed.
- ⤴ PPE, including disposable gloves and aprons are available when needing to handle any bodily fluids such as changing soiled clothes or cleaning spills. Soiled cloths are double bagged and given to parents/carers on collection. Any spills are cleaned immediately using disposable towels and a cleaning product that combines detergent and disinfectant.
- ⤴ The premises, toilets, tables and equipment are checked regularly throughout the session and cleaned on a daily basis. Frequent hand contact sites such as toilet flush handles, taps, door handles etc. are cleaned and disinfected regularly.
- ⤴ Equipment such as toys are cleaned routinely and according to need.
- ⤴ All food preparation areas, including surfaces, chopping boards and utensils are cleaned before and after use. All work surfaces are cleaned using a 2 stage cleaning process.
- ⤴ Staff responsible for food preparation and handling hold a recognised food hygiene qualification and are fully aware of and comply with regulations relating to food safety and hygiene. Training is updated every 3 years.
- ⤴ Kitchen cloths are washed and disinfected regularly and left to dry before using them again. Disposable kitchen towels are used for wiping worktops and chopping boards.
- ⤴ Fridge and freezer temperatures are checked and recorded daily.
- ⤴ All waste is disposed of regularly and appropriately.

Health Care

- ⤴ Equipment that provides children with opportunities to participate in physical activities are provided and encouraged for use by children.
- ⤴ The activity programme will incorporate opportunities to teach children awareness of how to keep themselves healthy and how to maintain good hygiene.
- ⤴ Bear Pak follows a healthy eating policy and has a separate sun care policy in place.

Parents/carers must inform Bear Pak upon registration, about any medical conditions, allergies, special dietary and health care needs their children might have. They are required to update us on any new or changes to medical conditions or other Parents/carers are required to give written permission to Bear Pak in advance for any necessary emergency medical advice or treatment. This permission is given as a part of the parent/carers contract which is signed when a child first registers with the club.

First Aid

- ⤴ Bear Pak has a first aid box which complies with health and safety regulations.
- ⤴ It is kept accessible to staff but out of the reach of children.
- ⤴ A first aid kit will also be available during outings.
- ⤴ Staff are trained in first aid in accordance with the National Minimum Standards for Regulated Child Care and other relevant regulations. First aid qualifications are renewed every 3 years.
- ⤴ It is the responsibility of the Person in Charge, the nominated First Aider to maintain the contents of the first aid box for use or in her absence, the acting person in charge. This includes checking that items are not out of date, packaging of sterile items is intact and replacing any items that are used or found to be unusable.

Children who are ill

- ⤴ Please do not send your child to the club if you are aware that he or she is unwell. If your child will not be attending due to illness, you must inform the club manager as soon as possible in line with the club's arrival and collection policy.
- ⤴ No child or member of staff known to be suffering a communicable disease or considered too ill to participate in normal club activities shall be admitted to the club.
- ⤴ If a child becomes unwell during their time at the club, we will notify the parent/emergency contact and ensure the child is made comfortable in a quiet area. The child will be supervised at all times

- and observed for any worsening of symptoms.
- ⤴ Reasonable steps will be taken to avoid cross-infection should the child develop symptoms of any infectious illness.
 - ⤴ If a child's condition worsens to such an extent that club staff are seriously concerned and suspect that urgent medical treatment is required, the parent/carer will be notified immediately and if necessary, an ambulance will be called to take the child for treatment.
 - ⤴ If the parent/carer has not arrived by the time the ambulance needs to leave, the child will be accompanied to the hospital by a member of staff. That member of staff shall take with them to the hospital the child's registration form and signed contract indicating consent for emergency medical treatment to ensure that the hospital has all the necessary information.
 - ⤴ Reporting in accordance with RIDDOR will be undertaken when necessary.
 - ⤴ Care and Social Services Inspectorate Wales will be informed as soon as possible of any infectious illness, serious injury, illness or death of anyone on the premises.
 - ⤴ The club's insurance company will also be notified.

Infectious Illnesses

- ⤴ If any parent has concerns about infectious diseases or exclusion periods, they should contact the Person in Charge in the first instance.
- ⤴ If the club becomes aware that any child has developed or been exposed to a communicable disease whilst at the club, we will inform parents/carers as soon as reasonable practicable whilst maintaining confidentiality.
- ⤴ We ask that parents/carers notify the Person in Charge as soon as possible if their child develops or is exposed to an infectious illness so that the appropriate steps can be taken to notify potential close contacts. This will be important particularly for children with low immunity who need to be informed promptly.
- ⤴ Equipment will be cleaned and disinfected during an outbreak of illness.
- ⤴ The Person in Charge will liaise with relevant schools regarding exclusion periods for infectious illnesses and medical advice and procedures will be referred to.
- ⤴ The following exclusion periods apply should a child have any of the following illnesses. It includes some common examples of illnesses but please note that this list is not exhaustive and will be reviewed regularly upon changes to guidance. Further advice may also be sought from a health care professional.

Disease	Signs and Symptoms	Incubation Period	Exclusion Period (consider as a minimum)
Chickenpox	Low grade fever, rash usually appears within 24-48 hours, in the mouth to begin with, then red spots with white raised centre of trunk and limbs – very irritating rash	7-21 days	7 days from onset of rash (all spots must be dry and scabbed over)
Cold Sores	Redness, blisters or scabs on or around the lips	Direct Contact	Avoid contact with the sore until it has disappeared
Conjunctivitis	Itching and pain in eyes which become red and inflamed. White discharge or 'sticky eye'	Bacterial 1-3 days; viral 2-7 days	24 hours minimum or until improvement begins with medication from GP
COVID-19	High temperature, new continuous dry cough, loss or change to sense of smell and/or taste, fatigue, myalgia (muscle ache or pain), Wider symptoms: a sore throat, a headache, sneezing, a runny nose, loss of appetite, nausea, vomiting, diarrhoea.	0-10 days	5-10 days from onset of symptoms (not including wider symptoms). Please refer to COVID-19 for further information on isolation periods.

Gastrointestinal Infection	Vomiting, diarrhoea, dehydration, abdominal pain. In usual circumstances diarrhoea in a child constitutes 3 or more loose stools	1-3 days	Until well. 48 hours after diarrhoea and vomiting have stopped
Hand, Foot and Mouth Disease	High temperature, sore throat, red spots with raised blister head on hands, feet and mouth	3-5 days	Until lesions are healed (7-10 days)
Herpes Simplex	Blisters inside cheeks, ulcers on the tongue, cold sores around the mouth	2-10 days	Until all symptoms have ceased
Impetigo	Yellow oozing sores with scabs on top, itching. Usually around nose and mouth, although can develop on body	Direct Contact	Until dry and healing or 48 hours after antibiotic treatment has started
Infective Hepatitis A	Gradual onset of headache, loss of appetite, nausea, urine dark, faeces pale putty colour	14-28 days	7 days from onset of Jaundice or other symptoms if no jaundice present
Influenza and Pandemic Flu	Sudden onset, fever, headache, pain in the neck, arms or legs	2-3 days	Until recovered
Measles	Misery, high temperature. Heavy cold, with discharging nose and eyes. Later-harsh cough, conjunctivitis, white spots in cheek, followed by dusky red patchy rash, starting behind the ears and along ears/hairline-spreads to face, trunk and limbs	10-15 days	4 days from onset of rash
Meningitis (bacterial and viral)	Fever, pains in back of joints, vomiting. Headache, fear of bright lights, stiff neck, confusion. Skin pale/blotchy, red rash or purple spots/bruises may appear.	2-10 days	Until recovered
Mumps	Fever, headache or ear ache, swelling of jaw in front of ears, difficulty opening mouth/chewing	14-28 days	5 days from onset of symptoms
Otitis Media (Ear Infection)	Severe ear ache, intermittent or continuous. Deafness (occasionally) and discharge from the ear, children may not localise the pain to the ears or head	Direct Contact	Until symptoms have cleared up
Pertussis (Whooping Cough)	Heavy cold with fever, followed by spasmodic cough, characteristic cough and vomiting, breathlessness and exhaustion	7-10 days	21 days from onset of cough. If antibiotics are given this may be shortened to 2 days.
Rubella (German Measles)	Slight sore throat, slight fever, enlarged glands behind ears, pain in small joints	14-21 days	7 days from onset of rash
Slapped Cheek syndrome	Headache, mild fever, sore throat, rash on cheeks	4-20 days	Once rash appears no longer contagious
Scabies	Itchy mite burrows, visible as red raised spots, especially between the fingers. Intense irritation, sleeplessness	4-8 weeks	72 hours following treatment
Temperatures	Normal range for child is around 36.4 degrees C varying slightly. 38 degrees C or higher is cause for concern	Not applicable	Until temperature returns to normal
Threadworms	Presence of threadworms in stools (white, cotton-like pieces), sore anus, itchy bottom, sleeplessness, lack of appetite	Direct Contact – eggs can live up to 2 weeks.	24 hours following treatment

Thrush	White patches inside mouth, red rash around mouth or in genital area	2-5 days	Mouth-24 hours after treatment. Genitals-no exclusion necessary although treatment and good hygiene required
Tonsillitis	Very sore throat, white patches on tonsils, swollen glands in neck, aches and pains in back and limbs	2-5 days	Until recovered or at least 48 hours on antibiotics
Tuberculosis (TB)	A persistent cough, weight loss, night sweats, high temperature (fever), tiredness and fatigue, loss of appetite	3-8 weeks	Until at least 2 weeks after the start of effective antibiotic treatment (if pulmonary TB.
Urinary Tract Infections	General illness, abdominal pain, vomiting, high temperature, need to pass urine more often than usual	Not applicable	Until symptoms have cleared up

Further information/guidance (hygiene):

- ⤴ Dewis Cymru - <https://www.dewis.wales/childhood-diseases-cyp> Accessed 19/10/23
- ⤴ Health and Safety Executive, <http://www.hse.gov.uk/>
- ⤴ Children and Young People Settings: Tools and Resources Exclusion table 2023-
<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/children-and-young-people-settings-tools-and-resources>
- ⤴ <https://www.food.gov.uk/> - Food Standards Agency
- ⤴ <https://phw.nhs.wales/services-and-teams/healthy-working-wales/covid-19-information-and-advice-to-support-employers-and-employees/sector-specific-guidance/childcare-and-early-years-settings/> - Public Health Wales

Individual and Special Needs Policy

Bear Pak recognises that some children may require additional support within a play setting in terms of specific treatment, facilities or care. Bear Pak aims to provide a welcoming, supportive and inclusive environment for all children, staff and parents that treats everyone with dignity and respect. The Club supports integration and the treatment of all children and adults as individuals and will work with families to facilitate this wherever possible.

