

## Administering Medication Policy

- No medication should be given by the members of Staff of CRS to the pupils
- parents of CRS pupils can give them medication during their school day at CRS, but ensure that this medication is secure and not in the access of children

## Anti-Bullying Policy

**Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

**Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

**Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

**Psychological:** Behaviour likely to instil a sense of fear or anxiety in another person.

Strategy:

- ❖ CRS teachers can use children's meeting to discuss behaviour, what is appropriate and how children can get help if they need it.
- ❖ CRS teachers will inform CRS administration or CRS trustees if they witness an incident of bullying at UCHP.
- ❖ Children will be encouraged to report any incidents of alleged bullying immediately and will be reassured that what they say will be taken seriously and handled sensitively.
- ❖ If a child or CRS staff member tells someone they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell. This may be done by taking the child out of the play space.
- ❖ The CRS staff member will always ask the alleged bully to explain their side and take into account their response when deciding whether bullying has occurred. This may be done by taking the child out of the play space.
- ❖ If it is decided that bullying behaviour has occurred then in most cases, the behaviour can be addressed. The alleged bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other child/children involved.

- ❖ CRS will inform the parent if children are involved in an incident that involves any behaviour by an individual or group which intimidates/threatens or has a harmful or distressing impact on another individual or group.
- ❖ Where bullying behaviour persists, the alleged bully's parents will receive a written warning that the child must stop this behaviour.
- ❖ If bullying continues, the alleged bully's parents will receive a final written warning that suspension or exclusion will occur from the CRS site if the behaviour does not stop.
- ❖ As a final option, if bullying still continues the alleged bully will be excluded from attending CRS
- ❖ If the child who has been bullied, or the alleged bully or their parents have any issues concerning the way the incident had been dealt with, they should contact the CRS administration immediately.
- ❖ CRS staff members are kept informed of incidents as they occur via group supervisions.

## **Attendance Policy**

A CRS teacher will record the child's attendance on the daily register.

Parents are required to collect their children between the lessons or arrange an authorised person of any age to pick up a child from the lesson if they are unable to do so. This is a responsibility of a parent to arrive in time for the lesson and then to pick up children promptly between the lessons. This is not the responsibility of a CRS teacher to check on children's pick up details after the lesson has finished – if they left the class alone or with some other children, parents.

This is not the responsibility of CRS teachers and other members of staff to look after the children between the lessons.

Children may arrive and depart the CRS premises independently if their parent has given permission for their child to do so. Parents must understand that once the child leaves the class, CRS will not accept any responsibility for the child. CRS is responsible only for children, who are present in the class during the lessons time.

Behaviour Management Policy

The aims of our Behaviour Management policy are to help children to:

- ❖ Develop a sense of caring and respect for one another.
- ❖ Build caring and co-operative relationships with other children and adults.
- ❖ Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- ❖ Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

#### Positive Behaviour

UHP appreciates the demand on Playworkers and children during Playscheme.

#### **Strategy**

We aim to encourage appropriate behaviour through:

- ❖ Praise for specific behaviour.
- ❖ Talking to children with the courtesy and respect that we expect of them.
- ❖ Negotiating rules between children and Playworkers during each Playscheme as necessary.
- ❖ Role-modelling of positive behaviour by Playworkers.

#### **Fostering Positive Behaviour**

During Playscheme, meetings are held:

- ❖ To introduce everybody.
- ❖ To inform children who they can go to if they have any questions or issues.
- ❖ To discuss ideas and problems, encouraging children to take responsibility for their own behaviour and the well-being of the group.

#### **Child - Playworker Relationship**

- ❖ Playworkers are expected to provide a caring, co-operative and safe environment, respecting the children and other Playworkers.
- ❖ Children are expected to respect and co-operate with the Playworkers and other children.

#### Behaviour Management Strategies

CRS staff will manage behaviour according to clear, consistent and positive strategies. Parents are encouraged to contribute to these strategies by raising any concerns or suggestions.

