

# **Sure Start** **Children's Centres**

**Staffordshire**

## **Safeguarding, Wellbeing and Health and Safety Policies and Procedures for the delivery of Children's Centre Services in Staffordshire**

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## **Context**

Staffordshire County Council is committed to ensuring all children have the best start in life and Children's Centres are a key part in achieving this.

Children's Centre services are provided by a range of providers including statutory services, private, voluntary and independent sector providers.

We want to deliver high quality multi agency services in ways that respond to locally identified needs and deliver the Children's Centre's 'core purpose' (*this sets out what local authorities and their statutory partners (Jobcentre Plus and commissioners of local health services) are required to do by law in their delivery of children's centres, see useful links*)

The centres aim to provide access to universal services while ensuring that those who are most in need are actively encouraged and supported to engage with a range of services and activities to benefit them.

Broadly our offer is to;

- Provide access to good quality Information, Advice and Guidance
- Deliver and signpost to high quality universal provision for all families
- Provide effective early help for identified families
- Offer services that protect the most vulnerable

Staffordshire County Council is accountable for the provision of Children's Centres to ensure that there are sufficient and good quality services which meet the needs of the local community they serve. These Policies and Procedures are for partners, providers, Children's Centre staff and service users and shall be adhered to at all times.

**Failure to adhere to or implement the Children's Centre Policies and Procedures will result in the Local Authority terminating any contracts with immediate effect.**

Revisions, additions or amendments to the Policies and Procedures will be notified to service providers. Service providers must ensure that they add these to their copy of the Policies and Procedures and implement as required.

## **Purpose**

These policies and procedures set the minimum standards that all partners and organisations who deliver in Children's Centres should be aware of and be able to implement in practice alongside the specific policies of their own agency. Where agencies do not hold a particular policy they are required to adopt the policies within this document.

Children's Centres are inspected by Ofsted and compliance with the policies and procedures is an aspect of this process.

## **Safeguarding Policies for Professionals in Early Years Settings**

### **1. Aim**

Staffordshire Safeguarding Children Board (SSCB) is the key statutory mechanism for agreeing how local organisations will co-operate to safeguard and promote the welfare of children and young people living in Staffordshire.

It is an inter-agency forum for agreeing how the different services and professional groups should co-operate to safeguard children throughout and, for making sure that arrangements work effectively to promote better outcomes for children. As professionals, we must all adhere to SSCB procedures, they can be viewed on the following page:

<https://www.staffsscb.org.uk/Professionals/Procedures/Section-Six/Section-6-Further-Guidance-for-Practitioners.aspx>

The Working Together to Safeguard Children (2015) guidance defines safeguarding and promoting the welfare of children as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

Children's Centres aim to ensure the safety and protection of all children within its remit. Harm to children can be perpetrated in various ways, e.g. physically, emotionally and psychologically, and these can be recognised in different forms. If there are safeguarding concerns, a multi-agency referral form needs to be completed and submitted to the Multi-Agency Safeguarding Hub (MASH). Copies of the form can be found on the following page and also attached as an Appendix 1:

<http://www.staffsscb.org.uk/Professionals/Procedures/Section-Three/Section-3-Managing-Individual-Cases.aspx>

This policy applies to everyone in the Centre including staff, volunteers, families and visitors. "Staff" includes both those employed by Staffordshire County Council, as well as those from other agencies (e.g. Health Service) who provide services for the Centres as part of the multi-agency way in which we deliver the Children's Centres Core purpose.

Staffordshire Safeguarding Children's Board's Threshold Framework: 'Accessing the Right Help at the Right Time' provides multi-agency guidance on the access criteria to help support children, young people and families in Staffordshire and act on any children's and young people's unmet needs and can be found at:

<http://www.staffsscb.org.uk/Professionals/Procedures/Section-One/Section-One-Docs/Section-1E-SSCB-Thresholds-for-Intervention-Guidance.pdf>

If a safeguarding incident relating to a Children's Centre takes place on the Children's Centre site, the provider must contact their Designated Safeguarding Person within 48 hours. The provider should then report the incident to the Children's Centre Designated Safeguarding Person who is Early Years Co-ordinator for monitoring purposes.

All Children's Centre service providers must keep up to date records, follow their own organisations policies and procedures and comply by EYFS Safeguarding and Welfare Requirements 2014 and Ofsted regulations.

The Designated Safeguarding Person is the Early Years Co-ordinator. Each provider will also have a designated safeguarding lead. These are displayed within safeguarding posters in the Children's Centres. All safeguarding concerns must be brought to the immediate attention of the appropriate safeguarding person, see Appendix 2.

If further assistance is required and in the event that the Early Years Coordinator is unsure about the required actions to take advice may be sought from the senior practitioner based within first response. To access this support the Early Years Coordinator should call First Response and ask to speak to the senior practitioners they are calling with a children's centre query – see Appendix 3 for flow chart to show procedure in place.

## **2. Recruitment, Selection and Induction of Staff and Volunteers**

Our recruitment and selection procedure for staff and volunteers will ensure that all appropriate checks are carried out e.g. enhanced DBS and appropriate references.

Recruitment documents will demonstrate that relevant checks will be administered on all job applicants.

New staff, students and volunteers will be asked during their induction to read, and sign, to say that they have read and they understand the Safeguarding Policy – see Appendix 3. If staff, fail to conduct themselves in accordance with this policy, they will be supported and challenged to improve their practice. If breaches of the policy are sufficiently serious, disciplinary action will be considered.

No unauthorised person has unsupervised access to children.

## **3. DBS Requirements for Providers**

All Service Provider Leads have responsibility for ensuring that persons delivering services for children and families have an Enhanced DBS. This needs to be renewed every 3 years or a self-declaration to be completed every 12 months. The original DBS certificate will need to be seen by the District Business Hub Co-ordinator / Early Years Co-ordinator to update the single central register. A record will be made of the name and disclosure number, issue date and counter signatory body. The Local Authority has the responsibility for ensuring the above systems are in place but all should co-operate to ensure this is completed prior to using the centre.

## **4. Safeguarding Allegations against an adult working with children**

All Service Providers should voice concerns about actions or attitudes of colleagues if they jeopardise the safety and wellbeing of a child or their family. If a Service Provider believes that a reported allegation or concern is not being dealt with appropriately by their organisation they should contact the Local Authority Designated Officer (LADO).

Further information on the SSCB policy on managing allegations can be viewed on the following page: <http://www.staffsscb.org.uk/Professionals/Procedures/Section-Four/Section->

## **5. PREVENT: Counter terrorism and extremism in our communities**

### **What is Prevent?**

PREVENT is about ensuring we all work together to 'prevent' children, young people and adults from being drawn into extremist activity including acts of terrorism. It is about everyone taking responsibility and knowing what to do if they have concerns.

The current threat from terrorism in the United Kingdom is high and can involve the exploitation of vulnerable people, including children of all ages. Staffordshire has a

PREVENT strategy with a delivery plan which aims to:

- Respond to the ideological challenge of terrorism and the threat from those who promote it;
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; and
- Work with sectors and institutions where there are risks of radicalisation.

### **What you need to know as a Children's Centre provider?**

- Evidence shows that young children can be radicalised and providers, therefore need to know how to spot the signs which could suggest concern.
- Have an understanding of the Staffordshire Safeguarding Children's Board (SSCB) guidance on \*Safeguarding People who are vulnerable to being drawn into Violent Extremism and/ or Terrorism in Staffordshire/Stoke on Trent with a clear understanding of the vulnerability factors, referral pathway and channel panel process. <http://www.staffsscb.org.uk/Professionals/Procedures/Section-Six/Section-6-Further-Guidance-for-Practitioners.aspx> (Section 6A & 6L are of specific relevance)

### **What you need to do as a Children's Centre provider?**

- Make sure all staff are briefed about PREVENT and understand what to look for and the referral process – Ofsted will question you and your staff about this.
- Be vigilant and take responsibility for any concerns you have and call the PREVENT team if you need further support/information direct on: 01785 232054 email [prevent@staffordshire.pnn.police.uk](mailto:prevent@staffordshire.pnn.police.uk)

### **Further guidance**

- If the practitioner feels that advising the parents / carer of the referral would increase the risk of harm to the child, then the practitioner should not inform them of the referral. However, it would be useful if the practitioner could tell the Prevent Team that they have not made the parents aware of the referral and the reasons for this, as this will help to inform the assessment.
- If there is risk of immediate harm or danger then the practitioner should contact 999 or the Police Anti-Terrorist Hotline (0800 789 321).
- If it is appropriate and safe to do so, then the practitioner can tell the parents / carers that they are making a referral to the Prevent Team (in the same way that they would advise them they are making a referral to First Response).

## 6. Mandatory Training

All persons delivering a service on behalf of Staffordshire Children's centres including those that take place at community venues, outreach sites or within families homes will be expected to have a minimum of:

- Service Providers – Safeguarding level 1 that is updated at 3 yearly intervals.
- Designated Safeguarding Leads who are responsible for safeguarding – SSCB Working Together to Safeguard Children Safeguarding Level 2 that is updated on 2 yearly intervals. Recommended Level 4 for Designated Safeguarding Officer.
- Evacuation Chair (Newcastle only)
- Attend a focussed 'Short PREVENT' or WRAP training session. Settings should speak to their Early Years Quality Support Consultant (EYQSC) about future briefings available via Entrust

## 7. Data Collection and Monitoring Procedures

It is important that we are able to demonstrate the usage of the Children's Centre, to do this we require;

### Family Membership Forms

- Family membership forms are a necessary tool for measuring the numbers of families who are benefiting from Children's Centre services and will enable the centre to identify areas for further service development.
- All service providers must support this process and encourage all new families accessing their service to register with the centre at the start of their session by completing the family membership form.
- The service provider is responsible for completing these forms and returning them to the Early Years Coordinator for inputting onto the Capita database. They must be provided no later than one week after the attendance has occurred.
- A family only needs to complete a membership form once to access Children's Centres. If their circumstances change a new form should be completed.
- Service providers are responsible to ensure their organisation/service is meeting the requirements of the Data Protection Act 1998.
- Staffordshire County Council membership forms must be used at all times:  
<https://www.staffordshire.gov.uk/education/childcare/families/ccentres/ChildrensCentreMembershipForm.pdf>

### Session Registers

- Registers are a necessary tool for measuring the number of children and adults attending your service, which can in turn be used to evaluate and monitor the benefits of the sessions.
- In addition, registers are essential for checking that everyone who has attended your session has vacated the building in the event of a fire.
- For centres where a Business Hub is not present, service providers must complete the session registers produced by the Local Authority at each session return them to the Early Years Coordinator for them to be inputted into the Capita database no later than one week after the attendance has occurred. These forms need to be completed each time a session takes place



- Where a Business Hub is present registers are to be completed on reception and used as the signing in sheet for the building to prevent duplication. Reception staff must ensure that all attendees complete the session registers produced by the Local Authority for each session and return them to the Early Years Coordinator for them to be inputted into the Capita database no later than one week after the attendance has occurred. These forms need to be completed each time a session takes place.
- Staffordshire County Council registers must be used at all times:  
<http://www.staffordshire.gov.uk/education/childcare/families/ccentres/providers/childrenscentreserviceproviderhelpcentre.aspx>

## Monitoring

All providers that operate within the Children's Centres are also required to complete monitoring documentation. For non-commissioned providers, this will consist of the following :-

- A Case Study each quarter
- A completed Outcomes Form returned every quarter, the outcomes for this form need to be negotiated with the Early Years Coordinator. See Appendix 4.

The Monitoring return dates will be 10 days after the end of the quarter unless the Early Years Coordinator agrees differently -

- Quarter 1 includes the 1<sup>st</sup> April to 30<sup>th</sup> June
- Quarter 2 includes the 1<sup>st</sup> July to 30<sup>th</sup> September
- Quarter 3 includes 1<sup>st</sup> October to 31<sup>st</sup> December
- Quarter 4 includes 1<sup>st</sup> January to 31<sup>st</sup> March

These should be returned to the Early Years Coordinator.