- Individual needs and preferences will be discussed with parents/carers and children as appropriate.
- Planned activities and the purchasing of new equipment and resources is adapted to meet the individual needs and views of children. This may also include purchasing specialist equipment wherever possible.
- We will make adaptations to the facilities and environment wherever practical and reasonable to cater for individual requirements.
- Staff will work with external support agencies and help monitor and record children's development. This will be shared with parents/carers and joint strategies implemented.
- Where required and available, staff will attend appropriate training.
- If a child requires 1:1 support, Bear Pak will make every effort to work with parents/carers and relevant organisations to access additional funding and staff members to put this in place.
- If providing any intimate care, the privacy and dignity of the child is respected and maintained.
- Bear Pak promotes a positive and inclusive atmosphere for all and any discriminatory behaviour will not be tolerated.

The main language is English and bilingual signs will be used where appropriate. When joining the club, children will be assigned a key worker who will provide extra support to children where required. During activities and/or observing children, the key worker will be able to assess if a child requires additional support. If the key worker believes this is the case, observations will be carried out on the child, with parental permission to determine the areas of development which the child requires help with. These observations will be stored in the child's file and a copy given to the parents/carers. A meeting will then be arranged between the child's parents, keyworker and Person in Charge to discuss what support can be provided for the child and how we are able to adapt our services to meet the child's individual needs. Progress will be monitored by the key worker through further observations and stored in the child's file. Parents will be kept informed of any changes to the child's development.

Bear Pak's staff work in accordance with the SEN Code of Practice (Wales) and The Additional Learning Needs Code for Wales 2021, and reinforces this within the daily running of the club to ensure that we continue to provide a high standard of child care for each individual.

Media Policy

With the availability and accessibility of many different media, Bear Pak aims to ensure that no adult or child at club is put at a disadvantage or feels threatened by the inappropriate use of mobile phones, internet, cameras, videos and DVDs.

Staff are reminded that they have a duty of care to children in a respected position and should act accordingly. Staff must not at any time use emails, text messages, networking sites or the internet to discuss anything regarding Bear Pak. This includes any parents, children, incidents or other information relating to the club and its' service users. The club mobile phone can be used to communicate with parents/carers to discuss individual children. Confidentiality must be maintained at all times.

Mobile phone use by staff

Bear Pak does not permit staff to use their personal mobile phones during club hours. Members of staff can be contacted on the club's mobile telephone number during opening hours.

Mobile phone use by children

The club does not allow children to use their mobile phones in the club for any purpose. Any parent wishing to contact their child in an emergency should do so through the Bear Pak mobile phone.

Internet use

We recognise that computers and the internet are beneficial to learning and development of children and staff.

- ⤴ During working hours, internet can be accessed by staff for club matters only such as for planning activities and accessing resources.
- ⤴ During working hours, staff are not allowed to send or receive personal emails without prior permission of the Managing Director.
- ⤴ Staff are not permitted to access any social networking sites whilst at work. Any member of staff breaching this rule will be subjected to disciplinary action.
- ⤴ Children may use the internet for playing developmental games and finding resources either in groups or individually but will always be supervised by a member of staff. The internet will only be accessible on designated devices for children which have appropriate controls in place to limit access to inappropriate content.

Social Networking

- ⤴ Outside of work, staff should remain aware of their duty and responsibilities as an employee of Bear Pak when accessing social media sites such as Facebook, Twitter, etc and the content that they share about themselves as a professional child care worker. No connection to the club, staff, children or any incident is to be mentioned on such sites.
- ⤴ Any action which is seen to bring Bear Pak or its' service users into disrepute is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.
- ⤴ The management team have access to Bear Pak's Facebook account and control what information about the club is portrayed. Social networking accounts will remain an invite only page and only parents and staff at the club will be able to access the information. Photographs of activities may be uploaded. However, children's photographs will only be taken and uploaded to the site if parental consent is obtained first.
- ⤴ Bear Pak's confidentiality policy must be followed at all times.
- ⤴ Staff are discouraged from forging online friendships with parents, carers or children.

Photographs and videos

- ⤴ Sometimes we like to record various activities and events at club through photographs, videos and other media. We will not do so without prior written permission from parents/carers. This permission is gained when a child first registers at the club and will be updated on a regular basis. Any outside agency which wishes to take photographs or videos of our club will seek written permission from parents/carers in advance.
- ⤴ Provided permissions have been granted, staff may use the club's photographic equipment to take photographs or videos of children. Personal photographic equipment owned by staff should never be used.
- ⤴ Parents must not use any camera, video recorder or any other recording device on club premises without prior permission from Bear Pak.

IT Equipment

- ⤴ The club does not allow children to bring in personal IT equipment such as laptops, music players and games consoles.
- ⤴ Any games or software provided by the club is age appropriate according to the age rating given to the game by the BBFC or PEGI or other appropriate organisation.

Television/DVDs/Films/Music/Literature

- ⤴ All television/DVDs/films/music/literature used in the club is age appropriate and the relevant license will be sought where needed.

Medication Procedure

If medication is to be given, the following procedure will be followed:

- ⤴ The Person in Charge will confirm that the administration of medication conforms to the clubs insurance cover. If it does not conform to our insurance cover, we will be unable to administer the medication.
- ⤴ If medication is administered to a child, it is with the written agreement and permission of the parent/carer and with an understanding of the possible side effects of the medication. This is obtained before medication is administered.
- ⤴ Medicines must be provided in their original containers, with the expiry date listed on the container and clearly labelled with the child's name and any specific storage instructions.
- ⤴ All medicines will be inaccessible to children.
- ⤴ Checks will be made to ensure that any medication is not out of date and all out of date medicine will be disposed of safely or returned to parents/carers.
- ⤴ Medicines will be stored in original containers and per specific storage instructions e.g in the refrigerator.
- ⤴ Written details of the exact time and date medication was last administered to the child will be obtained from the parent/carer with details of the time the next dose is required.
- ⤴ If the administration of prescription medicines requires technical or medical knowledge, then it is the responsibility of the parent/carer to inform the Person in Charge of this before the child starts the club. Until individual training can be provided for staff from a qualified health professional, arrangements may be made for a parent/carer or health professional to join the session in order to administer medication to a child, though this request must be placed in writing and approved by the Person in Charge. Training is specific to the individual child concerned.
- ⤴ Prescription medicines are not administered unless a doctor has prescribed them for that child.
- ⤴ Written records will be kept of all medicines administered to children. Including time, date and dosage administered. This requires a second member of staff to witness the medicine being administered. Parents/carers must sign the record form to acknowledge the entry.
- ⤴ Each child being given medicine will have their own recording form in order to maintain confidentiality.
- ⤴ Where necessary, the Person in Charge will liaise with school staff to monitor the administration of medicine and the child's needs on a daily basis.

It is the Person in Charge's responsibility to ensure that this policy is understood by staff and is reinforced within the daily operation of the club. Medication is given only by a qualified First Aider. As part of the contract, parents initially sign as to whether they do or do not give permission for the child to receive any medical attention. No medication will be given to the child without obtaining parental consent first.

Missing Children Policy

Bear Pak is committed to ensuring the safety and well-being of all children who attend our club. In accordance with our arrival and collection policy:

- ⤴ Parents/carers must contact the Person in Charge to notify her of any changes regarding attendance/ non-attendance of their child.
- ⤴ The school teachers and children will know the club staff or individuals acting as escorts.
- ⤴ Only persons named in writing on the contract and registration form by the parent/carer will be able to take the child from club.
- ⤴ Club staff will arrive promptly at specific collection points with a list of children to be collected. They will record the time that they collected the child on the register promptly to mark the child in.
- ⤴ Children will be signed out (including the time) when parents/carers have collected the child. This will be done by either the parent or member of staff conducting the hand over.
- ⤴ The Person in Charge will ensure that all children are signed in and out of club.
- ⤴ A daily register is taken at the start of every session to ensure all children that are booked in are present. This is repeated at regular intervals during trips out.
- ⤴ Regular head counts are made throughout the session.
- ⤴ Risk assessments of the premises, trips and activities are undertaken before the children arrive at the setting.
- ⤴ During trips, children are allocated to certain members of staff with higher than normal ratios.

Procedure on missing children

If a child is identified as missing during the course of the club session or trip, the following action should be taken (whilst at all times maintaining the safety and supervision of all children at the club):

Child missing from club session/during trips

1. The staff member allocated to look after the child will inform the Person in Charge.
2. The Person in Charge will make enquiries with relevant members of staff as to when the child was last seen and where.
3. During trips, inform the Person in Charge of the premises and recruit further support including tannoy announcements.
4. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity. The member of staff supervising the other children should ensure that they remain calm and not distressed.
5. If the child cannot be found within 15 minutes (shorter if in a busy area), then the police and the parent/carer are informed. When the police arrive, their instructions will be followed.
6. Whilst awaiting police, the search is continued, widening the search area and keeping in touch by mobile phone.
7. An incident form is completed immediately after the event explaining exactly what happened. All the staff present, the child's parent/carer and the police should sign it and all records are filed in accordance with the health and safety legislation. (contact Health and Safety Executive or visit www.hse.gov.uk). The document will be stored confidentially and be kept in accordance with our Data Protection Policy. The document will be made available to CIW and parents of the child.
8. Care and Social Services Inspectorate Wales is informed on the same day of the incident.
9. Once the situation has been resolved, all members of staff review the reasons for it happening and the club will ensure any necessary measures are taken to prevent it from happening again.
10. The club's insurance company is notified.

