



Registered Charity Number: 1055914

Providing Inclusive Play and Recreation Opportunities for Disabled Children & Young People

INFORMATION FOR ENABLERS

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Useful Numbers:

Parasol Office	01865 742816
Dan Norey (Project Manager)	07717573058
Imran Mirza (Children's Service Manager)	07786911990
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THE PARASOL PROJECT

The Parasol Project is an Oxford based charity committed to redressing the balance for disabled and disadvantaged children and young people experiencing, or at risk of, social exclusion.

The Parasol Project has been running inclusive activities since 1992 and have been a registered charity since 1996.

The project works to provide opportunities for inclusive play and recreation for children and young people aged between 5 and 19 years. It also seeks to raise awareness and provide support and training to those working in the field of play and leisure.

As an Enabler you will be supporting and facilitating disabled and non-disabled children and young people during play and leisure activities. Our team of experienced Enablers help to break down the barriers facing disabled young people by challenging inequality, providing appropriate care needs, acting as advocates for the young people and their families and providing examples of good practice.

One of the magical and unique things about The Parasol Project is its emphasis on **inclusion**. We champion equality and have created a unique ethos and culture that is present in all of our work.

The Parasol Project aims to:

- provide inclusive, fun and engaging activities for disabled and non-disabled young people.
- provide a caring, supportive environment.
- recognise and promote the benefits of inclusive practice in all of the work that it delivers.
- establish high standards throughout the organisation, ensuring both quality and integrity.
- increase the self-confidence and self-esteem of children and young people through play.
- Work in partnership with young people, parents, carers and other agencies and organisations.



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THE ROLE OF AN ENABLER

The following is a further guide to the ethos of the Parasol Project in working with children and young people with impairments. It also expands on what is expected from Enablers.

In your role as an Enabler you will:

- Take part in activities with the children and young people you are supporting with the intention of increasing their involvement in, and enjoyment of, activities. Try to be aware of being overly involved in play to enable the child to direct their own play.
- Arrive 30 minutes before commencement of the playscheme; introduce yourself to the play leader and the other workers and stay behind after the young people have left to help tidy up the space.
- Be aware of the differing needs of children and young people and act as an advocate where possible.
- Attend all meetings taking place within your playscheme. These include daily debrief sessions and a team meeting, which usually takes place on Thursday afternoons at East Oxford Community Centre. Your line-manager will ensure that you are given the details of these meetings in advance.
- Be aware of current codes of practice/policy surrounding issues relating to young people, safeguarding, equality of opportunities, health and safety.
- If you are late for work you **must** telephone the Parasol Office to inform them of this **01865 742816**.
- Attend all training sessions. Enabler specific training covers basic first aid and medical awareness, lifting and hoist training, safeguarding and disability equality training.
- Read and complete an online test based on the policies listed at the back of this pack.
- Complete a DBS check.



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New Staff Members

Enablers who have been working for the Parasol Project less than one year are paid **£7 per hour**.

Veteran Staff Members

Enablers who have been working for the Parasol Project for one year or more are paid **£8 per hour**.

Group Leaders

Enablers who have been given specific responsibility to lead or manage a group of children or young people will be paid **£8.50 per hour**.

This role predominately covers enablers who are the main point of contact when supporting children and young people at other play schemes. Group leaders are required to report any problems, concerns or incidents with staff or children and young people to the Office.

Care Lead

The Care Lead is based at Tower Playbase and supports the Playleader in administering and delivering care needs for children. Care Leads are paid **£9 per hour**.

The Care Lead is required to have appropriate training from the Oxfordshire Training Coordinator and have specialist experience in dealing with care needs.

Playleader

The Playleader is in charge of running the Children's playscheme during the holidays. The role includes managing staff, children and facilitating the delivery of activities. They oversee all the care needs of the children attending the playscheme and administer medication where appropriate.

The Playleader is paid **£10 per hour**.

