



Carmarthen Breakthro' Caerfyrddin
Station Road, Nantgaredig, Carmarthen, Carmarthenshire, Wales, SA32 7LQ
Registered Charity no. 518918

Contract between Breakthro' and Parents/Carers

Policies and Procedures

Index

Name	Page Number
Statement of purpose	3
Contract between Carmarthen Breakthro' and Parents/Guardians	4-6
Child protection policy	7
Complaints policy	8
Confidentiality policy	9
Discipline and behaviour policy	10
Equal opportunities policy	11
Fire policy	12
Health, hygiene and safety policy	13-15
Lost, missing or uncollected child policy	16
Volunteer code of practice	17
Administration of medicine policy	18
Accident policy	19
Settling in policy	20
Outings and safe play policy	21
Appendix A - Proforma of the confidentiality agreement	22-24



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Statement of Purpose

Carmarthen Breakthro' (Breakthro') is a registered charity (Reg. No. 518918), that provides Saturday Clubs, holiday play schemes and weekend breaks for children with severe learning disabilities. This provides respite for the parents and siblings of these children.

Breakthro' provides such care for children between the ages of 3 and 18 and aims to care for approximately 14 children at any session.

The children are normally cared for on a one-to-one basis where required, and sometimes on a two-to-one basis. Communication takes place in the medium of Welsh and English and also provision is made for communication through sign language where appropriate.

The children are referred to Breakthro' by the Family Support Team based in Carmarthen, as being in particular need of our services. This respite care is reserved for children with severe learning difficulties and it is not the policy of Breakthro' to provide care for children who do not have such difficulties, as this would necessarily lessen the quality and effect of the care that is provided.

Our aim is to give the children fun, enjoyment and well-supervised leisure activities, whilst in our care, as well as interaction with other children and volunteers.

All staff and volunteers who are in contact with the children receive sufficient training to enable them to carry out their duties to the required standard.

It is the policy of Breakthro' to keep parents updated on all the latest news and events that will impact on their children's use of the services and this is normally undertaken by a monthly newsletter, the website (www.carmarthen-breakthro.co.uk) or other more direct contact.

Events, opening times and details that may change from month to month are set out in correspondence to parents; parents are also free to contact Breakthro' at any time to ask questions or request information.

Contract between Carmarthen Breakthro' and Parents/Guardians

Carmarthen Breakthro' endeavours to:

- Provide a safe, nurturing and stimulating environment for your child/children.
- Provide a minimum of:
 - a) 1 Saturday Club per month.
 - b) 1 day per week Playscheme during school holidays, excluding Christmas.
 - c) 1 weekend away each year.

All Clubs and Playschemes are subject to availability. Children will be accommodated into one of three groups known as Grŵp Myrddin, Grŵp Dewi and Grŵp Caredig. This may be subject to change, according to the number of children enrolled. Placement into the most suitable group will be discussed with the Coordinator.

- Observe and abide by our Policies and Health and Safety Regulations, a copy of which will be provided to all families (*See enclosed list*)
- Ensure all our staff and volunteers undertake an enhanced CRB check and relevant training, including First Aid.
- Offer support to parents and carers. The Coordinator and Committee Members will be available throughout the week by means of the telephone, during reasonable hours.
- Notify parents/carers immediately if a child appears unwell during a session and record details in the incident book. If a parent/carer cannot be contacted we reserve the right to contact the child's GP and seek advice.
- Notify parents/carers of current events, changes of arrangements or plans by means of a monthly Newsletter or by telephone, if urgent.

Saturday Clubs and Playschemes are currently £3 per session (All Saturday Clubs and Playschemes to run from 10.00 to 16:00 unless notified otherwise by the Coordinator) to be reviewed annually.

Parents and Carers endeavour to:

- Notify the Coordinator if your child will be absent from a session. This should be in the means of a telephone call to the coordinator (07772 078634).

If you need to ring the Coordinator or a Committee Member, please observe reasonable hours, e.g. after 8.30am and before 8.00pm, except in an emergency.