**Failure to supply these documents will result in immediate termination of any contracts or room hire agreement**

## 8. Room Bookings

### Contact Visits

- A booking form is required and must ideally be submitted 5 working days prior to a contact session or block of sessions taking place. This is to enable risk assessments to be carried out and particular requirements to be addressed by both parties. In the case of an emergency this can be negotiated. For Contact Booking Form see Appendix 5.
- Details of the family must be provided on the Contact Booking Form and ideally by also completing a Children's Centre Family Membership Form. The Care Director number for each child must be stated on the Contact Booking Form.
- At the time of booking, the details of fire alarms, evacuation procedure, accident procedure, location of First Aid Box etc, will be supplied. If the Children's Centre will otherwise be unmanned during the contact session Social Care Staff will be notified of this at the time of booking, and contact details of the premises manager will be given for use in an emergency.
- The Service User Individual Risk Assessment must be completed (HSF 18) Appendix 8. This is available from the Intranet

<http://www.intra.staffordshire.gov.uk/healthsafetywellbeing/healthsafety/forms/RiskAssessForms/Riskforms.aspx>

- All parties are to be involved with the risk management process of families who may present a risk to themselves, to other service users, visitors and staff.
- Social care staff should remain in the room being used for 'contact' for the duration of the session.
- Rooms are in constant use and while we make every effort to ensure that a room is tidy we cannot guarantee to check the room on every single occasion. Therefore, on entry, the responsible member of social care staff should check the room to ensure that any items which could pose a Health and Safety risk to children are removed.
- Toys where possible are available for children to play with: social care staff is asked to ensure that the items provided are age appropriate and that due care and attention is paid to Health and Safety.
- The responsible member of social care staff should ensure that the room is tidy after use. Any activity/incident which has created the need for additional cleaning e.g. food preparation, child sickness etc should also be addressed. If you require cleaning materials please contact a member of Centre staff. Please ensure that the room is vacated by the time agreed.
- Kitchen areas may be used by a number of groups and staff. While we are happy for families to bring food in to prepare for their children can we please ask that any food items found in the fridge or cupboards are not used. If any food or milk is left in a fridge for a future contact visit please label and date it clearly.
- If a pre-booked contact visit is postponed or cancelled, a phone call to inform the Centre should be made, so that the room can be used for other activities. Failure to do this will result in a room hire charge being made.
- You need to contact the Children's Centre when booking to confirm booking capacity.

### **Standard Room Booking**

- Please contact Children's Centre where booking is to take place to confirm availability prior to completing the form.
- A booking form is required and must be submitted prior to the booking taking place. See Appendix 6. The room booking will be provisional until a completed Room Booking form has been received along with DBS information.
- Please refer to conditions of use included within the Room Booking Form for further information.

### **9. Hot Desks**

If the Children's Centre offers a hot desking facility, this can be used by both internal and external partners. To ensure that they are utilised correctly the following applies –

- Only one hot desk is to be available for pre booking, this should be done through either the reception staff on site or through the Early Years Coordination Service. Failure to cancel the booking or a no show will be reported to line management.
- Additional hot desks will be available on a first come first served drop in basis.
- If the hot desk user is not being left unattended with vulnerable adults or children then the DBS information is not required.

## **10. Camera and Image Policy**

### **Aim**

The Camera and Image Policy will aim to ensure safe and appropriate use of cameras and images through agreed acceptable use procedures. This policy will apply to all individuals who are to have access to and / or be users of work related photographic equipment. This includes children and young people, parents and carers, early year's practitioners and their managers, volunteers, students, visitors and community users. This list is not to be considered exhaustive. The policy will apply to the use of any photographic equipment, including mobile phones and portable gaming devices with inbuilt cameras. It also relates to other forms of digital technology used for storing and printing images.

### **Responsibilities**

All service providers have a responsibility to ensure the safe and acceptable use of all photographic and video recording equipment. Early years practitioners and their managers have a duty to report any concerns relating to potential misuse. Clear whistle-blowing procedures are in place.

### **Consent**

Consent must be requested because an image of a child or young person is considered to be personal data under the Data Protection Act 1998.

Extra precaution must be considered in such circumstances of a child or young person deemed more vulnerable.

General signed written consent to take photographs or record images of children will be requested from the parent or carer. The timing of this request is for the discretion of the service provider. The purpose for taking any images should be clearly explained and agreed. It is advisable that any consent given is to be reviewed on a regular basis (of a period of no more than a year) until such time the child or young person no longer attends. Verbal consent shouldn't be accepted. Consent is only to be taken from parents and carers who have parental responsibility.

### **Images**

Where group photographs of children and young people are to be planned, permission must be obtained from all parents and carers. A group photograph will not be considered appropriate if any parent or carer has indicated that their child is not to have a photograph taken.

Careful consideration must be given to the appropriateness of images when children are taking part in sporting activities, due to the nature of clothing that they may be wearing. It should be ensured that a child or young person's name or any other identifying information does not appear in any caption or accompanying text alongside their photograph. Particular care is to be taken where such images are likely to be viewed by others, including the general public.

## **Media**

There may be occasions where the press are invited to a planned event to take photographs of the children and young people who are to take part. The press enjoy special rights under the Data Protection Act, which permit them to publish material for journalistic purposes. Some parents may object to information about, and images of, their own children being published. As a result, it is to be ensured that parental / carer consent will be sought before the press is to be given any access to children and young people. Should a parent / carer choose not to give permission for their child to be photographed in such circumstances, this right must be reserved at all times.

Where a press photographer is to be invited to celebrate an event, every effort will be made in advance to ensure that the newspaper's (or other relevant media) requirements are able to be met. Where, for example, a newspaper is to be invited to take photographs of children and young people, it is unacceptable for their names to be completely withheld. Newspapers will be very unlikely to print anonymous photographs. An agreement will be sought between parents and carers and the press which will request that first names only will be published. Responsibility and liability however cannot be held for the actions of a third party organisation, should they choose not to abide by any such agreement once in place.

It may be decided that only those children, whose parents or carers will be happy for photographs and names to be published, can be given the opportunity to be involved in such events.

### **The rights of parents and carers to take photographs and videos**

Parents and carers will not be covered by the Data Protection Act 1998 if they are to take photographs or make a video recording for their own private use. The Act will therefore not prevent parents and carers from taking photographs or making video recordings of their own children within the setting environment. The right to refuse parents and carers the opportunity to take photographs and make videos is however reserved on health and safety grounds, if it is deemed appropriate.

Parents and carers should only take images of their own children. It is advised that parents should check with the session leader before taking any images.

## **Wellbeing Policies for Professionals in Early Years Settings**

### **11. Including children and families with additional or complex needs Policy**

Children's Centre must ensure services delivered are accessible and inclusive.

#### **Children's Centre service providers must:**

- make reasonable adjustments for service users with a disability or additional needs.
- ensure that venues are accessible and safe for all service users
- know and understand the Staffordshire Safeguarding Children's Board levels of need
- be skilled and confident in the use of Staffordshire's Early Help Assessment (EHA) process where there are concerns that a child may have needs that are not being met
- understand the process to request support for children and families with complex needs from the Families First Local Support Team (LST)
- be familiar with the Early Support approach and materials and contribute to the family held blue box record if requested
- know when and how to seek timely advice from the Children's Centre in relation to any emerging needs of a child or a family
- participate in the assessment of additional needs of a child or family as requested and appropriate
- participate in planning, implementing and reporting targeted interventions as requested and appropriate
- attend or provide reports for team around the child/family meetings

### **12. Breastfeeding Policy**

Children centres are committed to providing a high standard of care to families in the area, including:

- Working collaboratively with midwifery and health visiting colleagues and other organisations providing support for parents and young babies.
- Supporting mothers to have a positive breastfeeding experience.
- Working with families to improve and enhance parenting experience.
- Ensuring local needs are met according to best practice for children centres.

To enable this commitment

- All staff receive training on how to implement the Baby Friendly standards as appropriate to their role.
- The International Code of Marketing of Breastmilk Substitutes (The Code) is implemented within the Children Centre.
- All materials produced for families reflect the Baby Friendly standards.

### **13. Equality and Diversity**

Staffordshire Children's Centres are committed to providing equality of opportunity for all children and families. Anti-discriminatory practice will be followed by all staff, providers and volunteers.

#### **Procedures**

The Children's Centres are open to all members of the community caring for a child.

To ensure that as many people as possible use the services of the Children's Centres:

- The services are advertised widely through public media, community groups and venues and professionals working with families and carers
- Publicity and promotional materials will reflect the diversity of the local community
- Information will be presented in clear, concise language

Centres will try to identify members of the community who are not able to access the Centre easily and they will be given help to attend services or will be visited in their own homes when working with families and children, the Children's Centres will:

- Create an environment that makes children and adults feel valued and good about themselves, and enable carers to do the same
- Ensure all children and adults have equality of access to the facilities and activities
- Create a baby friendly environment
- Reflect the widest possible range of backgrounds in the choice of resources
- Avoid stereotypical or insulting images in displays, resources or materials
- Create an environment of mutual respect and tolerance
- Accept no discriminatory behaviour or remarks from any users of the Centres (see Behaviour Policy)
- Support children, families and carers who have English as an additional language
- Ensure any parents, carers or children, who have additional needs and/or disabilities are fully included in the Centres activities.
- Celebrating festivals throughout the year which are diverse, e.g. Chinese New Year

The Children's Centres will endeavour to meet medical, cultural and dietary needs if providing food.

### **14. Inclusion Policy**

We want all of our children to have the best possible learning opportunities and experiences. We welcome and actively promote inclusive practices and diversity within our setting. Our aim is to make our Children's Centres and the core offer of the Children's Centres accessible to all families who wish to use them. We work in partnership with parents and other agencies, where appropriate, to support children and families.

The guiding principles for Children Centres are:

- **Working with parents and children** - Every family will get access to a range of services that will improve the lives of both children and parents, meeting their needs and stretching their aspirations. Access includes support and arrangements that enable children and parent/carers to be included, as well as physical adjustments of buildings.
- **Services for everyone** - But not the same service for everyone. Families have distinctly different needs, both between different families, in different locations and across time in the same family. Services will recognise and respond to these varying needs. Individual needs of disabled children and adults will be assessed and wherever possible met within the services on offer.
- **Flexible at point of delivery** - All services will be designed to encourage access. For example, opening hours, location, transport issues and care for other children in the family need to be considered. Where possible we must enable families to get the health and family support services they need through a single point of contact. Involvement from specialist services in Children's Centres will enable staff to be supported and services to be accessed locally.
- **Starting very early** - Services for young children and parents will start at the first antenatal visit. This means not only advice on health in pregnancy, but preparation for parenthood, decisions about returning to work (or indeed, starting to work) after the birth, advice on childcare options and on support services available.
- **Respectful and transparent** - Services will be customer driven, whether or not the service is free. Staff will receive training in disability awareness and respect the needs of disabled children and parents. Staff will listen to all children to increase their understanding of their needs and to help develop trusting relationships that support their development.
- **A Parent Focus** - Parents need to be central to the planning process. Consultation and day to day listening to parents will ensure parents and practitioners work together in partnership. Multi agency working will improve communication, increase early identification of need and provide coordinated support. Key working and professionals undertaking the role of lead practitioner will enable families to know where to seek help/support and create that single point of contact that families have requested.
- **Achieving the best for all children** - The priority of all services is to achieve the best outcomes for all children. Staff will plan for, work with and support all children to meet their needs and take account of any additional needs a child may have. The Children Centre programme aims to enable children to be happier, healthier, safer, more fulfilled and achieve more. This work will help to close the gap between the disadvantaged children and others.

Information regarding sessions for each centre is available in the following areas:

- Children Centre Brochure
- [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk)
- [www.staffordshiremarketplace.co.uk](http://www.staffordshiremarketplace.co.uk)

## **15. Use of Social Networking and Video Sharing Sites**

While there is no restriction on the private use of social networking or video sharing sites and officers are encouraged to use common sense when engaging in such sites. All staff and providers are personally accountable for whatever they put into the public domain and inappropriate use, including not working as they should be during working hours, may leave individuals subject to disciplinary procedures for misconduct.

Staffordshire County Council Social Media Guidelines must be adhered to at all times, these can be found on the intranet:

<https://www.intra.staffordshire.gov.uk/comms/Digital-communications-and-social-media/Social-media-guidelines.aspx>

## **16. Complaints Policy**

Staffordshire's Children's Centres aim to provide high quality services whether they are provided directly by Local Authority employees or by commissioned service providers.

At times parents/ carers may have concerns about the service provided. In the event of a parent/carer having concerns they should discuss these concerns, in the first instance, with the service provider who will follow their service's complaints policy.

There may be occasions, if the matter cannot be resolved, when parents/ carers wish to make a more formal complaint by contacting Staffordshire County Council's Customer Feedback Department.