Notes

Expenses: Expenses will be paid if agreed with the Project Manager before the expenditure is committed. This can be for materials, but will remain the property of The Parasol Project after purchase.

Travel: Travel expenses cannot be paid if you live in Oxfordshire. Travel expenses will be paid for if training or visits are held elsewhere.

Meetings: It is a requirement for all staff to attend a weekly meeting during holiday provision to discuss problems, concerns and promote the sharing of good practice. Staff will be paid **£5** for attending.



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THE ROLES OF THE TEAM

Children's Service Manager

The Children's Service Manager is the main point of contact for any concerns, problems or incidents concerning children aged 5-12yrs. The Children's Service Manager works closely with the Playleader to ensure the playscheme runs efficiently and smoothly.

The Children's Service Manager will:

- be on call to support you during the playscheme
- provide you with any immediate support and advice when working with the children attending the playscheme.
- ensure the playscheme has relevant care information for all the children attending the sessions and that this is communicated where appropriate.
- ensure that the playscheme has what it needs to run fun, dynamic and engaging sessions throughout the holidays.
- ensure you have all the necessary information on health and safety policies.
- ensure you have all the necessary information on child protection procedures.
- co-ordinate the children's service programme (ages 5-12yrs).

Project Manager

The Project Manager is responsible for the running of the Teenage Service as well as being the main point of contact for matters and issues concerning the charity.

The Project Manager will:

- be on call to support you during teenage activities
- provide you with any immediate support and advice when working with the young people attending the activities.
- ensure that relevant care information is communicated where appropriate.
- provide support and information on training and development.
- be the main point of contact for complaints, concerns and absences.
- Ensure you have all the necessary information on health and safety policies.
- Ensure you have all the necessary information on child protection procedures.
- Co-ordinate the teenage service programme (ages 13-19yrs).

The Project Manager is also the *Safeguarding Officer* for the organisation (as detailed on p.11)



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WORKING WITH CHILDREN & YOUNG PEOPLE WITH IMPAIRMENTS

Your relationship with the children you are working with will be built on trust and understanding. This may take time, particularly if the child has communication difficulties. Here are some suggestions you may find useful.

- **Know about the child:** Make yourself aware of whether your child has communication difficulties, is hard of hearing, or uses a communication board. Remember it's more useful for you to know about the child's abilities and what they can do, than their disabilities. A consistent approach to dealing with children with behavioural difficulties is the most effective approach. This needs to be done in partnership with the other group workers. If there are conflicting approaches, these need to be dealt with and discussed in a sensitive and professional manner, with the relevant workers or within a team meeting.
- **Talking:** Take your time. Wait for a reply if you ask a question. Talk on a level- sit if the child is sitting especially for longer conversations to keep eye contact. Try to avoid talking to someone else about the child as if they were not there. Use uncomplicated, straightforward language, but avoid using childish language or baby talk, and discourage other people from doing this.
- **Activities:** As you get to know the child or young person you will find out more about what they like doing. As we are concerned with play, activities need to be enjoyable; their educational benefit is not as vital. We aim to provide the child with great play opportunities which will require supporting the child/young person in making choices about activities that they can take part in. Simple adaptations may need to be made to make a game or activity more inclusive.
- **Personal Care duties:** When a child is being changed, they need to feel at ease and sensitivity is a must. There should be a male worker to change boys and a female worker to change girls. The environment used needs to be private and comfortable. Lock the door if possible so people don't come in. Personal hygiene usually requires some lifting and handling of the child/ young person and this should be done in pairs. Ask the advice of parents about the way a child likes to be changed if he/she is unable to communicate with you
- **Meal Times:** It is likely that a child/young person will require assistance during meal times and again this responsibility must be handled with sensitivity and care. It is a good idea to speak to the parents/carers as to the child's/young person's feeding habits e.g. do they have a preference of eating in a group or alone? Are they likely to eat all their food? Do they require small amounts of food throughout the day? What food should be avoided?
- **Transport:** Make sure that suitable transport is provided, wherever possible. If there is a problem with transporting a child/young person on a trip or from home to the playscheme, let Parasol staff know so that alternative arrangements can be made. For trips out check that appropriate equipment is available (e.g. buggies, changing mats, etc.)