- Ensure that their child is dropped off and collected by a named person at the correct times.
- Provide a packed lunch unless notified otherwise.
- Inform a senior member of staff, i.e. Coordinator or Assistant Coordinator of any health or management problems with their child.
- Ensure that the Coordinator has a telephone number where they can be contacted in case of emergency (*Notify any change of details immediately*)
- Notify the Coordinator of any likes or dislikes or fears that your child may have.
- Notify the Coordinator if you suspect that your child may be unwell. Your child will not be accepted at Breakthro' if he/she appears unwell.
- Notify Coordinator of any special dietary needs.
- Supply medications with clear written instructions. Hand them to the Coordinator or Assistant Coordinator and sign a medications sheet to confirm that it has been given to the staff, so that they can administer the medication to your child.
- Fill in and return any consent, health or planned attendance forms in plenty of time. (*Children will be excluded if there are insufficient volunteers to cover for unexpected children*)
- Read the policies, especially Behaviour and Equal Opportunities, as provided, and discuss with a Committee Member if you are unhappy with any part of them. Breakthro' has rules about what is considered acceptable and unacceptable behaviour and any concerns will be discussed with parents/carers if considered necessary.

Our aim is to provide a service that promotes equal opportunities for all the children in our care and to treat children with equal concern and respect.

Please note that we do have a Complaints Procedure. Our aim is to provide a good quality service that you, as a parent/carer will be happy with. However, should you have any complaints about our service, please contact our Coordinator (07772 078634, 01267 290136) or the Chairperson.

If you feel that the matter has not been resolved to your satisfaction, you could contact CSSIW:

The Senior Inspector, West Wales Region
(Care and Social Services Inspectorate Wales)
Government Buildings
Picton Terrace
Carmarthen
SA31 1BT
Tel: 01267 229 164 / Fax: 01267 242 924

If a parent/carer consistently fails to abide by our policies, the matter will be referred back to the Family Support Team.

Signed on behalf of the Management Committee _____

Position held _____

Dated _____

Signature of Parent / Guardian / Carer _____
(Please delete as applicable)

Dated _____

Child Protection Policy

It is the responsibility of all adults who care for children to protect them from harm. In accordance with the All Wales Child Protection Procedures Carmarthen Breakthro' operates a child protection policy.

If any person has knowledge, concerns or suspicions that a child is suffering, has suffered or is likely to be at risk of harm, it is their responsibility to ensure that the concerns are referred to Social Services or the police, who have statutory duties and powers to investigate and intervene when necessary.

At least one member of our staff has received child protection training and training will be cascaded to all members of staff. All members of staff have been made aware of possible symptoms of children at risk and are aware of their responsibility to report concerns according to the All Wales Child Protection Procedures, a copy of which is kept on the premises. Concerns must be kept confidential to as few people who need to know.

If a parent or carer has concerns about a child, they should be advised to contact the local Social Services department directly.

This applies to the following circumstances:

- If a child or young person displays recognised signs of abuse.
- If someone tells a member of staff that they or another child or young person is being abused.
- If the behaviour of any adult (including colleagues and members of the public) towards children or young people causes concern.

The procedures set out in the All Wales Child Protection Procedures will be followed in the event of suspected child abuse.

Useful contact numbers

C.C.C. Family Support Team - 01267 345987

NSPCC Child Protection Line - 0808 800 5000

Childline - 0800 1111

Complaints Procedure

If parents or volunteers are unhappy with any aspect of the service, please bring your concerns to the notice of the Management Committee as soon as possible.

Parents:

- Parents should contact the Chairperson or the Coordinator.

Volunteers and sessional workers:

- Volunteers and sessional workers should contact the representative on the Committee.

The committee will undertake to respond to any complaint within 14 days.

If anyone feels that their complaint cannot be resolved within Breakthro', please contact:

The Senior Inspector, West Wales Region
(Care and Social Services Inspectorate Wales)
Government Buildings
Picton Terrace
Carmarthen
SA31 1BT
Tel: 01267 229 164 / Fax: 01267 242 924

Any complaint made to any of the above parties will be dealt with in confidence and with the utmost respect and discretion. The person that makes the complaint will be kept informed of the progress and outcome of their complaint.

Breakthro' will keep an accurate record of all complaints made, detailing:

- Name of Complainant
- Nature of the Complaint
- The time and date of the Complaint
- Any action taken and the result

Confidentiality Policy

Our work with children and families will sometimes involve receiving confidential information.