Child missing from school collection point

If a child has been booked into the club but is missing from the agreed collection point, the following procedure is followed:

1. Inform the Person in Charge immediately.
2. The school is informed immediately and the parent/carer is contacted.
3. If the child's whereabouts remain unknown, the head teacher (or senior member of the school staff) is informed and the school is searched.
4. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity of the school/collection point. The member of staff supervising the other children should ensure that the children remain calm and not in distress.
5. If the child cannot be found within 15 minutes, then the police are informed.
6. Follow procedures 5 - 10 as above.

Precautions are taken to avoid these situations occurring by:

- The children wearing high visible vests during outings and on the walk back from school.
- Children are asked to walk in two's with a member of staff in front and a member of staff behind the children.
- On outings, children wear bands with the club's mobile number on them.
- Children are taught through club activities about the dangers of wandering off and talking to strangers.
- All trips and routes will be risk assessed.

Play Policy

Bear Pak believe that children have a right to play, to have the freedom to explore, make their own decisions and express themselves in an environment that facilitates this right. We provide a child-centred play environment that promotes children's independence, confidence, self esteem and the development of ideas. We create an atmosphere that is welcoming and accessible to all children, providing a range of experiences to enhance children's physical, intellectual, language, emotional, social and creative development.

Children are provided with structured and unstructured play opportunities. Activities are planned to meet children's needs and interests which are adapted to meet the ages and stages of children in our care. We plan our activities in relation to the Curriculum for Wales, providing children with first hand experiences to practice and consolidate their learning.

We aim to ensure that:

- Children remain the centre of our play process
- Children are supported by appropriately qualified and experienced staff that encourage children to guide their own play and ensure that they are free to make their own choices about what they want to do.
- Staff respond to children's needs and foster an environment that enriches children's play where children are free to discover their own solutions and develop at their own pace.
- Staff facilitate appropriate risk to increase children's awareness of their physical capabilities and limitations whilst balancing this with the need for play opportunities to take place in a physically and emotionally safe environment.
- ⤴ Equality of opportunities is promoted and any discrimination is challenged to ensure that children feel included and valued as an individual.
- ⤴ We utilise play opportunities to encourage positive attitudes, increase self esteem, motivation and confidence wherever possible.
- ⤴ Positive relationships are built and maintained with parents and children to develop consistency and gain an understanding of the child's individual needs.
- ⤴ Children are involved in decisions that affect them, that children are consulted and listened to with their feedback being acknowledged and taken into consideration.

Typical activities available to children on a daily basis are cooking, role play, sports, gardening, scientific experiments, ICT, arts and crafts. Activities will be set up before the child arrives so that they are readily accessible to children. Children are encouraged but not forced to participate in activities and are fully supported by our staff. Our nursery wraparound activities will be planned in accordance with the Curriculum for Wales and our after school and holiday club activities will be fun-based relating to children's needs and interests. Children will have qualified staff to aid their discoveries and learning.

Our resources will be purchased in relation to how they can be used to provide children with first-hand experiences to aid children's development. Purchases of specialist equipment will be purchased to aid those with special needs if needed and financially accessible. Our play resources will be checked daily before use to ensure they are clean, unbroken and suitable for their intended use.

Children will be given opportunities to play outdoors and indoors with opportunities to be active. Children will be provided with a quiet area where they can relax, watch films and read books.

Personal Care/Nappy Changing Policy

We aim to support children's care and welfare on a daily basis in line with their individual needs. All children requiring personal care/nappy changing will be changed as and when required, but at a minimum of every 3 hours whilst in Bear Pak's care. We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. Through the following actions we will endeavour to support all parties:

- There must always be two staff members present during the personal care/nappy changing procedures
- The dignity and privacy of the individual must always be considered as a priority and appropriate changing places should be identified on the premises.
- All nappy changes/personal care routines must be recorded by the staff member responsible and signed off by the staff member who witnessed the procedure. Staff members are never to be left alone in the changing cubicle/toilet with a child.
- All nappies/soiled clothing should be double bagged with nappy sacks and placed in the child's bag to be disposed of, unless nappy disposal facilities are available (for example when on trips). All parents/carers of children requiring personal care/nappy changing are notified of this disposal procedure on registration of their child.

In order to minimise the risk of spreading infection all staff and visitors are required to familiarise themselves with the infection control tool along with guidance on correct handwashing routines. When carrying out personal care/nappy changes all staff are required to wear disposable gloves and aprons and are to adhere to handwashing regulations as set out in the infection control tool. An audit of the infection control tool will be carried out by the Managing Director every 3 months, or more frequently if required. The Person in Charge will report any spread/outbreak of infectious diseases to the Local Authority/Health Board in line with RIDDOR (<http://www.hse.gov.uk/riddor>)

Staffing

Bear Pak operates on a ratio of 1 adult to every 8 children. However, the ratio is increased during outings and trips to ensure effective supervision of children. Our qualified staff specialise in implementing activities in accordance with the Curriculum for Wales. Staff support children in making their choices of how they would like to spend their time at Bear Pak and which activities they would like to participate in. Staffing arrangements are designed so that they meet the individual needs of all children in our care. Our staff work to encourage children to be confident and independent within club and are there to help children to achieve their full potential.

During induction, staff are familiarised with these policies and procedures which are available to refer to at any time during club. Staff are also made aware of updates to legislation and referred to copies of the National Minimum Standards, The Child Minding and Day Care (Wales) Regulations 2010 and Regulation of Child-minding and Day Care for Children Under Twelve (2021), all being available on request. Bear Pak staff are trained to and work in accordance with legislation such as the Children Act and the UN Convention on the rights of the Child. They are made aware of how their interaction and work with children affects children and their development.

Staff members, paid and unpaid are aware of their duties as role models for children and should behave in appropriate manners at all time, creating an environment that promotes equality and inclusiveness for all. Staff role model good personal hygiene for children and encourage them to carry out good hygiene practices to avoid the spread of infection.

Staff files contain their personal details, training attended, qualifications, emergency contacts, declaration of suitability to work with children, contract, cv/application for employment, a list of roles and responsibilities, any health issues/disabilities, 2 references (1 being the their current or most recent employer) and enhanced DBS check number and expiry date. A person is only hired if all checks carried out are satisfactory. All staff that are employed by Bear Pak have the skills and experience needed to be able to plan for and meet children's individual needs and are checked prior to employment of their suitability to carry out their roles.

We employ staff based on the needs of individual children in our care and the requirements of The Child Minding and Day Care Regulations (Wales) 2010 and the National Minimum Standards for Regulated Child Care. To guarantee we meet these requirements we ensure that:

- At least 80% of staff looking after children are child care qualified to a minimum of level 2 and of which 50% of that staff is qualified to a Level 3.
- The person in charge holds at least a Level 3 in Child Care and/or Playwork.
- Qualifications are checked against the Accepted Qualifications for the Early Years and Childcare Workforce in Wales or Skills Active's Integrated Qualification Framework for Playwork to ensure the qualifications are suitable for the position.
- All trainees are supervised closely at all times and never left alone with children.
- Training needs for staff are addressed and are provided on a regular basis.
- All paid staff receive regular one to one support and supervision to encourage them to improve their practice and to raise any safeguarding concerns.

Formal supervisions are carried out at least every six months to ensure a high standard of care is provided for children and appraisals are conducted annually. This is to ensure staff are fully supported in their roles and are aware of their expected roles and responsibilities in the club. Any issues regarding a staff members behaviour is dealt with in accordance with our Staff Disciplinary Procedure.

CIW are informed of any changes to staff regarding their qualifications, termination of or commencement of employment.

Staff Disciplinary Procedure

Bear Pak maintains a well-motivated, highly skilled and professional staff team. However, occasionally action will need to be taken to encourage improvements in individual behaviour and performance. The club will provide a fair and consistent method of dealing with disciplinary incidents. Our aim is always to support and encourage staff whilst promoting good employment relations.

If a member of staff is subject to disciplinary action:

- The incident will be fully investigated and the facts established.
- Investigations will be non-discriminatory and apply equally to all staff irrespective of sex, marital status, sexual preference, race of disability.
- At every stage, the member of staff concerned will be advised of the nature of the complaint and given an explanation for any penalty imposed.
- Staff will be given the opportunity to state their case and be accompanied by a friend, colleague or Trade Union representative of their choice during part of the disciplinary process.
- Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct (see below).
- Staff have a right to appeal against any disciplinary action taken against them.
- Investigations will be conducted by either the Person in Charge or the Registered Individual.

The Staff Disciplinary Procedure operates as follows:

Informal Discussion:

Before taking formal disciplinary action, the Person in Charge will make every effort to resolve the matter by informal discussions with parties concerned. Only where this fails to bring about satisfactory improvement or outcomes, will disciplinary procedures be formally implemented.

Formal Verbal Warning:

Once a formal warning has been given by the Person in Charge, the member of staff in question will be notified of this and given an explanation for the warning. They will further be informed of their right of appeal. A brief note of warning will be kept on the club's records. This will be disregarded after six months subject to satisfactory conduct and/or performance.

Written Warning:

If there is not sufficient improvement in standards following a formal verbal warning or if a further incident occurs, a written warning will be issued. This will state the reason for the warning and that if there is no satisfactory resolution after a further month, a final written warning will be given. A copy of this first written warning will be kept in the club's records but will be disregarded after twelve months subject to satisfactory conduct and/or performance.