**General Enquiries 0300 111 8000.**

**Mimi-com users please contact: 01785 276207**

**Email: [customer.feedback@staffordshire.gov.uk](mailto:customer.feedback@staffordshire.gov.uk)**

### **Write:**

The Monitoring Officer  
Staffordshire County Council  
Peel Building  
St Chad's Place  
Stafford  
ST16 2LR

### **Online:**

<http://www.staffordshire.gov.uk/yourcouncil/consultationandfeedback/complaintscommentscomplaints/commentsform.aspx>

If parents/carers have concerns they may also contact:

Ofsted  
Royal Exchange Buildings  
St Ann's Square  
Manchester M2 7LA  
08456 404040



*17. Copyright and Performing Rights Policy*

Children's Centre Service Providers Must:

- No copyright work shall be performed without the licence of the owner of the copyright and the payment of any appropriate fees.
- The hirer shall comply with all the provisions of the Copyright, Designs and Patents Act 1988. If the hirer shall fail to do so any permission previously granted by the Early Years Coordinator to use the children's centre premises shall be immediately cancelled and the Early Years Coordinator shall have the right to recover fees, charges or any other payments referred to in these Regulations.
- The hirer shall indemnify the Local Authority from and against all actions, proceedings, costs, claims or demands whatsoever, arising out of the performance of Copyright Works on children's centre premises.
- The hirer shall, immediately after any performance or function at which music has been performed or songs sung, complete, sign and return to the Performing Right Society a Performing Right Society Limited form obtainable from the Performing Right Society Limited, 29-33 Berners Street London W1P 4AA.
- If it is proposed to play a copyright record or tape in public, application for a licence to do so must be made to Phonographic Performance Ltd, 103 James Street, London W1R 3HG
- Evidence that the necessary licences have been obtained must be supplied to the Early Years Coordinator at one week before the letting.

## **Health and Safety Policy**

### **18. Aim**

This policy is in addition to the Staffordshire County Council Health, Safety & Welfare policy which Children's Centres fully support. The aim of this policy is to ensure that all reasonable, practical steps are taken to ensure the safety of everyone using the Children's Centre.

### **19. Organisational Responsibilities for Managing Health, Safety & Welfare**

The County Commissioner for Wellbeing is ultimately accountable to the County Council for the health and safety of users of the Children's Centre building. Locally the accountability of the health and safety of the premises falls with the Early Years Coordination Service.

All Children Centres will have a risk assessment in place;

- General Risk Assessment
- Annual Fire Risk Assessment
- An Assessment of First Aid Provision

Each room within a Children's Centre will have a provider information file that contains health and safety information. Please speak to the Early Years Co-ordinator if you are unable to find a copy of the file.

**The Early Years Coordination Service ensures, as far as is reasonably practical, that:**

- The premises are maintained in a safe condition and that a defects book is maintained.
- Safe access to and from the premises is maintained.
- Arrangements exist for the safe use, handling and storage of equipment and substances at work.
- Appropriate safe systems of work exist and are maintained.
- Sufficient information, instruction, training and supervision are available and provided as part of the site induction.
- A healthy working environment is maintained, including adequate welfare facilities.

### **Children's Centre Service Providers Must:**

For the policy to be effectively implemented, the Children's Centre must have the full cooperation of those who use the premises; and are reminded of their own duties which are:

- To take care of their own safety and that of others, complying with all known organisational regulations as providers and county council employees, codes of practice and standards as necessary.
- To cooperate with Staffordshire County Council Health and Safety so that the lead person/provider may carry out their own responsibilities successfully.

- All providers need to ensure that each person has signed in and out at reception.
- Conduct Generic Risk Assessments for sessions and the activities that they conduct. Risk Assessments should be stored on file and copies made available to the Children's Centre upon request.

All staff will be informed about all issues relating to health and safety; it is the responsibility of each staff member to read any information that they are given in relation to health and safety issues and to sign in acknowledgement that they have read the contents of the Provider information File that are located in all public access rooms; it is then their responsibility to comply with the information.

## **20. Health and Safety General Standards**

### **20.a Awareness raising, security and suitable premises**

As part of the induction process for staff/volunteers/providers this will include a clear explanation of health and safety issues so that all persons are able to adhere to our policies and procedures to enable them to understand their shared responsibility for health and safety. The induction pack covers matters of employee well-being, including manual handling and the storage of potentially dangerous substances.

The Early Years Coordination Service keeps records of the induction sessions and new staff, students and volunteers are asked to sign the records to confirm that they have taken part. Providers will comply with their own health and safety arrangements and procedures and ensure that Staffordshire County Council's policies and procedures are followed.

Health and safety issues are explained to the parents/carers, visitor's volunteers, staff providers so that they understand the part played by these issues in the daily life of the Children's Centre. Staff/volunteers providers leading groups attended by parents/carers and children together ensure that parents/carers are aware of their responsibility for the health and safety of their own children during the sessions and are available to give advice and support on related matters.

Providers who bring their own equipment to use in sessions must ensure that it is safe for the ages and stages of children using it and that it is compliant with Health & Safety legislation and regulations

Premises and equipment must be kept clean and well maintained and the lead person/service provider must ensure that the room/areas being used are left in the same layout and as it was found ready for the next group. For example:

- Hoovering the floor should this be required.
- Ensuring all windows and doors are locked or securely closed prior to vacating the centres.
- Breakages, faults or hazards are reported to the Early Years Coordinator and the items removed before the next group arrives and this communicated where possible to the provider lead taking the next session.

- Ensuring notices or placards are not fixed to, leaned upon or be suspended from any part of the Children's Centre premises.
- No bolts, nails, tacks, screws, pins or other similar objects shall be driven into any of the walls, floors, ceilings, furniture or fittings.

The Early Years Coordinator will be entitled to charge the hirer for any such loss, damage or breakage on terms to be approved by the Early Years Coordinator.

The service provider is responsible for everyone who is on the Children's Centre premises for the activities they are organising. They must at all times be vigilant in identifying strangers on the premises. Assistance should be sought from any other persons in the vicinity and call the Police immediately, if anyone is seen to be acting suspiciously in or around the grounds. Anyone visiting the Children's Centre/Premises must be made aware of the security measures in place for the site.

Parents/Carers/Children are made aware of health and safety issues through discussions, planned activities and routines.

No electrical equipment may be brought into the building without the consent of Staffordshire County Council. Any electrical equipment brought into the building with prior consent, must comply with the Electricity at Work Regulation 1989.

All warning and instruction signs are clearly displayed.

Services providers must complete a risk assessment form and provide a copy for the Early Years Coordinator.

#### **20.b Use of Hazardous Substances**

Anyone providing cleaning equipment is responsible for completing a COSHH (see Appendix 8 for risk assessment form). The Premises Manager will ensure there is a record of COSHH forms completed. COSHH sheets will be kept in the provider information file in the room.

#### **20.c Storage of Materials and Equipment**

All Children's Centre equipment and resources are stored or stacked safely to prevent the accidentally falling or collapsing. We ask that all centre users show consideration and leave the Children's Centre in a clean and safe state.

#### **20.d Parking of Vehicles**

The parking of vehicles at the children's centre property shall be permitted in approved areas only on condition that persons bringing such vehicles on to the premises do so at their own risk and that they accept responsibility for any damage to the children's centre property or injury to any person whether connected with the establishment or not, caused by such vehicles or their presence on the children's centre premises.

Priority will be given to the Children's Centre provider for the loading/unloading of vehicles and the Children's Centre Service Users at all times. Car park spaces are not

included as part of the room hire agreement, providers may be required to park offsite to prioritise parking for service users.

## **20.e Fire Safety and Emergency Evacuation**

Children's Centres/Premises must minimise the risk of fire by maintaining the highest possible standard of fire precautions, in line with Staffordshire County Council's **Fire Safety Policy**. Please refer to this separate policy for more details. Emergency evacuation procedures are explained to all new employees/service providers/volunteers as part of the Children's Centre induction process and approved signage outlining the evacuation procedures and routes are displayed clearly around the Children's Centre.

<http://www.intra.staffordshire.gov.uk/healthsafetywellbeing/healthsafety/policy/FireSafety/fire.aspx>

The service providers and their attendees must take part in any fire drills that take place. The service provider is responsible for advising their group of arrangements in the case of a fire and domestic arrangements such as toilet facilities.

## **20.f Repair Works**

Repair works must not take place while service users or children are in the rooms. The host site is responsible for ensuring the building is safe.

## **21. Recording and Reporting of Accidents and Incidents**

The Children Centre will follow the guidelines identified on Staffordshire County Council's Strategic Health, Safety & Wellbeing Service intranet site (<http://www.intra.staffordshire.gov.uk/healthsafetywellbeing/healthsafety/HealthSafetyHome.aspx>) when reporting accidents; disease and ill health conditions.

All accidents must be recorded in the Accident Book. Once completed the page needs to be removed ensuring that the section left within the accident book has been completed and returned to the Early Years Coordinator. These forms are reported in accordance with regulations and procedures of SCC and providers organisations as necessary. All records to be kept safely and recorded appropriately.

Any Children's Centre accidents are also to be recorded on the HSF40 Accident Investigation Report Form (see Appendix 9) and then sent to the Early Years Coordinator within 2 working days along with the completed page from the accident book. The Early Years Coordinator will then review the form and forward to The Strategic Health, Safety & Welfare Service, Staffordshire County Council, Tipping Street, Stafford ST16 2DH within 10 days from the accident occurring.

The Early Years Commissioning Manager together with the Provider's Organisational Senior Manager must be notified of any serious accident or injury to, or serious illness of, or the death of, any child whilst in our care, and of the action taken in respect of it.

For incidents where no injury has occurred, the HSF9 Violence and Aggression form (see Appendix 10) must be completed and sent to the Early Years Co-ordinator for review.

Early Years Co-ordinators will monitor accidents and incident forms to identify trends that occur and issues are addressed.

### **21.a Missing Child**

The safety of all children in all Children's Centres is of paramount importance. All adults within the Centre work together to ensure the safety of all children within the Children's Centre and its grounds. An accurate register is kept of all adults and children attending the Children's Centre at all times. All exits from the premises are secure, guarded or supervised in a way which makes it impossible for a child to leave unobserved/unattended, whilst also allowing a free means of escape for the occupants of the building should an emergency situation occur.

At any session attended by parent/carer and child together, **it is the responsibility of the parent/carer at all times** to supervise their child/children and make sure that they remain in the room/Children's Centre.

The following procedure is to be followed if a child goes missing:

- The lead person will ensure a thorough search is completed of the immediate area with the parent
- If the child is not found, the session lead is to contact the police, informing them of the situation
- Continue searching until directed otherwise and follow guidance and instructions given by police
- Complete incident report and send to County Managers, Staffordshire County Council
- The County Council will review procedures and complete a HSF40 report (see Appendix 9)

### **22. First Aid**

As a minimum requirement, the lead person delivering should act as the "appointed person" and must take responsibility for responding to an accident. This is acceptable for services provided to adults. If parents are running a parent-led group and would find Paediatric First Aid beneficial please notify the Early Years Co-ordinators.

Individual organisations need to ensure that there is a designated first aider present in every session and details need to be provided to the Early Years Coordination Service.

All Children's Centres are provided with first aid kits in every room and there are clear signs. If you're unable to locate the First Aid box, please contact the Early Years Co-ordinator.

In the case of a minor injury the appointed person must:

- Provide First aid equipment to the injured person/parent if applicable

- Record the accident and forward the paperwork to the Early Years Coordinator or Business Hub within 2 days of the accident occurring.

In the case of a major injury the appointed person must:

- Contact emergency services if applicable without delay
- Record the accident and forward the paperwork to the Early Years Coordinator or Business Hub within 2 days of the accident occurring.

### **23. Illness and Infections**

As a general principle, babies and children with any illness or infection should not attend the Children's Centre whilst they have symptoms or are feeling unwell. It is recognised that, on occasion, a child may arrive at the Children's Centre/outreach venue with no signs of illness but will then develop symptoms whilst in the Children's Centre. In these circumstances, the parent/carer will take the child home. Where exclusion from the Children's Centre due to illness or infection is necessary, the Children's Centre follows the guidelines for exclusion periods laid down by the Health Protection Agency.

The general rule is that any child that has had sickness and diarrhoea is symptom free for 48 hours.

Further information can be found in the Public Health England guidance document: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/353953/Guidance\\_on\\_infection\\_control\\_in\\_schools\\_11\\_Sept.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/353953/Guidance_on_infection_control_in_schools_11_Sept.pdf)

#### **23.a Medication**

Parents are responsible for administering medicine required by the child and ensuring any medication is appropriately stored.

#### **23.b Allergies**

It is the parents responsibility to let the session facilitator know if their child has an allergy. Providers should be allergy aware and clearly label any allergens being used.