To ensure that all who use and work at Breakthro' can do so with confidence, confidentiality will be respected in the following ways:

- Staff should not discuss individual children, with anyone other than the parents of that child, without their permission.
- Information, given by parents, which is of a confidential nature should not be passed to other adults without their permission.
- The well-being of the child will be of paramount importance.

To ensure adherence to the above principles, each volunteer and staff member of Breakthro' who has access to any confidential information regarding any of the children will have signed a Confidentiality Agreement that requires them to keep such information strictly confidential.

A proforma Confidentiality Agreement is annexed to these Policies and Procedures at Appendix A.

Discipline and Behaviour Policy

It is essential for the safety of staff and children, and the smooth running of Breakthro' that we have this policy, and that all workers involved with the children uphold its principles. We must advocate acceptable behaviour and ensure that both parents and children are aware that bad behaviour that puts at risk the safety and wellbeing of the other children and volunteers, cannot be tolerated.

Specifically and most importantly, parents must be aware that Breakthro' will not tolerate bullying in any form, as this is completely counterproductive to the atmosphere of safety and trust that Breakthro' aims to harbour.

All staff are aware of their role in promoting acceptable behaviour and will:

- Act as good role models by showing consideration, respect and good manners to, and for others particularly, the children.
- Provide a social environment where activities are appropriate, stimulating and enjoyable.
- Provide situations where each individual can enjoy freedom without threatening the enjoyment of others.
- Be positive, constructive and fair, rewarding and praising acceptable behaviour.
- Differentiate between deliberate bad behaviour and that which is a consequence of the child's condition.
- Work with parents / carers to promote and encourage acceptable behaviour and give advice and referrals for additional help as appropriate.
- Always respect confidentiality.

In the event that a child's behaviour becomes a risk to other children or volunteers, the following procedures will be put into operation:

- After the first incident, the parent or carer will be informed verbally and the incident will be recorded by the Coordinator. This must be signed by the parent / carer.
- If a second incident occurs, a meeting will be arranged with the Coordinator, the parent / carer and the Family Support Team. If it is agreed that the child should remain in Breakthro', funding will be sought to provide a one-to-one carer who will be responsible for integrating the child whilst ensuring the safety of others.
- If dangerous or aggressive behaviour cannot be contained by means of the above action, the parent / carer will be asked to remove their child until such time that the behaviour improves or appropriate support can be put in place. Every assistance will be given to the

parent / carer to enable them to seek appropriate help.

- Parent / carers should be aware of the following. Breakthro' has been unable to obtain insurance to cover any damage or injury that might result from the aggressive or violent behaviour of a child, if that child is known, before the event, to exhibit such behavior.

Equal Opportunities Policy

It is the aim of Breakthro' to provide an environment within which children, parents, volunteers and staff feel comfortable and where all concerned can benefit from a service that provides the best possible care for the children.

In particular, Breakthro' aims to:

- Ensure that the needs of all children in the group are given equal consideration, in particular with respect to children's:
 - a) Emotional, physical, creative and intellectual needs.
 - b) Particular individual approach to the use of the service.
 - c) Need to communicate and development of character and self-esteem.
- Provide a suitable training programme for volunteers geared to the special needs of the Breakthro' group.
- Ensure that provision is made to offer play that is appropriate to the disability of the child.
- Encourage a safe environment for children and helpers that enables them to voice freely their opinions / ideas.
- Always be flexible, and aware that there might be a better way of doing things that includes everyone.

Fire Policy

In the event of a fire, the first member of staff or volunteer must:

1. Sound the fire alarm.
2. Dial 999 and alert the Fire Brigade, stating that the fire is at Carmarthen Breakthro', Station Road, Nantgaredig.

That member of staff or volunteer must not put himself or herself at risk by attempting to tackle the fire alone.

On hearing the alarm, the members of staff and volunteers must:

1. Switch off all electrical and gas appliances.
2. Gather all the children together and calmly usher all children to the nearest fire exit and out onto the far side of the grass playing area.
3. One member of staff should ensure that the register of all in attendance that day is collected and then close all fire doors and then vacate the premises.

When all persons are gathered on the grass playing area well away from the fire, the Coordinator, or most senior person present should take a roll call.