Final Written Warning:

If the member of staff's conduct or performance remains consistently unsatisfactory or if the misconduct is sufficiently serious, a final written warning will be given, making it clear that any further breach of standards or other serious misconduct may result in the employee being dismissed. A copy of the warning will be kept in the club's records but will be disregarded after 24 months subject to satisfactory conduct and/or performance. The warning will state clearly that dismissal will result from failure to comply. In certain exceptional circumstances, a member of staff may receive a Final Written Warning that will remain on the club's records indefinitely. This course of action will follow when a member of staff has only avoided dismissal due to extenuating or mitigating circumstances.

Dismissal:

If improvement in performance and/or conduct is still unsatisfactory following a final written warning, the member of staff will be issued with notice of termination of employment. In cases of gross misconduct, employees may be summarily dismissed without notice and without issuing warnings as detailed above.

Gross Misconduct:

If after investigation it is deemed that a member of staff has committed an act of the following nature, dismissal will be the outcome:

- Child Abuse (for further details please refer to the Child Protection Policy)

- Serious infringement of health and safety Rules (for further details, please refer to our Health and Safety Policy)
- Assaulting another person
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or drug use
- Gross negligence that either causes or might cause injury, loss or damage to a person or property
- Theft, fraud or deliberate falsification of the club's documents
- Deliberate damage to club property
- Being an unfit person under the terms of the Care Standards Act or the Children Act

Whilst the alleged incident of gross misconduct is being investigated, the individual concerned will be suspended during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be as short a period as possible. Any decision to dismiss will be taken only after a full investigation. If a staff member of staff has been found to have committed an act of gross misconduct, they will be dismissed without notice.

Appeals

Staff wishing to appeal against a disciplinary decision must do so in writing and within fifteen working days of the decision being communicated. Appeals will be dealt with as quickly as possible and within at least a further fifteen days. If possible, the Registered Person or senior member of staff who was not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case. During all stages of the procedure, the right to appeal will be confirmed as part of the warning, suspension or dismissal letter.

Sun Care Policy

At Bear Pak, we want children to enjoy the sun safely outdoors. Our aim is for the children to adopt healthy sun behaviours that will continue throughout their childhood and keep them protected from the risks of sun exposure.

Sun Care Awareness

- ⤴ Parents/carers will be alerted to this policy.
- ⤴ The club staff discuss the importance of being protected from the sun with the children and activities designed to promote sun protection will be introduced.
- ⤴ Children are encouraged to wear protective clothing and sunscreen when exposed to the sun. (e.g. hats that cover the ears, face and neck, appropriate UV sunglasses and long sleeved clothing)
- ⤴ The staff act as role models and wear appropriate clothing to protect themselves.

Shade and Environment

- ⤴ Seats and equipment will be moved to shaded areas.
- ⤴ Outdoor activities will take place in shaded areas where possible.
- ⤴ The staff will try and avoid taking the children outside in direct sunlight during the hottest part of the day from 11am – 3 pm.

Sunscreen

- ⤴ Bear Pak has an adequate supply of sun cream at factor 50+ for use during the session. Parents can choose to provide their own but must display their child's name and expiry date.
- ⤴ Children are supervised and encouraged to re-apply sun cream throughout the day where necessary. Written permission will be given by parents for staff to assist the children in applying the sun cream where needed.

Additional Information

The SunSmart skin cancer prevention messages can be promoted by using the SMART code:

Stay in the shade 11-3

Make sure you never burn

Always cover up with a t shirt, hat and sunglasses

Remember to take extra care with children

Then use at least factor 30+ sunscreen

SunSmart is the national skin cancer prevention campaign run by Cancer Research UK. (Sun protection policy guidelines for nurseries, pre-schools, primary and secondary schools in Wales.

<https://news.cancerresearchuk.org/2003/05/27/cancer-research-uk-gets-sunsmart-with-the-big-screen/> -

Accessed 1/4/22

Uncollected Child Policy

Parents of children starting at Bear Pak are asked to provide the following specific information which is recorded on the Registration Form:

- Child's home address (if custody is shared – all addresses the child resides at should be supplied)
- Home address, email address and telephone number (of both parents if applicable)
- Place of work address and telephone number (of both parents if applicable).
- Mobile telephone number (of both parents if applicable)
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting and a password that should be used by such persons.
- Names and telephone numbers of emergency contacts (other than parents).
- The people who have parental responsibility for the child;
- Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform us in writing of how they can be contacted.

Parents are informed that procedures within our child protection policy will be implemented should a child fail to be collected by an authorised adult within 30 minutes of the club closing. In the case of a parent/carer failing to collect the child, then the following procedure will apply:

- The Person in Charge is to check that no changes have been made to the child's usual collection arrangements.
- If no changes recorded, efforts are made to contact parents/carers at home and/or work;
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from club are contacted– including emergency contacts.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- At no point will the child be left unsupervised- At least two members of staff will stay to supervise the child until they are collected. Staff will reassure the child to minimise distress.

If the child has not been collected after 30 minutes and attempts have failed in contacting the registered carers, the following procedures will be applied:

- The Person in Charge is to contact Social Services Emergency Duty Team and follow their advice.
- Under no circumstances does a member of staff go to look for the parent or take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Parents will be charged in accordance with our Late fees (please see our Arrival and Collections policy)

Social Services Emergency Duty Team: 029 20788570
Day Time contact (up until 5pm): 01446 725202

Upon induction, all Bear Pak staff will be required to read this policy and will be expected to comply with its' contents. The policy will be kept in the policy folder and will be available for staff to refer to at all times. It is also available on our website at www.bearpak.co.uk. If incidences of non-compliance do occur, this will be dealt with on a case by case basis and the disciplinary procedure implemented where necessary. Any incidents will be recorded and reviewed to ensure the policy is fit for purpose.

Volunteer Code of Practice

Volunteering is described as an unpaid activity where someone gives their time and energy to help an organisation, individual or wider community. Unpaid volunteers are often the glue that holds a community together.

Volunteering opportunities at the club may include:

- ⤴ Supporting the work of staff within the setting
- ⤴ Providing/supporting activity sessions for children in the club
- ⤴ Supporting staff during trips
- ⤴ Assisting with fundraising activities
- ⤴ Supporting the development of the company

The Club:

- ⤴ Selects volunteers to complement work carried out by paid staff within an equal opportunities framework
- ⤴ Respects and values all volunteers and supports them within their role of equal status to that of paid employees.
- ⤴ Adequately insures volunteers.
- ⤴ Provides adequate background checks on all volunteers including references and DBS checks.
- ⤴ Ensures no student, volunteer or visitor is left unsupervised at any time and a record of their attendance, including date and time is kept.
- ⤴ Ensures that all volunteers under the age of 16 years of age are not included in the staff: child ratio.
- ⤴ Reinforces the same standards to volunteers as paid employees and supports volunteers in maintaining them.
- ⤴ Clearly defines the role of the volunteer within the club and makes clear their expected duties and limitations.
- ⤴ Supports volunteers by assigning a designated person to supervise and guide them within completing tasks assigned to them.
- ⤴ Provides an in depth induction to volunteers, including any training relevant to the tasks in which they will be expected to perform.
- ⤴ Ensures that volunteers know of, understand and follow the club's aims and objectives, values, policies and procedures including health and safety policy, equal opportunities policy, confidentiality policy and grievance and disciplinary procedures as part of their induction.

The volunteers:

- ⤴ Support the club to achieve and maintain its high standards.
- ⤴ Provide details of references, and DBS documentation so that relevant checks can be carried out prior to acceptance of post.
- ⤴ Must be committed to attend all mutually agreed dates and times and give reasonable notice where attendance is not possible so that alternative arrangements can be made.
- ⤴ Perform the volunteering role to the best of their ability.
- ⤴ Follow the club's policies and procedures including health and safety policy, equal opportunities policy and confidentiality policy in relation to staff, volunteers and service users.
- ⤴ Maintain the confidential information of the club and of its service users.

This policy is not intended to be a legally binding contract between Bear Pak and volunteers and may be cancelled at any time at the discretion of either party. This agreement does not constitute an intention of any employment relationship to be created either now or at any time in the future.

Code of Practice for Involving Volunteers: www.wcva.cymru (Accessed 19/10/23)

Whistle Blowing Policy

Bear Pak expect the highest standards of conduct from all employees and volunteers. Any concerns raised will be taken seriously. We recognise that the decision to report a concern can be a difficult one to make but employees will be expected, through agreed procedures and without fear of recrimination, to bring to the attention of the Person in Charge any serious impropriety or breach of procedure. Bear Pak will not tolerate harassment or victimisation and will take action to protect you when you raise a concern in good faith. If you feel you have suffered harassment either directly or indirectly as a result of raising a concern, you should refer to the Complaints policy. This does not mean that if you are already the subject of disciplinary or redundancy procedures that those procedures will be halted as a result of your whistleblowing.

The types of activity that should be disclosed include but are not limited to the following:

- Fraud or corruption
- Unauthorised use of the club's property and equipment
- Abuse of employees or children (See child protection procedure for more information)
- Failure to comply with legal obligations
- Endangering themselves or another person's health, safety and well-being
- Damage to the environment and equipment of Bear Pak
- A criminal offence
- Showing undue favour to an employee or child
- Failure to comply with policies and procedures – Both external and internal
- Failure to meet expected standards of child care practices

Raising a concern:

Any concerns about colleagues, malpractice and the operation of Bear Pak should be made in writing to:

Bear Pak FAO Person in Charge
Fairfield Primary School
Dryden Road
Penarth
CF64 2RT
enquiries@bearpak.co.uk
07714509120

or alternatively;

Laura Williams
07702873067

Where the issue concerns your managers or you believe she has failed to take appropriate action, then you should bring it to the attention of CIW:

CIW
Welsh Government,
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Telephone: 03007900126

Email: ciw@gov.wales

Employees may wish to consult a trade union and bring a friend or trade union representative along to any discussions, so long as the third party is independent of the issue. Bear Pak will do its' best to protect your identity when you raise a concern. However it must be appreciated that, in the interest of natural justice, any investigation process may reveal the source of the information and a statement by you may be required as part of the evidence.

