



## Summary of Policies, Procedures and Guidelines

April 2018

We are committed to providing the best possible service to each child and family that comes to us and to be able to demonstrate that this is happening. To ensure this happens, we have established a comprehensive set of policies and procedures.

We encourage everyone to read them. They are designed to offer the best possible experience for the children, families, staff, volunteers and all users of our services. They are reviewed on a regular basis and comments and suggestions are always welcome. We will use our newsletters and other bulletins to inform you about these reviews and offer you the chance to comment on them.

These policies form part of the contract and conditions of employment for all staff and must be adhered to at all times.

Failure to adhere to this policy will be taken seriously. All incidents will be investigated and a record maintained on the personal file. This will be removed after 3 years if no further incident occurs.

This document lists our policies together with a brief summary. Hard copies of these are available in each of our settings and on request. This document is included in the parent pack.

### Designated Persons

Senco, Behaviour Management, Safeguarding, Health & Safety

Clevedon	Weston	South Weston	Worle
Becca Young	Jo Harris	Becky Peddle	Jo Greatorex

Trustee with responsibility for Safeguarding: Diane Scarborough

## Policies

	<b>Title</b>	<b>Summary</b>
1	Accepting and Giving Gifts	Guidance about the circumstances under which gifts may or may not be given or received from service users or suppliers
2	Administration of Medicines and Invasive Procedures	Guidelines and procedures to be followed when supporting a child with complex medical and health needs, who requires medication and/or invasive procedures
3	Admissions	Outlines information about our admission system which is very open access and some information on payment of places.
4	Behaviour Management	Encouraging appropriate behaviour and strategies used such as praise and positive role models, including guidelines for working with individual children.
5	Complaints	Ensuring complaints are responded to openly and fairly - complaints from staff will be managed in line with the Grievance Policy
6	Concessions	Ensuring access to our services is not restricted by family income
7	Confidentiality	Ensuring confidentiality is adhered to at all times in line with our responsibilities concerning Safeguarding Children
8	Critical Incidents and Emergency Planning	Being developed
9	Curriculum	Providing a framework for educational activities which ensure equality of opportunity, build on children's previous experience and achievement and respond to individual needs.
10	Data Protection	Ensuring we meet our legal obligations to store information securely
11	Disciplinary	Ensuring staff disciplinary matters are dealt with legally, consistently and fairly
12	Employment & Staffing	Sets out our policies as employers with links to the procedures used to implement these.
13	Environmental	Aiming to minimise our negative environmental impact by reducing, re-using and recycling goods, and other measures

14	Equality & Diversity	Ensuring we provide an understanding and welcoming environment for all who come into contact with our organisation
15	Failing to Collect a Child	Safety procedures to follow regarding late collection of a child, or failure to collect a child
16	Financial Controls	Ensuring our finances are managed consistently, efficiently and in line with our legal responsibilities
17	Grievance	Ensuring staff have a clear and consistent process for expressing complaints
18	Health Hygiene & Safety	Ensuring a safe environment for all who come into contact with our organisation
19	ICT	Acceptable use of equipment and social media to protect the equipment and to ensure privacy and respect for others
20	Missing Child	Safety procedures to follow if a child goes missing while in Springboard's care
21	Partnership	Ensuring that all families, children, staff, volunteers, funders and colleagues are made welcome and have the information they need to participate in our work
22	Personal Safety and Lone Working	Ensuring risks to staff and volunteers are minimised in the course of their work with Springboard
23	Retention Storage and Security of Documents and Records	Ensuring that Springboard adheres to good practice when dealing with matters of confidentiality and retention of records and other documents, with due regard to the Data Protection Act 1998 and the Freedom of Information Act 2000.
24	Safeguarding Children	Ensuring children using our services are protected and our procedures follow the North Somerset Area Child Protection Committee guidelines
24a	Safeguarding Flow Chart	Sets out Safeguarding processes to be followed
25	Settling In	Guidelines to ensure that a child who is new to Springboard feels safe, secure and comfortable with staff and the environment. It also covers our partnership with parents/carers.
26	Social Networking	Ensuring Springboard adheres to good practice around use of all forms of social media to maintain confidentiality and safeguard children, families, staff and volunteers.

27	Special Educational Needs & Disability	Each child will have individual learning and lay opportunities and we work within the framework of the Code of Practice for SEN.
28	Transport	Support for families needing transport to access our services
29	Trustee Induction and Information	Sets out procedures for recruiting, inducting and supporting Springboard Trustees
30	Whistleblowing	Ensuring staff raising concerns about the internal management / running of Springboard are listened to openly and with no fear of victimisation