

# **PONY PALS WREKIN**

## **Policies and Procedures**

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### 1) INTRODUCTION

Pony Pals Wrekin is an equine, animal and movement therapy facility, based at the foot hills of the Wrekin, Telford Shropshire.

The therapy sessions are based on the Horse Boy and Movement Method systems created by Rupert Isaacson in the USA.

### 2) BEHAVIOUR POLICY

When working in partnership with schools, Pony Pals Wrekin will follow their behaviour policy. This is to ensure the children receive a consistent approach.

When working with private clients, Pony Pals expects parents/carers to be responsible for the behaviour of themselves, the child and any other person who attends the site as part of their session. Pony Pals Wrekin expects the following from everyone on site;

- Speak appropriately and avoid name calling, shouting, swearing, bullying, and offensive language
- Respect all other people involved in activities, regardless of ability, culture, gender or race
- Violence of any sort will not be tolerated
- Show respect for the environment, equipment, buildings and furniture
- Join in with all activities to the best of their abilities
- Be truthful, friendly and polite to everyone they encounter on site
- Behave in a way that keeps themselves and others safe
- Respect and follow our smoking and alcohol policies

We will follow our 'Discipline steps' if the behaviour of an individual or group does not meet the required expectations.

#### Discipline Steps

If any person fails to meet our behaviour expectations, they will be asked to improve their behaviour. It may then be necessary to give that person a little more attention by being positive and trying to involve and focus them on the activity.

If the person continues with their unacceptable behaviour he/she must be asked again to improve. They should be warned that further misbehaviour might result in having to stop the activity. If, despite previous warning, the misbehaviour continues a discussion will be held with the responsible person for the booking of the session. If the responsible person is unable to support the individual to improve their behaviour they may need to leave the activity.

If any of the group member's behaviours is deemed to be a risk to themselves, the environment, other group members or staff, and they are unable/unwilling to improve their behaviour, they will be unable to continue with the activity and may be unable to return to the site (depending on the risk level).

If any group member is at risk of being unable to return to do further activities, due to their behaviour, Pony Pals Wrekin will discuss the situation with the appropriate people (who may include young person concerned, social worker, booking organisation, parent/carer).

If any group member is told they are unable to continue with any activities, due to their behaviour, an incident report will be written. It will be shared with the appropriate people

Corporal punishment (smacking, slapping or shaking) must not be used by Pony Pals or anyone else on the site. It is only permissible to take necessary physical action in an emergency to prevent personal injury to the young person or others, or serious damage to property.

### 3) BULLYING POLICY

Pony Pals Wrekin views bullying seriously. Our aim is to foster an atmosphere where bullying is discouraged and is seen to be inappropriate and wrong.

It is identified in three different forms:

- **Physical:** hitting, kicking and stealing from an individual
- **Verbal:** name-calling, insults, racist remarks
- **Indirect/emotional:** spreading nasty stories, excluding from groups

The aims of this policy are to:

1. Prevent bullying
2. Deal with bullying if it occurs
3. Build on our Behavioural Policy

#### Key Signs Of Bullying

Children can often hide the effects of bullying from adults for fear of not being taken seriously or because of threats made by the bully. Pony Pals Wrekin will be alert for signs of bullying within a group. Things to look for: (these are only initial signs and are not conclusive evidence of bullying)

- Injury to child (e.g. cuts and bruises)
- Damage to child's property (e.g. torn clothing, ripped work)
- Abnormal behaviour
- Unusual shyness or reticence
- 'Clingy' behaviour towards adults
- Moody/bad temper
- Loss of money/property

#### Procedure

- Every allegation of bullying by a child is taken seriously.
- Following an incident of bullying, the **Discipline Steps** set out in **our Behaviour policy** are to be followed.
- If a child reports an incident it will be documented on an incident form.

### 4) CAMERAS AND MOBILE PHONES POLICY

We recognise our responsibilities regarding the use of cameras and mobile phones in relation to safeguarding children. For this reason we have this policy stating the appropriate use of cameras and mobile phones by Pony Pals Wrekin.

#### (4.1) Mobile Phones

- We will use all mobile phones with extreme caution, to minimise risk to both children and staff.
- We may use mobile phones for purposes including emergency use and communication between adults within a group.
- We will keep phone use to an absolute minimum during time spent with groups, with use for essential purposes only.
- We encourage any adults who accompany a group to follow these guidelines and not use mobile phones, unless absolutely necessary, whilst taking part in activities or during break/lunch times. This is to promote relationship building within the group, in line with our ethos.
- Pony Pals Wrekin will not be liable for loss or damage to any valuable equipment, including mobile phones, whilst they are on our site.

#### (4.2) Photographs

- Permission will be gained from either the parent/carer or the group Booker for Pony Pals Wrekin to take photographs of groups participating in activities.
- Any photographs taken will be used for business purposes only.
- We would expect group members and staff accompanying a group to follow the guidelines of their own organisation, regarding photographs.

### 5) COMPLAINTS AND FEEDBACK POLICY

All complaints will be treated seriously and in the strictest of confidence. All complaints will be documented.

#### (5.1) Complaints

- Complaints should be made directly to Wendy Garratt.
- This may initially be verbal and Pony Pals Wrekin will then provide a complaint form.
- This will be attended to immediately and an acknowledgement that the complaint is being addressed will be forthcoming within 48 hours.
- We will keep all written complaints.
- If the complaint is about a child protection issue please see our child protection policy. We will treat this with the utmost importance and urgency

#### (5.2) Feedback

- If a parent wishes to give positive feedback they will be encouraged to complete a comment form.
- Feedback will read and considered and practice will be changed where appropriate, to improve on our performance.
- Feedback may also be used to promote our activities or to contribute to future activity planning.