Course of Action

The action taken by Bear Pak will depend on the nature of the concern. The matters raised may be investigated internally or in serious cases be referred to the police and/or social services. Any allegations about children's welfare will be dealt with in accordance with our child protection policy. Any person, who is subject of an allegation, will be made aware of the investigation at an appropriate time and given the opportunity to respond. In order to protect individuals, initial enquiries will be made to whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations that fall within the scope of specific procedures (i.e. Safeguarding or discrimination issues) will normally be referred for consideration under those procedures. Some concerns may be solved by agreed actions without the need for an investigation. The following process will be followed in the event of whistle blowing allegations

- The complainant will be asked to put the complaint in writing along with any evidence concerning the allegation.
- The complaint will be fully investigated, commencing within 5 working days of when the complaint was first received.
- A letter will be sent to the complainant detailing how we have dealt with the complaint and the outcome of the investigation.
- Action is implemented.

Each case will be investigated thoroughly with the aim of informing the complainant of the outcome of any investigation as quickly as possible.

Working in Partnership with Parents/Carers

Before registering their child at Bear Pak, parents will be provided with all the necessary information to enable them to make an informed decision about our service. This includes information regarding our policies and procedures which are available on our website and on site. An abbreviated version of our policies and procedures is displayed within our parent handbook which is provided to parents upon registering their child. Parents are also invited to visit the club at a mutually convenient time with their child to see who we are and how we operate our provision. Parents are made fully aware of our typical routine on visiting the club and a copy of the daily routine can be found on our noticeboard along with our weekly planning. We work in accordance with the Child Minding and Day Care (Wales) Regulations 2010 by ensuring that 'Parents are kept fully involved in and informed about their child's activities, abilities and progress.'

Parents/carers are required to sign a contract with Bear Pak before their child starts attending. All written records kept on their own child are accessible to parents/carers, except where this would place the child's welfare at risk. At no time will parents/carers be able to see information about another child. Copies of the contract and registration form can be found onsite at the club.

Bear Pak recognises and respects that parents/carers hold primary responsibility of their children and we work in partnership with them to provide consistent care that meets children's individual needs. Bear Pak also recognises that parenting is a shared responsibility. When parents live apart, Bear Pak acts to ensure that both parents have the information they need so that they can be confident in the care that their child receives in club.

Formal appointments can be made between the parent/carer and the Person in Charge to discuss a child's progress and/or behaviour. These appointments can be held outside club hours in a private location suitable for both parties. The club's confidentiality policy is followed in such circumstances. To make an appointment, simply contact the Person in Charge on the Bear Pak mobile phone.

Club staff are available during club hours for an informal chat to parents/carers about their child's individual needs and progress. Staff are aware of the need to maintain privacy about matters concerning children and families and the need to share information appropriately. Any requests by third parties for information about any individual child will be discussed with their parents and information shared only with their consent, unless to do so would place the child's welfare at risk. Regular information is provided to parents of the activities children participate in through children's work being displayed and photographs of children doing activities.

As detailed in the contract and registration form, parents/carers are responsible for notifying Bear Pak of any changes in the child's circumstances so that they can be added to the child's registration form and appropriate action taken.

Regular customer satisfaction surveys are carried out, usually by questionnaires, to ensure that the club's service continues to meet the needs of children and their families. Parents/carers are encouraged to actively take part in these exercises, as their opinion is important to the continued effectiveness of our service and their own child's well-being. A parents notice board is placed within the club for parents/carers and children to be able to gain information on the club and its activities.

When fundraising events are being organised, we appreciate the help and co-operation of all parents/carers of children registered at the club. This may involve selling raffle tickets, volunteering to participate in fun, sponsored events or helping with publicity events.

The club is registered with CIW and will be regularly inspected. The inspection reports can be accessed by parents on www.ciw.org.uk or by asking the Person in Charge for a copy which is available in the club.

Settling in Policy

When we accept children in to our care, we recognise that the transition can be daunting for both children and parents/carers. Therefore, we have measures in place to make the transition as smooth as possible so that children feel secure, happy and comfortable within their new environment. We aim to promote warm relationships, self-esteem and confidence for children in a nurturing, welcoming atmosphere.

To support transition into our setting we encourage parents to bring their children for an initial visit where the child and parents can meet the team, discover what we do and familiarise themselves with our environment. Following this, we recommend that children attend at least three settling in sessions where children will be integrated gradually in to our setting. Parents are more than welcome to come to these sessions and there will be no charge. We advise that parents stay for the first few sessions and gradually leave the child for longer periods of time. We will work in partnership with parents and carers to settle the children in to our wrap around facility.

We recognise that each child is an individual and will require unique support within this process. To aid the transition, children will be assigned a key worker who will work closely with the child and parents.

Welsh Language Policy

1. Introduction

1.1 Bear Pak recognises that under the Welsh Language (Wales) Measure 2011, the Welsh language has official status in Wales and should be treated no less favourably than the English language. The company believes that it is good business practice to provide services to parent/carers in the language of their choice. Bear Pak respects individuals' rights to use their language of choice and so encourages and facilitates the use of the Welsh language in the workplace and in the external environment.

2. The Welsh Language (Wales) Measures 2011

2.1 The aims of the Welsh Language (Wales) Measure 2011 are:

- To strengthen the position of the Welsh language in the community
- To increase opportunities for people to use Welsh in the workplace
- To improve Welsh language services to citizens

2.3 Bear Pak is committed to supporting the achievement of these aims and sets out its actions in pursuit of them its' action plan.

3. Principles and Practice

3.1 Bear Pak adopts the principle that in conducting its business in Wales, English and Welsh languages are treated equally. This Welsh Language policy and action plan sets out the company's aims and objectives in relation to the language and its commitments to using Welsh within the services provided to the public and in the workplace.

3.2 In dealing with its staff, volunteers, contractors, stakeholders, and parent/carers and their children Bear Pak treats English and Welsh Languages on an equal basis. The company respects the individual's choice of language and efforts are made to ensure that those wishing to communicate through the medium of Welsh are encouraged to do so.

3.3 Learning from experience is a feature of this policy. Every effort is made to ensure continuous and regular progress in enabling the use of the language in order to offer the best possible service to users and to contribute to the delivery of the aims of the Welsh Language (Wales) Measure 2011.

Planning Services

3.4 In situations where it is reasonable, practical and affordable, services will be provided bilingually. Expenditure and use of other resources on the Welsh language will be considered in annual business rounds and in relation to all major decisions in order to

ensure that a Welsh language service is considered an essential part of Bear Pak's services. The company aims to ensure that spending and using resources on the Welsh language is normal practice so that it becomes natural to offer services in Wales's two official languages, wherever that is suitable, reasonable and practical.

New policies and initiatives

3.5 Any new or revised initiatives and policies which are adopted will promote and facilitate the use of Welsh wherever possible. This will move the organisation closer to putting into effect the principle of equality at all times. Bear Pak ensures that all staff, directors and volunteers are aware of the requirements of this Welsh Language Policy and any responsibilities placed on the company by contractors or stakeholders. When Bear Pak plans and formalises policies or initiatives, language outcomes will be assessed to ensure they fulfil the commitments of this policy.

Delivery of services

3.6 The aim is to provide bilingual services in accordance with this policy's commitments, which will be regularly reviewed, with the aim of continuous improvement.

3.7 Bear Pak is working towards delivering comprehensive services in English and Welsh by:

- ensuring that all staff, directors and volunteers are aware of the implications of this Welsh Language Policy
- aiming for a percentage of staff/volunteers who are able to work through the medium of Welsh and English
- providing training and guidance for staff/volunteers to facilitate the implementation of the policy
- encouraging parent/carers and cared for children to feel comfortable using Welsh
- finding reliable translation services to ensure that all relevant material is translated quickly and reliably

Communicating with the Welsh-speaking public

a) Written correspondence

3.8 Bear Pak accepts written correspondence in English and Welsh. All correspondence received in Welsh will be answered in Welsh. Where possible every effort will be made to

ensure that all correspondence in Welsh receives attention within the same timescale as correspondence in English.

b) Telephone communications

3.9 People are welcome to speak English or Welsh in dealing with Bear Pak over the phone. If a member of staff/volunteer is unable to provide a bilingual service, they will explain the situation to the individual and, if possible, offer a Welsh language service from another member of staff/volunteer. If no Welsh speakers are available, the caller may choose to submit the request in writing (hard copy/e-mail); or continue the conversation in English.

c) Face-to-face

3.10 For those who wish to have face-to-face contact with a Welsh-speaking member of staff/volunteer this may not always be possible but Bear Pak is working towards providing a bilingual service.

d) Signage

3.12 In replacing signage, Bear Pak is committed to the provision of completely bilingual signage and both languages will be equal in terms of form, size, quality and prominence. This will include internal and external signage at offices. The signage will uphold the principle of equality, with the Welsh appearing above or in front of the English.

e) Publications

3.13 On request, printed public material, such as leaflets will be provided in Welsh.

4. Strategic Aims and Outcomes

4.1 The key strategic aims in respect of use of the Welsh language are as follows:

- To comply with the requirements of relevant legislation and government measures.
- To ensure that Welsh language rights are fundamental parts of the business planning, policy-making and decision-making processes as well as business practices
- To promote Welsh language rights, internally to staff and volunteers and externally to the local community, including stakeholders, parent/carers and contractors.

4.2 This policy together with the aims, objectives and actions set out in the attached action plan

are in pursuit of the company achieving the following high-level outcomes:

Company values and behaviours which demonstrate respect for the individual and reflect a commitment to the use of the Welsh language.

Policy development that ensures that Welsh language rights are considered and integrated into business operations and associated policies and procedures.

Business Language and Communications that eliminate language bias from communication channels and respect the rights of Welsh language speaker.

A Working environment that is fair and tolerant, where all employees/volunteers and parent/carers are respected and treated fairly.

Decision-making that takes account of the views on use of the Welsh language.

