



Policies and Procedures

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(1) INTRODUCTION

Welcome to Stable Relationships (SR)

Stable Relationships is a business that was been set up to provide a number of different educational, and therapeutic training courses and activities for Schools, Community Groups, Organisations, Fostering Agencies, Families, Individuals, Youth Offending Teams and other Professionals. All our activities focus on Building Relationships to Inspire Learning.

Our organisation is a partnership between Debbie Woolfe (Sole Trader) and Telford Equestrian Centre. Telford Equestrian Centre are responsible for equine based activities, and all areas of the site, outside of the cabin. Sessions are planned jointly so that they are seamlessly linked, giving clients both the benefits of an experienced teacher, and experienced equine specialists. Debbie has worked for over 10 years across mainstream schools, special schools, pupil referral units, and as a Teacher Advisor for Looked After Children. She has delivered training on creative learning, the impact of trauma on learning, and effective learning environments for many schools, and professionals, and has led workshops at The Education Show and Complementary Health Conferences. SR work has been featured in The Times, The Daily Mirror and Channel 5 News.

Our activities are usually delivered in our beautiful log cabin on the site of an equestrian centre in Telford. The cabin provides an opportunity for everyone to participate in activities free from their usual distractions, within Donnington Country Park. However, they can also be delivered at your organisation if that is preferable.

We offer horse and creative based training for staff and professionals working with children and young people who are facing challenges in their lives. We offer a creative horse based programme for children and young people to help them re-engage with life and education. We offer activities to help work with the effects of trauma, such as meditation, drumming, gardening, team building games, and arts. We offer activity sessions to enable families and groups to build stronger relationships. We also offer educational and social activities to schools, youth groups and holiday schemes.

Our courses, activities and training are grounded in theory relating to trauma, stress, learning and development and the belief that strong positive relationships with ourselves and others are key to being healthy. Relationship is the centre of all our work and we understand that for any learning or healing to take place, this needs to be addressed as a central theme.

The courses and sessions for adults are ground breaking and innovative-using creative methods to enable participants to gain a deeper understanding of themselves and those they have chosen to work with. Our courses and sessions for children and young people will challenge them to learn about themselves and their choices using non-threatening but engaging methods.

If Staff or Parents/Carers require more detailed information on certain policies and procedures they may contact us using the details on the front cover. This document will be made available to parents/carers, staff, schools, Ofsted and anyone accessing our website.

In the writing (and revision) of this document, guidance has been taken from:

- Ofsted and other relevant authorities
- Relevant Acts of Parliament and Government Legislation
- Organisations doing similar work to ourselves

Other documents essential for the running of our activities are:

- Our booking forms
- Our risk assessments

If interested parties require further information on certain Policies and Procedures, they may refer to the following websites:

- First aid at work – can be found at <http://www.hse.gov.uk/index.htm>
- RIDDOR – can be found at <http://www.hse.gov.uk/riddor/>
- Health and Safety – can be found at <http://www.hse.gov.uk/>
- COSHH-can be found at <http://www.hse.gov.uk/coshh/>
- Safeguarding – can be found at <https://www.gov.uk/>
- Fire Safety General – can be found at <http://www.hse.gov.uk/index.htm>

(2) BEHAVIOUR POLICY

SR has a responsibility for ensuring the well being and safety of all children (and adults) whilst taking part in our activities. We recognise the importance of clear guidelines and codes of practice to ensure the well being and safety of all children, young people and adults. It should be regarded as integral to the Health and Safety and Equal Opportunities Policies. This behaviour policy provides guidelines to everyone involved with SR, regarding acceptable behaviour.

SR will follow this behaviour policy and hope that the adults who accompany any children and young people will also use this policy to help us promote positive behaviour.

The overall responsibility for the group's behaviour is that of the Booker or the adults who accompany the young people. They will know their group best and will hopefully have a good idea of the behaviour management techniques likely to be most effective for their group.

We expect everyone who takes part in our activities to:

- 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
- Keep hands and feet to themselves. 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
- Ask an adult before leaving the group
- Respect and follow our smoking and alcohol policies

To encourage and promote positive behaviour we will:

- Talk about expected behaviours during the first session with any new group. This will be reinforced at later sessions. A joint negotiated contract will be discussed/ drawn up to cover the points above
- Provide a calm and relaxed atmosphere where everyone can feel safe and secure
- Strive to raise self esteem among all children and young people by the use of praise and positive feedback
- Aim to build positive relationships with children and young people to ensure they feel valued and trusted
- Encourage children, young people and all adults to be fully involved in all activities
- Provide a sense of community and belonging by recognising children, young people, and adults, and by remembering their names
- SR will lead by example and never take any action, physical or verbal, that is likely to cause pain or humiliation to a child. SR will not give corporal punishment to anyone in our care.
- SR will be alert to instances of bullying
- Use a brain based model of managing behaviour, based on the Red, Blue, and Purple Zones of the brain and making sure that all staff understand this approach, in order to encourage children and young people to take increasing responsibility for understanding and managing their own behaviour.

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

(2.1) Discipline Steps

If a group member fails to meet one of our behaviour expectations, they will be asked to improve their behaviour. It may then be necessary to give that group member a little more attention by being positive and trying to involve and focus them on the activity. We will discuss their behaviour with them, at all stages, in terms of the brain based model we use.

SR and TEC aim to use the brain based approach to discussing behaviour with all children, young people and adults. If a person's behaviour is unacceptable in any way, our staff will aim to speak to them using the terms red zone, purple zone and blue zone. For example 'I see you got a bit frustrated with that. You went into the purple zone when you raised your voice and put it down roughly. What can you do to get back into the blue zone?'

If the group member continues to misbehave, he/she must be asked again to improve their behaviour. They should be warned that further misbehaviour might result in having to stop the activity and letting their parents/carer and Booker know.

If, despite previous warning, the misbehaviour continues a discussion will be held with the Booker. If the Booker is unable to support the group member to improve their behaviour they may need to leave the activity.

In the vast majority of cases the young person will have a member of staff from their own organisation to support them. This person will know them best and will be encouraged to support them to improve their behaviour in ways that they know will work. SR will also suggest behaviour management strategies that may help.

If any of the group member's behaviour 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, SR 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 (who may include their YOT, Booking Organisation, or Parent/Carer).