### 6) CONFIDENTIALITY POLICY

Pony Pals Wrekin may have access to confidential information relating to individuals/group's and their members. It is vital that this information remains confidential.

To aid this we:

- Do not discuss personal information given by parents/carers, organisations or bookers with anyone else except where it affects planning for a child's needs, or if we believe a child to be at risk.
- Do not discuss personal information about other adults, volunteers, group members or their families outside of Pony Pals Wrekin, or with other adults, volunteers, group members, or their families; unless it affects planning for a child's needs or, if we believe a child to be at risk.

We aim to promote a positive atmosphere where everyone (adults, volunteers, group members, and their families) feels safe, accepted and valued. Keeping the information stated above confidential will help us promote this atmosphere and enable everyone to thrive.

## 7) DATA PROTECTION POLICY

### Data Gathering

All personal data relating to adults, group's or other people with whom we have contact, whether held on computer or in paper files, are covered by the Act.

Only relevant personal data may be collected and the person from whom it is collected should be informed of the data's intended use and any possible disclosures of the information that may be made.

### Data Storage

Personal data will be stored in a secure and safe manner.

Electronic data will be protected by standard password and firewall systems.

Manual data will be stored where it not accessible to anyone who does not have a legitimate reason to view or process that data.

Particular attention will be paid to the need for security of sensitive personal data.

### Data Checking

Pony Pals Wrekin will issue regular reminders to groups, to ensure that personal data held is up-to-date and accurate.

Any errors discovered would be rectified and, if the incorrect information has been disclosed to a third party, any recipients informed of the corrected data.

### Data Disclosures

Personal data will only be disclosed to organisations or individuals for whom consent has been given to receive the data, or organizations that have a legal right to receive the data without consent being given.

When requests to disclose personal data are received by telephone it is the responsibility of Pony Pals Wrekin to ensure the caller is entitled to receive the data and that they are who they say they are. It is advisable to call them back, preferably via a switchboard, to ensure the possibility of fraud is minimised.

If a personal request is made for personal data to be disclosed it is again the responsibility of Pony Pals Wrekin to ensure the caller is entitled to receive the data and that they are who they say they are. If the person is not known personally, proof of identity should be requested.

Personal data will not be used in newsletters, websites or other media without the consent of the data subject.

Personal data will only be disclosed to Police Officers if they are able to supply a WA170 form which notifies of a specific, legitimate need to have access to specific personal data.

A record should be kept of any personal data disclosed so that the recipient can be informed if the data is later found to be inaccurate.

### **Subject Access Requests**

If Pony Pals Wrekin receives a written request from a data subject to see any or all personal data that Pony Pals Wrekin holds about them this should be treated as a Subject Access Request and Pony Pals Wrekin will respond within the 40 day deadline.

Informal requests to view or have copies of personal data will be dealt with wherever possible at a mutually convenient time but, in the event of any disagreement over this, the person requesting the data will be instructed to make their application in writing and Pony Pals Wrekin will comply with its duty to respond within the 40 day time limit.

## **8) EQUAL OPPORTUNITIES**

### **(8.1) Statement of Values**

Pony Pals Wrekin is strongly committed to positive action to remove discrimination in all areas of our work in respect of race, colour, ethnic origin, gender, disability, marital status, social class, religious belief, sexual orientation and employment status.

All groups and everyone associated with them will be treated as individuals. We will endeavour to meet any specific needs with regard to religious persuasion, colour, ethnicity, cultural background, health, sexual orientation, languages spoken, gender and ability.

We are committed to removing and countering discrimination in all aspects of our work and encouraging each person in every group to develop their full potential whilst interacting and respecting each other's cultural and innate differences.

### **(8.2) Responsibility for Implementation**

Any incident involving prejudiced actions or comments will be addressed in the following ways:

- All involved parties must be supported and reassured. Under no circumstances must any action be taken that is meant to cause pain to any member of a group.
- An incident report form must be completed in full.
- Wendy Garratt will speak to all concerned parties to make them aware of our Policies and Procedures on this matter.
- If the actions are repeated, despite previous discussions and discouragement, the group booker will be consulted.
- As a last resort, despite all previous efforts, the group/member of group will be excluded from activities.

### **(8.3) Admissions**

- Pony Pals Wrekin must be notified in writing about all the child's medical or behavioural problems of which the group booker is aware. (There is a space on the booking form for this).
- Group booker's may be contacted prior to activities starting to discuss facilities and accessibility at the venue.
- Pony Pals Wrekin will assess whether the medical needs of children can be met before the start of any activities. If they cannot be fulfilled, the group booker will be informed.
- Pony Pals Wrekin will endeavour to adapt or change activities to include all children.
- Pony Pals Wrekin will deal privately and sensitively with children who have additional needs.

If we have any concern about a child (such as learning difficulties or other additional needs) and believe it is not being dealt with or is a new problem, we will contact the Booker to discuss our concerns.

## 9) ADDITIONAL NEEDS POLICY

Pony Pals Wrekin is experienced working with children and young people who have additional needs. Where needed we will speak to the team around a child or young person regarding caring for them and how best to look after their needs; as well as communicating directly with them.

So that the individual needs of each child can be met and so that all children and young people will have access to all activities, as much as possible, advice will be sought and followed where it is deemed necessary. It will be up to Pony Pals Wrekin to modify activities as needed so that each child and young person can achieve success whilst participating in activities.