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PRACTICAL INFORMATION

FIRST AID

Any first aid given will be administered by a qualified First Aider. Even if you are not qualified, here are some things that might be useful to know:

- Make sure you are aware of who the trained first aider is and the location of first aid kits – especially when on trips. Do not use the first aid kit without informing the person in charge.
- Don't administer any creams, lotions or tablets without the consent of parents/carers, as some children can have very serious and unexpected allergic reactions.
- Always wear gloves when dealing with any bodily substances such as blood. This is to prevent infection, both to you or to the injured person.

GENERAL HEALTH AND SAFETY

- To have checked in advance and be familiar with each child's personal registration form. Registration forms include important information such as dietary requirements, medical information and the likes and dislikes of the child. The play leader will be able to show you where the files are kept.
- Familiarise yourself with the emergency procedures for fires, accidents, etc.
- Have all emergency contact numbers with you including the children/ young people in your care. Make sure you know where the nearest phone is.
- Always check that there are no obvious dangers around before a session begins (e.g. wet floors, open gates, things to trip over, sharp objects).
- If you notice something hazardous to make it safe and report to the person in charge.
- Ensure adequate steps are taken to safeguard children and young people at all times.
- Staff may be required to complete accident/incident report forms whenever necessary.
- If you are unable to work because of illness please make sure that you phone the office as early as possible so that we can make alternative arrangements. Please note that because we are working with vulnerable children, we should not be at a playscheme with colds or



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tummy bugs that can be passed on. You should not be in work within 48 hours of an episode of diarrhoea or vomiting.

FIRE SAFETY AND PREVENTION

Make sure you know what the fire procedure is at the playscheme you are working in, so that you can familiarise yourself with it and follow it appropriately if necessary.

- Enablers are responsible for safely evacuating the child in their care and ensuring they are safe. Subsequently, if it is safe, they may assist the playscheme workers with the other children.
- Enablers are responsible for reporting potential fire hazards to the appropriate person in authority.

EQUIPMENT

- Parasol workers are responsible for reporting any defect in equipment to playschemes workers and ensuring it is safe for the young person to use.
- Workers are responsible for young people's own belongings and the child's equipment e.g. changing materials, hearing aids, glasses etc.
- Project workers are responsible for any young person's safety when using a piece of equipment under their supervision.
- Report to Manager any equipment and materials that are unsafe for use.

HYGIENE

- Enablers are responsible for making themselves familiar with and follow the Health & Safety policy of the scheme in which they are working.
- Enablers must take the child's preference into consideration on toileting and changing issues. It is a great idea to consult parents/carers about likes and dislikes.
- Enablers are responsible for making sure all equipment necessary for toileting children hygienically is available. Where possible adults will toilet children of the same sex. If possible two adults will assist in toileting procedures.



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- Plastic gloves must be worn at all times when disposing of waste and bleed. Waste and blood must be disposed of appropriately in sealed bags. Waste and blood spillage must be cleaned using appropriate disinfectants.
- Needles must only be used once and then disposed of safely. Gloves must be used when handling needles.
- Enablers are responsible for their own safety i.e. must report to doctor immediately if scratched or bitten.
- Enablers are responsible for recording full details of accidents in the appropriate book/forms belonging to the playscheme and Parasol.
- Enablers can advise parents on any medical issues that are of concern. This should be done after consulting the Project Manager or Children's Service Manager.