Corporal punishment (smacking, slapping or shaking) must not be used. 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

SR 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. SR 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

Prevention

All group's are involved in a joint verbal/written contract regarding behaviour at the start of our activities. This will cover bullying and promote the ethos of '**telling**' if *you* are being bullied or you see *anyone else* being bullied.

Bullying can be discussed as a whole group without highlighting any specific incident.

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, TABLETS, LISTENING DEVICES AND MOBILE PHONES POLICY

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

(4.1) Mobile Phones, tablets and listening devices

- 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.
- As outlined in our Terms and Conditions we will not be liable for loss or damage to any valuable equipment, including mobile phones, whilst they are on our site. Due to this and our ethos 'Building Relationships to Inspire Learning' would strongly discourage group members from using mobile phones during our activities. We would appreciate staff attending with a group, to reinforce this guideline.
- Children and young people will be told that they are not allowed to use mobile phones, tablets, or listening devices, during activities.
- Due to our countryside location phone reception is often poor and we have no access to wifi in the cabin.

(4.2) Photographs

- Permission will be gained from either the key adult or the group Booker for SR to take photographs of groups/individuals participating in activities. Permission will be part of the form they sign, before they attend any activities.
- Any photographs taken will be used for business purposes only. This may include promotional material, evidence for their work, our business website, and business social media pages.
- We would expect group members and staff accompany a group to follow the guidelines of their own organisation, regarding photographs.

(5) CHILDREN'S ACT REGULATIONS

Although we are not registered with ofsted, and our staff are never left in the sole care of children and young people, we pay heed to the children's act regulations and follow them in line with best practice.

The following are specific regulations we will carry out:

- Keep on the premises the name and address and telephone number of yourself, and any other person who will regularly be in unsupervised contact with children.
- Have procedures to be followed in the event of a child being lost or a parent / carer failing to collect a child, or a child turning up without prior booking.
- Keep a statement of the Procedures to be followed in the event of a fire.
- Keep a record of all medicines administered to children.
- Keep a signed record of all accidents to children, and notify Ofsted of any serious injury or death to any child in your care or adults on the premises.
- Notify Ofsted of any communicable disease as defined by Public Health England. Ofsted should be notified of any food poisoning affecting two or more children looked after on the premises or any child having a serious disease on the premises.
- Keep records of the name, address and date of birth of each child and the name, address and telephone number of a parent/key adult.
- Keep a statement of the Procedure to be followed where a parent / carer has a complaint about your service.
- We must investigate all complaints made in writing or in electronic form from parents / carers/ key adults where these relate to one or more of the national standards.
- Notify Ofsted about any allegations of serious harm or abuse against a child while the child is in our care.
- Keep a statement of the arrangements in place for the protection of each child, including arrangements to safeguard children from abuse or neglect and the procedures to be followed in the event of allegations of abuse or neglect.
- Certain records (such as registers, accident forms and medication records) must be retained for a period of no less than two years.

(6) COMPLAINTS AND FEEDBACK POLICY

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

(6.1) Complaints

- Complaints about SR should be made directly to Debbie Woolfe
- This may initially be verbal and SR 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.
- If the complaint is made in writing or electronically and is regarding one of OFSTEDs national standards we will investigate and then respond within 28 days in writing. This response will show our account of findings and any actions taken.
- We will keep all written complaints.
- If requested the number and address of OFSTED will be provided to the person making the complaint. Please see below.
- 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

(6.2) Feedback

- If a parent wishes to give positive feedback they will be encouraged to complete a comment form. All groups and staff will also be asked to complete an evaluation following their activities.
- 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.

Ofsted

Ofsted: 0300 123 1231
The National Business Unit
Ofsted
The Royal Exchange Buildings
St. Anne's Square
Manchester
M2 7LA

(7) CONFIDENTIALITY POLICY

SR may have access to confidential information relating to 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 SR, 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.
- Do not discuss other children, young people, staff or adults who attend, in front of other children, young people, staff or adults who are attending.

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.

(8) DATA PROTECTION POLICY

This policy is made up of our Privacy Policy, and Data Breach Policy.

Stable Relationships works hard to ensure that we comply with the General Data Protection Regulation (EU 2016/679) and the UK Data Protection Act 2018 so that your data is always protected, and treated in a fair and lawful manner.

Our policy is in accordance with information found on the ICO website (<https://ico.org.uk/for-organisations>).

(8.1) PRIVACY POLICY

Included:

- Who are we?
- What is the purpose of this policy?
- Why do we need to process your data?
- What information do we actually process?
- How do we collect data?
- Who has access to your data and how do we share it?
- How long do we keep your data for?
- Keeping in touch
- Your rights
- Securing and maintaining data
- Updates to the policy
- Questions and Complaints

Who are we?

Stable Relationships is an organisation run by a sole trader (Debbie Woolfe). Stable Relationships is therefore the 'data controller' of information collected to enable us to run our courses and programmes successfully, and in line with best practice, and quality, in all areas of our business proceedings. As such Stable Relationships has a duty to abide by data protection law including both the General Data Protection Regulation (EU 2016/679) and the UK Data Protection Act 2018.

What is the purpose of this policy?

This policy is intended to provide information about how Stable Relationships will use (or 'process') personal data about individuals including: its current, past and prospective clients/students; and their key adults (the people who give us their information), eg schools, carers.

This information is provided because Data Protection Law gives individuals rights to understand how their data is used. Everyone who works with us, or has an interest in our organisation, is encouraged to read this Privacy Notice and understand our obligations.

This policy applies in addition to Stable Relationship's other relevant terms and conditions and policies. Anyone who works with us should also be aware of and comply more broadly with this policy and our other policies and procedures.

Why do we need to process your data?

In order to run our courses, programmes, and activities for children and young people, schools, teachers, and key adults, Stable Relationships needs to process a wide range of personal data about individuals as part of its daily operations.

We need to carry out some of this activity to fulfil our legal rights, duties or obligations, and some to ensure we provide as appropriate and high quality service as we possibly can, to meet the needs of our students/clients.