### **24. Smoking (including Vapour Pens and E-Cigarettes) and Alcohol**

The Children's Centre is a no smoking designated area and parents/carers and service providers are not permitted to smoke on the premises or related grounds of the Children Centre site where applicable.

Alcohol shall not be brought into nor consumed on children's centre premises.

If a parent or carer is under the influence of drugs or alcohol:

- Staff should try to maintain a calm atmosphere.
- If a member of staff has concerns about discharging a child into the care of a parent/carer, they should consider discussing with the parent/carer if other arrangements could be made, for example contacting another family member to

take care of the child. The focus for staff will always be the maintenance of the child's welfare, as opposed to the moderation of the parent's/carer's behaviour.

- Where the behaviour of a parent/carer under the influence of drugs or alcohol places a child at risk (or the parent/carer becomes abusive or violent), staff should consider whether to contact First Response and/or involve the police.
- If a parent/carer is under the influence of drugs or alcohol and adamant they are driving a vehicle, contact the police immediately.

Where an individual not linked to the Children Centre enters a Children Centre and refuses to leave, contact the police.

## **25. Out of hours meetings**

If the service provider is using the Children's Centre for an evening meeting they must not enter or lock up the building on their own.

Those working outside normal hours should be no more at risk than working during a normal working day, however to ensure this is the case special attention is needed when assessing the risk because of the lack of the normal assistance that is available during working hours. Particular consideration needs to be given to the risk of violence, especially where the workplace is remote or where valuables may be thought to be present.

Anyone working in the evening must ensure they have an emergency contact number and appropriate measures are in place (i.e. ensure doors are secure when meetings commence to prevent people accessing the building).

See Appendix 12 for out of hours contact list.

## **26. Food and Drink Policy**

Staffordshire Children's Centres aim to promote healthy eating and healthy lifestyles and where food and drink is provided it should be healthy, balanced and nutritious.

Children's Centre Service Providers Must;

- Record and act as appropriate to their service on information from parents and carers about a child's dietary needs and any allergy information.
- Provide suitable facilities for the hygienic preparation of food
- Hold an up to date Food Hygiene certificate appropriate to their service provision if preparation of food is carried out.
- Promote hand washing prior to food and drinks being serviced.
- Be positive role models to children, parents/carers to encourage the development of social skills for children at mealtimes.
- Providers are responsible for providing their own food/drink.
- Any utensils used e.g. mugs/cups/plates are to be cleaned and returned to the cupboards after use.
- Follow hygienic food preparation practices.



## **26.a Hot Drinks**

It is the responsibility of the session leader to consider whether hot drinks are provided as part of their session and a risk assessment must be completed. The session leader is responsible for ensuring hot drinks are kept out of reach of children and takes full responsibility for ensuring that health and safety procedures are maintained at all times.

## **27. Nappy Changing Procedure**

Care should be taken when changing nappies and dealing with any bodily fluids to reduce of the risks of cross infection. To prevent cross infection the following procedure should be followed:

- Children should never be left unattended on a nappy changing table.
- Children should be lifted appropriately onto the nappy changing table. Older children should be assisted to use the steps to climb onto the nappy changing table.
- The nappy changing mat should be wiped clean with antibacterial spray and disposable tissue at the end of every nappy change.
- All materials used during the nappy change should be placed in the nappy bin.

All bodily fluids except blood, i.e. vomit, urine, faeces, should be cleaned up with disinfecting detergent located in the nappy changing area. Blood should be cleaned up by using Titan Sanitiser / Protect diluted following the manufacturer's instructions.

## **28. Centre Closure and Session Cancellations**

If we are required to close a centre for Health and Safety reasons, this decision will be made by the caretaker along with the Early Years Coordinator and Business Manager. The Early Years Coordinator will then update the Staffordshire School Closure List and social media. All session providers will be informed of the centre closure via a telephone call.

If a provider or childcare setting cancels their services they need to make the Early Years Coordinator aware of this immediately. It is the providers or childcare settings responsibility to contact parents to inform them of the cancellation via text/telephone and also using their own social media websites. The Early Years Coordinator will also update the centres social media.



[www.staffsscb.org.uk](http://www.staffsscb.org.uk)

## Appendix 1



SECTION Staffordshire 3B / SOT C09

### Multi-Agency Confirmation of Referral to Stoke-on-Trent Vulnerable Children & Corporate Parenting Division and Staffordshire Children and Families First Response Service

This form should always be completed when making a referral to Stoke-on-Trent Vulnerable Children and Corporate Parenting Division / Staffordshire Children and Families First Response Service in the MASH. This is to allow the sharing of information with other agencies. All urgent child protection referrals should initially be made by telephone and then confirmed in writing as soon as possible, **ideally within 24 hours but within a maximum timescale of 48 hours** using this form.

Concerns should be discussed with the child's parents, making them aware that a referral to Stoke-on-Trent Vulnerable Children & Corporate Parenting Division / Staffordshire Children and Families First Response Service has been made, **unless to do so would place the child at risk of significant harm, or any other individual at risk of serious harm, or lead to interference with any potential investigation. The child's safety and well-being must be the overriding consideration in making any such decisions.**

<i>Referrer Details</i>				
<b>Referred by:</b>				
<b>Designation:</b>		<b>Agency:</b>		
<b>Referrer's Address:</b>		<b>Post Code:</b>		
<b>Tel. no</b>		<b>Mobile no.</b>		
<b>E-mail</b>				
<b>Date of Referral:</b>		<b>Time:</b>		
<b>Name of person receiving the referral:</b>				
<b>Is the parent/carer aware of the referral? Please tick appropriate box</b>	Yes		No	
<b>Is child/young person aware of referral? Please tick appropriate box</b>	Yes		No	
<i>Child/Young Person's Details</i>				
<b>Name of the child / young person:</b>		<b>Known As / Aliases:</b>		
<b>DOB (or expected date of delivery):</b>		<b>Gender</b>	<b>Male</b>	
			<b>Female</b>	
			<b>Unborn</b>	
<b>Home Address (Inc. postcode):</b>				
<b>Tel No (including mobile numbers):</b>				
<b>Any other known addresses (Inc. postcode):</b>				
<b>Child / young person's ethnicity:</b>				
<b>Child / young person's first language:</b>				

<b>Child / young person's religion</b>	
<b>Parent / carer's first language:</b>	
<b>Does the child / young person have a disability?</b>	
<b>Is an interpreter / signer required?</b>	
<b>Additional Information:</b>	
<b>Is the child / or has the child / young person been the subject of a child protection plan? Y/N</b>	
<b>If yes, please state in which local authority and provide further details if known:</b>	
<b>Is the child or has the child / young person been a looked after child? Y/N</b>	
<b>If yes, please state in which local authority and provide further details if known:</b>	
<b>Reason for Referral</b>	
<i>(Please include as much information as possible. Remember that the assessment of the level of intervention required will be based upon the information that you provide. You will need to consider the child's developmental needs; parenting and / or carer capacity to meet the child's needs; and family and environmental factors).</i>	

--

**Known risks within this household? (E.g. violent/aggressive individuals, drug use/dealing, weapons etc.)**

--

**Details of Child/Young Person's Principal Carers**

Name	D.O.B	Relationship to child/young person	Parental Responsibility (PR)? Y/N

**Other people living in the child / young person's household**

Name (including any known aliases)	D.O.B	M / F	Relationship to child / young person	Also Referred? Y / N

**Significant others who are not members of child / young person's household**

Name	P.R? Y/N	D.O.B	M / F	Relationship to child / young person	Current Address	Tel. No.


**Key Agencies** *(please provide the information below)*

Agency	Name	Tel. No./Contact details
G.P		
Midwife		
Health Visitor		
School Nurse		
Children's Centre		
Nursery		
School		
School Nurse		
Education Welfare Officer		
Youth Offending Service		
Police		
Probation Service		
Paediatrician		
CAMHS		
Other <i>(please state)</i>		

**Early Help Assessments (EHA) Details**

Has a EH assessment been completed?	Yes <i>(please attach to referral)</i>	No	Date EH assessment completed

Name of Lead Worker		Agency	
Address		Contact details (Tel. no./ e-mail)	
Has consent for a EH assessment ever been refused?	<b>Yes</b>	<i>If yes please state the date of when it was refused</i>	<b>No</b>
<b>Authorisation</b>			
Have you discussed this referral with your line manager? Y/N			
<b>Details of Manager/Supervisor:</b>			
Name:		Designation:	
Tel no.		E-mail	
Referrer's Signature:		Date:	
<b>Once you have completed this form please send it to:</b>			
<b>STAFFORDSHIRE REFERRALS:</b>		<b>STOKE-ON-TRENT REFERRALS:</b>	
<b>Staffordshire County Council's First Response Service: 0800 1313 126</b> (Monday-Thursday 8:30am - 5:00pm and Friday 08:30am - 4:30pm) *E-mail: <a href="mailto:firstr@staffordshire.gov.uk">firstr@staffordshire.gov.uk</a> / Fax no: 01785 854223 <b>Emergency Duty Service</b> (Outside office hours): 0845 6042886		<b>Stoke-on-Trent's Safeguarding Referral Team (SRT): 01782 235100</b> (People Directorate 8.30am – 5pm) *E-mail: <a href="mailto:SRT@stoke.gcsx.gov.uk">SRT@stoke.gcsx.gov.uk</a> <b>Emergency Duty Team</b> - 01782 234234 (Outside office hours) 5pm – 8.30am	
*Please note that any information sharing needs to be in accordance with your agency's information governance processes. If you are unsure please check with your agency's designated safeguarding lead.			

<b>If you require this form in any other format or language, please contact your relevant Local Safeguarding Board using the contact details below. Do <u>NOT</u> use the numbers / email addresses below to make a referral</b>	
<b>Staffordshire LSCB</b>	<b>Stoke-on-Trent LSCB</b>
Tel: 01785 277151 E-mail: <a href="mailto:sscb.admin@staffordshire.gov.uk">sscb.admin@staffordshire.gov.uk</a> Website: <a href="http://www.staffsscb.org.uk">www.staffsscb.org.uk</a>	Tel: 01782 235863 Website: <a href="http://www.safeguardingchildren.stoke.gov.uk">www.safeguardingchildren.stoke.gov.uk</a>



#### Appendix 2

The Designated Safeguarding Officer for the Children's Centre is:

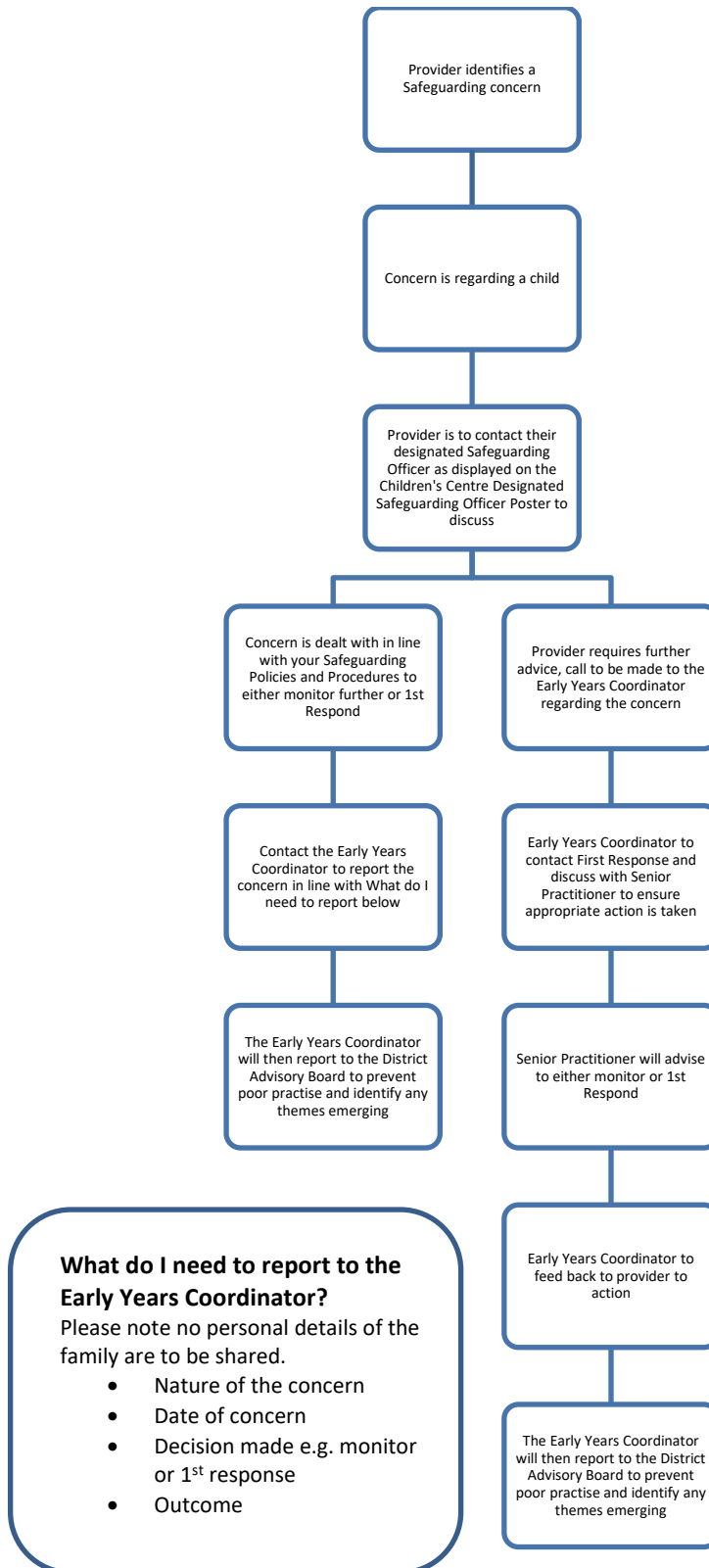
**<Name> – Early Years Coordinator – Tel:  
<number>**

The Designated Officers for Services that are delivered within the Children's Centre are –

<b>Organisation</b>	<b>Name</b>	<b>Job Title</b>	<b>Contact Telephone Number</b>

If you require any advice relating to a safeguarding incident on site then please contact the Staffordshire Education Safeguarding Advice Service on 01785 895836.