In order that we provide the best possible care and opportunities for all children and young people who participate in our activities we will endeavour to work with and strengthen relationships with other agencies and parents/carers.

Our inclusive practice will be reviewed yearly as this policy is reviewed. However, we treat every child as an individual and will monitor our inclusive practice continually making sure that is extensive enough to cater for every child, to the best level that our resources allow us to do.

## 10) HEALTH AND SAFETY POLICY

This policy covers all aspects relating to Health and Safety within Pony Pals Wrekin. It is important that it is followed and that groups are made aware of necessary parts when they take part in our activities.

### (10.1) General

- Premises and staff must be covered by public liability insurance.
- Activities must always be planned with an appropriate level of supervision.
- Every activity must have constant supervision from a member staff. Each child will have a one to one responsible adult with them at all time whilst on the site. When moving around the site i.e. to the toilet, children will be accompanied by a member of staff, due to site risks such as horses and the stream.
- Dangerous behaviour by any group member should be discouraged and managed appropriately.



## (10.2) Premises

Our premises will always be in a safe and hygienic state to receive groups. We will not use unsafe areas. We will do all we can to minimise risks. We use a three-step process to achieve this.

### 1) Initial Risk Assessment

- There will be a general risk assessment of the site and surrounding fenced area carried out by Wendy Garratt.
- All findings of this assessment will be recorded, including any actions that were taken to remove or decrease risks.
- When groups visit, all group members and the Booker, will be made aware of risks and any action they can take to minimise risks during their visit.
- Fixed hazards must be clearly stated as out of bounds. All visitors to the Pony Pals Site, must stay within the site unless invited elsewhere and accompanied by the proprietor.
- All group members and the Booker must familiarise themselves with the layout of the premises, the fire exits and alarm procedures as appropriate, when they arrive at our site.

### 2) Safety Checking

- Inspections must be made at the beginning of each day of activities to ensure that all areas are safe and secure and that all potential hazards are recognised and eliminated.

### 3) Risk Assessments

- Pony Pals Wrekin has an annually reviewed set of risk assessments.
- We:
  - Check that every activity (including impromptu and fill-in activities) is safe in itself.
  - Check that every activity is safe to partake in the area we have chosen (even though it has already been safety checked).
  - Identify further help we may need to address any problems identified.
  - Show the precautions we have taken to make sure the activity is safe.

## 10.3) Security

- No unauthorised person will be allowed onto the site without stating his or her business and showing some form of identification. If he or she does not have legitimate reason to enter they will be asked to leave.
- Any adult who is not a parent, carer, or a member of Pony Pals Wrekin or the booked group onsite, will be accompanied onsite by a member of Pony Pals Wrekin staff.

## 10.4) Fire Drill/Emergency Evacuation

The possibility of fire creates one of the main hazards. In the event of a possible fire we will evacuate the building as quickly and calmly as possible. Our first priority will always be the safety of the group.

### Fire Drill Procedure

### **IN THE EVENT OF A FIRE**

- The group leader will organise the group in an orderly manner and lead them to the assembly point by the shortest, safest route.
- When their group have reached the assembly point they will check that they have all members of the group
- The group will wait at the assembly point until told by fire safety officials that it is safe to re-enter

## **THE INITIAL ASSEMBLY POINT IS THE ALL WEATHER SCHOOL**

### **ON DISCOVERING A FIRE**

1. Raise the alarm.
2. Evacuate the building using the nearest safe exit, following the above procedure.
3. Telephone the emergency services: Dial 999 and ask for Fire Service, giving your name and address (See below)
4. ONLY IF IT IS SAFE TO DO SO, should an attempt be made to put out the fire, using the available and appropriate Fire Fighting equipment.

Buckatree Farm Cottage, Wrekin, Telford, TF6 5AL

### 10.5) Lifting and Handling

It is important for Pony Pals Wrekin to employ good handling techniques to avoid the risk of injury in the workplace. No one should not attempt to lift any load that they think could cause injury.

All should be aware of the following good handling technique as recommended by the Health and Safety Executive:

- Stop and think. Use appropriate handling aids if possible. Do you need help with the load? Remove any obstructions and consider resting the load midway on a table or bench to adjust grip.
- Position the feet apart, giving a balanced and stable base for lifting. Your legs should be comfortable and if possible, pointing in the direction that you intend to go.
- Adopt a good posture. When lifting from a low level, bend the knees (do not over flex the knees). Keep the back straight, maintaining it's natural curve. Keep the shoulders level and facing in the same direction as the hips.
- Get a firm grip. If you need to vary the grip as the lift proceeds, do it as smoothly as possible.
- Don't jerk. Lift smoothly, raising the chin as the lift begins, keeping control of the load.
- Move the feet, don't twist the trunk when turning to the side.
- Put down, and then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

### 10.6) Equipment

Our equipment will be:

1. Looked after and replaced before it becomes a danger.
  2. Appropriate to the age of the group using it.
- All equipment must be suitable and safe for the purpose of use. If it is not, it must be removed with a maintenance report form filled out and handed to Wendy Garratt.
  - Equipment must be correctly assembled, sited and inspected before and during use.

- People responsible for ordering equipment must check that it is suitable for children and conforms to BS EN Safety Standards or the Toys (Safety) Regulations (1995)
- All equipment will be stored safely and appropriately.