The table below shows our uses of personal data in accordance with the legal bases as outlined in the GDPR: Applicable Legal Basis

We need data to:	Legal Reason we need the data	Is it special Category data?
Book onto a course, programme or training session(s) (adults and children/young people)	Contract and Legitimate Interests	No
Safeguard welfare, provide appropriate care, and deliver the most appropriate activities for anyone using our service	Legitimate Interests	No
Consider Health and SEN details	Legitimate Interests	Yes
Ensure appropriate emergency and security procedures are in place	Legitimate Interests	No
Carry out and co-operate with complaints or investigation procedures	Legitimate Interests	No
Enable relevant authorities to monitor Stable Relationships and intervene or assist with incidents as appropriate	Legitimate Interests	No
Provide information about our services	Legitimate Interests	No
Use photographic images of individuals in publications, website or social media in line with our existing policies regarding this	Legitimate Interests	No
Use other professional services as needed eg to gain professional advice and insurance for business	Legitimate Interests	No
Manage the effectiveness of our website	Legitimate Interests	No

What information do we actually process?

This may include:

- Contact details and personal information
- Bank details and other financial information (of external service providers eg gardener)
- Operational information
- Images of individuals (in accordance with our Policies and Procedures)

How do we collect data?

Stable Relationships receives the majority of personal data from the individual directly (including, in the case of children and young people, from a key adult or school).

Who has access to your data and how do we share it?

For the vast majority of the time, the information you give us, is held by us, and not shared with anyone outside of Stable Relationships.

Very occasionally, we may need to share personal information with third parties, such as:

- Professional advisers (e.g. lawyers, insurers, and accountants);
- Government authorities (e.g. HMRC, police or the local authority);
- Appropriate regulatory bodies [e.g. Ofsted, ICO).

This will usually only happen as a result of a specific request from the relevant authority, or as a result of us needing to gain advice following a specific isolated incident. The information sharing under these circumstances will be in accordance with General Data Protection Regulation (EU 2016/679) and the UK Data Protection Act 2018.

We may collect your IP address and use cookies unless you configure your web browser not to accept them. At the time of writing the cookies used on the website are from Google Analytics.

How long do we keep your data for?

Stable Relationships will keep personal data from anyone who has booked onto a course, or programme for 7 years, in line with our insurance policy. After this time data will be shredded (if paper) or deleted (if electronic copy), and disposed of in a secure manner.

We will keep any other personal data indefinitely or until someone chooses to unsubscribe

If you have any specific queries about how our retention policy is applied, or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact us, but bear in mind that we may have lawful and necessary reasons to hold onto some forms of data, even following such a request.

Keeping in touch

Stable Relationships will use the contact details of individuals, who have previously worked with us, to keep them updated about our services according to our 'legitimate interests.' Individuals have a right not to receive these messages and can inform us at any time of their wishes.

Your rights

Individuals have various rights to access and to understanding personal data about them, held by Stable Relationships. However, this is subject to certain exemptions and limitations. Individuals can exercise the following rights:

- To be informed about how it is used
- To request access to it
- To request that it is rectified
- To request erasure if there is no compelling reason for its continued processing
- To request that its processing is restricted
- To data portability
- To object to it being processed.

Any individual wishing to exercise their rights should put their request in writing to Debbie Woolfe (Manager of Stable Relationships). She will endeavour to respond to any such reasonable written requests as soon as is sensibly practicable and in any event within one month.

If the request for information is manifestly excessive or similar to previous requests, Stable Relationships may ask you to reconsider.

All information requests will be considered on a case by case basis.

We will sometimes have reasons to refuse specific requests such as when it falls within certain legal bases that we need to comply with. In this situation we will respond fully in writing, to the person who has made the request, detailing why we are unable to grant their request, in a timely manner.

The rights under Data Protection Law belong to the individual to whom the data relates. However, as we work predominantly with children and young people, we will often rely on key adult/school/social worker/carer notice to find out about the ways we process personal data relating to any child or young person who we have worked with.

In cases where we are able to share information with the data subject (or key adult) this will be done either, in writing, or through a formal meeting.

All individuals are required to respect the personal data and privacy of others, and to comply with our Policies and Procedures.

Securing and maintaining data

Stable Relationships will endeavour to ensure that all personal data held in relation to an individual is as up to date and as accurate as possible.

Individuals must please notify us of any significant changes to important information held about them.

Stable Relationships takes appropriate technical and organisational steps to ensure the security of personal data about individuals. These include:

- Computer-Strong passwords, firewall installed & kept up to date, antivirus installed & kept up to date.
- Phones-Strong passwords; short lock out period (if not being used).
- Paper Documents-Stored and locked up
- Best Practice-Not to click on links unless they are a trusted source, not to open documents / attachments unless they are a trusted source, not to ignore warning boxes when surfing, being aware someone is trying to catch your data; turning or logging off from computers and phones when not in use, minimising windows and applications open at one time.

Updates to the policy

Stable Relationships will update this Privacy Policy from time to time, as we do with all our policies. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.

Questions and Complaints

If an individual wishes to complain about any aspect of our service, including our privacy policy or privacy procedures, please follow Stable Relationships complaint procedure (section 5 of our policies and procedures). [file:///C:/Users/debbie/Downloads/Policies-and-Procedures-updated-April-2017%20\(1\).pdf](file:///C:/Users/debbie/Downloads/Policies-and-Procedures-updated-April-2017%20(1).pdf)

You can also make a referral to, or lodge a complaint with the Information Commissioner's Office (ICO), if your complaints relates to privacy, although the ICO recommends that steps are taken to resolve the matter with us before involving them, as the regulator.

(8.2) DATA BREACH POLICY

Although we work hard to keep your data secure there is always a risk when collecting and retaining personal data. As a result we need a policy to say what we will do in the unlikely event that we have a data breach. This policy explains what we will do if that occurs.

What is a personal data breach?

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This includes breaches that are the result of both accidental and deliberate causes. It also means that a breach is more than just about losing personal data.

A personal data breach can be broadly defined as a security incident that has affected the confidentiality, integrity or availability of personal data. In short, there will be a personal data breach whenever any personal data is lost, destroyed, corrupted or disclosed; if someone accesses the data or passes it on without proper authorisation; or if the data is made unavailable, for example, when it has been encrypted by ransomware, or accidentally lost or destroyed.