**Appendix 3 : Safeguarding Support Process**



## **Appendix 4: Early Years Safeguarding Policy Signature Sheet**

### **Signed Declaration**

Will all staff, students and volunteers please read the Children's Centres Safeguarding Policy within the Children's Centres Policy and Procedures Document, relating to the Safeguarding policy and sign below to confirm that you have read it and agree to implement the policies.

Please return this form to the Early Years Co-ordinator.

I have read the Safeguarding Policy. I understand and will adhere to it.

**Staff Member/Provider/Volunteer Name:** .....

**Signed:** .....

**Date:** .....

**Early Years Co-ordinator signed:**.....

**Date:** .....

## Appendix 5 - Monitoring

Please find to follow the monitoring requirements for all non-commissioned Children's Centre room users. Please complete one Case Study and the Outcomes Form quarterly and return on the due dates as follows to the Children's Centre Administrator:-

- Quarter 1 includes the 1<sup>st</sup> April to 30<sup>th</sup> June
- Quarter 2 includes the 1<sup>st</sup> July to 30<sup>th</sup> September
- Quarter 3 includes the 1<sup>st</sup> October to 31<sup>st</sup> December
- Quarter 4 includes the 1<sup>st</sup> January to 31<sup>st</sup> March

<b>Children's Centre / Reach area:</b>	
<b>Service / activity:</b>	
<b>Service provider name:</b>	
<b>Capita identifier code/s:</b>	
<b>Date case study compiled:</b>	
<b>Case study compiled during which Quarter?: (See dates above)</b>	
<b>Name of person completing the Case Study:</b>	
<b>Date family first engaged with the service / activity:</b>	
<b>Please provide details re the family's attendance</b> (have they generally been a regular attendee/s? i.e. weekly or have they attended infrequently?)	
<b>What was the starting point for the <i>child/ren</i> – IF RELEVANT</b> (please provide bullet points):	
<b>How has the child / family benefitted from the attended session?</b>	
<b>What outcomes have been achieved for the <i>child/ren</i></b> (please provide bullet points):	
<b>What outcomes have been achieved for the <i>parents / carers</i> – IF RELEVANT</b> (please provide bullet points):	
<b>(if applicable) What additional needs have been identified for both the child or parent / carer</b>	

(e.g. speech & language, debt issues etc)? – please specify:	
<b>What action have you taken re the above</b> (e.g. signposting to other services)?	
<b>Have you followed up the above / have the issues been resolved</b> (please provide details)?	
<b>Please outline any further support / advice given to the family:</b>	

Please attach / enclose copies of any of the following (where relevant):	
Photographs (with consent)	
Observations / assessments:	
Parental evaluation / pre & post evaluations:	
Practitioner testimonials:	

**Provider Name:**  
**Outcomes**

**Category:**

<ol style="list-style-type: none"> <li>1. 90% of service users report an improvement in their child's.....(80% of service user must respond)</li> <li>2. 80% of service users report incorporate activities learned through the service into the home environment.</li> <li>3. 90% of service users report that they were satisfied with the service, (80% of service user must respond)</li> </ol>
---

**Quarterly Analysis**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of individuals :	Number of individuals :	Number of individuals :	Number of individuals :
Number of families :	Number of families :	Number of families :	Number of families :
<ol style="list-style-type: none"> <li>1. ...% of service users report an improvement in their child's ..... (...% of service user must respond)</li> <li>2. ...% of service users report incorporate activities learned through the service into the home environment.</li> <li>3. ...% of service users report that they were satisfied with the service, (...% of service users responded)</li> </ol>	<ol style="list-style-type: none"> <li>1. ...% of service users report an improvement in their child's ..... (...% of service user must respond)</li> <li>2. ...% of service users report incorporate activities learned through the service into the home environment.</li> <li>3. ...% of service users report that they were satisfied with the service, (...% of service users responded)</li> </ol>	<ol style="list-style-type: none"> <li>1. ...% of service users report an improvement in their child's ..... (...% of service user must respond)</li> <li>2. ...% of service users report incorporate activities learned through the service into the home environment.</li> <li>3. ...% of service users report that they were satisfied with the service, (...% of service users responded)</li> </ol>	<ol style="list-style-type: none"> <li>1. ...% of service users report an improvement in their child's ..... (...% of service user must respond)</li> <li>2. ...% of service users report incorporate activities learned through the service into the home environment.</li> <li>3. ...% of service users report that they were satisfied with the service, (...% of service users responded)</li> </ol>
Evidence: Portfolio, Questionnaire Cards	Evidence: Portfolio, Questionnaire Cards	Evidence: Portfolio, Questionnaire Cards	Evidence: Portfolio, Questionnaire Cards

**Actions**

Action	By Whom	When

## Appendix 6 - Contact Room booking form

### Details of person requesting the booking

Name:			
Email:		Telephone:	
Position:			

### Details of booking

Name and address of CC:	
Date of each contact visit	Start and end time of each visit:

Name of person supervising contact:	
-------------------------------------	--

Number of adults:		Number of children:	
Care Director Numbers for all children:			
Please encourage the family to complete a Children's Centre Membership Form and submit this with the Contact Booking Form			

Is there a risk assessment in place?	Date Implemented:	Date reviewed:
Yes / No		
Risk assessment received by centre:	Date received by centre:	
Yes / No		

Any other information relevant to the booking (Children's Centre)
---



Children's Centre notes: (e.g. if CC not staffed during contact visit, contact no. premises manager/site supervisor etc.)

Any other information relevant to the booking (Social Care and Health)

- Contact must not commence until the risk assessment has been received (HSF1 18), read and agreed
- If there is a **change in arrangements** e.g. personnel, frequency of contact visits etc , centre managers must be notified
- If there are any changes to the risks identified, the social work team **must** inform centre management

Person Requesting Room	Signed	Date
Print Name		
Approved by centre	Signed	Date
Print Name		

#### Data Protection

It is the responsibility of the person requesting the room booking to ensure that the family is aware of the following Data Protection statement. The person booking must have the consent of the family to provide the information.

The information provided on this form will be processed by Staffordshire County Council in accordance with the Data Protection 1998. The data you provide will be used by Children's Centres in Staffordshire to provide and administer activities, to offer support to families where it is required and for evaluation purposes. We may provide access to the data we hold about you to other professionals working on behalf of Staffordshire County Council to provide a Children's Centre service to you. It may also be shared with other agencies in Government or providing services to children where there is a legal basis to do so. For further information please visit [www.staffordshire.gov.uk/education/yourdata](http://www.staffordshire.gov.uk/education/yourdata).

#### Notes to the Centre

1. Business Hub / Early Years Coordination Service must ensure that a risk assessment has been received along with the Contact Booking Form for review.
2. The professional attending with the family must provide their DBS information along with the booking form to the Business Hub / Early Years Coordination Service for entering onto the DBS central record.
3. The room booking is to be entered onto Capita and the Care Director numbers of the children recording in the description box.
4. A Risk Assessment (HSF 18) must be provided along with the booking form for review.

## Appendix 7 - District Children's Centre Booking Form

### Checklist:

<b>Group / Organisation Name:</b>	
<b>Children's Centre(s):</b>	
<b>1</b>	Service DOES meet the Children's Centre Core Purpose and the use of the Children's Centre has been agreed by the Early Years Coordinator – <i>therefore room charges do <u>NOT</u> apply.</i>
<b>2</b>	Service does NOT meet the Children's Centre Core Purpose but the use of the Children's Centre has been agreed by the Early Years Coordinator – <i>therefore room charges <u>DO</u> apply.</i>
<b>3</b>	'The Children's Centre Booking Form is completed and returned to the Administrator for the Hire of Children's Centre'. <i>*The Administrator to sign and return a copy to the group 'lead / hirer' for their records. Children's Centres are to retain this form for 6 years after the termination of room hire.</i>
<b>4</b>	Details of staff / volunteer DBS (Enhanced CRB) details obtained using the DBS (CRB) proforma and returned to the Business Hub / Administrator.
<b>5</b>	Copies of Employers and Public Liability insurance certificates (minimum sum of £5 million) obtained and returned to the Administrator.
<b>6</b>	Safeguarding Level 1 – Provider staff / volunteers have a minimum of Safeguarding Level 1. This information must be made available to the Administrator. *Parent led groups are exempt from this – however they must be aware of the process to follow if they have any Safeguarding concerns. ie. contact details below:- Staffordshire County Council's First Response Service: 0800 1313 126 (Monday-Thursday 08:30am - 5:00pm and Friday 08:30am - 4:30pm) and the Emergency Duty Service: (Out of Hours Service): 0845 6042886
<b>7</b>	Group (lead / hirer) given a copy of the Conditions of Use <u>and</u> Insurance Cover Summary documents for their records.
<b>8</b>	Induction meeting to take place prior to the booking commencement. Copies of Children's Centre Policies & Procedures already provided and the Health & Safety induction completed ( <i>the induction is to include a tour of the site, fire evacuation procedure etc and Children's Centre Policies and Procedures</i> )
<b>9</b>	Copy of this checklist is to be signed by room hirer and Children's Centre Representative to confirm induction has taken place and room hirer agrees to conform to Children's Centre Policies and Procedures.
<b>10</b>	Copies of provider's session risk assessments must be completed and held on file, these may be requested at any time by the Children's Centres for their records, ( <i>parent led groups may require support with this</i> ).
<b>Checklist is completed and induction has taken place</b>	
Room Hirer Signature	
Print Name	
Children's Centre Representative	
Print Name	

**CHILDREN'S CENTRE APPLICATION FOR HIRE**

<b>Children's Centre Required</b>						
<b>Title of Booking</b>						
<b>Nature of Booking</b>						
<b>Start Date</b>			<b>End Date</b>			
<b>Start Time</b>			<b>End Time</b>			
<b>Set Up Time</b>			<b>Clear Away Time</b>			
<b>Number of Attendees</b>						
<b>Room Required</b> <i>(Please circle rooms required)</i>	<b>Small Interview Room</b>	<b>Meeting Room</b>	<b>Community / Creche Room</b>	<b>Family Room</b>	<b>Outdoor Play Area</b>	<b>Other</b>
<b>Equipment Required</b> <i>(Please tick items required)</i>	<b>Flipchart</b>		<b>Projector</b>	<b>TV/DVD</b>		<b>Laptop(s)</b>
<b>Refreshments Required</b> <i>(tea/coffee/water)</i> <i>(x1, x2, x3, x4) Please specify frequency and times</i>	<b>Yes</b>					
	<b>No</b>					
<b>Lunch Required</b> <i>(Please tick preferred option)</i>	<b>12:00pm</b>		<b>12:30pm</b>		<b>13:00pm</b>	
	<i>Special Dietary requirements:</i>					
<b>Name of Hirer</b>						
<b>Address</b>						
<b>Contact Name</b>						
<b>Contact Telephone Number</b>						
<b>Email Address:</b>						
<b>Person Responsible on the Day:</b>						
<b>Name &amp; Address of Payee</b> <i>(if different from above)</i>						
<b>I hereby make an application for the hire of the room/s and facilities stated above and agree to abide by the Room Hire Charging Policy and the Hire Agreement.</b>						
Signature of Applicant				Date:		
Full Name in block capitals						

**Office Use:**

<b>Cost Centre</b> <i>(internal bookings only)</i>		<b>GL Code</b> <i>(internal bookings only)</i>		<b>Order No</b>	
<b>For Office Use Only:</b>					

<b>Booking Confirmed</b>	<i>Admin Signature:</i>	<b>Added to Diary</b>	<i>Admin Signature:</i>	<b>Refreshments/Lunch Ordered</b>	<i>Admin Signature:</i>
--------------------------	-------------------------	-----------------------	-------------------------	-----------------------------------	-------------------------

I hereby make application for the hire of the accommodation and facilities stated above and agree to abide by the Conditions of Use specified in the attached documentation.