Behaviour Management in CRS will be structured around the following principles:

- ❖ Positive behaviour will be reinforced with praise and encouragement.
- ❖ Challenging behaviour will be addressed in a calm but assertive manner. In the first instance, CRS staff members will try to re-direct children's energies by offering them alternative and positive options. CRS staff members will be open in stating and explaining non-negotiable issues.
- ❖ When dealing with challenging behaviour, CRS staff members will always communicate in a clear, calm and positive manner. For those children who need support in order to behave in an appropriate manner, CRS will investigate strategies and offer consistent care whilst at the school.
- ❖ Staff and parents will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- ❖ CRS staff members and parents will avoid shouting whilst at CRS.
- ❖ Staff will facilitate regular and open discussions with children about their behaviour. This will help children to understand the inappropriate aspects of their behaviour and enable children to have their say and be helped to think through the causes and effects of their actions.
- ❖ CRS staff members will work as a team by discussing incidents and resolving to act collectively and consistently.
- ❖ CRS administration will endeavour to discuss concerns confidentially with parents at the earliest possible opportunity, in an attempt to help identify the causes of inappropriate behaviour and share strategies for dealing with it.
- ❖ Children who experience bullying, racism or other unacceptable behaviour will be actively encouraged to speak to a member of the CRS administration or teachers.
- ❖ CRS staff members will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.

When an incident of inappropriate behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was unacceptable about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, if appropriate, be able to re-join the activity. Consideration will be given to the child or young person's individual needs. Every effort will be made to communicate in the most appropriate manner in order to assist in an improvement in behaviours.

Children who need help in order to behave in an appropriate manner will be given support and consistent strategies to address the matter.

Parents will be informed of inappropriate behaviour when picking up their child. The parent will be informed of the incident, how it was dealt with, and how the child responded.

In the event that unacceptable behaviour persists, more serious actions may have to be taken. At all times, children will have explained to them the potential consequences of their actions.

#### *Suspensions and Exclusions of Children*

Persistent unacceptable behaviour from a child will result in the following:

##### *Formal warning*

Playworkers will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoiding repeat incidents. Each warning should be discussed with the child concerned and their parents, and wherever possible, agreements made that are fair and reasonable to the situation.

##### *Suspension*

Only in the event of an extremely serious or dangerous incident will a child be suspended from CRS with immediate effect. In such circumstances, the child's parents will be contacted and may be asked to collect their child, even if the child normally signs themselves out. Children may not be allowed to leave the premises until a parent arrives to collect them.

Suspensions should be consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration is given to the child's age and maturity. Any other relevant information about the child and their situation will also be considered. If appropriate, help and advice will be sought from concerned professionals in order to plan for the child's return. Every effort will be made in order to support all and strategies will be put in place to promote a positive outcome.

CRS administration should always keep parents informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

### *Exclusion*

In an extreme situation whereby all strategies and other attempts to address persistent unacceptable behaviour have been unsuccessful, CRS has the right to permanently exclude a child. This right will only be exercised where absolutely necessary.

## **Children Settling In Policy**

Children new to the CRS will be greeted in a warm and friendly manner. They will be introduced to the CRS teachers.

All CRS teachers will supervise new children to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

CRS teachers will enquire how a child is feeling, what activities they enjoy and if they are unhappy about anything; the teachers will also encourage children to contribute during morning and afternoon meetings.

If it seems that a child is taking a long time to settle in, this will be discussed with their parents at the earliest opportunity. Likewise, if a parent feels that there is a problem during the settling in period, they should raise this with the CRS administration.

CRS administration will always be available to discuss any concerns or other issues with parents regarding their child and their attendance at the CRS.

This is not allowed for the parents to attend any lessons, unless it is advised by the CRS administration – e.g. during the first two weeks of trial classes, or during the Open day.

Parents can always check on the child's performance during the parent-teacher meeting or between the classes in person with their teacher. Parents can also write to the CRS administration with the question regarding their children.

Complaints Policy

### Stage One

If a child, parent or staff member has a complaint about some aspect of CRS activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by speaking to the CRS administration.