If we know a breach has happened we will:

- Investigate how the breach happened and what actions we can take immediately to minimise current and ongoing risk, and prevent the situation from becoming more serious.
- Assess the likelihood and severity of risk to the individual rights and freedoms of the people who would be impacted by the breach

If there is a likely risk to those involved we will:

-Notify the ICO within 72 hours by calling (0303 123 1113) and giving them:

- A description of the event, including the number of people involved
- The number of personal data records concerned
- A description of the possible consequences of the breach
- A description of the measures taken to deal with the breach

-Notify the individual(s) concerned ASAP, by contacting them via phone or email and giving them:

- A description of the event, including the number of people involved
- The number of personal data records concerned
- A description of the possible consequences of the breach
- A description of the measures taken to deal with the breach

Following the notification of the necessary parties, and any initial actions to prevent the breach getting worse, we will:

-Record the incident and include the following information:

- The time and date of the breach
- A description of the event
- A description of how the event happened
- A description of any actions taken to remedy the situation and prevent it from getting any worse
- A description of any future actions that will be taken to prevent another incident occurring

- Update policies and procedures, as a result of the breach, and associated learning, as needed

-Inform any relevant parties of the updates and actions taken to prevent another similar incident from happening

(8.3) COOKIES POLICY

Our website (www.stable-relationships.com) uses cookies – these are small text files that are placed on your device to help this website to provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser.

GOOGLE ANALYTICS

Our website sets “first party” cookies through its use of Google Analytics. We use Google Analytics to provide us with non-personal site analytics, which in turn help us improve this website. Google Analytics tracking uses cookies in order to provide meaningful reports about web site visitors’ but they do not collect personal data about you. Google Analytics sets or updates cookies only to collect data required for the reports. Additionally, Google Analytics only uses first-party cookies. This means that all cookies set by Google Analytics cannot be altered or retrieved by any service on any domain other than www.stable-relationships.com.

(9) EQUALITY, SPECIAL EDUCATIONAL NEEDS, AND DISABILITY (SEND) POLICY

We aim to create an inclusive environment, free from discrimination, harassment or victimisation, where all people are treated with dignity and respect. We aim to anticipate and respond positively to all person's needs so that everyone feels welcome, safe, valued and supported.

No person will be treated less favourably than any other whether before, during or after their time at Stable Relationships.

We are committed to removing and countering discrimination in all aspects of our work and encouraging each child to develop their full potential whilst interacting and respecting each other's cultural and innate differences. We aim to maintain equal opportunities for all by ensuring that:

- Activities and equipment are appropriate to the children's needs. All books and other materials should show positive images of people of all races, cultures and abilities and avoid racial and gender stereotyping.
- We promote a greater awareness within the organisation of the needs of those experiencing discrimination and develop strategies to ensure that we are doing everything we can to meet those needs.
- Children will be advised of our equal opportunities policy during their introduction to the camp in terms that they will understand.
- We encourage children to be individuals and help raise their sense of self-esteem through praise and being positive.
- We shall always endeavour to provide gender neutral facilities should staff and children require them.
- We will respect the confidentiality and needs of all trans staff and children (such as names, attire and facility preference), within the parameters of running a safe Camp.

Values

All children, their families and visiting staff will be treated as individuals.

We will endeavour to meet any specific needs, in accordance with Equality Act 2010, with regard to:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

For further reference visit: Equality Act Guidance

Equal Opportunities Incidents

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.
- The Director 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, the group/member of group will be excluded from activities.

Admissions

- SR must be notified in writing about all the child's medical or behavioural challenges 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.
- SR will assess whether the needs of children can be met before the start of any activities. If they cannot be fulfilled, the group booker will be informed.
- SR will endeavour to adapt or change activities to include all children.
- SR will deal privately and sensitively with children who have additional needs.

Every effort will be made to accommodate children and young people with additional medical, educational and behavioural needs. We are committed to working with group bookers and children to offer the support and help required to facilitate any additional needs.

SR is experienced at 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 SR 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.

(10)HEALTH AND SAFETY POLICY

This policy covers all aspects relating to Health and Safety within SR. 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 (our provider is Zurich)
- SR has appropriate insurance for the cabin and fenced area, and TEC have appropriate insurance for all other areas.
- Activities must always be planned with an appropriate level of supervision. All activities, inside or outside, require a minimum staff ratio of **1:8 for under 8's** and **1:12 for over 8's**.
- Every activity must have constant supervision from a member staff. When moving around the site i.e. to the toilet, children should be accompanied by a member of staff, due to site risks such as horses and the pond. If deemed safe by staff a young person may go to the toilet unaccompanied.
- Dangerous behaviour by any group member should be discouraged and managed appropriately. Please see our Managing Behaviour policy. We would ask that all Bookers, Additional Staff, Parents and Carers lead by example.
- It is important to maintain good communication with everyone on the site of TEC and the people who book and participate in our activities. Thorough planning and evaluation of activities will **help to maintain high standards of health and safety**.

(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 Cabin and surrounding fenced area carried out by the director of SR.
- 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 group members and the Booker must be informed of the location and nature of these hazards when they arrive.
- 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.
- Completing these checks shows that an activity area is safe for general use by groups.
- We have a checklist for The Cabin and surrounding fenced area.
- SR and the Booker will remain vigilant to ensure that:
 - The Cabin doors and gates are closed (gates closed when no group is present)
 - The group stay behind the fence surrounding the pond, and do not throw anything into the pond.
 - Sharp objects or protrusions within reach of children are removed or protected.
 - Potentially hazardous equipment is stored securely away from the reach of children and marked as 'Don't Touch'.
 - Tables are cleaned at the end of each day.
- SR and the Booker must always be responsive to any dangers found on the premises:
- If there is any danger resulting from damage to premises or equipment, a maintenance report must be completed.
- Examples of such dangers include: leakages, unsteady tables and chairs, damaged power points, faulty floor, loose wires, broken/sharp edges, boiling water.
- In the case of suspected explosive devices the emergency services must be contacted immediately and the premises evacuated (see bomb threat procedure).

3) Activity & Equipment Risk Assessments

- SR will carry out a risk assessment for every activity we run.
- Our Risk assessments are thorough, suitable and sufficient. 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 into The Cabin 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 staff for SR or the group onsite, will be required to sign in on a Visitors Register and will be accompanied onsite by a member of SR or TEC staff.
- TEC managers (Caroline Morgan or Mike Kahn) will be informed asap of any visitors who don't have appropriate reasons for visiting SR. They may assist SR in asking the visitors to leave.
- If any visitors without appropriate reasons for visiting refuse to leave the site, the police will be called.
- TEC have their own procedures for signing in and supervising visitors, so they may occasionally be additional visitors on site, who are visiting TEC, rather than SR. Due to this SR staff and staff with our visiting groups/young people will be responsible for supervising our children/young people at all times.

(10.4) Fire Safety for the Cabin

Advice has been sought from Telford Fire Protection Service. It has been advised:

-that we do not need smoke alarms in the cabin, as it is one main room, with another smaller room adjoined room. If a fire started, it would be seen and the alarm would be raised by word of mouth.