Community and parent/carer relations that are improved and developed as a result of the company's commitment to the Welsh language.

- 4.3 Bear Pak aims to ensure that, where affordable and practical, spending and using resources on a Welsh language service will be prioritised.

5. Implementation and Monitoring of the Policy

- 5.1 The strategic aims detailed in the foregoing section will be implemented through the action plan, which sets out the underlying objectives, necessary actions, responsible individual, timescales and outcomes. The action plan is accompanied by a base-line assessment against which progress can be measured. The plan will be regularly monitored and updated and reviewed by the Directors on an annual basis.
- 5.2 Bear Pak provides staff/volunteers with all relevant support to implement this policy through direct advice, the services of translators, where necessary, and appropriate training. For further guidance regarding any aspect of the policy, contact the Managing Director.
- 5.3 Statements have been prepared to communicate Bear Pak's commitment to the Welsh language, and, where appropriate, practical and affordable, this will be used across such communications channels as website, literature/publications and online / printed advertisements. The following sample statements reflect the company's commitment:

Working towards equality of opportunity for all

Yn gweithio tuag at gyfle cyfartal i bawb

Working towards offering a service in both English and Welsh

- 5.4 Responsibility for ensuring the policy and action plans are implemented and effectively monitored rests with the Managing Director who will ensure all staff/volunteers, directors, stakeholders, contractors and parent/carers are aware of the documents and the company's commitments.

COVID-19 Policy and Procedure

Overview

COVID-19 is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems are more likely to develop serious illness.

The best way to prevent and slow down transmission is to be well informed about the virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face. The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it is important to ensure you also practice respiratory etiquette (for example, by coughing into a flexed elbow). (WHO.int accessed on 16/08/2020).

Risk Assessment and COVID-19 Specific Hygiene Policy

In order to reduce the risk of transmission, measures have been implemented to ensure the safety of all staff, children, parents/carers and the wider community. A Covid-19 specific risk assessment has been introduced, and is reviewed and amended where necessary in line with Government and NHS guidelines. The daily risk assessment has been updated to reflect the measures implemented to ensure the risk of transmission has been reduced where possible.

All persons on site, including children, must wash their hands on arrival, either with antibacterial soap or using the hand sanitising gel. Hand sanitising gel stations are set up throughout the building, and children will be reminded frequently about good hygiene practices.

At the end of the session, all equipment that has been used during the day is cleaned and staff sign this off on the checklist. Additional staff are on hand during the session to carry out cleaning duties throughout the session.

Only essential visits on site such as inspections from appropriate/relevant authorities will be authorised in order to reduce the risk of transmission. Prospective parents and children visits can be arranged outside of operating hours, in line with current guidelines.

Personal Protective Equipment (PPE)

The following items of PPE are onsite and available for staff to use when necessary:

- Disposable Gloves
- Disposable Aprons
- Disposable Face coverings
- Face Shields

It is the Person in Charge's responsibility to ensure there are sufficient supplies of PPE and antibacterial soap and antibacterial hand gel available. Staff must inform the Person in Charge if there is low stock of any of the equipment. Staff are not required to wear face coverings as of 6th September 2021. This is in relation to the landlord's risk assessment on face coverings and guidance obtained from the Welsh Assembly Government stating; 'Face coverings are not considered to be PPE and are not required in a child care setting. However, where the setting feels their use would be needed, careful consideration should be given to how to do this appropriately and ensure the needs of children are met, particularly those with additional needs.' (WAG, 19/8/21). However, all visitors will be asked to wear a face covering unless exempt.

Symptoms, Presenting of Symptoms and Suspected Cases

The Cardinal symptoms of COVID-19 are:

- High temperature (above 38oc)
- New, continuous, dry cough
- Loss or change in sense of taste and/or smell

Wider symptoms:

- Fatigue
- Myalgia (muscle ache or pain)
- Sore throat
- Headache
- Sneezing and/or a runny nose
- Loss of appetite
- Nausea
- Vomiting
- Diarrhoea

If there is a suspected case of COVID-19 outside of the setting but could affect others in the setting, (for example a member of a staff member or child's family has a suspected case of COVID-19) then management must be contacted at the earliest available opportunity.

If a child (over 5 years) presents with cardinal symptoms whilst onsite, the following procedure will take place:

- The child will be removed from the general group and taken to a specific First Aid room with 2 members of the team. (Fairfield Primary-First Aid Room)
- Staff assisting will be required to wear PPE, face covering and remain at a distance of 2 meters where possible.
- Parent/carer will be contacted and asked to collect the child. If parents cannot be contacted, emergency contacts should be contacted and asked to collect.
- If a high temperature is taken and recorded, this is to be re-taken after 15 minutes, if the child has not been collected.
- It is the responsibility of the parent/carer to notify us of the result of the test before the child returns to sessions.
- A record will be made of the suspected case and kept on file in line with our data protection policy.
- The child may return to club when they are free from symptoms.

If a member of staff presents with cardinal symptoms whilst onsite, the following procedure will take place:

- The member of staff will be asked to leave the setting and take a test at the earliest available opportunity-booking information can be found on <https://self-referral.test-for-coronavirus.service.gov.uk/antigen/name> (accessed 16.08.2020)
- A record will be made of the suspected case and kept on file in line with our data protection policy.
- It is the responsibility of the staff member to notify Management of the result of the test in order to be advised on when they can return to work.

Children and adults will not be required to self isolate if only presenting the wider symptoms but should consider getting tested.

(https://www.ndna.org.uk/NDNA/Knowledge_Hub/Coronavirus_for_nurseries_early_years.aspx?utm_source=informz&utm_medium=coronavirus_update&utm_campaign=16_04_21&zs=4SXqN1&zl=mlw1-16/4/21)

Confirmed cases of COVID-19

In the event of a confirmed case of COVID-19 the procedure is as follows:

- The confirmed case will have to remain absent from work for a minimum of 5 days. They can return if they present a negative lateral flow test on days 5 and 6.
- Using the Track and Trace system, all those who have come into contact with the confirmed case will be contacted and advised that we have had a confirmed case of COVID-19.
- If a member of staff has contracted COVID-19 due to occupational exposure, this will be reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) www.hse.gov.uk/riddor Tel: 08453009923
- A notification will be made to Care Inspectorate Wales (CIW) and any confirmed cases of COVID-19 will be reported to CIW by the Managing Director.

Returning following self-isolation

Please only return to sessions once symptoms have subsided and a **negative** COVID-19 test result has

been obtained.

For further information relating to testing and self-isolation guidelines, please refer to:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

<https://www.gov.uk/coronavirus>

<https://gov.wales/guidance-childcare-and-playwork-coronavirus-html#section-43615>

This policy will be kept under review and updated in line with Government, NHS and PHW guidelines.

(Reviewed 1.4.22)

Wellbeing Policy (Children)

Bear Pak seeks to promote and support the health and wellbeing of all children and will provide care and play opportunities that recognises the individual needs of every child. We understand that children who feel happy and secure are more able to achieve and flourish and we will continue to respect each child as a unique person, supporting their development and wellbeing so that they continue to thrive.

What is well-being?

Whilst there is no single definition of wellbeing, wellbeing can be described as the quality of people's lives. It is a dynamic state that is enhanced when people can fulfil their personal and social goals. It is understood both in relation to objective measures such as household income, educational resources and health status; and subjective indicators such as happiness, perceptions of quality of life and life satisfaction (Statham, J & Chase E – Childhood Wellbeing research Centre- accessed February 2023).

Wellbeing relates to our basic needs as human beings:

- Physical needs (food, drink, sleep, movement)
- Affection and love (being hugged, emotional warmth and security)
- Safety, clarity and continuity (Protection from abuse and neglect, knowing and understanding boundaries, routines and being able to depend on others)
- Recognition and Belonging (feeling accepted and appreciated as unique individuals)
- Participation in education and play (through activities that meet children's individual needs)
- Feeling confident and capable (experiencing success)
- Intellectual, social and emotional development via positive experiences

Why is wellbeing important?

Wellbeing is crucial in ensuring that children feel safe, happy and confident and not depressed or anxious. Wellbeing also relates to children being able to form and maintain positive relationships with others. Both of which impacts on children's development into healthy and confident individuals and their ability to achieve their full potential.

How will we promote children's wellbeing?

Bear Pak will promote children's wellbeing by:

- *Keyworker/ Bubble system*

During children's time at Bear Pak, they will be assigned a keyworker (nursery wraparound) or bubble group (after school and holiday club). This means that a member of staff will be assigned to ensuring that children within their key worker or bubble group are monitored with regards given to their wellbeing and involvement. As a result of this monitoring, activities will be planned to support children's individual needs and development of their interests.

Children's enjoyment of activities and play experiences is carried out through observations and through regular discussions with the children. Staff remain accessible and approachable to all children and are encouraged to form positive relationships where children feel comfortable and confident to express their concerns, ideas and opinions.

- *Planned activities and play experiences*

Wellbeing plays a key role within our planned and spontaneous activities and is promoted through a safe, secure and welcoming environment that promotes all individual development via various play experiences. These play experiences provide opportunities for children to connect with other people, be physically active, learn new skills and develop mindfulness, all of which are planned with children's needs and interests as the catalyst. As children grow and develop, we recognise that their needs and interests change and staff support their development by understanding the children in which we care for and amend activities and approaches to foster their requirements.

We have a routine that is displayed and followed, however we allow for flexibility to give us the freedom to extend play and learning by following the children's lead. We encourage social and emotional wellbeing further by holding regular circle time and group sessions. Within these sessions, we discuss wellbeing in terms of how we are feeling, what made us feel that way, what can we do to overcome it and how we can express our feelings.