#### 10.7) C.O.S.H.H

- C.O.S.H.H stands for Control of Substances Hazardous to Health Regulations 2002.
- Materials for use by children must be non-toxic.
- Hazardous substances can cause serious illness or death if they are not controlled properly.
- Hazardous substances include;
  - Oils
  - Paints and adhesives
  - Toxic fumes
  - Toxic liquids
  - Biological agents

The following procedure needs to be met in order to maintain the C.O.S.H.H regulations:

- Assess all risks to health arising from work.
- Decide what precautions are needed. Do not carry out work which could expose anyone participating in Pony Pals Wrekin activities to hazardous substances.
- Prevent or control the exposure.
- Ensure that all control measures are used and maintained properly. All safety procedures in place should be followed.
- Continue to monitor exposure to hazardous substances

#### 10.8) First Aid

Good practice should reflect an awareness of the need to treat each group member taking part in our activities with care and consideration.

- Trained first aid personnel will be present at all times with a minimum ratio of one first aider per one hundred children (in accordance with Health & Safety Executive guidelines).
- There shall be a First Aid kit at the Pony Pals site at all times. Plus an additional one located on the stable yard. This will be stocked according to Health and Safety executive guidelines. Kits will not contain medication. All First Aid kits must be checked and the contents replaced regularly.
- If a child obtains a serious injury whilst attending Pony Pals Wrekin he or she will be given emergency first aid whilst awaiting the arrival of an ambulance.
- In the event of an emergency follow emergency action plan and RIDDOR policies

#### 10.9) Infectious Diseases and Common Infections

- We will strive to maintain high standards of personal hygiene, safe working practices and vigilance.
- We will not accept groups on our activities if they will create a health risk to others.
- Group members with infectious diseases or infections (e.g. Measles, German Measles, Chicken Pox, Mumps, Whooping Cough and Meningitis) will be excluded from activities in order to minimise risk to other group members attending activities.

Cleaning up body fluid spills

Body fluids, blood, faeces, vomit, saliva and nasal/eye discharges can contain infectious diseases such as HIV/AIDS and Hepatitis B & C.

- Spills of any such body fluids should be cleaned up immediately, ensuring there is no splashing into the eyes, nose or open cuts or sores.
- Disposable gloves must be worn.
- Open wounds will be covered when dealing with such spills.
- Affected surface to be cleaned thoroughly and disinfected.
- Fluid contaminated material to be placed in a plastic bag sealed and stored safely and appropriately, out of the reach of children, until collected by the appropriate agency or council.
- Blood spills are to be cleaned with a solution of 3% bleach.

### Specific Action

In the event that an infectious disease is confirmed during one of our group activities, the following action must be taken quickly and calmly:

- A thorough cleaning and disinfecting will be performed on all areas of contact (WCs, sinks etc.)
- Soiled linen or clothing will be disposed of as a universal precaution
- Any spills will be contained using guidance above
- The group member will be isolated with an adult until arrangements are made for transfer home
- Remaining children and adults will be monitored for symptoms

### 10.10) Hygiene

The responsible adult who is accompanying each child is responsible for ensuring -

- Children use the sanitiser gel after using the toilet
- Children wash their hands before eating snacks/lunches

### 10.11) Child Getting Lost/Going Missing/Absconding

#### (10.11.1) Lost Child

In the unlikely event a group member is lost (on or off site), we must maintain calm, find the group member and if we cannot, contact the booking organisation (or parent/carer) and police.

- Any additional staff must split up to look in all areas for the child.
- If the child cannot be found all staff members must be alerted and:
  - Told to remain calm
  - Count the rest of their group
  - If appropriate, friends of the missing child should be asked if they know where he/she may be.
- If the child is still missing the parents/guardians or the booking organisation should be contacted.
- At this point the police should be contacted and their lead followed.
- In all circumstances, if a child goes missing, for however long, an incident report must be written.

#### (10.11.2) Missing Child

- All children should be assembled as for a fire drill to enable a roll call and head count to be completed.
- If the child is confirmed to be missing, the remaining children should be kept together, with the minimum number of staff (keeping up ratios and not compromising safety) possible left to supervise and entertain the children. Other staff will carry out a full search of site.

- If, after 15 minutes, the child cannot be found, parents will be advised of the situation and the police will be called.

### (10.11.3) Children who abscond

It is possible Pony Pals Wrekin will work with children and young people who may abscond.

- If this happens the Booker should be informed immediately.
- One member of the group staff will stay with the group.
- Pony Pals Wrekin and any remaining group staff will then look for the child.

Once the child is found, the staff will try to get the child to come back. If the child does not come back within 30 minutes the group booker will decide how they wish to proceed.

If the child leaves the site the group booker will decide how best to proceed.

If a child absconds an incident form will be completed.

### (10.12) Food

Pony Pals Wrekin does not supply food. Groups may book to use the camp cooking site, this is at their own risk. They will provide all food and will be responsible for carrying out all food preparation.

### (10.13) Sun Exposure & Sun Cream

There is increasing evidence that excessive sun exposure and particularly sunburn under the age of 15 can cause skin cancer in later life. In addition, excessive heat exposure can cause thermal stress such as heatstroke and/or dehydration.

We acknowledge the risks of the sun and will do our best to minimise the effects on the groups who do activities with us.

It is important to ensure that children and staff take the following precautions:

- Where possible keep out of the sun when it is at its strongest.
- Use the shade of trees and buildings.
- Cover up. Parents/Carers must be reminded to dress their children appropriately. Children should be kept out of the midday sun if possible, long sleeves are preferable and hats are essential for children taking part in outdoor activities (these should be provided by the Parents/Carers).
- We advise all children to wear hats or caps (with peaks) when exposed to the sun.
- Ensure drinking water is readily available to children on a regular basis.
- Parents/ Carers are responsible for supplying and applying sun cream.