MEDICATION

- Enablers are responsible for administering medication to children in their charge where necessary.
- Children and young people cannot attend the playscheme if the child does not have the appropriate medication with them. Enablers must ensure that medication is in date and with the child when dropped off.
- Obtain written instruction from parents and get a demonstration of how to administer medication from an authorised trainer.
- Staff will receive training for those with epilepsy and diabetes and those at risk of anaphylaxis (who carry an epipen) from an authorised trainer.
- Obtain written consent from parent/guardian to administer medication on the standard Authorisation Forms.
- All medication must be brought in to the activities in the original packaging with instructions which must match those given by the parents. Medication must be kept securely during the day and must not be left in children's lunch boxes.
- Two workers must be present when treatment is administered. Both adults must sign administration of treatment sheet/accident book/child's home book.



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- Enablers are responsible for storing all medication brought by the young person in their care, safely and securely.
- Enablers will follow the instructions given for administering and will contact the emergency services as appropriate.
- Enablers will inform themselves of effects of the medication that they are administering to young people.

MOVING AND HANDLING

- Enablers must make themselves familiar with all equipment connected to moving and handling children i.e. wheelchairs.
- Enablers should respect young person's wishes with regard to moving/handling and transport.
- Training in lifting and handling must be undertaken for all new staff.
- Two members of staff must be available for lifting duties.

DEALING WITH AN EMERGENCY

- Enablers must make themselves familiar with the emergency (fire and accident) procedures laid out by playschemes.
- Enablers will use the emergency services as appropriate.
- Enablers will ensure that all accidents regarding young people in their care are appropriately reported to all authorities, including parents and guardians.
- Parasol management must be informed of any emergency situation a young person has been involved in.



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POLICIES

SAFEGUARDING

If you have any queries or concerns about child protection issues you need to contact the The Parasol Project Safeguarding Officer (**Dan Norey**) in the first instance.

Parasol believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to safeguarding all the children in our care from harm.

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of **The Parasol Project**.

Parasol have a 'Designated' Child Protection Officer who has suitable experience, training and expertise; they are responsible for liaising with Social Care, the Oxfordshire Children's Safeguarding Board and Ofsted in any child protection matter. Currently, the Manager is trained as the Designated Safeguarding Officer. Parasol's Child Protection Procedures comply with all relevant legislation and other guidance or advice from the Oxfordshire Safeguarding Children Board (OSCB).

Recognising Child Abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institution or community setting; by those known to them or, more rarely by a stranger.

Physical Abuse

Hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child's ill health also constitutes physical abuse.

Sexual Abuse

Forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.



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Emotional abuse

Varying degrees of emotional abuse are present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

Neglect

Persistent failure to meet a child's basic physical, emotional or psychological needs and may have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm/ill health. Neglect can also manifest itself in a failure to meet a child's basic emotional needs.

Working with abused children

- At the point of referral Parasol will establish contact with child's key worker to plan procedure for working with the child and request a copy of their Child Protection Plan.
- Parasol's Child Protection Officer will ensure that procedures are put in place in response to the Child Protection Plan and the advice of the child's key worker

What to do if a child discloses

- Not all child protection information results in a referral, but small pieces of information may be significant on their own to create a wider picture.
- All information should be recorded on a Log.
- The Manager should be informed and given the record. They will then decide if they need to contact Social Care or make a referral.
- If a member of staff feels that the incident has not been adequately followed up, they have a right to call Social Care themselves.
- If the child protection concern is with regard to a worker, the Parasol Whistle Blowing Procedure should be followed (see Child Protection Whistleblowing policy).

Third Party Information

Third party information is when anyone (other than those directly involved with PARASOL) passes on information or expresses their concerns. Information from a third party regarding suspicions of child abuse cannot be ignored. If the person imparting the information has concerns, they should be encouraged to contact Social Care. If they do not wish to do so, it should be explained to them that PARASOL is obligated to. The concerns should be logged and any action taken recorded fully.