CRS is committed to regular and open dialogue with parents, and the welcomes all comments on its services, regardless of whether they are positive or negative. CRS also requests feedback from parents and children via regular evaluations and questionnaires.

Alternatively, one of the CRS trustees should be approached, who will try to resolve the problem.

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, the child, parents or staff should put their complaint in writing to the CRS head or CRS Head of trustees. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

CRS will acknowledge receipt of the complaint as soon as possible usually within three to seven working days. The matter will be fully investigated within 28 working days after acknowledging the receipt of the complaint. The CRS administration will be responsible for sending a full and formal response to the complainant.

If necessary The CRS head or/and member of trustees board may arrange to meet the child, parent or staff member concerned and any other relevant individuals, such as members of staff, to discuss the complaint. The CRS administration, head and the board of trustees will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice. Any mediator must ensure discussions are kept confidential.

A formal response to the complaint will be sent to the child, parent or staff member concerned and copied to all relevant members of staff if appropriate.

## **Confidentiality Policy**

*We aim to ensure that all parents can share information in the confidence that it will only be used to enhance the welfare of their children.*

CRS meet the requirements of the Human Rights Act 1998 with regard to protecting the individual's rights to a private family life, home and correspondence. Our only justification to interfere with this 'right' is where we believe that a child may be at risk of significant harm or to prevent a crime or disorder.

### Data protection: records maintained by UCHP about children

CRS is aware of its obligations with regard to the storing and sharing of information and is committed to complying with the regulations and guidance. UCHP is committed to a policy of openness with parents with regard to its policies and procedures and the information that UCHP holds on their child. CRS meets the requirements of the General Data Protection Regulation with regard to the information kept about children and their families. Information is collected through means of the Annual Registration showing parental consent to emergency medical treatment and Booking Forms, medical forms, and through continued interactions with parents. Other records about children include correspondence concerning the child or family; reports or minutes from meetings concerning the child from other agencies; an on-going record of relevant contact with parents; observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters, incident and accident logs; medical forms; care plans; and behaviour plans. Users are responsible for communicating changes of information. The information we hold is required to support CRS in the high quality care of your children. The information we collect is only accessed as necessary by CRS staff and is stored on protected University computers; a hard copy for those children attending the current Playscheme is kept in a lockable filing cabinet onsite while the Playscheme is in operation, and is secured in the Childcare Office when the Playscheme is not in operation. CRS will not collect or retain more data than is necessary. We have regard to the common law duty of confidentiality and only share information with other professionals or agencies on a 'benefit to know' basis, with consent from parents, or without their consent in specified circumstances relating to the safeguarding of children.

### Information Sharing concerning Child Protection Issues

There are times when we are required to share information about a child or their family. These are when:

- ❖ There are concerns a child is or may be suffering significant harm.
- ❖ There are concerns about 'serious harm to adults' (such as domestic violence or other matters affecting the welfare of parents).

We explain to families about our duty to share information for the above reasons.

Where we have concerns, we would normally gain consent from families to share these. This does not have to be in writing, but a written record will be made that verbal consent has been given.

We do not seek consent from parents to share information where we believe that a child, or a vulnerable adult, may be endangered by seeking to gain consent. For example, where we have cause to believe a parent may try to cover up abuse, threaten a child or the parent is the alleged abuser.

Where we take a decision to share information without consent it is recorded in the child's file and the reason clearly stated.

Where evidence to support our concerns is not clear we may seek advice from the local Social Care agency or the NSPCC.