Public liability insurance is being provided by the County Council's Third Party Hirer's Insurance Policy. I can confirm that I fully understand the insurance being provided including the policy conditions and exclusions which apply.

Public liability insurance is not being provided by the County Council's Third Party Hirer's Insurance Policy and I can confirm that I have arranged Public Liability Insurance in the name of the individual / organisation hiring the premises for a limit of indemnity of at least £2,000,000.

**\*Please tick next to the relevant statement above**

<b>Signature of Applicant:</b>	
<b>Full Name (in BLOCK CAPITALS):</b>	
<b>Date:</b>	
<b>NOTE:</b> The giving of false information on this Application for Hire Form may lead to the cancellation of the booking without notice.	
<b>Signature on behalf of Staffordshire County Council:</b>	
<b>Name (in BLOCK CAPITALS):</b>	
<b>Designation:</b>	
<b>Date:</b>	

**INSURANCE****THIRD PARTY HIRER'S INSURANCE POLICY - SUMMARY OF COVER**

The policy will indemnify the insured (the Hirer) against all sums, which the insured shall become legally liable to pay as compensation arising out of:

- (a) Accidental bodily injury or illness (fatal or otherwise) to any person and/or
- (b) Accidental loss of or accidental damage caused to third party property.

Details of the policy cover are set out below:

**1. Persons/Organisations Insured**

Individuals and organisations which would not normally be expected to have their own Public Liability Insurance hiring premises owned / occupied / leased by Staffordshire County Council

**2. Occupations & Activities**

The activities of the insured (see above) at the premises owned / occupied / leased by Staffordshire County Council

3. The intention of this policy is to protect the hirer where a claim of negligence is made against them by a third party.

4. The Insurer will indemnify the Hirer in respect of all sums which the Hirer may become legally liable to pay as damages and claimants' costs and expenses for:-

- (a) accidental injury to any person (other than an employee of the Hirer if such injury arises out of and in the course of employment by the Hirer)
- (b) accidental damage to the premises or the contents of the premises subject to the liability of the insurer not exceeding £100,000 in any one claim in respect of legal liability which attaches to the Hirer solely by reason of the agreement that would have not attached in the absence of such agreement.
- (c) accidental damage occurring during the period of insurance arising out of the activities of the Hirer at the premises, to other property not belonging to or in the custody or control of the Hirer or of any person in the Hirer's service.

5. The policy will not apply in respect of the use of the premises for the following:

- (a) meetings organised by political parties
- (b) professional entertainment promotion
- (c) commercial or business use
- (d) hire of play grounds and playing fields **unless** as part of a hiring for the school buildings. Where only the playground or playing fields are hired separate Public Liability Insurance must be in place to protect any legal liability attaching to the hirer.

6. The limit of indemnity under the policy is currently £5,000,000

7. The policy **only** applies whilst the individual/organisation is using premises owned / occupied / leased by Staffordshire County Council

8. If any other insurance covers the same loss, damage or liability this insurance will not pay any amount covered by such insurance.

## **Conditions of Use**

### **Applications**

All correspondence and applications for the hire must be made directly to the Early Years Coordinator. All applications are subject to approval by the Early Years Coordinator.

### **Hirer**

The hirer must be over 18 years of age and shall be the person by whom the application form for the hiring is signed. Such person shall be responsible for the payment of the fees payable (if relevant) in respect of the hiring and for the observance and performance in all respects of the conditions and stipulations contained in the hire agreement.

As part of the policy and to comply with Staffordshire County Council's Health and Safety Regulations 'hirers' will share any attendance registers produced.

The hirer will be responsible for the proper conduct of persons using the venue. The hirer will not hold any events in the venue which support, condone or promote radicalisation, extremist ideology or terrorism.

### **Fees and charges (if applicable)**

The hire fees and charges shall be paid in full on the receipt of invoice. Signing the Hire Agreement confirms the charges to be made including cancellation costs determined by Staffordshire County Council.

Fees and charges are reviewed annually.

<b>Full Charge</b>	<b>25% Discount</b>	<b>50% Discount</b>	<b>No Charge</b>
Private Sector, including Entrust	SCC including Families First – Training events, staff meetings, internal meetings	Voluntary/charity	Any activity that meet the Children's Centre Core Purpose as directed by Early Years Coordinator. Families First bookings – any meetings with or relating to a family for example Core Groups, Contact etc. No charge unless no show then a 100% recharge
Charging Structure Week Day	Full Day £120.00	Half Day £60.00	Evening £90.00
Charging Structure Weekend	Full Day £160.00	Half Day £100.00	Evening Not Available

- Discounts offered to businesses making block bookings of 10 weeks or more = 10% discount.

### **Refreshments and Food**

If required please order at the time of booking stating your requirements and giving approximate numbers. Final numbers for refreshments and food must be arranged with the Hub at least 14 days before date of the booking.

Cancellations for food and refreshments must be received by the DBH at least 7 days prior to the event. Cancellations less than 7 days before the event will incur full charge.

It is the hirer's responsibility to accept and sign for any buffet orders from external organisations. There are strict legal requirements for the storage of food and it is the Hirers responsibility to ensure that they follow these legal requirements.



Any bookings that fall under the No Charge category will **not** be charged for unless there has been no notification that the booking is cancelled giving the required 48 hours' notice period.

### ***Duration of the Letting***

Please note that your room booking will automatically terminate on March 31<sup>st</sup> unless an earlier date is specified.

The Early Year Coordinator shall determine in advance the duration of a letting.

Please ensure you have vacated the room by the time stated on your booking form. Failure to do so could result in additional charges.

### ***Cancelling of hiring by the Early Year Coordinator***

The Early Year Coordinator reserves the right to refuse any application without stating reasons for so doing.

The right is reserved to cancel any hiring, without notice, where the Early Year Coordinator considers it necessary for any cause outside their control.

### ***Cancellation, postponement or no show by the Hirer***

Cancellations should be made 48 hours prior to booking. Failure to do so will result in a cancellation charge of £25.00.

Hirers will be allowed to cancel or postpone such bookings giving at least 14 days prior the event; a full refund will be administered if required in this case.

Failure to turn up for the booking will result in a full charge for room hire being made, even if no charges were applicable as the hire met the Children's Centre Core Purpose.

### ***Hired Area***

Access is restricted to the hired area and any toilet facilities, entrances, exits and corridors.

The Early Year Coordinator and their officials, reserve the right to enter the hired area at all times.

### ***Variation of Conditions***

There shall be no variation to the conditions of hire without the express consent of the Early Years Coordinator.

### ***Insurance***

The hirer will be required to indemnify the Local Authority against any liability at law in respect of any accident involving death or bodily injury to any person or damage-to or loss of any property real or personal and happening consequent upon or in connection with the use of the premises unless due to the negligence / default of the Local Authority, its Servants or its Agents. The Authority has a special insurance policy which will provide cover for the hirer in certain cases. Full details of the policy including conditions and exclusions can be found in the Third Hirer's Policy - Summary of Cover document (*Model 3*). Where the hirer is a political organisation, a professional entertainment promoter, or uses the premises on a commercial / business basis or is unable to satisfy the



requirements of the Third Party Hirer's Policy then they will be required to obtain separate third party insurance cover.

### ***Further Help and Support***

Help for providers/groups/organisations can be found at the following link;

<http://www.staffordshire.gov.uk/education/childcare/families/ccentres/providers/childrenscentreservice/providerhelpcentre.aspx>

**DBS / ENHANCED CRB DISCLOSURE**

<b>PROVIDER NAME</b>	
<b>Staff / volunteer name</b>	
<b>Is the member of staff the 'Lead Person' for this service</b>	
<b>Date of issue of certificate</b>	
<b>DBS / (Enhanced CRB) disclosure number</b>	
<b>Position for which disclosure was requested</b>	
<b>Date of commencement of employment</b>	
<b>*Did the check note any offences that would cause an issue for the delivery of the service?</b>	
<b>The <u>provider</u> (manager) <u>is signing below</u> to verify that they (the organization) have checked the member of staff / volunteers DBS (CRB) disclosure.</b>	
<b>Name (CAPITALS)</b>	
<b>Position</b>	
<b>Signature</b>	
<b>Date</b>	
<b>Where this completed form is for the 'Lead Person' the Children's Centre Coordinator is signing below to verify that they have seen the DBS (CRB) Disclosure Form.</b>	
<b>Name (CAPITALS)</b>	
<b>Position</b>	
<b>Signature</b>	
<b>Date</b>	

**Appendix 8: Premises Managers**

## Staffordshire Children's Centres Premises Managers

Please call the number below if you require assistance.

<b>District</b>	<b>Name</b>	<b>Job Title</b>	<b>Contact Telephone Number</b>
Cannock	John Liggins	Premises Manager Site Supervisor	07957727461
Lichfield - Charnwood	Katie Stanley	Premises Manager/Head Teacher Charnwood	07775992493
Newcastle	Mandy Brazier	Premises Manager	01785 854705
Newcastle – Maryhill Children's Centre	Andy Bygrave	Premises Manager - University Academy Kidsgrove Acting Principal	01782 948250
East Staffordshire	Trevor Hayles	Premises Manager	07815 492579
East Staffordshire – Queen Street	David Adkins	Premises Manager	01283 743744
South Staffordshire - Landywood	Barbara Lloyd	Premises Manager	07518944784
Stafford – Silkmore	Steve Burrows	Premises Manager	07955620741
Staffordshire Moorlands	Mandy Brazier	Premises Manager	01785 854705
Tamworth - Glascote	Mark Kibble	Premises Manager - District Site Supervisor	01827 280124 07804 222528
Tamworth - Leyfields	Charlotte Weatherer	Premises Manager	01283 233400

**Appendix 9: (HSF 18) Service User Individual Risk Assessment**

**Staffordshire County Council  
Service User Individual Risk Assessment**

The role of the council includes providing services to people who may present a risk to themselves, to other service users, visitors and staff. This form is designed to assist in identifying and managing these risks. This form must be completed for hazards identified in relation to a service user. The hazards identified together with the preventative or precautionary measures must be brought to the attention of all those involved or affected by the risk. **Risk Assessments are to be reviewed on a regular basis.**

<i>Name of Service User</i>		<i>Date of Birth</i>		<b>ID Number:</b>	
<i>Address of Service User</i>			<i>Date</i>		

HAZARD/CONDITION IDENTIFIED	WHO IS AT RISK?		HAZARD RATING	
		Employees		High
Service Users Themselves				
Visitors			Medium	
Members of the Public			Low	
Others : Specify				

How Could Exposure Take Place:	When and How Often Could Exposure Occur:	Possible Consequences of Exposure:

<b>Benefits for the Service User</b>	

<b>METHODS USED / CONTROL MEASURES</b>	If some of the information exists in the Care Plan, please state and give summary of control measures. If information is not contained elsewhere, give detailed information on this form of how the risk is controlled. Emergency physical restraint procedure to be completed in addition to this risk assessment if physical intervention has been identified.

CONTROLS IN PLACE –			REMAINING PROBLEMS
<b>Risk Rating :</b> *if with controls in place risk rating is still high please seek immediate advice from the Health and Safety Team.	High		
	Medium		
	Low		
EVALUATION PERIOD			

OUTCOME / ACTION TAKEN IN RELATION TO REMAINING PROBLEMS:

<b>Signature of Assessor:</b>				
<b>Print Name:</b>				
<b>Signature of Line Manager :</b>				
<b>Print Name:</b>				



### Appendix 10: Provider Risk Assessment Form

This risk assessment is to be completed by the Early Years Coordinator or designate with the Provider (parent/community led group), where Providers do not have a written risk assessment for the activity or activities they facilitate due to them or their organisation having less than five employees.