-the safest heaters for us to use are oil filled radiators (these are used by us to heat the cabin)

-a log burner would be safe to put in the cabin as long as it met HETAS standards and so had a suitable insulated flue and big enough hearth. This may be something that we look at getting in the future.

-Our fire extinguishers are maintained each year by 'Fire Check Services' **(0121 605 7049)**

-Our fire protection advisor is Lynn Walker **(01743 260 261)**

(10.5) Fire Drill/Emergency Evacuation Policy

The possibility of fire creates one of the main hazards in The Cabin. 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.

- We must co-operate and co-ordinate with other responsible persons from TEC and, inform them of any significant risks we find and how we will seek to reduce/control those risks which might affect the safety of their employees.
- We must share our fire drill/emergency evacuation with all Bookers and groups who book our activities.
- We must consider the presence of any dangerous substances and the risk this presents to relevant persons from fire.
- We must establish a suitable means of contacting the emergency services and provide them with any relevant information about dangerous substances.
- We must ensure that the premises and any equipment provided in connection with fire fighting, fire detection and warning, or emergency routes and exits are covered by a suitable system of maintenance and are maintained by a competent person in an efficient state, in efficient working order and in good repair.

(10.6) Fire Drill and Emergency Evacuation Procedure

IN THE EVENT OF A FIRE (or emergency evacuation)

- The group leader will organise the group in an orderly manner and lead them to the assembly point by the shortest, safest route.
- The group will exit the cabin through the nearest and safest exit.
- The group leader will check that the cabin is empty
- 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 cabin

THE INITIAL ASSEMBLY POINT IS THE ROUNDPEN LOCATED TO THE LEFT OF THE CABIN.

ON DISCOVERING A FIRE

1. Raise the alarm within the cabin.
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. Raise the alarm with TEC staff
5. 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.
6. If there is a fire somewhere else on site a member of TEC staff will raise the alarm within the cabin and the group will evacuate as outlined above. Telford Equine Experiences, Granville Road, Nr Donnington Wood, Telford, TF2 7QG

(10.7) Lifting and Handling

It is important for SR to employ good handling techniques to avoid the risk of injury in the workplace. SR should not attempt to lift any load that they think could cause injury.

SR 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.

SR must be aware of handling and safety procedures:

- When stacking chairs or tables safely consideration must be taken
- Chairs must be stacked no more than 6 high. Stacked tables must be secure.

(10.8) 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 the director of SR.
 - 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.

(10.9) C.O.S.H.H POLICY

C.O.S.H.H stands for Control of Substances Hazardous to Health Regulations 2002.

We will follow these guidelines to ensure we are operating safely.

Hazardous substances can cause serious illness or death if they are not controlled properly.

Hazardous substances include:

- o Oils
- o Paints and adhesives
- o Toxic fumes
- o Toxic liquids
- o Biological agents.

We will:

- Assess all risks to health arising from work
- Decide what precautions are needed
- Not carry out work which could expose visitors and children to hazardous substances
- Prevent or control the exposure
- Ensure that all control measures are used and maintained properly.

If hazardous substances are found on the premises they must be disposed of appropriately, following manufacturer's guidelines.

Materials for use by children must be non-toxic

(10.10) Personal Searches

As stated in our terms of conditions 'we reserve the right to search bags and other personal property of group members in appropriate circumstances'. This is to safeguard the whole group.

A search will be conducted in the event of SR suspecting that a child has one or more of the following in his/her possession: Alcoholic beverages, Drugs (including prescription medication), Sharp objects or weapons, Cigarettes, Dangerous substances, Matches/lighter, Stolen property, Pornography or Objects linked to sex, Fireworks, Anything likely to cause injury.

- The group member will be notified of the grounds for carrying out a search. However, they have the right to refuse. If this happens, they will be unable to continue with any further activities with SR.
- A search should be carried out with 2 staff members present and usually by the same sex staff member as the person being searched (when possible)
- Children must not be asked to remove layers of clothing (except outdoor layers, eg coat)
- An Incident Report must be filled in detailing the reasons for and the outcome of the search.

(10.11) 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

(10.12) Child Getting Lost/Going Missing/Absconding/Visiting the site unattended or without prior booking

(10.12.1) 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.

(10.12.2) 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.

(10.12.3) Children who abscond

It is possible SR 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.
- SR staff 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 inside. If the child does not come back inside within 30 minutes the group booker will decide how they wish to proceed. SR would recommend that the child's parent/carer is called to come and collect them.

If the child leaves the site the group booker will decide how best to proceed. SR would recommend that the police may be called if the child does not come back when asked.

If a child absconds an incident form will be completed.

(10.12.4) Children and young people who turn up unattended or without prior booking

Occasionally children or young people may come onto site unattended. In this situation we will:

- Find out where they are from and who should be responsible for them
- Contact the responsible adult(s)/organisation and inform them where the young person is.
- Inform them that they need to come and collect the young person immediately
- On meeting the young person, and whilst waiting for a responsible adult to turn up, we will use our experience to help the young person feel at ease and safe, whilst also making it clear that it isn't appropriate to turn up without a responsible adult, or without prior notice.
- If they are unable to collect the young person for any reason, the duty social worker and police will be called, and their advice will be taken from that time.

Occasionally children or young people may come onto site with a responsible adult, but without a prior booking agreement. In this situation we will:

- Find out who they are and the organisation they are from (if there is one)
- Explain to them, in a caring way, that it is not a safe environment to be in, without our staff having prior knowledge of them and having planned suitable activities for them to do.
- We will give them our contact details and explain that they will need to call/email to book a specific time to meet us, when we will be able to show them around properly and tell them about the activities that we offer.
- If it is convenient for us, and the adult with the young person seems clear about taking full responsibility for the young person, we may show them around the site and talk to them about the activities we can offer at the time. However, they will be escorted by our staff and fully supervised by their responsible adult at all times, and the visit should take no longer than half an hour. This will be at the sole discretion of a manager from TEC or from SR.
- If we have any safeguarding concerns about the child/young person or responsible adult we will call the duty social worker and/or the police and take their advice from that time.

(10.13) Food

We will do our best to ensure that food is safe for children to eat. We aim to minimise risks from foods that cause a danger to children and store food in the most appropriate way possible.

Packed Lunches

We will do our best to ensure packed lunches bought onto the site are safe and cause minimal risk to our groups.