When the Fire Brigade arrives at the premises, the person who has taken the roll call should report the outcome of the roll call to the Fire Brigade, especially if there is anyone unaccounted for.

On arrival of the Fire Brigade, the senior fireman present has overall responsibility from that point on, and no-one should under any circumstances attempt to re-enter the premises unless directed to do so by the Fire Brigade.

Health, Safety and Hygiene Policy

Health

- The temperature of the premises will be maintained at not less than 18° Celsius.
- There will be no smoking at Breakthro', anywhere on the premises.
- Children should have some opportunity of access to outdoor play - weather permitting.
- Staff should be aware of any child's special health conditions and appropriate care can then be made available (in consultation with the relevant parent/carer).

Please do not send your child to Breakthro' if he or she is unwell. If your child is ill and cannot attend Breakthro', please inform the Breakthro' Coordinator.

- If a child is not feeling well enough to participate, it will be our policy to provide a quiet place to lie down or encourage him/her to participate in a quiet activity. Any child will be observed for any worsening symptoms. Their parent/carer will be notified verbally on the same day.
- If a child's condition worsens to such an extent that the staff and volunteers are seriously concerned, and suspect that urgent medical treatment is required, the parent/carer will be notified immediately, and if necessary, an ambulance will be called.
- If a child is exposed to a communicable disease, it will be our policy to contact the parents in writing; likewise, we appreciate parents' co-operation if their child comes down with an infectious disease, so that the appropriate steps can be taken to notify other Breakthro' members, if necessary.

- A first aid box will be available and the contents checked and kept up to date. All members of staff will have up to date first aid certificates.

Safety

- An emergency and fire drill notice will be displayed at Breakthro'.
- Fire drill will be practiced every 6 months and details recorded.
- Equipment will be regularly monitored and checked for safety defaults.
- Equipment will be well maintained.
- All staff and volunteers will be aware of the correct use of equipment used at Breakthro'.
- Children will not have unsupervised access to the kitchen.
- Heating equipment must be regularly serviced and only heaters with a fire-guard can be used.
- A register of children and adults will be completed at each session.
- Smoke detectors are installed and should be regularly checked.
- Two adult staff or volunteers will be present at all times and children will be supervised at all times.
- The exits to the building must be kept clear at all times.
- The premises will be checked before locking up at the end of each session.
- A safety check on the premises, both inside and out, will be made at the beginning and end of each session.
- The spread of toys will be controlled in order to ensure safety for others in the room.
- Equipment offered to children will be appropriate for the age of the child.
- Equipment available will be used according to manufacturer's instructions.
- An accident book will be available for the reporting of all accidents. The book is kept with the registration book.

- Electrical points will be kept covered. When in use, leads and wires will be adequately guarded.
- Appropriate arrangements will be made for children with disabilities.
- A staff member will be appointed as safety officer / coordinator, and will be responsible for bringing the safety policy to the attention of everyone and for monitoring all aspects of safety.

Hygiene

- Hands must be washed after using the toilet.
- Running water, soap and towels will be available.
- Tissues will be used and disposed of hygienically.
- Staff and volunteers are aware of how infections, including HIV infections, are transmitted.
- Rubber gloves will be available for clearing up after spills of bodily fluids.
- Floors and other surfaces will be disinfected.
- Spare laundered clothes will be available in case of emergencies.

Uncollected Child Policy

If a child has not been collected by a parent/carer at the end of a session a member of staff will stay with the child for 15 minutes and will ensure that the child is happy and safe while other staff are tidying up.

After this time the coordinator or assistant will telephone the child's parent/carer identified on the child profile. If that person is unavailable the coordinator or assistant will telephone other people on the child profile, i.e. number to use in an emergency. Two members of staff will stay with the child until an adult can come to Breakthro' and collect their child/children.

Policy for lost children

In the unlikely event of a child going missing whilst in the care of Breakthro' the person in charge of the session, i.e. the coordinator or assistant coordinator, will follow the procedures below.

Procedures

- Contact the parent/carer to inform them of the incident.
- Investigate a search of the premises or area without causing undue panic amongst other children.
- If the child is not on the premises or area the search will be widened to the surrounding

area.