<b>Provider / Group Name</b>			
<b>Name of person leading the group</b>			
<b>Contact details</b>	Tel: Mob: Email:		
<b>Details of activity or activities that are likely to take place</b>			<b>Has a Room Booking Form been completed?</b>
			Yes <input type="checkbox"/>
		No <input type="checkbox"/>	

<b>What are the Hazards (what could cause harm to persons during the activity and how)?</b>	<b>Who could be harmed?</b>	<b>What is the risk of someone being injured (low, medium or high)?</b>	<b>What control measures are already in place or you need to put in place (how are you going to manage the activity so that the hazards you have identified in the first column do not occur)?</b>	<b>What is the risk now that you have implemented your control measures (low, medium or high)?</b>
<b>Example:</b> Contact with animals (bites, scratches)	Children and others whilst coming into contact with the animals.	Medium	The Provider of the activity: <ul style="list-style-type: none"> <li>Carries out this activity regularly and is therefore aware of the hazards relevant to this activity.</li> <li>Has suitable public liability insurance (certificate copied).</li> <li>Provides information to children and other persons on what to do when handling animals.</li> </ul>	Low

<b>What are the Hazards (what could cause harm to persons during the activity and how)?</b>	<b>Who could be harmed?</b>	<b>What is the risk of someone being injured (low, medium or high)?</b>	<b>What control measures are already in place or you need to put in place (how are you going to manage the activity so that the hazards you have identified in the first column do not occur)?</b>	<b>What is the risk now that you have implemented your control measures (low, medium or high)?</b>
			<ul style="list-style-type: none"> <li>• Provides personal protective equipment to children and others where necessary (e.g. gloves).</li> <li>• Has a first aid kit available.</li> <li>• Etc.</li> </ul>	



**Person leading the group**

The person leading the group is responsible for ensuring that they and any staff / volunteers involved in this activity or activities, implement the necessary control measures identified in this risk assessment to ensure the safety of all persons involved (i.e. children, parents / carers and any other visitors) whilst their group is in session.

The risk rating is used to prioritise the action required and therefore you should deal with those hazards that are identified as high risk first.

Risk Rating	Description	Action Priority
High	Where harm is certain or near certain to occur and/or major injury or ill-health could result	Urgent action
Medium	Where harm is possible to occur and/or serious injury could result e.g. off work for over 3 days	Medium priority
Low	Where harm is unlikely or seldom to occur and/or minor injury could result e.g. cuts, bruises, strain	No action or low priority action

**Early Years Coordinator Signature:** .....

**Print Name:** .....

**Date Assessed:** .....

**Review Date:** .....

**Provider Lead Signature:** .....

**Print Name:** .....

**Date:** .....

**Communication and Review**

This risk assessment should be communicated to all relevant persons who have a role in facilitating this activity or activities. The risk assessment must be reviewed with the Early Years Coordinator at the identified review date or sooner, following a significant change, accident or violent incident.

Signature	Print Name	Date


<b>Signature</b>	<b>Print Name</b>	<b>Date</b>

**Appendix 11: HSF40 Accident Investigation Report Form**

**Staffordshire County Council  
Accident Investigation Report Form**

<p><b>SHSS use only</b> D.O. Rep/Not Rep SAP No.</p>
--

**1. Details of Injured Person**

Forename:  Surname:

Date of Birth:  /  /  Gender: Male  Female

**Injured Person's Address & Postcode Status**

<p>Click here to enter text.</p>	Employee	<input type="checkbox"/>	Contractor	<input type="checkbox"/>
	Service User	<input type="checkbox"/>	Member of the Public	<input type="checkbox"/>
	Student/Pupil	<input type="checkbox"/>	Work Experience	<input type="checkbox"/>
	Volunteer	<input type="checkbox"/>	Other ( please state)	<input type="text"/>

**Indicate area of SCC or organisation reporting the accident:**

<b>People</b>	<b>Place</b>	<b>Strategy &amp; Transformation</b>	<b>Finance &amp; Resource</b>	<b>Law &amp; Democracy</b>	<b>Customer Services &amp; Comms</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Academy:  External Organisation:

Business Unit/Establishment:

Job Title:  Employee Pay Ref:

**At the time of the accident was the employee authorised to carry out the task being performed**

Yes  No

If no, provide details:

If the injured person is employed by someone other than Staffordshire County Council, state name, address, telephone number of employer and reason for being on the premises / site:

Click here to enter text.

## 2. Accident Details

<b>Name of workplace/establishment where the accident occurred (please include the postcode)</b>	Click here to enter text.		
<b>Location e.g. office, grounds, stairwell</b>	Choose an item. If other please state:		
<b>Is this the injured persons usual workplace or base location?(please <input type="checkbox"/>)</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>	<b>Please state their usual workplace/base location:</b>

**Date of Accident:**

Click here to enter a date.

**Time of Accident:**

:

**Date Reported :**

Click here to enter a date.

**Time Reported:**

:

**Reported to:**

**Reported By:**

**Description of how the accident occurred.**

Click here to enter text.

**Accident Type (e.g. fall):**

Choose an item.  
If other please state:

**From the investigation, what has been identified as the root cause of the accident?**

Click here to enter text.

## 3. Details of damage, injury or ill-health

**Damage or part(s) of body injured:**  
e.g. left leg or 1<sup>st</sup> finger left hand

Choose an item.

**Injury type(s):**  
e.g. fracture or laceration

Choose an item.

If other please state:

Click here to enter text.

If other please state:

Click here to enter text.

First-Aid Administered? (please  YES  NO

If yes by whom?

First-Aid Treatment Given: Click here to enter text.

Details of the accident recorded in the Accident Book (please  YES  NO

Please  one of the following where applicable:

<input type="checkbox"/> Fatality	Person needed resuscitation <input type="checkbox"/>
<input type="checkbox"/> Non-Employee taken from the premises / site to hospital	Major Injury to employee <input type="checkbox"/>
<input type="checkbox"/> Person became unconscious	Dangerous occurrence <input type="checkbox"/>
<input type="checkbox"/> Employee admitted to hospital for more than 24 hours	Over seven day absence <input type="checkbox"/>
<input type="checkbox"/> Fall from height ...	Fall height (in metres): <input type="text"/> Minor Injury/No Injury <input type="checkbox"/>

Number of days lost (includes weekends/non workdays)

Is the absence continuing? (not yet returned to work)

Yes

No

If a non employee/service user has been taken to hospital was it due:

A) Solely to the injured persons medical condition

B) Sports Accident

Were there any defects to the premises/equipment that caused the accident?

Yes

No

#### 4. Actions Necessary to Prevent a Similar Accident

Prior to the accident had a risk assessment been completed for the activity?

Yes

No

Post Accident Risk Assessment been completed/or an existing one reviewed?

Yes

No

If NO, give reasons: Click here to enter text.

State what action has been taken or planned to reduce the risk of a similar accident:  
Click here to enter text.

Any other comments? Family informed?  
Click here to enter text.

**Witnesses Details: Name, Address and Telephone.**

1. Click here to enter text.      2. Click here to enter text.

**5. Details of the manager completing this form**

<b>Print Name</b>	Click here to enter text.	<b>Job Title:</b>	Click here to enter text.
<b>Signature</b>	Click here to enter text.	<b>Date:</b>	Click here to enter text.

***For Health, Safety & Wellbeing Service use only***

Date Received	Click here to enter a date.	
SCC or SLA	Choose an item.	
Object Name in SAP	Choose an item.	
RIDDOR Reportable?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Date reported to HSE	Click here to enter a date.	
RIDDOR Report Number	Click here to enter text.	
Scanned to H&S advisor	Yes <input type="checkbox"/>	No <input type="checkbox"/>

		Entered on SAP <input type="checkbox"/>
Duty Telephone investigation date		<input type="checkbox"/>
Telephone investigation date		<input type="checkbox"/>
Site visit required?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Date of site visit		<input type="checkbox"/>
H&S Adviser	Choose an item.	
Accident form review date	Click here to enter a date.	

**Additional Comments by H&S Advisor – Entered on SAP Y/N**

Click here to enter text.

Please send this form to the Health, Safety & Wellbeing Service within 3 days of the accident for RIDDOR reportable accidents, or 10 days for minor i.e. non-RIDDOR reportable accidents. Email [shss@staffordshire.gov.uk](mailto:shss@staffordshire.gov.uk) or fax 01785 355842. (Need advice about this form? Call 01785 355777)

**Appendix 12: Violence & Aggression Report Form HSF9**

Duty Officer:

SAP No.

**Directorate** Choose an item.

**Academy**  **Academy Name** Click here to enter text.

**Business Unit** Click here to enter text.

**Establishment** Click here to enter text. **DfES Number** Click here to enter text.

**Names of person(s) subject to violent / aggressive behaviour**

Name	Personnel No.	Status	Details of Injury	First aid treatment	
		Choose an item.	Choose an item.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
		Choose an item.	Choose an item.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
		Choose an item.	Choose an item.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
		Choose an item.	Choose an item.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
		Choose an item.	Choose an item.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Has this incident resulted in any member of staff being absent from work for more than 7 days?**

Yes  No  If Yes **Who:** Click here to enter text. **How long:** Click here to enter text.

**Date of Incident:** Click here to enter a date. **Time of Incident:** :  
**Reported to:** **Reported by:**  
**Date reported:** Click here to enter a date. **Time reported:** :

**Location (room)** Choose an item.

**If incident occurred away from the normal place of work/base please state the address and exact location.** Click here to enter text.

**Name of Assailant** Click here to enter text.

**Status of Assailant**

Service User  Contractor  Volunteer   
 Student / Pupil  Member of Public  Other (please state)   
 Work Experience

**Was an offensive weapon used?** Yes  No  **If yes describe the weapon:**

**Witness details: (statements should be obtained from witnesses and attached to this form).**



Name	Personnel No.	Status	Address if non employee
		Choose an item.	
		Choose an item.	

**Description of events leading up to the incident**  
Click here to enter text.

**Details of incident**  
Click here to enter text.

**What happened after the incident**  
Click here to enter text.

**State what action has been taken or planned to reduce the risk of a similar incident:**  
Click here to enter text.

### Follow up action checklist

Were the police informed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
Family / Carers of service users informed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
Referred in relation to child protection / vulnerable adult?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
CQC / other relevant agency informed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
In the opinion of those involved was this incident motivated by discrimination?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
If Yes report the incident using the discriminatory incident form available on the Intranet at <a href="http://www.intra.staffordshire.gov.uk/equality/reportdiscriminatory">http://www.intra.staffordshire.gov.uk/equality/reportdiscriminatory</a> What motivated the incident?							
Racism	<input type="checkbox"/>	Religion	<input type="checkbox"/>	Disability	<input type="checkbox"/>	Sexuality	<input type="checkbox"/>
Gender	<input type="checkbox"/>	Domestic Abuse	<input type="checkbox"/>	Other	<input type="checkbox"/>		

The affected parties and other members of staff have been made aware of the following:

The support of staff counselling service	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Their civil rights	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

<b>Their rights to medical attention</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Their right to time out following the incident</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>A crime number obtained from the police?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Health and Safety policies are accessible to staff</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Staff care feedback forms provided to staff</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Appropriate checks / treatments provided to service users</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>

**Restricted physical intervention technique used?**    **Yes**  **No**

Tick most relevant.

Standing                       Seated                       Escorting                       Floor   
 Breakaway/Release                       Hair Pull Stabilisation                       Stabilisation                       Other

**Non physical management of violence and aggression technique used?**    **Yes**  **No**

Tick most relevant.