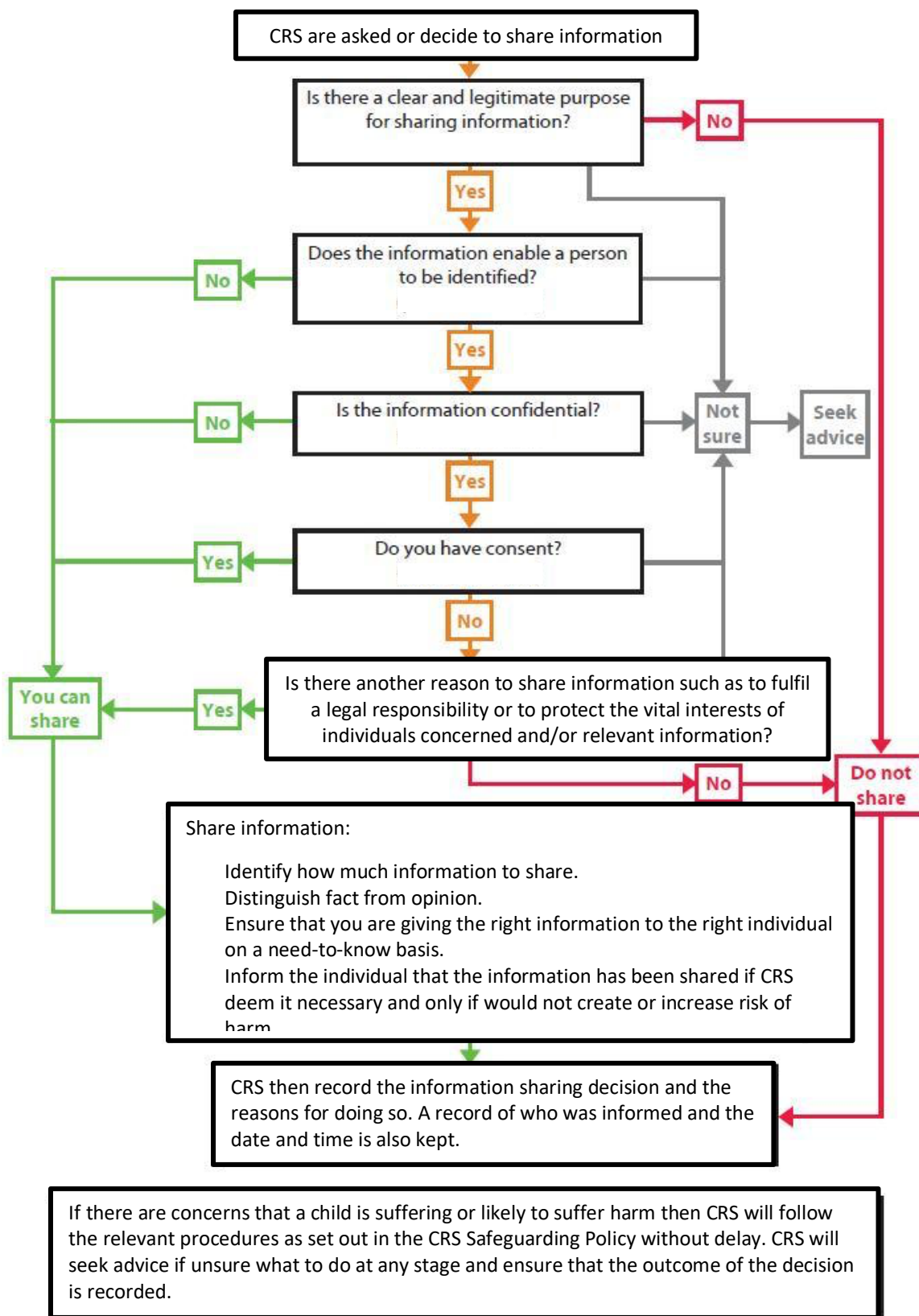


We only share relevant information that is accurate, factual, non-judgemental and up to date.

**What Information will be shared**

When taking decisions about what information to share, the Safeguarding Designated Person will consider how much information they need to release and the impact of disclosing such information, ensuring that it is proportionate to the need and level of risk. Only information that is relevant to the purposes will be shared with those who need it. Information sharing decisions must be recorded, whether or not the decision is taken to share. If the decision is made to share, reasons should be cited including what information has been shared and to whom. If the decision is made not to share, the Designated Person will record the reasons for this decision and discuss them with the person requesting the information.