- *Ensuring Children Feel Heard*

Children's voices are a strong factor embedded within our child-centred provision. We regularly hold child meetings to gain children's feedback on activities, trips, funding for new toys/equipment, development of our menu and any concerns. We encourage all children to participate and share their thoughts. We also offer a suggestion box where children can share their views anonymously. This helps us to tackle more sensitive topics such as potential bullying or current issues within society. Every year, children participate in anonymous questionnaires where they can judge our service for themselves and suggest how it can be improved to meet their needs further. All feedback is taken seriously and we work with children to develop their ideas and meet their suggestions where practical.

- *Collaboration with Parents, Carers and External Agencies*

We recognise parents as the main caregiver and work in collaboration with them to ensure children are receiving consistent, holistic care. We aim to form positive relationships with parents so that communication can be shared effectively and measures implemented to provide a foundation for children to receive their full potential. This is done via smooth and informative handovers, meetings, updates on children's wellbeing and development, working with external agencies such as speech and language therapists, social services, etc and referral to other organisations where required.

- *Promoting positive behaviour*

'Bear Pak rules' are devised and reinforced within our provision amongst the children such as being kind and respectful to others. Our behaviour management policy supports these rules and promotes children's wellbeing by ensuring that children respect and appreciate each other through positive behaviour and actions towards others. Any behaviour deemed to be negatively affecting another person will be dealt with in accordance with our behaviour policy via use of individual behaviour plans and positive reinforcement (See behaviour policy for more information).

- *Special Educational Needs*

We work hard to ensure that all children's needs are met and that children with additional or special needs feel valued and respected in an environment that facilitates their individual needs. This is maintained through adapting our service accordingly such as via the play spaces available, amending activities and providing 1:1 support where available. We understand that children's wellbeing can be impacted by their individual needs and staff are trained to recognise when this might occur. the factors that may pose a risk to a child's social and emotional wellbeing.

- *Staff Training*

We promote staff understanding and awareness of the importance of wellbeing. Upon initial employment, staff are required to read through our policies and procedures and ensure that they understand and follow them within their everyday practice. Staff are trained to recognise factors that may pose a risk to a child's social and emotional wellbeing such as (but not limited to):

- Delayed speech or poor communication and language skills
- English as an Additional Language
- Disability and/or health issues
- Behavioural issues
- Stressful and traumatic events
- Poor academic achievement
- Poverty
- Insecure attachments

- Parental depression and or health issues
- Anxiety and/or mental health issues
- Family conflicts
- Friendship conflicts
- Experiencing loss
- Society and community pressures and influences
- Peer rejection
- Unhealthy lifestyle e.g unhealthy eating, lack of opportunities to exercise
- Puberty
- Abuse and/or neglect

Staff are also trained to recognise the signs that children's wellbeing need are not being met such as (but not limited to):

- Children appearing withdrawn
- Changes in behaviour
- Poor appearance and hygiene
- Being hungry or other changes in appetite
- Disruptive sleep patterns
- Increased incidences of bed wetting
- Loss of weight
- Frequent headaches or stomach aches
- Health and development problems
- Low self esteem
- Difficulty regulating emotions
- Lack of language for describing feelings
- Dissociative tendencies
- Shame or guilt around emotions
- Crying more than usual and/or persistent sadness
- Talking about morbid topics or suicide
- Losing interest in friends and other things they like doing
- Usual activities don't retain their interest
- Difficulty concentrating
- Becoming clingier
- Self-harm

- *Reporting Procedure*

If a child is displaying signs that their wellbeing needs are not being met, staff should:

- Record their concerns which will include details of what their concerns are, date and time of where their concerns were made apparent and what action was taken to improve children's well-being.
- Inform the wellbeing officer which is Laura Williams (Responsible Individual) or in her absence Samantha Thomas (Person in Charge):
Laura Williams – 07702873067/07805007350

Samantha Thomas - 07870981798
- If a child is deemed to be in immediate danger e.g from risk of self-harm- the Child Protection Policy should be implemented and the safeguarding officer Laura Williams or designated Person in Charge contacted immediately who will take appropriate action.

Monitoring our provision

We will continue to maintain positive relationships with children and understanding of their individual needs. Children's voices will remain a strong part of our service and we will continue to ensure that we listen to children in

developing our service to accommodate their needs and interests. This policy will be reviewed at least annually and updated as and when required in response to feedback and suggestions by our service users.

Our wellbeing policy is supported by our other policies:

- Admissions Policy
- Anti-Bullying Policy
- Behaviour Policy
- Child Protection Policy
- Equality, Inclusion and Diversity Policy
- Food and Drink Policy
- Hygiene and Healthcare Policy
- Health and Safety Policy
- Individual and Special Needs Policy
- Play Policy
- Working in Partnership with Parents and Carers Policy
- Settling In Policy

List of available help organisations for children to access:

For immediate help or in a crisis situation:

- **Childline – 08001111** – 24 hours a day, 7 days a week (for more information see www.childline.org where online help can be obtained within 24 hours)
- **Hopeline UK- 0800 068 4141** - 9am-10pm weekdays or 2pm-10pm weekends and bank holidays. **Text- 07860039967**. E-mail- pat@papyrus-uk.org – For a response within 24 hours.
- **Meic Cymru (Bilingual free information and advice helpline) – 0800880 23456 – 8am – midnight** 7 days a week or **text 84001**.
- **Samaritans – 116123** – any time. **Welsh language service available on 08081640123** between 7-11pm every day. Email- jo@samaritans.org for a response within 24 hours.
- **Young Minds Crisis Messenger – Text YM to 85258** – available 24/7

Other services that can help families and children:

- **Children, Young People and Family Heathy Service (CYPF)-**
www.cavyoungwellbeing.wales
- **Cardiff Family Advice and Support** – 03000 133 133
- **Vale of Glamorgan Families First Advice Line** – 0800 0327 322
- **School Nurse** – See school teacher or text them on Chat Health on 07520615718 between 8.30am and 4.30pm Monday to Friday.

Further information and Resources:

- **BEAT** – Eating disorder support – 9AM-8PM Monday to Friday or 4pm-8pm Weekends and bank holidays:
 - o Youthline (Under 18s) – 0808 801 0711
 - o Helpline (adults and professionals) – 0808 801 0677
- **Calm Harm** – An app part of the NHS Mental Health App Library to help manage the urge to self harm through various activities.
- **Meic Cymru** – A bilingual information and advice helpline for children and young people, open 8am to midnight 7 days a week. **Call- 080880 23456** or **text 84001**.

- **The Mix** – People aged 25 or younger in a crisis or experiencing painful emotions. **Text THEMIX to 85257** – available 24/7. The mix provides a counselling service for short term help with mental health and emotional wellbeing.
- **Switchboard LGBT** – Information and support service for LGBT+ people and anyone who needs to consider issues relating to their sexuality or gender. Open 10am-10pm every day. **Call- 0300 330 0630** or chat online.

Wellbeing Policy (Staff)

Bear Pak seeks to promote and support the health and wellbeing of all staff. We foster a welcoming, inclusive culture and a whole team approach to work. We are committed to ensuring a safe, secure and supportive environment for all members of staff, including volunteers. Legislation that has been considered in production of this policy includes but is not exclusive to;

- The Health and Safety at Work Act 1974
- The Equality Act 2010
- Working Time Regulations 1998

What is well-being?

Whilst there is no single definition of wellbeing, wellbeing can be described as the quality of people's lives. It is a dynamic state that is enhanced when people can fulfil their personal and social goals. It is understood both in relation to objective measures such as household income, educational resources and health status; and subjective indicators such as happiness, perceptions of quality of life and life satisfaction (Statham, J & Chase E – Childhood Wellbeing research Centre- accessed February 2023).

Wellbeing relates to our basic needs as human beings:

- Physical needs (food, drink, sleep, movement)
- Affection and love (physical contact, emotional warmth and security)
- Safety, clarity and continuity (Protection from abuse and neglect, knowing and understanding boundaries, routines and being able to depend on others)
- Recognition and Belonging (feeling accepted and appreciated as unique individuals)
- Participation in education and meaningful experiences (through development of skills & access to resources)
- Feeling confident and capable (experiencing success)
- Intellectual, social and emotional growth via positive life experiences

Why is wellbeing important?

Wellbeing is crucial in ensuring that people feel safe, happy and confident and not depressed or anxious. Wellbeing also relates to one's ability to form and maintain positive relationships with others. Both of which impacts on a person's ability achieve their goals and full potential. We also recognise that people who feel happy and secure are more productive, have less sickness absence from work and overall morale is improved.

How do we promote staff wellbeing?

- *Effective Policies, procedures and Leadership*

We promote and maintain a positive working environment by having robust policies and procedures that are understood and implemented by all. Any behaviour that is in breach of our policies and procedures will be dealt with promptly by the management team. Our senior staff are trained to carry out good management practices so that the organisation of work processes is efficient and effective. Staff are encouraged to share their ideas and concerns in an environment that facilitates open communication and collaboration. These views are then taken into considering in developing our procedures which are reviewed at least annually or as and when required due to changes in legislation, professional guidance and development of the company.

- *Clear understanding of Role and Responsibilities*

Prior to employment, staff are required to attend an induction meeting with their manager to ensure that they are familiar with our policies, procedures, routine and requirements of them at work. It will be made clear upon initial employment what their roles and responsibilities will be in the form of a job description. Staff will receive training on each duty within their job description and be entered into a buddy system with another member of staff before they are required to carry out their role independently. A member of staff's role and responsibilities

will take into consideration a person's previous experience, education, training, health or additional needs and be amended so that employees can exceed within their position.

Throughout employment, staff receive regular 1:1 meetings with their manager. These meetings are put into operation to support staff by providing recognition where an employee is excelling and identifying areas where they require additional assistance to carry out their roles effectively. Realistic and achievable targets and actions are then agreed, implemented and reviewed so that continuous support can be provided and adjusted as an employee's individual needs change and develop through the course of their employment.