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Allegations against Members of Staff or Volunteers

If an allegation of any form of child abuse is made against any adult the matter must be reported to the Manager in the first instance. This information will then be passed onto the Local Authority Designated Officer (LADO) and Ofsted. The LADO will advise if other external/internal agencies (e.g. police) should be informed, and we will act upon the advice given to ensure that any investigation is not jeopardized. Parasol will display and follow the Allegation of abuse made against an adult in a childcare setting procedure. If an allegation is made against a member of staff, it will be factually recorded and the chair of the trustees will be informed. Any actions taken will be logged. It may be necessary for Parasol to refer to its Staff disciplinary procedure regarding suspensions and exclusions following advice sought from the LADO.

Playworkers Support and Training

Parasol is committed to ensuring that it meets its responsibilities in respect of child protection through the provision of support and training to workers. Therefore, Parasol will ensure that:

- All staff have access to child protection training and will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect.
- All staff and volunteers are carefully recruited, have verified references and have full and up to date enhanced Criminal Record Bureau checks before having unsupervised access to children or young people.
- All staff and volunteers are given a copy of the Safeguarding Policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- All staff are aware of the main indicators of child abuse.
- All staff and volunteers are aware of their statutory requirements in respect of the disclosure or discovery of child abuse and the procedure for doing so.
- Parasol will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff and volunteers.
- Any member of staff or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary Procedures.
- Parasol will display and follow the 'What to do if you're worried a Child Is Being Abused' flowchart.



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Safe Caring

All Playworkers follow Parasol's Child Protection Procedures and have had access to appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid times when Playworkers, students or volunteers are left alone with a child. If Playworkers are left alone with a child, the door of the room should be kept open and another member of Playworker staff should be informed.
- If a child makes inappropriate physical contact with a Playworker or volunteer, this will be recorded.
- In accordance with our Intimate Care Policy workers will never carry out an intimate care task for children that they can do for themselves. Where this is essential, workers will help a child whilst being accompanied by a colleague. Where possible children will be supported by staff of the same gender unless a child has a particular need, a member of staff should not accompany children into the toilet. Members of staff are made aware that this and other similar activities could be misconstrued.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided.

SAFEGUARDING WHISTLE BLOWING POLICY

This guidance is written for all employees and volunteers working at Parasol.

Playworkers must acknowledge their individual responsibilities to bring matters of concern to the attention of the Manager or Trustees and/or relevant agencies.

Although this can be difficult this is particularly important where the welfare of children may be at risk.

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.



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Reasons for whistle blowing

- Each individual has a responsibility for raising concerns about unacceptable practice or behaviour.
- To prevent the problem worsening or widening.
- To protect or reduce risks to others.
- To prevent becoming implicated yourself.

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.
- Put your concerns in writing.
- Discuss your concerns with the Manager, Development worker or a trustee.
- A member of staff is not expected to prove the truth of an allegation, but you will need to demonstrate sufficient grounds for the concern.
- The manager, development worker or trustee will undertake an investigation into your concerns and offer you support.

EQUALITY AND DIVERSITY POLICY

Through the Parasol Project we aim to create play environments that are friendly, caring, welcoming and accepting. We aim to provide for the needs of children and young people who come to the project. It is important that users of the project are encouraged to have a positive self-image and find that Parasol can provide opportunities for them to express themselves and to grow in confidence.

We are proud to be part of a diverse community. Parasol is committed to acknowledging the value of every individual. We aim to challenge discrimination or harassment on the grounds of ethnicity, gender, age, size, ability, class, culture, socio-economic status, religion or sexuality. Discrimination in the form of verbal, physical or emotional abuse or inappropriate behaviour or comments will be challenged. This applies to workers, volunteers, management committee members and users involved with Parasol.



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HEALTH, SAFETY AND WELLBEING POLICY

We at The Parasol Project ensure that we provide a safe and healthy environment for all our employees, the children in our care and any other visitors to the premises.