## Flowchart of key questions for information sharing



Food serving at CRS

- The Food supply at CRS is done by third parties and CRS is responsible for checking the authorisation of any food supplier at the school premises.
- CRS has no responsibility over the food quality which is supplied at the school premises.
- There can be occasions when the parents are encouraged to provide their own food and share it with the other CRS community. CRS bears no responsibility over the food quality, any allergens or other questions regarding food.
- Same applies to any events organised by the CRS - end of the year picnic, any special celebrations etc.
- Purchasing and consuming food supplied by CRS is on the risk of a taker.

## **Disclosure and Baring Service (DBS) Policy**

CRS require all staff to hold an Enhanced DBS Certificate (previously an Enhanced CRB Certificate).

An enhanced certificate involves an extra level of check with local police force records in addition to checks with the Police National Computer and the government department lists held by the Department for Children, Schools and Families and Department of Health, where appropriate.

When future members of staff are offered a position at CRS, subject to satisfactory references, they will be asked to complete a DBS form and bring the relevant ID with them to be verified by CRS.

CRS will be checking that the criminal records check is up to date, and that no new information has been recorded since the individual has last been checked.

Any members of staff without a DBS check (assistants, volunteer helpers) are to be working together with a CRS teacher with a relevant DBS check.

## **Equal Opportunities Policy**

To create an environment that is welcoming to all and free from discrimination, CRS will:

- ❖ Ensure that its services are open and available to all parents/students in the local community who will have equal access on a first come first served basis.
- ❖ Treat all children and their parents with equal concern and value.
- ❖ Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and CRS programme of activities.
- ❖ Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- ❖ Ensure that CRS recruitment policies and procedures are open, fair and non-discriminatory.

- ❖ Ensure that all members of CRS staff are aware of, and understand, the Equal Opportunities policy as it relates to all aspects of their work.
- ❖ Encourage and support CRS staff members to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident, according to the provisions set out in the Staff Disciplinary Procedures, the Behaviour Management and Dealing with Harassment policies.
- ❖ Work to fulfil all the legal requirements of the Equality Act 2010.

All of CRS's policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in any way against its commitment to equal opportunities.

## **Children with Special or Additional Needs Policy**

CRS is aware that some children have additional needs and/or physical disabilities that require particular support and assistance. We are committed to taking appropriate action to make sure that children are able to access our services, made to feel welcome, and that our activities promote their welfare and development.

CRS is committed to the inclusion of all children in its care. CRS believes that children with Special and/or additional needs (SEN) have a right to play, learn, and be able to develop to their full potential alongside other children. Whenever possible, children with Special and/or additional needs will have access to the same facilities, activities and play opportunities as their peers. If this may require the assistance of a 1:1 teacher pupil to support a child in accessing the setting the situation has to be reviewed and discussed with the teacher, parents involved, also discussed at the Board of trustees if necessary.

Everybody stands to gain if all children are able to share the same opportunities and are helped to overcome any disadvantages that they may face.

CRS believes that by identifying individual needs and taking proactive steps alongside parents and other professionals/agencies, most children should be able to play a full, active, and equal part in CRS's activities.

However, CRS also understand that a CRS setting can be a very busy environment and as such we may not be able to cater for the needs of all children. Upon finding out a child has a special need, CRS will invite the parent in for a discussion about their child's needs and will take further information such as professional reports in order to gather as much information about the child's

needs as possible. CRS might also want to contact the school the child attends and other professionals involved in their care. If, after receiving such information, CRS are unclear whether they will be able to meet the needs of the child within the setting, an invite will be given to the parent and their child to attend a taster session. However, if after the taster session and advice sought from other professionals involved in the care of the child it is deemed that CRS cannot meet the child's care needs, then CRS have the right to refuse a space. Some children with special needs will be able to attend CRS classes without the need of a 1:1 worker. During the care of a child with special needs or additional needs, CRS will continue to evaluate the care and play opportunities we provide for that child. If, after having taken proactive steps to integrate the child into CRS classes it is deemed that they would benefit from the support of a 1:1 worker, this will be discussed with the parent. If CRS decides that it is unable to reasonably make the adjustments necessary to meet a child's needs, then CRS have the right to refuse a space for that child and will not be able to accommodate an on-site booking for a child that has special needs, due to the lack of resources needed to provide the best care and opportunities for a child in question.