### (10.15) Accidents and Emergencies

- All accidents and emergencies will be dealt with as a matter of importance and with the utmost care.

- We will record details of all accidents that occur.
- We will report all incidents to the authorities as recommended under RIDDOR
- Pony Pals Wrekin will have access to a telephone in an emergency together with a list of names, addresses and telephone numbers. The list should include:

1. Booker Contact Information

2. OFSTED (0300 123 4234)

3. Duty Social Worker (01952 385385)

4. Emergency Duty Social Worker (01952 676500)

5. Local Casualty (01952 641222) , Police (0300 3333000) and Fire departments (01952 201146) 5.

Number for reporting RIDDOR (0845 300 9923)

#### (10.15.1) Minor Accidents

- For minor accidents such as minor bruising or cuts, the first aider will treat with water, ice, plasters and/or bandages (plasters may be used providing the child has no allergies).
- All accidents and injuries must be recorded on an accident report on the same day it has occurred.
- It is essential to administer appropriate first aid and offer reassurance to the group member and acknowledge their feelings.
- If an accident occurs that does not cause injury but could have done, an Incident Form must be filled in and appropriate action taken to ensure that it does not occur again.

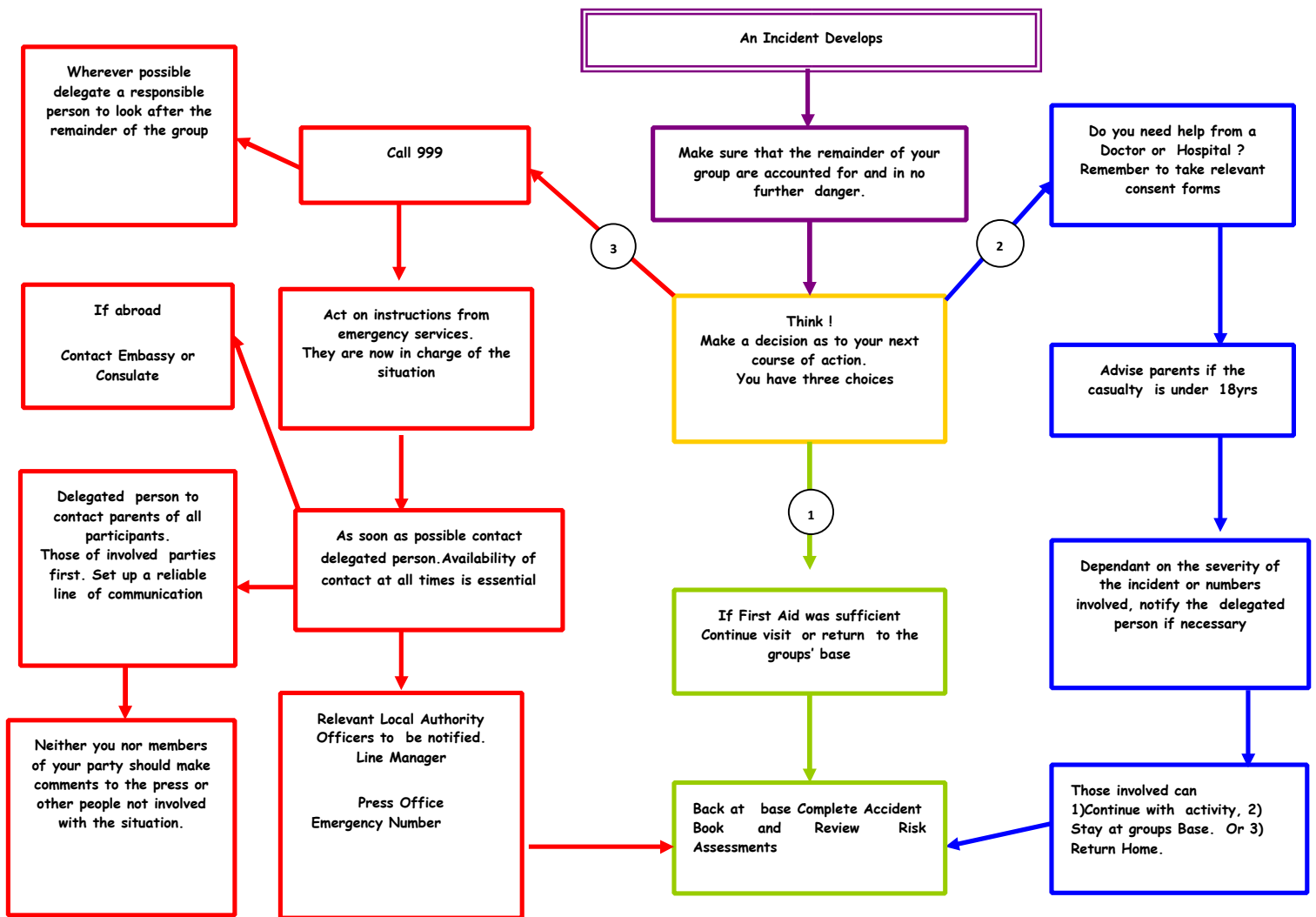
#### (10.15.2) Major Accidents/Emergencies

If a major accident occurs, the rest of the group will need some reassurance. We will explain what has happened and that the group member is being looked after. Some of the group may be distressed and need extra care.

In the event of all major accidents and emergencies all staff must follow the emergency action plan.

For a major accident such as a break, dislocation or severe cut, the first aider will assess the situation and apply the appropriate first aid and comfort the patient.