The activity leader is responsible for all Health and Safety matters unless a designated and trained representative is allocated.

The Manager is responsible for the following:

- Providing adequate control of the health and safety risks arising from our work activities.
- Ensuring that premises comply with all the requirements of the Disability Discrimination Act 1995 and all other regulations and guidance.
- Consultation with our employees on matters affecting health and safety.
- Ensuring safe handling and use of substances, under COSHH.
- Providing information, instruction and supervision for employees in all health and safety matters.
- Ensuring that all employees are competent to do their tasks, and give them adequate support and training
- Preventing accidents and cases of work related ill health, as is reasonably possible, by doing risk assessments.
- Maintaining safe and healthy working conditions.
- Reviewing and revising policies and procedures as necessary and at least annually.
- Keeping staff informed of any changes to Health and Safety legislation, policies or procedures.
- To keep all parents/carers aware of all health and safety matters in the setting.
- Ensuring all emergencies or other health and safety procedures are recorded, reviewed and updated on a regular basis.
- Ensuring that adequate first aid facilities are always available and that any medicines are safely stored in a locked container in the office at Tower PlayBase; as appropriate when off site.
- Ensuring the workplace has adequate ventilation, lighting, washing facilities, rest facilities and is kept at an adequate temperature.
- All equipment provided is properly maintained and all electrical equipment is checked by a qualified electrician on a yearly basis.
- Ensuring protective clothing or equipment is always available and adequate for the task.
- The building has all relevant safety signs up and maintained.
- Keeping an up to date record of any accidents or incidents which happen on the premises.
- Any diseases, dangerous occurrences or certain injuries are reported to the relevant authorities.
- Ensuring that any accident / incident form completed by staff has been done so correctly and file in individual files.
- Ensuring that the sites are secure when children and young people are present. This will include ensuring that a register is maintained accurately and that entrance and exit points are properly supervised.



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All employees' need to:

- Co-operate with the manager on all health and safety matters.
- Not interfere with anything that is provided to safeguard their health and safety.
- Take reasonable care of their own health and safety.
- Ensure adequate steps are taken to safeguard the children in their care at all times.
- Report all health and safety concerns to the appropriate person.
- Complete accident/incident records sheet whenever necessary, following the correct procedure.
- Use any work items as they were intended, follow any instructions or training provided.

Risk assessments

Risk assessments will be undertaken by the appropriate health and safety representative and all findings will be reported to the manager. The necessary action required to remove/ control the risks will be discussed by the manager and development worker and then carried out as appropriate. The manager is responsible for checking that the actions have been carried out and that the risks have either been removed or reduced.

Risk assessments will be carried out regularly, as needed and updated as a minimum annually, and will cover all aspects of the business.

Risk assessment awareness forms part of our staff induction and all staff will be involved with carrying out appropriate risk assessments to allow them to do their jobs safely and properly.

Staff Well-being

The Parasol Project believes that the wellbeing of all staff should be of paramount importance. We will ensure that

- Staff have the training they need to carry out their duties safely
- Staff room facilities will be provided for safe keeping of belongings
- Facilities will be provided to allow staff to have time away from children when needed
- Staff at the playscheme will have a 30 minute break at lunch time
- Suitable first aid materials will be supplied should staff require it
- Staff will have the opportunity to have supervision during playschemes. There will be a weekly group supervision but any member of staff can request 1:1 support as and when they feel the need
- The medical needs of staff will be accommodated so long as they do not jeopardise the safety of the children in their care.

Closing Parasol Activities

In very exceptional circumstances Parasol may need to close activities at short notice. These may include

- Serious weather conditions
- Burst water pipes/heating system failure
- Discovery of dangerous structural damage
- Fire or bomb scare/explosion
- Death of a playworker or child



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- Serious assault on a playworker or child
- Serious accident or illness
- Chemical contamination

In such circumstances procedures laid down by the major incident policy will be followed.