- If the child is still not found then the local police will be contacted and a full search will be carried out by the police service.
- During this time a correct adult/child ratio will be maintained.
- After the event the security procedures will be reviewed.
- All relevant parties of findings, implications and outcomes of the review will be informed.

Volunteer code of practice

Organisations, which rely on the services of volunteers, have particular responsibilities towards them.

Volunteers are defined as people who freely commit time and energy for the benefit of others in the community, the environment, and for themselves. They do so by choice and without concern for personal financial gain.

Breakthro' aims to promote, support and develop the participation of volunteers.

Breakthro' will:

- Recognise that the time and effort contributed by volunteers is of equal status to that of the paid employees.
- Uphold the principles of Equal Opportunities in advertising for, recruiting and placement of volunteers.
- Treat volunteers appropriately and properly in the course of their volunteer work.
- Undertake responsibility for taking up references and police checks on volunteers.
- Not recruit volunteers to replace paid workers.
- Make volunteers aware of Breakthro's aims and objectives.
- Ensure that volunteers know of, and understand, all the club's standards and procedures, including health and safety policy, equal opportunities policy, confidentiality policy, and grievance and disciplinary procedures.
- Make it clear to the volunteer the tasks and level of responsibility expected.
- Have a designated person responsible for volunteers to whom the volunteer has reasonable access, and who will provide them with support and supervision.
- Ensure that appropriate insurance of volunteers is taken out.

- Be prepared to meet the volunteer's out of pocket expenses.
- Give volunteers any necessary training to enable them to carry out their volunteer work.
- Provide support and supervision to the volunteers.
- Will undertake to consider carefully and investigate fully any complaints or criticisms made by volunteers relating to their involvement with Breakthro'.

Administration of medicine policy

- All prescription medication must be administered by a trained member of staff in the presence of another member of staff.
- All medication must be in its original container with the child's name, dosage and time of administration clearly marked.
- Non-prescription medication will not be administered at Breakthro' at any time.
- Invasive treatment e.g. rectal diazepam, gastro tube feeding etc, will only be administered by staff who have received the appropriate training.
- A record will be kept of all medication and treatments provided at Breakthro'.
- Consent forms for the administration of medication and treatments must be obtained from parents/carers.
- Appropriate training for staff will be obtained via the Local Authority, St. John's Ambulance or other similar source.

Accident Procedure

1. Administer appropriate First Aid. Any injuries requiring First Aid should be followed up by an appropriate referral.
2. In the case of a more serious accident to a child, the coordinator will contact the parent/guardian to agree a course of action if time permits.
3. If the parent/guardian cannot be contacted, the coordinator will seek appropriate medical attention or treatment for the child.
4. Children should not be given anything to eat or drink.
5. If a child or adult needs to be transported to hospital every effort should be made to use a car with fully comprehensive insurance including business use.
6. If a child is driven to hospital, an adult must accompany the child to hospital who is not the driver. One adult must accompany an injured member of staff.
7. Should an ambulance be required, one adult must accompany the child/member of staff.
8. The child's profile must be taken to the hospital with the child.
9. The hospital will take responsibility to act in the child's best interests if no consent has been given for the staff to act *in loco parentis*.
10. Every effort must be made to maintain appropriate staffing levels at the setting.

11. All accidents to children or staff, however slight the injury, must be clearly recorded in the Accident Book and signed by the member of staff who dealt with the incident. If necessary a detailed, confidential report should be placed in their file.

Settling In Policy

When your child starts at Breakthro', it is important for everyone concerned that they are happy and settle in as soon as possible. Some children feel comfortable straight away, whilst others take longer to get used to their new environment. We want your child to feel safe and happy in your absence as they cannot play and enjoy if they are anxious and unhappy.

Our settling in procedure aims to help you and your child feel welcome, comfortable and involved at Breakthro'. We aim to create a partnership with you as parent/carer in helping your child to settle in the following ways:

- By encouraging parents/carers to visit Breakthro' with their children during the weeks before admission is planned.
- By ensuring that parents/carers are given plenty of information about all aspects of Breakthro' before their child starts.
- By making clear to families from the outset that they will be welcome and supported at Breakthro' for as long as it takes to settle their child there and subsequently during the child's time at Breakthro'.
- By working with parents/carers to find a suitable way of gently easing their child into life at Breakthro'; for example, this might mean parents separating from their children for brief periods at first, gradually building up to longer absences.
- By establishing daily routines at Breakthro'; routines play a central role in children's lives and it is through repetition and expectation of what will happen next that they increase

in confidence. Children need to have security, as this will help them settle in and make friends.