- ❖ Each child's specific needs are assessed and CRS's facilities, procedures, practices and activities are adapted as appropriate.
- ❖ Children with Special Needs and/or additional needs are fully considered when planning activities.
- ❖ Liaison with parents about the needs of their children and the plans and actions of CRS take place, as well as being the point of contact for parents.
- ❖ Liaison with other agencies takes place and seeking advice, support and training is sought for themselves and other member of staff as necessary.
- ❖ CRS members of staff are supported to become more skilled and experienced in the care of children with Special Needs and/or additional needs.
- ❖ All children are treated with equal concern and respect and are encouraged to take part in all activities.
- ❖ Accurate observations of how the child or young person uses the play space are used to reflect on practice and improve access for all.

Consideration will always be given to the dignity and choice of the individual and where necessary CRS members of staff will seek strategies to enable good communication at all times

## **Fire Safety and Fire Risk Assessment Policy**

Fire Safety training is arranged by the CRS premises – Long Road Sixth Form college at the beginning of each school year for all the CRS staff members.

## **Missing Children Policy**

Even when all precautions are properly observed, emergencies can still arise. Therefore CRS teachers will undertake periodic head counts, especially at the transition points between. If for any reason a CRS teacher cannot account for a child's whereabouts during a session at CRS, the following procedure will be activated on the CRS site:

- ❖ A thorough search of the entire premises will commence
- ❖ The CRS members will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised
- ❖ All CRS members will be extra vigilant to any potentially suspicious behaviour or persons in and around CRS
- ❖ Once the incident is resolved, the CRS Administration and the teachers will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the Risk Assessment).

## **Online Safety Policy**

CRS recognises, when used appropriately and safely, technology can support learning, therefore we encourage adults and children to use a range of other technological resources for a wide range of purposes. At the same time, we do all we can to ensure that technology is used appropriately and that children are safeguarded against all risks.

Parents need to be aware that sometimes during the lessons children might be exposed to different internet sources for the purpose of the lessons – e.g. watching a film or other videos related to the topic of the lesson, encouraging to find some information from the internet sources by themselves, reading a book, story from the internet link to save on printing this source on paper. In particular children use actively computers, laptops during their programming, robotics classes. This is a child's responsibility to follow the guidance of the teacher at the lesson.

CRS aims to:

- ❖ Raise awareness amongst teachers and parents/carers of the potential risks associated with online technologies, whilst also highlighting the many learning and social benefits
- ❖ Support safeguarding protocols and rules for acceptable use

All CRS teachers have a shared responsibility to ensure that children are supervised when using any technologies to ensure appropriate and safe use, this forms part of the wider duty of care and it is essential that CRS members of staff respond quickly and promptly to report any issues or concerns.

Communication with children and young people and parents, by whatever method, should always take place within clear and explicit professional boundaries.

## **Partnership with Parents Policy**

**CRS aims to achieve this by:**

- ❖ Ensuring that all parents are made to feel welcome and valued in all dealings with CRS
- ❖ Ensuring that CRS staff listen to parents concerns whenever they are raised. The CRS Administration will ensure that parents receive a prompt response from CRS
- ❖ Communicating special events and sharing information that may impact on CRS users
- ❖ Ensuring that CRS policies and procedures are made available to parents
- ❖ Acknowledging any comments made by parents on CRS policies and procedures and consulting with them on a regular basis about the activities that are provided for their children
- ❖ Ensuring that there are regular opportunities for parents to meet with staff and discuss their child's progress and any problems that they might be encountering.
- ❖ Ensuring that any complaints from parents are dealt with swiftly and effectively according to the 'Complaints Policy'
- ❖ Encouraging parents to contribute to the running of CRS including offering feedback to improve the services
- ❖ Providing parents with formal and, if necessary, confidential means to comment on the work of CRS.