- The emergency services must be called immediately.
- All details of the accident must be fully logged on the accident sheets.
- All major injuries must be reported to the Incident Contact Centre under RIDDOR within 24 hours via phone, fax, post or the Internet.
- After a major accident it is very important for Pony Pals Wrekin to look at:
  - a. what happened
  - b. how it happened
  - c. whether we could we have done anything to avoid it
  - d. whether the activity is safe
- The following diagram is designed to provide assistance in an emergency



## (10.16) RIDDOR (reporting injuries)

What is RIDDOR '95?

- RIDDOR '95 means the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, which came into force on 1 April 1996.
- RIDDOR '95 requires the reporting of work-related accidents, diseases and dangerous occurrences. It applies to all work activities, but not to all incidents.

Why should I report?

- Reporting accidents and ill health at work is a legal requirement. The information enables the enforcing authorities to identify where and how risks arise and to investigate serious accidents. The enforcing authorities can then help and advise on preventive action to reduce injury, ill health and accidental loss - much of which is uninsurable.

When do I need to act?

- We need to report: · deaths · major injuries · accidents resulting in an 'over-three-day-injury' · diseases · dangerous occurrences
- Death or major injury If there is an accident connected with work and:
  - our employee, or a self-employed person working on our premises is killed or suffers a major injury (including a result of physical violence); or
  - a member of the public is killed or taken to hospital; we must notify the enforcing authority without delay. We can either telephone or complete the appropriate form on RIDDOR's website. - Reportable major injuries are: · fracture other than to fingers, thumbs or toes; · amputation; · dislocation of the shoulder, hip, knee or spine; · loss of sight (temporary or permanent); · chemical or hot metal burn to the eye or any penetrating injury to the eye; · injury resulting from an electric

shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours; · any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.

#### Over-three-day injury

- If there is an accident connected with work (including an act of physical violence) and your employee, or a self-employed person working on your premises, suffers an over-three-day injury you must report it to the enforcing authority within ten days.
- An over-3-day injury is one which is not "major" but results in the injured person being away from work OR unable to do their full range of their normal duties for more than three days.

#### Disease

- If a doctor notifies you that your employee suffers from a reportable work-related disease then you must report it to the enforcing authority.
- Reportable diseases include:
  - certain poisonings; · some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne; · lung diseases including: occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma; · infections such as: leptospirosis; hepatitis; tuberculosis; anthrax; legionellosis and tetanus; · other conditions such as: occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibration syndrome. See [www.riddor.gov.uk/diseases.html](http://www.riddor.gov.uk/diseases.html) for a full list of reportable diseases.

#### Dangerous occurrence

- If something happens which does not result in a reportable injury, but which clearly could have done, then it may be a dangerous occurrence which must be reported immediately (eg by telephone or completing a form on this web site).
- Reportable dangerous occurrences are: 1. collapse, overturning or failure of load-bearing parts of lifts and lifting equipment; 2. explosion, collapse or bursting of any closed vessel or associated pipework; 3. failure of any freight container in any of its load-bearing parts; 4. plant or equipment coming into contact with overhead power lines; 5. electrical short circuit or overload causing fire or explosion; 6. any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion; 7. accidental release of a biological agent likely to cause severe human illness. 8. failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period; 9. malfunction of breathing apparatus while in use or during testing immediately before use; 10. failure or endangering of diving equipment, the trapping of a diver, an explosion near a diver, or an uncontrolled ascent; 11. collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall; 12. unintended collision of a train with any vehicle; 13. dangerous occurrence at a well (other than a water well); 14. dangerous occurrence at a pipeline; 15. failure of any load-bearing fairground equipment, or derailment or unintended collision of cars or trains; 16. a road tanker carrying a dangerous substance overturns, suffers serious damage, catches fire or the substance is released; 17. a dangerous substance being conveyed by road is involved in a fire or released; 18. The following dangerous occurrences are reportable except in relation to offshore workplaces: unintended collapse of: any building or structure under construction, alteration or demolition where over five tonnes of material falls; a wall or floor in a place of work; any false-work; 19. explosion or fire causing suspension of normal work for over 24 hours; 20. sudden, uncontrolled release in a building of: 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or of 500 kg of these substances if the release is in the open air; 21. accidental release of any substance which



may damage health. Note: additional categories of dangerous occurrences apply to mines, quarries, relevant transport systems (railways etc) and offshore workplaces

#### Keeping records

- We must keep a record of any reportable injury, disease or dangerous occurrence. This must include the date and method of reporting; the date, time and place of the event, personal details of those involved and a brief description of the nature of the event or disease. You can keep the record in any form you wish.

Further information on RIDDOR '95 can be obtained from: A Guide to the reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 1995. (L73) ISBN 0-7176-1012-8. Available from HSE Books, PO Box 1999, Sudbury, Suffolk CO10 6FS Tel: 01787 881165 Fax: 01787 313995 Telephone enquiries to HSE Infoline - telephone 0870 1545500

#### 11) INFORMATION AND ADMINISTRATION POLICY

**It is vital that we have relevant information about Groups participating in our activities. This is for their safety as well as organisational purposes.**

Applications will not be accepted unless filled out fully and

The Booker must sign the booking form agreeing to the Terms and Conditions. Bookings taken over the telephone will be followed up by a Booking Pack being sent out, and the appropriate forms being completed.

All Booking Forms are to be kept at Pony Pals Wrekin office

All information gained for a Group must include:

- Contact information for the Group and the name of the person responsible for the booking.
- The number of people in the group
- The age range of the people in the group
- Activities that the group wish to book
- Date, time and duration of activities
- Medical problems and allergies, and additional needs of the group.

