



## **Game Changer Camps Policies**

27th November 2024

### **Safeguarding**

The policy ensures that all staff clearly understand the necessary actions to take when dealing with a safeguarding issue.

Its aims and objectives are as follows:

- To appoint a Designated Safeguarding Lead for the site who has received appropriate training and maintains up-to-date knowledge.
- To train and educate staff on safeguarding matters (new starters are not permitted to care for children unsupervised until they have completed this training).
- To ensure all staff undergo an enhanced Disclosure and Barring Service check.
- To provide staff with relevant information to enhance their ability to identify abuse, following a general policy of 'Recognise, Respond, and Refer.'
- To raise awareness among all staff and clarify their responsibilities in reporting potential cases of abuse.
- To facilitate effective communication between staff regarding information sharing.
- To establish a cohesive and consistent procedure for handling safeguarding issues.
- To ensure staff have access to Gloucestershire Safeguarding Children Partnership (GSCP) contact details and procedures.
- To notify OFSTED of any incidents or accidents impacting the safeguarding of children. The Game Changer Camps Manager will also inform the GSCP.
- To ensure the Designated Safeguarding Lead is knowledgeable and trained in information sharing and collaborating with parents.

### **Safeguarding, Recognising and Reporting**

Coaches will remain vigilant for a range of concerns outlined in the Game Changer Camps Child Protection and Safeguarding Policy and supported by the training provided to all coaches prior to the start of each camp.

Staff may become aware of safeguarding issues through:

- Observing changes in a child's behaviour, mood, demeanour, or noticing physical signs that raise concerns.
- A child confiding in an adult about something troubling or concerning.
- A parent reporting concerns they have about a child.
- Contact from another agency, such as housing services, to discuss the child's situation.

Coaches may often be the first to identify or recognise signs of abuse during the camp. Throughout their daily duties, coaches are responsible for the health, safety, and well-being of the children, with particular vigilance during swimming activities. The Game Changer team is tasked with monitoring the children's care, ensuring that any physical or emotional concerns, or disclosures made by children, are addressed promptly.

This involves documenting observations or concerns on paper and completing a Safeguarding Concern Form as soon as possible, following the training and procedures outlined in this policy.

## **Responding to a Concern**

If a member of staff feels a child on camp is being neglected, or indicates abuse, they must respond by passing on the information using a Safeguarding Concern Form to the Camp Manager. Whereby the Camp Manager and the Camp Deputy DSL will investigate to see if the concern needs taking further. The Safeguarding Concern Form will then be used to record information, reports and concerns of abuse. If the situation can be dealt with through the Camp Manager and Camp Deputy DSL at this level, then no further action will be taken and the form will be filed away.

## **Whistle Blowing**

If an allegation or a concern is raised about the behaviour of a member of staff or volunteer working with children, and that concern could indicate that a member of staff or volunteer has:

- Behaved in a way that has harmed a child, or may have harmed a child; or possibly committed a criminal offence against or related to a child; or behaved towards a child or children in a way that indicated s/he may pose a risk of harm to children.

Staff must:

Report concerns to the Gloucestershire Safeguarding Children Partnership.

- Ensure the person who reported the original concern completes a Safeguarding Concern Form.

- Disclosures should be made promptly and in writing with the nature of the disclosure set out in detail, so that investigation may proceed and any action taken expeditiously.
- Game Changer Camps views Child Protection and Safeguarding as of the highest importance, and in this context poor or unsafe practice and potential failures in Game Changer Camps safeguarding procedures should be reported to a member of the Designated Safeguarding Lead (DSL) team.
- Covering up someone else's wrongdoing is a disciplinary offence. Staff must never agree to remain silent about a wrongdoing, even if told to do by a person in authority.
- Staff will not be penalised for raising a qualifying disclosure even if it is not upheld, unless the complaint was both untrue and made with malice.

## **Staff Code of Conduct**

Game Changer staff are required to uphold this code of conduct and behaviour:

- Place the well-being, growth, and progress of Children at GC Camps a priority
- Commit to maintaining and enhancing their professional roles and responsibilities.
- Encourage Children to become self-assured, independent, and successful learners.
- Respect diversity and actively support equality.
- Foster strong and constructive relationships with parents, guardians, staff and carers.
- Work collaboratively as part of community.
- Exhibit honesty, integrity, and high ethical standards, ensuring all actions serve the best interests of the Game Changer Attendees.

## **First Aid**

Each camp will have at least one qualified pediatric first aid coach on-site and will adhere to the required ratio of 1 First Aider per 50 children.

Any incidents, such as the administration of first aid, will be documented by the GC Manager, with relevant coaches and parents/carers informed if the incident is serious. It is crucial for parents to sign all accident report forms to ensure they are promptly and fully informed of anything that may have happened to their child that day. In the event of a serious accident during the

programme, the parent/carer will be contacted as soon as possible, and a detailed report will be provided to our Health, Safety, and Risk Officer.

### **Bump to the head**

Any child who sustains a head injury will follow the head injury protocol:

- If a child experiences a bump to the head, a coach will complete both a 'bang to the head' form and an accident form detailing the incident.
- The child will be provided with an ice pack.
- The GC Camp Manager and relevant coaches will contact the parent/carer to update them if the situation is more serious.
- If the child continues to feel unwell, such as experiencing discomfort, nausea, or dizziness later in the session, the parent/carer will be contacted and asked to collect the child from camp and seek medical attention at a hospital.

For more details, refer to the 'Info for Parents' section regarding contacting parents about injuries.

### **Emergency Services:**

If a child or member of staff requires emergency services due to a major injury/illness the GC First Aiders will consult the emergency services

immediately. The GC Assistant Manager/Manager will contact the emergency services when required.