- *Training and Development*

Staff are given the opportunity to extend their skills and training via both work based and online training. These are either paid for by Bear Pak or funded via external agencies. This provides opportunities for promotion and development personally and within the company which leads to feelings of success. We promote staff understanding and development of the importance of wellbeing, and staff are trained to recognise factors that may pose a risk to either their own or another person's wellbeing, such as (but not limited to):

General:

- Disability and/or health issues
- Anxiety/mental health issues
- Family and friendship conflicts
- Financial hardship and poverty
- Bereavement and loss
- Stressful and traumatic events
- Society and community pressures and influences
- Unhealthy lifestyle e.g unhealthy eating, lack of opportunities to exercise
- Abuse and/or neglect
- English as an Additional Language or having poor communication skills

Work related:

- Poor academic or skill based achievement or experiences
- Lack of control of work processes
- Work overload or underload
- Poor work/life balance
- Lack of support from managers
- Unclear expectations or responsibilities
- Poor relationships with colleagues including bullying
- Poor management of organisational change
- Lack of praise or recognition
- Unsuitable working hours
- Poor communication
- Inadequate resources or work environment
- Perceived unfairness and injustice at work
- Economic insecurity
- Limited training opportunities and progression

Staff are also trained to recognise the signs that either their own or another person's wellbeing needs are not being met such as (but not limited to):

- Feeling or appearing withdrawn
- Changes in behaviour
- Poor appearance and hygiene
- Changes in appetite
- Increased smoking, drinking and/or addiction
- Loss or increase of weight
- Frequent headaches

- Health issues
- Low self esteem
- Difficulty regulating emotions
- Dissociative tendencies
- Shame or guilt around emotions
- Persistent sadness
- Talking about morbid topics or suicide
- Losing interest in friends, family and other things they like doing
- Usual activities don't retain their interest
- Difficulty concentrating
- Poor attendance at work
- Poor performance and/or lack of motivation
- Self-harm

- *Ensuring Staff Feel Respected and Valued*

We recognise that staff are crucial to Bear Pak's existence. Our team consists of people of various ages, experiences and cultures and we appreciate each member of staff for the individual skills and insights that they bring, to make Bear Pak such a diverse and inclusive provision.

We work hard to ensure employees feel respected and valued by listening to their feedback and taking their opinions seriously for adjustments and developments of their roles and work processes. We regularly seek to obtain their feedback by having a suggestion box in place where staff are able to write their thoughts and ideas down and submit it anonymously in our suggestion box that is checked daily by management. We also have a staff page that is kept private for employees only. This encourages the sharing of ideas for activities, provides opportunities for social gatherings and aids communication amongst the team. Each year, employees are also asked to complete an online anonymous survey where they can judge various aspects of their employment, e.g environment and managers. This feedback is then analysed and appropriate measures taken to address concerns and develop positive practices. This is recorded via a written report which is made available for all employees to read.

Staff meetings regularly take place at least once a term to announce any changes, share ideas, carry out team building exercises and highlight any concerns. If any concerns are raised, proposed actions are discussed with the team first before formal implementation by management.

- *Promoting Positive Relationships*

We seek to promote positive working relationships via our group staff meetings, team building exercises and social gatherings. Any conflict is dealt with promptly by an impartial member of the management team. To prevent conflicts, the management team ensure that duties are allocated fairly, there is a clear understanding of the expectations of staff and that the organisation of our provision facilitates team work.

- *Working Environment*

The working environment is designed to enable staff to fulfil their job roles efficiently and safely. It is well-lit, ventilated, maintained to a comfortable temperature, free from bullying, prejudice and is welcoming for all. Daily and annual risk assessments are conducted to make sure that the working environment remains safe for employees. The work space is divided up into separate designated areas to ensure that duties can be carried out safely and effectively. Staff receive appropriate breaks, with access to a separate area where they can rest that contains a fridge, soft beverages and cooking facilities. Whilst on break, staff are not included within ratios so that they can leave the premises during their breaks if they choose to do so.

- *Work Load and Demand*

We understand that work related stress can have a negative impact on wellbeing and endeavour to prevent this from occurring from the commencement of employment. This is achieved via agreed contracted hours that meet the requirements of both the company and the employee. The working hours agreed take into consideration a positive work/life balance. Via staff appraisals, staff contracts are reviewed as to how they are continuing to meet the needs of both the company and employee, providing opportunity to amend contracted hours where required. Where available, we also offer compressed hours, where staff have the opportunity to work a 4 day working week.

Supervisions and appraisals are also used to evaluate an employee's job description and how their day to day role reflects this. Job descriptions can then be amended and duties and workloads adapted where necessary. An employee's duties are also amended upon development within the company, changes to health status, different points within their life cycle or continued suitability for the position.

Managers ensure that daily tasks are divided up fairly by implementing a rota system. However, we encourage staff to be open about any issues they may face in the demands of the organisation so that systems can be reviewed and appropriate action taken to ensure workloads are shared equally.

- *Pay and Recognition*

Bear Pak pays all employees as a minimum, the National Minimum and Living Wage. As employees develop their skills by completing level 2 and 3 Child Care or Playwork courses, their pay is adjusted accordingly to match the level achieved. Increases in pay and promotions to more senior positions are used as an incentive for staff to develop and progress within the company. We work closely with external education agencies that provide work based training opportunities which makes learning more accessible to employees. Opportunities of promotion are advertised internally first, before external adverts are placed. Rates of pay are reviewed annually in accordance with the National Minimum and Living Wage increases to ensure that we are paying staff fairly.

In recognition of service and loyalty to Bear Pak, we offer a holiday reward scheme whereby every 5 years, employees receive an increase in the amount of annual leave they are able to take each year. Employees receive a substantial 50% discount in child care fees and there are regular overtime opportunities available to help improve their financial well-being. We also offer retirement planning, providing staff with the option to pay into a Government Pension Scheme which Bear Pak and the Government also contribute to.

Employee recognition awards are issued at least every term to offer our appreciation and to help staff develop a sense of security in their value to Bear Pak, motivating them to continue to strive for personal and professional success.

Reporting Procedure

If a member of staff is feeling or notices another person is displaying signs that their wellbeing needs are not being met, staff should:

- Record their concerns which will include details of what their concerns are, date and time of where their concerns were made apparent.
- Inform the wellbeing officer which is Laura Williams (Responsible Individual) or in her absence Samantha Thomas (Person in Charge):
Laura Williams – 07702873067/07805007350 or enquiries@bearpak.co.uk
Samantha Thomas – 07870981798 or enquiries@bearpak.co.uk
- Laura or Samantha will then take appropriate action to improve the employee's wellbeing and refer them to external agencies where required. The written record of concern will then be updated to include what action was taken, when it was taken and by whom. The concerns will then be monitored.
- If an employee is deemed to be in immediate danger e.g risk of self harm - the relevant authorities e.g police will be immediately contacted by Laura Williams or designated Person in Charge.

Our staff wellbeing policy is supported by our other policies:

- Anti-Bullying Policy
- Complaints Policy and Procedure
- Confidentiality Policy
- Data Protection Policy
- Equality, Inclusion and Diversity Policy
- Food and Drink Policy
- Hygiene and Healthcare Policy
- Health and Safety Policy
- Staffing Policy
- Staff Disciplinary Procedure
- Volunteer code of Practice
- Whistle Blowing Policy

List of available help organisations for employees to access:

For immediate help or in a crisis situation:

- **Hopeline UK- 0800 068 4141 - For young people under the age of 35** - 9am-10pm weekdays or 2pm-10pm weekends and bank holidays. **Text- 07860039967. E-mail- pat@papyrus-uk.org** – For a response within 24 hours.
- **Samaritans – 116123** – any time. **Welsh language service available on 08081640123** between 7-11pm every day. **Email- jo@samaritans.org** for a response within 24 hours.
- **Shout – 24/7 Text service – Text SHOUT to 84258**
- **CALM – Helpline for men – 0800 58 58 58** – 5pm – midnight, 365 days a year. A webchat can also be accessed at thecalmzone.net.
- **Live Fear Free Helpline** – National helpline for Wales, providing information, advice and support to individuals who have experienced or are concerned for someone experiencing any form of violence or abuse. **Call – 0808 8010 800 24/7. Text – 07860077333. E-mail – info@livefearfreehelpline.wales.**
- **BAWSO** – Providing practical and emotional support to survivors from ethnic minorities who have experienced domestic abuse, sexual violence, human trafficking, Female Genital Mutilation and forced Marriage. **Call 0800 731 8147 24/7 or email info@bawso.org.uk**

Other services that can help:

- **MIND- 0300 123 3393** – www.mind.org.uk
- **BEAT** – Eating disorder support – 9AM-8PM Monday to Friday or 4pm-8pm Weekends and bank holidays:
 - o Youthline (Under 18s) – 0808 801 0711
 - o Helpline (adults and professionals) – 0808 801 0677
- **Calm Harm** – An app part of the NHS Mental Health App Library to help manage the urge to self harm through various activities.
- **The Mix** – People aged 25 or younger in a crisis or experiencing painful emotions. **Text THEMIX to 85257** – available 24/7. The mix provides a counselling service for short term help with mental health and emotional wellbeing.
- **Switchboard LGBT** – Information and support service for LGBT+ people and anyone who needs to consider issues relating to their sexuality or gender. Open 10am-10pm every day. **Call- 0300 330 0630** or chat online.
- **Citizen Advice** – Offer impartial advice to people on various issues such as benefits, work, debt & money, family, consumer, housing, law immigration and health. National phoneline (Advicelink Cymru)- **0800 702 2020**, open 9am-5pm Monday to Friday. Further information can be obtained at www.citizenadvice.org.uk.

- **Financial Support** – Offering advice for people struggling to pay bills or those seeking financial support AdviceLink Cymru- **0808 250 5700**, open 9am-5pm Monday to Friday.
- **ACAS** – Information on employer and employee rights within the workplace –**Call – 0300 123 1100**, open 8am 6pm Monday to Friday or www.acas.org.uk.
- **RELATE** – Relationship support in England and Wales, offering counselling services, training, workshops and self-help resources. **www.relate.org.uk**