Additional Information that will be kept in the Pony Pals Wrekin office include:

- Accident Forms
- Incident Reports
- Risk Assessments for the site and activities
- A list of emergency numbers including Fire Service, Police, Casualty, OFSTED, duty social worker
- Feedback Forms (including complaints, positive feedback, and evaluations)
- Information that other organisations, e.g. the Inland Revenue, require us to keep

#### (12) PARENTAL INVOLVEMENT POLICY

All of our activities are designed to promote healthy relationships with ourselves, our families, our friends, and other people in our lives. We are aware of the benefits of parent/carer involvement and aim to promote it where possible. Where parents/carers are directly involved with activities a professional relationship will need to be forged.

We will take time to listen to comments, suggestions and questions from parents and carers. We are aware that they and their children are our clients and we will do our utmost to please them. However, we will never compromise our rules and regulations. These are in place to protect children and young people.

Where parents/carers are directly involved with our activities:

- They will be treated with the same respect and regard as everyone who takes part in our activities
- They will be encouraged to participate as much as possible with any activities that their child(ren) are taking part in.
- They will be responsible for meeting the needs of their child(ren) whilst on our site.
- They will be encouraged to discuss any concerns they may have and Pony Pals Wrekin will consult with them to resolve any problems.
- Any suggestions and ideas from parents/guardians are welcome.

Many of our other activities will be booked through a school or other organisation. In these cases it will be up to the Booker how parents/carers are involved, but we would encourage them to promote their involvement as much as is appropriate for the best interests of their group. Some ways this may happen could be:

- Parents/Carers to come on an activity with the group
- Parents/carers to be given verbal, written feedback about their child(ren) and the activity
- Parents/Carers to visit without their child(ren) to find out about what we do.

### (13) PHYSICAL CONTACT POLICY

**We aim to provide a safe, friendly and welcoming environment which enhances the emotional wellbeing of all group members who take part in our activities.**

In order to provide this child-centred environment we allow some physical contact with the group members taking part in our activities. This may especially occur on occasions when group members are distressed or young. In an emergency situation it may be necessary to use a physical intervention with a group member.

Pony Pals Wrekin follow a set of guideline behaviours when interacting with children. The guidelines are:

- Physical contact should usually be child-initiated
- Physical contact should only take place when there are other staff/adult witnesses in the area
- Side hugs are always preferable to front hugs, in order to minimise bodily contact.
- If a child starts to initiate physical contact, verbalise what they are doing to ensure understanding. For example, if a child is coming towards a staff member with arms open, the staff member would say 'you'd like to give me a hug?'. This should be said loud enough for other staff nearby to hear.
- Always ascertain the wishes and feelings of the child.
- If an adult feels at all uncomfortable with giving physical contact, they should remove themselves from the situation.

We are trained in safeguarding children procedures and will use our initiative and professional experience to assess each situation individually, according to the needs of the particular group member.

## Physical Intervention/Restraining

The use of physical intervention with group members will only be used when circumstances require it, in order to prevent damage to the group member, or to others. Additionally, if the group member is disrupting the learning of others this may also be a reason to intervene. In all cases the intervention must be appropriate to the level of perceived risk, must only last as long as is required to reduce this risk and must minimise any possible harm to the group member. In emergency situations any staff member present should act in the best interests of the group member or group. An incident report form will be completed following any use of physical intervention. Physical interventions will usually be performed by staff visiting Pony Pals Wrekin with the group, as they will know the children and young people they bring, the best.

### (14) SAFEGUARDING CHILDREN POLICY

(14.1) Pony Pals Wrekin recognises its responsibilities for child protection and safeguarding children and is alert to any issues for concern in a child's life at home or elsewhere.

We aim to make children happy and secure in their environment, so that they may grow socially, emotionally, intellectually and morally. The health, safety and well-being of all our children are of paramount importance to us. Our children have the right to protection, regardless of age, gender, race, culture or disability.

We respect our children and the atmosphere is one that encourages and enables children to respect each other and do their best.

We will follow the procedures set out by the local authority in which we are based, and take account of guidance issued by the Department for Children, Schools and Families (in particular 'Working Together to Safeguard Children'). The protection of each child is our first priority.

- We aim to establish and maintain an environment where all group members feel secure, are encouraged to talk, and are listened to. Examples of this are: meal times, story-telling sessions, arrival and introduction times and reflective sessions at departure times.
- We aim to ensure children know that there are adults at Pony Pals Wrekin whom they can approach if they are worried. This is done during our introductions, and opportunities throughout activities for children to talk to all adults.
- We aim to maintain links with relevant agencies when children and families are seeking support and help under Common Assessment Framework (CAF) arrangements or under Children in Need planning.
- We aim to keep written records of concerns about children, in our CP book, even where it is decided that there is no need to refer the matter immediately.

### (14.2) Supporting group members who have been abused

At Pony Pals Wrekin we recognise that children who are abused or witness violence may find it difficult to develop a sense of self worth. They may feel helplessness, humiliation and some sense of blame. At Pony Pals Wrekin their behaviour may be challenging and defiant or they may be withdrawn. The staff will endeavour to support them through:

- The variety of activities available.
- Our ethos which promotes a positive, supportive and secure environment and gives all groups a sense of being valued.

- Our Managing Behaviour Policy which is aimed at supporting all groups. We will ensure that the child knows that some behaviour is unacceptable but they are valued and not to be blamed for any abuse which has occurred.
- Liaison with other agencies that support group members such as children's social care, Child and Adolescent Mental Health Service, Primary health care services, Multi Agency Support Team (MAST) and Educational Psychology Service.