- Lunches provided by parents/carers or booking organisations should be stored in a cool, dry and hygienic environment away from windows and eaten in a suitable place with chairs provided.
- All litter should either be put back in the group member's lunch box or put in a bin in the cabin.
- If there is a child with a specific allergy we will do our best to minimise any risk to her/him.

(10.14) Hygiene

Our premises and equipment must be kept in as clean and hygienic condition at all times (bearing in mind the outdoor, creative and animal based nature of our activities).

It is the responsibility of all Debbie Woolfe to maintain high standards of hygiene in the cabin and fenced area, and the responsibility of Caroline Morgan and Mike Kahn to maintain high standards of hygiene in all other areas of the site.

We will ensure that children have access to adequate toilets and hand basins.

All staff including school/group staff should ensure that:

- Children wash their hands after using the toilet
- Children wash their hands before and after eating snacks/lunches
- Tables are cleaned after an activity and/or before eating snacks/lunch

All areas we use will be:

- Checked for hygiene and cleanliness before the activity starts
- Swept every day

TEC staff will ensure that toilets will be checked at the beginning, and end of each day for:

- Cleanliness and Hygiene
- Stocks of toilet paper
- Stocks of paper towels
- Stocks of soap.

(10.15) 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.
- SR will have a high factor sun cream at The Cabin. It will up to the Booker or individual Parents/Guardians to decide when/if this should be applied. SR will promote the use of sun cream where appropriate.

(10.16) RIDDOR: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

What is RIDDOR 2013?

RIDDOR, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, came into force on 1 October 2013. RIDDOR 2013 requires the reporting of work-related accidents, diseases and dangerous occurrences. It applies to all work activities, but not to all incidents.

Reporting accidents and ill health at work is a legal requirement. The enforcing authorities can then help and advise on preventive action to reduce injury, ill health and accidental loss.

We need to report:

- Deaths (including a result of physical violence, excluding suicides)
- Certain injuries (including a result of physical violence)
- Accidents resulting in an 'Over-seven-day incapacitation of a worker'. (An over-3-day injury must be recorded but not reported.)
- Accidents to members of the public or others who are not at work if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury
- Occupational diseases.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

Only 'responsible persons' including employers, the self-employed and people in control of work premises should submit reports under RIDDOR.

We can report incidents by any of the following routes (online is preferential):

- Online - by completing the relevant form on the HSE's Website:
<http://www.hse.gov.uk/riddor/report.htm>
- Telephone - +44 (0) 333 202 5070 This service should only be used for reporting fatal and specified injuries.
- Form - There is no longer a paper form for RIDDOR reporting, since the online system is the preferred reporting mechanism. Should it be essential to submit a report by post, it should be sent to: RIDDOR Reports Health and Safety Executive Redgrave Court Merton Road Bootle Merseyside L20 7HS

Keeping records

We will keep records 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.

Further information on RIDDOR 2013 can be obtained from: RIDDOR Telephone enquiries to HSE Advisory Team on 0300 003 1747 during office hours - 8.30 am to 5.00 pm, Monday to Friday. Information can also be found on HSE's website: <http://www.hse.gov.uk/riddor/> Email enquiries to HSE Information Centre: hseinformationservices@natbrit.com

(10.17) 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 notify the early year's inspector of any serious injury or death to any child in our care or adult on our premises. We will report all incidents to the authorities as recommended under RIDDOR

- In case of an emergency we will have access to various contact details. 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)
4. Local Casualty (01952 641222) , Police (0300 3333000) and Fire departments (01952 201146)
5. Number for reporting RIDDOR (0845 300 9923)

(10.18) 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 Cabin at all times. 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 SR activities 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 (in this document).
- Medication will only be stored, handled and given to children/young people by the key adult who accompanies them (who will follow their usual procedure for this situation)
- SR is responsible for dealing with first aid incidents in the cabin and fenced area, and any activities being led by Debbie Woolfe. TEC are responsible for dealing with first aid incidents where they are leading activities and/or where they are linked to equine activities.
- First aid incidents will be recorded in our accident book and details will be shared as appropriate with the responsible adults with the group, and the booker if needed.

(10.19) 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).
- We are not permitted to apply antiseptic or antihistamine creams, sprays or lotion without consent by the key adult.
- 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 child 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.

(10.20) Major Accidents

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 (EAP) below.

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 SR 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

(10.21) Other Emergency Situations-Firearms / Weapons Attack and Bomb Threats

The safety of staff, children, parents, carers and members of the public is paramount. We do not need to be alarmist or cause undue fear or anxiety, but we want to raise awareness amongst our team, of the need to be proactive, prepared should an emergency situation arise.

We recognise our responsibilities in protecting service users and the public from the perceived or real threat of terrorism. Although it is highly unlikely that we would be a direct target of an organised attack, there have been well documented cases where public serving organisations have been subject to attacks.

The emergency services (999) must be contacted immediately if a threat is perceived to be real. Key adults and other parties will be suitably informed once the nature of the incident and well-being of all individuals involved has been ascertained.

Firearms and Weapons Attack Firearms and weapons attacks are rare in the UK. The 'STAY SAFE' principles tell you some simple actions to consider at an incident and the information that armed officers may need in the event of a weapons or firearm attack:

Run

- Escape if you can
- Consider the safest options
- Is there a safe route? RUN. If not then HIDE
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you
- Leave belongings behind

Hide

- Find cover from gunfire
- If you can see the attacker, they may be able to see you
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls
- Be aware of your exits
- Try not to get trapped
- Be quiet, silence your phone and turn off vibrate
- Lock / barricade yourself in and move away from the door

Tell

Call 999 - What do the police need to know? If you cannot speak or make a noise listen to the instructions given to you by the call taker.

- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions - Describe the attacker, numbers, features, clothing, weapons etc.
- Further information - Casualties, type of injury, building information, entrances, exits, hostages etc.
- Stop other people entering the building if it is safe to do so

Armed Police Response

- Follow officers instructions
- Remain calm
- Can you move to a safer area?
- Avoid sudden movements that may be considered a threat
- Keep your hands in view

Officers May:

- Point guns at you
- Treat you firmly
- Question you
- Be unable to distinguish you from the attacker
- Officers will evacuate you when it is safe to do so

(10.21.1) Bomb Threat and Dealing with Suspect Packages

A suspect package can be left anywhere by anyone, and can have any appearance. It should not be handled, moved or tampered with in any way. If you are in any doubt about a package, leave it alone and report it immediately to Debbie Woolfe, Mike Kahn, or Caroline Morgan.