### **Phones/Photos**

Staff are prohibited from using personal phones during daily camp activities.

Coaches are instructed to store their phones in their bags or a lockable cupboard until their designated breaks. During training, coaches are explicitly informed that personal phones must never be used to take photos or videos.

A designated camera is provided for capturing photos and videos during camp.

We will not publish any photos or videos without the consent of parents or carers. If a parent or carer is unhappy with a photo or video that includes their child, we will promptly remove it upon request.

Photos and videos will only be used for the following purposes:

- Marketing materials for GC Camps
- Social media content (e.g., Facebook and Instagram)

### **Wrap Around Care:**

Our standard hours for GC Camps are 9:00-16:00. If you require care outside these hours, you must book onto our extended day program.

An additional charge of £7.50 per child will be applied for this.

Any pick-ups that are 15 minutes late (17.15 onwards) will be charged an additional £7.50.. All children must be collected by 17:00 at the latest. If you are running late for any reason, we ask that you call us so we can inform your child and arrange for two staff members to stay with them.

If a child remains on-site beyond 18:00 we are obligated to contact the Gloucestershire Safeguarding Children Executive (GSCE) and follow their guidance.

### **Cancellations:**

All cancellations must be made in writing by email.

Refunds are granted through a tiered cancellation process:

- Cancellations made more than 20 working days prior to the start of the camp – GC Camps will refund 40% of the fee.
- Cancellations made between 19 and 6 days prior to the camp – GC Camps will refund 30% of the fee.
- Cancellations made less than 5 working days prior to the camp – GC Camps have the right to not issue a refund.

- No charge will be made for a change of dates and bookings can only be moved if there is availability on the required days.

## **Complaints Procedure**

### **Stage One:**

If a parent, carer, or individual has a concern or is dissatisfied with any aspect of the camp, they should initially raise their concern with a Coach or a senior staff member. Minor complaints can usually be resolved quickly and should be reported to the GC Camp Manager by the Coach handling the issue at the time. If the matter cannot be resolved informally, the individual should submit their concerns in writing to the GCC Manager.

### **Stage Two:**

The parent or carer will be asked to provide a written account of the complaint, including the date and the child's name. Once received, the GCC Manager will begin the process of resolving the issue. Acknowledgment of the written complaint will be sent within two working days, and an internal investigation will commence. This investigation will involve the GCC Manager, Assistant Manager, and any relevant Coaches to determine the nature and causes of the complaint. Meetings and interviews with staff members will be documented and retained as part of the complaint record.

After gathering all necessary information, the GCC Manager will reach a conclusion and provide a written response to the individual. This response will outline the decision, the reasons behind it, and any recommended actions, including changes to policies or procedures if applicable. The outcome will be shared within seven working days of the complaint being received unless an extended investigation is required. In such cases, the parent or carer will be informed of the new deadline, which will not exceed 28 days.

If the issue remains unresolved to the complainant's satisfaction, they may proceed to Stage Three.

### **Stage Three:**

If the complaint is not resolved at Stage Two, it will be referred to the Managing Director. The MD will be briefed on the nature of the complaint, including all relevant information from the parent or carer and the findings of the GCC Manager's investigation. A meeting will be arranged between the MD and the parent or carer, who may bring a friend or family member for support. Minutes will be taken during this meeting.

Both parties will work towards resolving the complaint, aiming for an immediate resolution without further escalation.



The MD will maintain a record of all complaints in a designated complaints folder

### **Bullying:**

Bullying is strictly prohibited at Game Changer Camps. Children are encouraged to report any instances of bullying to their Group Coach.

The Group Coach will immediately relay this information to the Game Changer Camp Manager, who will then address the issue by speaking with the child and their Coach.

For any bullying incident, a staff member will complete an entry in the incident report folder.

Staff will engage with the child to understand the situation, identify the individuals involved, and speak to each child separately.

If Game Changer Camps determines that bullying has occurred, senior staff will decide on the appropriate course of action.

In cases of reasonably serious bullying, the relevant parent/carer will be informed. For severe incidents, the camp may consider removing the bully from the programme.

All staff will be updated on these incidents during daily briefings to ensure consistent awareness and handling.

## Challenging Behaviour

Cheltenham Activity Camp staff are trained to treat all children fairly, acknowledging that each child is unique. The camps strive to provide a fun, engaging, and challenging learning environment while consistently encouraging and rewarding positive behaviour from all participants.

When a child misbehaves at camp, the following four-step process is followed:

### **Challenging/Inappropriate Behaviour Procedure**

1. **Initial Response:** The Group Coach will address the behaviour by issuing warnings, temporarily excluding the child from activities, and reintroducing them under agreed conditions.
2. **Escalation:** If the behaviour persists, the Game Changer Camp Manager will intervene and may remove the child from the group to address the issue.
3. **Parental Involvement:** If the situation remains unresolved, the parent/carer will be informed and, in some cases, may be asked to collect the child during the session. Whenever possible, parents/carers will be involved in discussions at the end of the day.

4. **Suspension:** Suspension will only be considered after consultation with the CGame Changer Camp Manager (or Acting Manager in their absence) and in line with the camp's behaviour policy.

All incidents of poor behaviour will be recorded by a staff member in the incident report folder. Reports will be shared with parents/carers when necessary to ensure transparency and collaboration.

### **Late Child Collection**

A minimum of two Game Changer Camp coaches, including the Game Changer Camp Manager, will remain with the child until they are collected. Game Changer Camps will not permit the child to leave alone or with an unauthorised adult unless the parent/carer contacts the Game Changer Camp Manager directly.

An additional charge of £7.50 will apply for every 15 minutes a child remains uncollected. If a child is still with us after 18:30, we are obligated to contact social services.