- By stressing to parents/carers that they are welcome to visit to check on their child at any time.

Our ultimate aim is to work with each parent/carer, in partnership, to ensure that they and their child settle happily into life at Breakthro'.

Outings and off-site visits

Before any outing or trip a member of staff makes a visit to the venue to assess any risks or dangers that may occur there, or on the journey.

We take the location of the venue and length of journey into account when considering its suitability for the children in terms of their (cultural requirements, physical disabilities, age, size, maturity).

We seek parental permission, verbally, before any trip. No child will be taken out from the premises without parental permission.

A risk assessment form is completed before any trip.

We check that (seat belts/child seats/booster seats/air bags) have been fitted and that there is a seat available for every child and adult.

We ensure that the legal speed limit is observed.

The coordinator takes a mobile phone on any trip in case of an emergency. They also take, as necessary, (First Aid equipment/medication, such as inhalers/spare clothing/plastic bags/water/emergency contact details of both children and adults).

Safe play

We check new and old equipment, toys and resources regularly to make sure they are safe and meet all regulations.

We check the suitability and state of repair of surfaces on which the children play on a regular basis.

We make safety checks before all activities begin.

We remind the children about safe practice whenever necessary.

Appendix A

Proforma Confidentiality Agreement

This Confidentiality Agreement ("Agreement") is made on the by and between Carmarthen Breakthro', a registered charity with registered number of 518918 ("Breakthro'") and ("Volunteer").

a. Confidential Information.

Breakthro' proposes to disclose certain of its confidential and proprietary information (the "Confidential Information") to the Volunteer. Confidential Information shall include all personal information, as that term is defined in the Data Protection Act 1998, especially that information pertaining to children who use the service that Breakthro' provides, data, business plans, marketing plans, financial information, and other information disclosed or submitted, orally, in writing, or by any other media, to the Volunteer by Breakthro, or discovered by the Volunteer through that Volunteer's engagement with Breakthro'.

b. Volunteer's Obligations.

The Volunteer agrees that the Confidential Information is to be considered confidential and proprietary to Breakthro' and to the individuals to whom it pertains and the Volunteer shall hold the same in confidence, shall not use the Confidential Information other than for the purposes of its engagement with Breakthro'. Confidential Information furnished in tangible form, shall not be duplicated by the Volunteer, except for purposes of this Agreement.

c. Term.

The obligations of the Volunteer herein shall be effective for 15 years from the date

Breakthro' last discloses any Confidential Information to the Volunteer pursuant to this Agreement, or from the date the Volunteer discovers such information.

d. Other Information.

The Volunteer shall have no obligation under this Agreement with respect to Confidential Information which is or becomes publicly available without breach of this Agreement by the Volunteer or is rightfully received by the Volunteer without obligations of confidentiality.

e. No License.

Nothing contained herein shall be construed as granting or conferring any rights by license or otherwise in any Confidential Information.

f. Governing Law and Equitable Relief.

This Agreement shall be governed and construed in accordance with the laws of England and Wales and the Volunteer consents to the exclusive jurisdiction of the English courts for any dispute arising out of this Agreement. The Volunteer agrees that in the event of any breach or threatened breach by the Volunteer, Breakthro' may seek to obtain, in addition to any other legal remedies which may be available, such equitable relief as may be necessary to protect Breakthro' and the children that Breakthro' assists from day to day against any such breach or threatened breach.

g. Final Agreement.

This Agreement terminates and supersedes all prior understandings or agreements on the subject matter hereof. This Agreement may be modified only by a further writing, that is duly executed by both parties.

h. No Assignment.

The Volunteer may not assign this Agreement or any interest herein without Breakthro's express written consent.

i. Severability.

If any term of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then this Agreement, including all of the remaining terms, will remain in full force and effect as if such invalid or unenforceable term had never been included.