Possible indications of a suspect package may include:

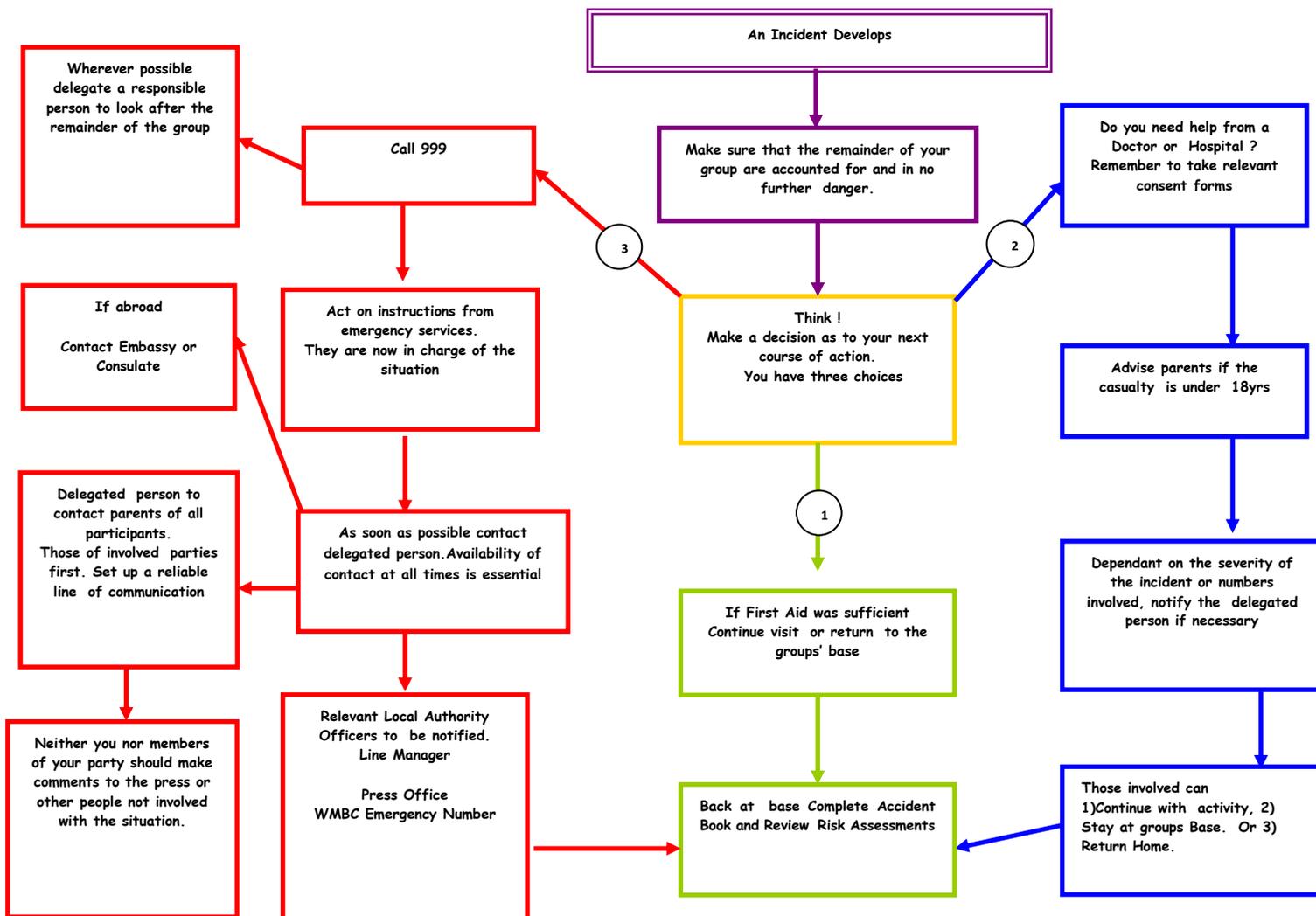
- Protruding wires
- Noise or smoke from the package
- Grease marks on the wrapping
- A letter that is unusually thick (or 5mm), excessively heavy, lop-sided or stiffened
- An inner envelope which is tightly taped or bound.

If a suspect package is found, the area around it must be kept clear of people until the package has been made safe by the relevant authorities.

Bomb Threat by Telephone Most bomb threats are made over the phone and the overwhelming majority are hoaxes, made with the intent of causing alarm and disruption. Any hoax is a crime and, no matter how ridiculous or unconvincing, must be reported to the police.

(10.22) For all major accidents and emergency situations, this diagram will help decide what procedure should be followed.

EMERGENCY ACTION PLAN (EAP)



(11) INFORMATION AND ADMINISTRATION

It is vital that we have relevant information about children, young people and adults attending our programmes, courses and training. This is for their safety as well as organisational and administrative purposes.

No one is able to attend our courses, programmes, or training if sufficient information has not been provided. Full payment must also have been received (unless other arrangements have been made).

All information gained must include:

For individuals:

- Name and address of person
- Their age and date of birth
- The name, address and contact numbers of their parent(s) or carer(s) or key adult(s)
- Emergency contact names and numbers.
Medical problems and allergies. Including any medication that is administered
- Dietary needs
- Any other information that could enhance people's time with SR
- Parents/carers/key adults must sign a declaration granting permission for their child to be taken to hospital in an emergency if they cannot be immediately contacted
- Parents/Carers/Key adults must sign a declaration to determine whether young people (or themselves) have photo consent for us to use photographic images on publication materials/social media etc
- Parents/carers/key adults and bookers must agree to Stable Relationships Terms and Conditions.

For Groups:

- 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.
- Bookers must agree to Stable Relationships Terms and Conditions.

Additional Information that will be kept in the SR 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

Bookings taken over the telephone will be followed up by a confirmation email, which should be checked and agreed to. Failure to do so may result in a cancellation of the booking.

There is no information held on site or written about a child that the person who booked the activity has not seen or cannot gain access to by calling, writing or emailing Debbie Woolfe (Director of Stable Relationships). For further information on this area please see our data protection policy.

(12) LOST PROPERTY

Sometimes various items get left behind at our site. We will strive to minimise lost property.

When we discover an item of lost property has been left behind we will contact the organisation or responsible adult who left the property (when we know who that is). We will ask them if they want to pick up the item at a convenient time.