## **Lone working**

It is best practice that the teachers outside of individual lessons not to remain with a child alone in a room with a non-transparent door closed.

## **Risk Assessment Policy**

In accordance with our duties CRS is required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

The CRS Administration is responsible for making sure that risk assessments are completed and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to CRS's premises, or when the particular needs of a child or other visitor necessitates this. All reviews are conducted at least on an annual basis.

The CRS Administration is further responsible for conducting any necessary reviews or making changes to CRS's policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of entire premises (both indoor and outside), and any equipment used by CRS, will be carried out daily. This will, ordinarily, be carried out by the CRS administration and CRS members of staff on arrival, before children arrive.

During the session, CRS members of staff will be vigilant and continuously aware of any potential risks to health and safety arising from the UCHP environment both inside and out and all surfaces and floors inside and out and all equipment used by children and CRS members of staff.

On discovering a hazard, CRS members of staff will take all steps necessary to make themselves, and any other people potentially affected, safe.

The CRS Administration is then responsible for ensuring that any necessary action is taken.

#### [Cameras and Recording Equipment](#)

CRS can use cameras for staff and children to use to support the activities for children and this must only be used for work purposes. Any photos of the children must be used in accordance with the General Data Protection Regulation 2018 and only if parental and child consent has been given.

Parents are able to give or refuse consent via the Registration Form.

CRS staff members and children are not permitted to take photos of anybody without that persons expressed permission

#### [Child Protection Whistle Blowing Policy](#)

CRS staff members must acknowledge their individual responsibilities to bring matters of concern to the attention of the CRS Administration and the Board of Trustees.



You may be the first to recognise that something is wrong but may not feel able to express your concern out of a feeling that this would be disloyal to colleagues or you may fear harassment or victimisation. These feelings, however natural, must never result in a child or young person continuing to be unnecessarily at risk. Remember it is often the most vulnerable children or young people who are targeted. These children need someone like you to safeguard their welfare.

CRS will not tolerate harassment or victimisation and will take action to protect P CRS staff members when they raise a concern in good faith. CRS will do its best to protect a whistle blower's identity when a concern is raised and a CRS staff member does not wish their identity to be disclosed. However, if the concern raised needs to be addressed through another procedure, the worker may be required to provide a signed statement as part of the evidence. In some circumstances the setting may have to disclose the identity of the worker without their consent; this will be discussed with the Playworker first. CRS will ensure that appropriate advice and support is made available to the Playworker raising the concern. Any person raising a concern will be kept informed of the progress and outcome of any investigation. CRS will not tolerate malicious allegations, which may be considered a disciplinary offence.

### **How to raise a concern**

- ❖ You should voice your concerns, suspicions or uneasiness as soon as you feel you can. The earlier a concern is expressed the easier and sooner it is possible for action to be taken
- ❖ Try to pinpoint what practice is concerning you and why
- ❖ Approach someone you trust and who you believe will respond
- ❖ Make sure you get a satisfactory response – don't let matters rest
- ❖ A member of staff is not expected to prove the truth of an allegation but will need to demonstrate sufficient grounds for the concern
  
- ❖ The CRS Administration or/and the Board of trustees will undertake an investigation into your concerns and offer you support

### **Investigation**

The action taken will depend on the nature of the concern. All matters raised will be thoroughly investigated internally (unless procedures set out in the Safeguarding Policy supersede this). Initially meetings will be arranged with the Playworker who has raised the concern and, separately, any individuals involved. Based on the discussions at these meetings, a decision will then be made to determine whether an investigation is appropriate and if so what form it will take. Concerns or

allegations that raise issues which fall within the scope of other policies will be addressed under those procedures. CRS staff members raising the concern will be informed about how the matter was investigated, conclusions drawn from the investigation and who they should contact if they be unhappy with the response. If the concern raised involves the CRS Administration will carry out any investigation necessary.