Calming Strategies     Redirection     Evasive Action     Other

**Prior to the incident was there an Individual Risk Assessment / Behaviour Management Plan in place?**                      **Yes**  **No**

**Does the Individual Risk Assessment / Behaviour Management Plan require reviewing?**                      **Yes**  **No**

If YES; date reviewed: [Click here to enter a date.](#)

<b>Which member of staff made the decision to use physical intervention?</b>	<a href="#">Click here to enter text.</a>
<b>Why was the decision made?</b>	<a href="#">Click here to enter text.</a>
<b>Was the incident discussed with the Service User?</b>	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>Outcome</b> <a href="#">Click here to enter text.</a>	
<b>Was the service users medical / behavioural / special needs education needs a contributing factor to the incident? YES</b> <input type="checkbox"/> / <b>NO</b> <input type="checkbox"/>	
<b>Details</b> <a href="#">Click here to enter text.</a>	

<b>What roles did individuals take during the incident</b>		
<b>Who</b>	<b>Did What</b>	<b>How Long</b>

**Details of the manager completing this form**

Print Name   
Signature

Job Title   
Date  [Click here to enter a date.](#)

<b>Date received</b>	Click here to enter a date.		<b>HSE Report Number</b>		<b>Duty phone investigation</b>	Click here to enter a date.		<input type="checkbox"/>
<b>RIDDOR Reportable</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<b>Advisor</b>	Choose an item.	<b>Site visit</b>	Click here to enter a date.		<input type="checkbox"/>
<b>SCC or SLA</b>	SCC/SLA		<b>Object Name</b>	Choose an item.	<b>Date of site visit</b>	Click here to enter a date.		<input type="checkbox"/>
<b>Date reported to HSE</b>	Click here to enter a date.		<b>Incident Type</b>	Choose an item.	<b>Scanned to Advisor</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>Additional comments by H&amp;S Adviser – Entered on SAP Yes <input type="checkbox"/> / No <input type="checkbox"/></b> Click here to enter text.								

Please send this form to the Health, Safety & Wellbeing Service within 3 days of the incident for RIDDOR reportable accidents, or 10 days of the incident for non-RIDDOR reportable incidents. Email [shss@staffordshire.gov.uk](mailto:shss@staffordshire.gov.uk) or fax 01785 355842. (Need advice about this form? Call- 01785 355777)

**Appendix 13: Out of Hours Contact Sheet**

## Staffordshire Children's Centres Out Of Hours Contact Numbers

Please call the number below if you require assistance out of operating hours.

<b>District</b>	<b>Name</b>	<b>Job Title</b>	<b>Contact Telephone Number</b>
Cannock	John Liggins	Site Supervisor	07957727461
Lichfield	Keith Dolman Vicky Jenkins	Site Supervisor Site Supervisor	07707 025233 07496 920662
Newcastle	Key holder 1 Force One Security (UK) Ltd	Key holding contractor 24 hours	Office 01782 719234 24 hr number 07717752653
East Staffordshire	Keepsafe Security Services	Key holding contractor 24 hours	01773 603453
South Staffordshire	Matt Edwards	Headteacher	07961 978083
Stafford	Mayflower Control Limited	Out of Hours Security Service	01785 245263
Staffordshire Moorlands	Key holder 1: Force One Security (UK) Ltd	Out of Hours Security Service	Office 01782 719234 24 hr number 07717752653
<i>Tamworth</i>	Key holder 1 Force One Security (UK) Ltd	Key holding contractor 24 hours	Office 01782 719234 24 hr number 07717752653

## Appendix 14: Glossary

**Safeguarding and promoting the welfare of children-** The Children Act 2004 defines 'safeguarding and promoting the welfare of children' as:

- Protecting children from maltreatment;
- Preventing impairment of children's health and development;
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and
- Enabling children to have optimum life chances and to enter adulthood successfully.

**Abuse and neglect** are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, or in an institutional or community setting, by those known to them or, more rarely, by a stranger, for example, via the internet. They may be abused by an adult or adults, or another child or children.

**Child and Adolescent Mental Health Services (CAMHS)** - Specialist multi-disciplinary team to provide assessment and treatment for children and young people with emotional/mental health issues.

**Child protection** is a part of safeguarding and promoting the welfare of children. It is a specific activity that is undertaken to protect a child who is suffering, or is likely to suffer, significant harm. All agencies should proactively aim to safeguard and promote the welfare of children so that the need to take action to protect children from harm is reduced.

**Child Protection Conference** - A formal inter-agency meeting, following an enquiry under section 47 of the Children Act which decides whether the child is at continuing risk of significant harm and whether the child is to be subject to a child protection plan.

**Child Protection Plan** - The aim of the plan is to: - safeguard the children from further harm, promote the child's health and development; provided it is in the best interests of the child, to support the family and wider family members to promote the welfare of the child.

**Child Protection Review Conferences** - These ensure that children who are the subject of a child protection plan remain monitored and that their individual child protection plan remains valid. The first conference should be held within 3 months of the initial conference. Further reviews should take place within 6 months of each other for as long as the child's name remains subject of a child protection plan.

**Children in Need** - Children are defined as being 'in need', under section 17 of the Children Act 1989. They are those whose vulnerability is such that they are unlikely to reach or maintain a satisfactory level of health or development, or their health and development will be significantly impaired, without the provision of services [section 17(10)]. This includes children who are disabled.

Critical factors to be taken into account in deciding whether a child is in need under the Children Act 1989 centre upon what will happen to a child's health or development without services being provided, and the likely effect the services will have on the child's standard of health and development. Local authorities have a duty to safeguard and promote the welfare of children in need.

The Assessment of Children in Need and their Families (the Assessment Framework, published in 2000) sets out arrangements for undertaking assessment processes in determining whether a child is “in need” under the Act. It is the basis upon which primarily social workers will prioritise a child’s need for supportive help or services, though these are not necessarily confined to services provided by the local authority.

**Dangerous Occurrence:** This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.

**Emergency Duty Team (EDT)** - A team of social workers who deal with emergencies out of office hours.

**Emergency Protection Order (EPO)** - A court order under the Children Act 1989, which last for up to 8 days. It gives the applicant parental responsibility.

**Emotional Abuse** – is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate.

It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may include serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

**Hidden Harm** – The term 'Hidden Harm' is used with reference to the impact of parental substance misuse on children and young people.

**Inter-Agency Working** - Agencies, organisations and individuals working together.

**Interim Care Order (ICO)** – Time limited court order under the CA1989 to be renewed by the court after no more than 8 weeks and then every 4 weeks.

**LADO** - Local Authority Designated Officer (for allegations against staff). Has the responsibility to oversee allegations against members of staff across all organisations.

**Looked After Children (LAC)** - Children cared for by the local authority. They may live with foster carers, other family members or in residential care.

**Neglect** – is the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate carer-givers);

- or ensure access to appropriate medical care or treatment.
- Neglect may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

**Safeguarding and promoting the welfare of children** - The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care which is undertaken so as to enable children to have optimum life chances and enter adulthood successfully.

**Significant incidents:** These include all incidences of physical intervention with children by adults who are not their parent or carer. Significant events may also include disputes between participants that are unreasonably angry or intimidating. Significant events will include all incidences of physical intervention with children by adults who are not their parent or carer. Physical intervention is where practitioners use reasonable force to prevent children from injuring themselves or others or damaging property.

**Working Together to Safeguard Children** - Guidance published by the Department for Education setting out how all agencies and professionals should work together to promote children's welfare and protect them from abuse and neglect. Working Together to Safeguard Children 2015 was implemented in March 2015 and replaces Working Together to Safeguard Children 2013; The Framework for the Assessment of Children in Need and their Families 2000 and Statutory Guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (2007)

**Accident:** An undesired event resulting in death, injury, damage to health, damage to property or other form of loss

**Allergen Substance:** causing an allergic reaction in a person who is sensitive to that substance

**Appointed Person:** A person who has been nominated to take charge in the event of an accident or illness (and support designated first aiders if present) and has been trained in basic lifesaving first aid techniques (See Designated Person)

**Approved Code of Practice:** A code of practice, associated with specific regulations, that has been approved by the Health & Safety Commission. A Code of Practice is seen as the accepted standard and can be used as evidence in a court of law. It is not mandatory to follow a Code of Practice but, to be acceptable, any alternative must be demonstrated to be of equal measure or better.

**Code of Practice:** Rules established by regulatory bodies or trade associations, which are intended as a guide to acceptable behaviour. As such they do not have the force of law behind them

**Competent Person:** A person who is appropriately trained, qualified, experienced and skilled to undertake specific health and safety duties without risk to their own safety or that of others

**Compliance:** The act or process of fulfilling requirements

**COSHH:** The COSHH Regulations require employers to assess the risk to their employees, and to prevent or adequately control those risks.

**Dangerous Occurrence:** This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.

**Designated Person:** A person who has been designated as a first aider at work and has been trained to have the knowledge and confidence to deal with any first aid emergency (See Appointed Person)

### **Fires**

- Class A - Fires in ordinary combustible materials such as wood, cloth, paper, etc.
- Class B - Fires in flammable liquids and liquefiable solids or electrical fires
- Class C - Fires involving gases.
- Class D - Fires involving combustible metals such as potassium or sodium
- Class F - Fires involving cooking oils or fats

**Fire Prevention:** Precautions designed to avoid an outbreak of fire, reduce the potential for fire to spread and safeguard persons and property in the event of fire

**Good Practice HSE Definition:** Those standards for controlling risk which have been judged and recognised by the HSE as satisfying the law when applied to a particular relevant case in an appropriate manner.

**Improvement Notice:** A statutory notice that is issued by an authorising body such as Health and Safety Executive (HSE), Environmental Health Officer (EHO) or Fire Officer on discovery of a breach of statute. It states that an offence has been committed, what action needs to be taken, the reason for the action and the time deadline by which it must be taken.

**Incident (or Near Miss):** A generic term for those events that do not cause harm but which might have done so under different circumstances

**Ingestion Taking a substance into the body through the mouth, for example in the form of food or drink - one of the Routes of Entry**

**Irritant:** A substance that produces inflammation when it makes contacts with the skin, eyes, nose, or respiratory system

**First Aid -** First aid is the immediate treatment necessary for the purpose of preserving life and minimising the consequences of injury or illness until expert medical assistance can be obtained. First aid also includes the initial treatment of minor injuries which will not need treatment by a medical practitioner.

The object of first aid is to offer assistance to anyone injured or suddenly taken ill before expert help from a doctor or nurse is available, or before an ambulance arrives.

**Negligence:** Can be either the omission to do something that a reasonable person would do when guided by those considerations that ordinarily regulate the conduct of human affairs, or the commission of some act that a prudent and reasonable person would not do.

**Risk:** The likelihood that a hazard will cause a specified harm to someone or something.



**Risk Assessment:** A formal estimation of the likelihood that persons may suffer injury or adverse health effects as a result of identified hazards

**Risk Management:** The introduction of change or control measures with the intention of eliminating or bringing the level of risk associated with a hazard within acceptable limits

**Safety Culture:** A general term for the degree to which the culture of an organisation promotes and cooperates with safe and healthy work practices

**Self-Assessment Assessments:** performed by individuals (or organizations) to determine how safely they are working and meeting their health & safety responsibilities toward themselves and others

**Significant incidents:** These include all incidences of physical intervention with children by adults who are not their parent or carer. Significant events may also include disputes between participants that are unreasonably angry or intimidating. Significant events will include all incidences of physical intervention with children by adults who are not their parent or carer. Physical intervention is where practitioners use reasonable force to prevent children from injuring themselves or others or damaging property.

## Appendix 15: Useful links

The Staffordshire Marketplace is an online directory of local care, support and wellbeing services, activities and events across Staffordshire aimed at the whole family: <https://www.staffordshiremarketplace.co.uk/>

Further guidance is contained within the Working Together to Safeguard Children and can be found at: <https://www.gov.uk/government/publications/working-together-to-safeguard-children>

Further details of these golden rules can be found at the link below:

[http://webarchive.nationalarchives.gov.uk/20130401151715/http://www.education.gov.uk/publications/eOrderingDownload/Info-sharing\\_poster.pdf](http://webarchive.nationalarchives.gov.uk/20130401151715/http://www.education.gov.uk/publications/eOrderingDownload/Info-sharing_poster.pdf)

Details of the council's policies, guidance and relevant legislation on information sharing can be found in the Information Governance Unit's Framework:

<http://www.intra.staffordshire.gov.uk/governance/igu/framework/Infoframework.aspx>

You can also find details of effective information sharing from the Staffordshire Safeguarding Children's Board:

<http://www.staffsscb.org.uk/Professionals/Procedures/Section-One/Section-One-Docs/section-1J---information-sharing-guidance.pdf>

If you have any questions on information sharing or would like advice on data security in your role please contact [infogov@staffordshire.gov.uk](mailto:infogov@staffordshire.gov.uk)

Everyone should have an understanding of how to protect data in their role. If you have not already done so, please complete the e-learning courses available on privacy, data protection and information security:

<http://staffordshire.learningpool.com/>

Hard copies of the Staffordshire County Council Health & Safety policies can be found in the folder in the staffroom at the Children's Centre and also online at:

<http://www.intra.staffordshire.gov.uk/healthsafetywellbeing/healthsafety/policy/healthsafetyandwellbeingpolicy.pdf>