If the item is not collected by the end of the term that they first visited, it will be discarded of. It is the responsibility of the person who left the item (the adult or organiser) to arrange to collect the item. Except in exceptional circumstances, Stable Relationships will not post items, pay for delivery of items, or return items to owners. It is the owner's responsibility to collect the items.

Everyone who visits the site is discouraged from bringing valuables or clothes/shoes that may get ruined if dirty, or if losing them would make them very upset.

(13) NON-PARTICIPATION IN ACTIVITY

The nature of the children and young people we work with, and our focus on getting them to re-engage with education can often result in a child refusing to participate in an activity for a short length of time. We cannot force children to participate, but we would always strive to encourage and help the child take part in the specific activity. It will not always be possible to offer an alternative activity but we are experienced in choosing and delivering activities in ways that are engaging and motivating for even the most reluctant of students.

In the event of a student not participating the following steps can act as a guide:

- We will take a proactive role in encouraging the child to initially have a go at the activity
- We may, if possible, consider friendship groups, tailor elements of the session to the child's strengths and utilise staff expertise within the activity.
- If a child does not take part, they should be encouraged to participate in different ways
- A non-participator must not be allowed to use mobile devices, move away from the activity or disrupt the successful delivery of the activity, unless they are with their own 1:1 member of staff from their organisation, and that person is happy to take them away and try to re-engage them

(14) PARENTAL/KEY ADULT INVOLVEMENT POLICY

All of our activities are designed to promote healthy relationships with ourselves, our families, our friends, and other people in our lives. Our Activities have a focus on developing relationships with key adults in our lives (including parents or carers).

Due to this focus we are aware of the benefits of key adult/ parent/carer involvement and aim to promote it where possible. Where key adults/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 key adults, 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 key adults, parents/carers are directly involved with our activities:

- They will be asked to abide with our terms and conditions, and to encourage their child to follow these as well
- 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 SR will consult with them to resolve any problems.
- Any suggestions and ideas from key adults/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 SR without their child(ren) to find out about what we do.

(15) 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.

SR 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 and restraint will only be used when required to minimise possible harm to a child. The intervention must be appropriate to the level of perceived risk and only last as long as is necessary. It is only permissible to take necessary physical action in an emergency to prevent personal injury to the child or others or serious damage to property.

In emergency situations, i.e. where a child is potentially at risk of causing harm to themselves or others, and is unresponsive to verbal instruction, physical restraint may be applied.

The intervention must take place as an act of care with the intention of re-establishing verbal control as soon as possible and will also allow the child to regain self-control.

Corporal punishment (smacking, slapping or shaking) must not be used.

Although physical interventions will usually be performed by staff visiting SR with the group, as they will know the children and young people they bring, the best, any staff member present should act in the best interests of the group member or group.

Any use of physical intervention by Stable Relationships should be reported to Debbie Woolfe, and the relevant report form completed without delay. Any use of physical intervention by visiting staff, to their own students, will be reported and documented following their own organisational procedures.

(16) SAFEGUARDING CHILDREN POLICY

SR 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.

At SR, 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 SR 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 include opportunities within our activities for children to develop the skills they need to recognise and stay safe from abuse. Examples of this are: story-telling, drama workshops, role play activities.
- We aim to develop effective links with relevant agencies and co-operate as required with their enquiries regarding child protection matters, including attendance at case conferences and core groups and the provision of relevant reports.
- 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.

(16.1) Supporting group members who have been abused

At SR 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 SR 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.

(16.2) Safeguarding allegations against SR staff

SR staff 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.
- If such an allegation is made, the member of staff receiving the allegation will immediately inform the last manager of EHH, currently from Westcroft School and Sports College (Jo Freeman)
- Jo Freeman will discuss the content of the allegation with the Local Authority Designated Safeguarding Officer (Jo Brittain 01952 385678) and follow advice.
- SR will follow the Local Authority procedures for managing allegations against staff.
- Suspension of the member of staff against whom an allegation has been made needs careful consideration, and we will consult the Local Authority Designated Safeguarding Officer in making this decision. In any case, procedures will be put in place to safeguard the children.

(16.3) 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')

(16.4) 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.

(16.5) 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.

(16.6) 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.

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

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

- The manager of EHH (Jo Freeman) must be alerted immediately and directly. At this point he/she will take over any investigation and others must follow instructions.
- 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.
- Jo Freeman will report it to Social Care and OFSTED.
- 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.

(17) SITE SHARING

The Cabin is owned by Stable Relationships (SR) and is on land owned by Telford Equestrian Centre (TEC).

Due to the location of The Cabin it is highly likely that groups will encounter other people from TEC during their visit. These may be other people working for TEC or they may be their clients.

These procedures will need to occur to ensure the safety of everyone on site.

- SR and TEC will meet regularly to discuss any issues with the dual usage of the site. These discussions will include any new activities planned to take place and the potential impact it may have on either user group. For example, where a nature trail may go, or if noise may impact horses.
- SR and TEC will jointly complete some risk assessments for activities and The Cabin so that risks outside the immediate cabin area can be considered.
- SR clients will follow procedures outlined in our Booking Terms and Conditions. These procedures cover site issues such as parking, taking groups to the toilet and horses.
- SR will be vigilant with regards to keeping their whole group together or making sure that any arranged group splits are covered by staff.
- TEC staff will be informed about who and how many other people are on site when bookings are gained
- TEC staff will be informed if any activities are taking place that may have an impact on them
- All visitors will be made aware of the SR fire drill procedure
- TEC are responsible for all risks not in the immediate (fenced) cabin area. This includes risks relating to the site and risks relating to all equine based activities. TEC have their own insurance to cover these risks and all bookers are made aware of this (and sign to say they agree to and understand this) in their booking pack.

(18) SOCIAL MEDIA

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

This policy exists to protect staff, children and the reputation of SR.

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 SR 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 SR pages.

SR staff 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. During SR activities, if adults are asked by children about social networking, adults should direct children towards the SR business social media pages.

TEC staff should follow TEC's procedures for social media use. SR will try to guide TEC with this by discussing our policy with them, but can ultimately not accept any responsibility for TEC staff and their use of social media.

(19) VOLUNTEERS AND SUPERVISION

SR 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 SR director
- 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 SR 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, SR 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 paid SR and TEC staff who will monitor their progress and provide appropriate opportunities for them to develop.