#### (14.3) Safeguarding allegations against Pony Pals Wrekin

Pony Pals Wrekin should take care not to place themselves in a vulnerable position with any group member. Staff are trained in safeguarding children.

- We understand that a child may make an allegation against a member of staff.
- Pony Pals Wrekin will follow the Local Authority procedures for managing allegations against staff.

#### (14.4) What Is Child Abuse and Neglect?

- Child Abuse and Neglect is a generic term encompassing all ill treatment of children including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the child's health or development.
- Physical abuse: Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding drowning, suffocating, or otherwise causing physical harm to a child, including fabricating the symptoms of, or deliberately inducing illness in a child
- Neglect: Severe and persistent neglect of a child, such as depriving them of food, clothing, warmth and medical care.
- Sexual abuse: Forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.
- Emotional abuse: Persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. (Taken from 'Working Together to Safeguard Children, 2010')

#### (14.5) Signs Of Abuse Or Neglect

We will always be alert for signs of abuse or neglect.

These are only signs and it is important not to jump to conclusions too quickly, as there may be reasonable explanations:

- May wear ill kept, ill-fitting clothes.
- Bruising, cuts or burns on cheeks, earlobes, upper arms, chest, stomach, and buttocks.
- Behaviour changes: Suddenly aggressive or withdrawn and detached.
- Physical changes: Sudden wetting, pains or constipation.
- Growth and development: Under-nourished, short for age or underweight.

#### (14.6) Procedure to follow in the event of our concerns about a child being at risk

If we are concerned that a child may be suffering abuse we will:

- Alert the Booker and complete an incident report form.
- Speak to the duty social worker
- If a child has come with a parent/carer we will speak to the relevant duty social worker and complete an incident report form.

#### (14.7) Procedure to follow in the event of a child disclosure

If a child makes a disclosure about some abuse SR will follow this guidance:

- STAY CALM
- LISTEN to the child.
- DO NOT PUT WORDS INTO THE CHILD'S MOUTH - no leading
- NOTE EXACTLY WHAT THE CHILD HAS SAID, AND EXACTLY WHAT WE SAID
- TRY PARAPHRASING
- CLARIFY to make sure you have understood the child correctly.

TELL AND SHOW the child that:

- a. You are sorry it happened
- b. It is not the child's fault, whatever the child has said or done
- c. It is right to tell
- d. You are glad that he/she has told you
- e. Things like this happen to other children
- f. You will do what you can to protect, help and support the child

PRAISE AND HELP the child to feel strong. Say "You did this well" or "You were brave to tell," etc

TELL the child you will be getting other people to help. And that he/she will be asked to go over the facts again.

GIVE CHOICES and let the child make some decisions, i.e. "Would you like to go in now?" & "Do you want to have a drink while we are waiting?"

LOOK AFTER the child while arrangements are being made.

MAKE THE REST OF THE ACTIVITY AS NORMAL AS POSSIBLE for everyone concerned (i.e. the child, other children and you).

WRITE UP a detailed objective account at your earliest opportunity.

REPORT to a local Duty Social Worker and, if necessary, report to OFSTED.

#### (14.8) Procedure to follow if SR staff are accused of a child protection incident

If a member of staff at Pony Pals Wrekin is accused of a child protection incident, it must be dealt with as above. Extra considerations are:

- The facts must be recorded in writing from witnesses and staff member who was accused.
- The practitioner will always be notified that an allegation has been made about them.
- Any child protection issues will be met with the utmost urgency and priority. However it is vital we gather all the facts to avoid making rash decisions.

#### 15) SOCIAL MEDIA

Pony Pals Wrekin is aware of and acknowledges that increasing numbers of children and adults are using social media and social networking sites regularly. Pony Pals Wrekin recognises its responsibilities to use social media responsibly and to ask individuals associated with them to do so too.

This policy exists to protect staff, children and the reputation of Pony Pals Wrekin.

Some examples of social media are: facebook, blogs, instant messaging, youtube, twitter, instagram and pinterest. With technology advancing daily we acknowledge that this is in no way an exhaustive list and is merely a sample of social media available.

No adult from Pony Pals Wrekin should interact with a child who is attending/has attended/will attend one of our activities through social media in any way, except through the official Pony Pals Wrekin pages.

Pony Pals Wrekin should set their social networking sites to the highest level of security and avoid placing personal details such as phone numbers and personal addresses on these sites

#### 16) VOLUNTEERS AND SUPERVISION

Pony Pals Wrekin will at times be able to offer volunteering opportunities to people (mainly between the ages of 13-18).

The following procedure will be followed regarding volunteers:

- A potential volunteer will need to complete a registration form. The form will include personal details, experience, consent (if under 18) and their reasons for wanting to volunteer.
- The potential volunteer will be invited to come and meet Wendy Garratt.
- The volunteer will be asked to provide a written reference from someone they deem appropriate (eg a teacher at school, a social worker, a carer).
- No young volunteer will be left alone with any group member using Pony Pals Wrekin at any time.
- All volunteers will be required to sign a self-declaration form before they start their sessions.
- In the event that a request to volunteer is made by someone over the age of 18, Pony Pals Wrekin will need a relevant DBS certificate/number, in addition to the above procedure being followed, before any voluntary work can be undertaken.

All volunteers will be mentored and provided with regular feedback on their progress. During their first session their roles and responsibilities will be outlined and it will be made clear to them, through this process, that they should at no time be left alone with any children. They will work constantly under the close supervision of Pony Pals Wrekin who will monitor their progress and provide appropriate opportunities for them to develop.