



Fun 4 Young People

Working With Children Handbook



CONTENTS

CONTENTS	1
INTRODUCTION.....	2
SAFEGUARDING POLICY	Error! Bookmark not defined.
ANTI BULLYING POLICY	19
POSITIVE HANDLING POLICY	Error! Bookmark not defined.
STAFF RATIO POLICY	36
CONFIDENTIALITY POLICY	41
DRIVING FOR COMPANY BUSINESS USE & TRANSPORTING SERVICE USERS POLICY	44
SUPPORTING CHILDREN WITH MEDICATION	46

Policy Family	Policy No.	Policy	Policy Owner
1.1 Working with Children Handbook	1.1.1	Safeguarding Policy	Trustees
1.1 Working with Children Handbook	1.1.2	Behaviour Policy	CEO
1.1 Working with Children Handbook	1.1.3	Anti-Bullying Policy (Service Users)	CEO
1.1 Working with Children Handbook	1.1.4	Positive Handling Policy	CEO
1.1 Working with Children Handbook	1.1.8	Staff Ratio Policy	CEO
1.1 Working with Children Handbook	1.1.5	Confidentiality Policy	CEO
1.1 Working with Children Handbook	1.1.6	Driving for Company Business Use & Transporting Service Users Policy	CEO
1.1 Working with Children Handbook	1.1.7	Supporting Children with Medication	CEO

Last Edited: March 2026	Next Review: March 2027
F4YP © UNCONTROLLED IF COPIED OR PRINTED	



INTRODUCTION

Established as a registered charity in March 2022, Fun 4 Young People (F4YP) Ltd. (F4YP) are an equal opportunities employer and do not discriminate on the grounds of gender, sexual orientation, marital or civil partner status, pregnancy or maternity, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

The policies in this Handbook are designed to ensure that we fulfil our obligations under applicable laws to service users, participants, stakeholders and otherwise to protect the interests of those members of society who may be vulnerable to risks identified in applicable legislation.

The policies and procedures set out in this handbook apply to all personnel unless otherwise indicated. Personnel includes employees, casual and sessional contractors, volunteers and trustees, as well as all other persons supporting, providing, or delivering services for or on behalf of F4YP. They do not form part of the terms of your contract with us, which are provided to you separately.

SAFEGUARDING POLICY



Policy statement

Fun 4 Young People (F4YP) is committed to promoting best practice, ensuring that children and vulnerable adults accessing our service are safeguarded from harm and abuse. Where harm or abuse is recognised or suspected, F4YP expects staff and volunteers to respond and refer in accordance with this policy and operational procedures. F4YP adopts procedures defined by Bedfordshire Safeguarding Adults and Children's Boards and statutory legislation to ensure that its own policies and practices are effective - both in terms of preventing abuse and to ensure that cases of alleged/suspected abuse are reported promptly.

In line with the Working Together to Safeguard Children 2023, F4YP seeks to underpin safeguarding practice with the following safeguarding principles:

Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

- Providing help and support to meet the needs of children as soon as problems
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing impairment of children's mental and physical health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children
- Taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework.

Scope

This policy applies to: -

- All personnel this includes employees, casual and sessional contractors, volunteers and trustees, as well as all other persons supporting, providing, or delivering services for or on behalf of F4YP
- Parent/carer/guardian and service users.

Abuse can take place in any setting and be perpetrated by anyone. Safeguarding is everyone's business.

Key safeguarding practices

- Vulnerable adults (over 18) - to adhere to the Bedford Borough, Luton Borough and Central Bedfordshire Multi Agency Adult Safeguarding Policy, Practices and Procedures.
- Children (under 18) - to adhere to the Bedford Borough, Central Bedfordshire and Luton Local Safeguarding Children Board's Inter-Agency Procedures for managing allegations and concerns regarding children and young people.



- To maintain safer recruitment procedures in line with statutory guidance, including:
 - Enhanced Disclosure and Barring Service (DBS) checks with barred list information where appropriate
 - Verification of identity and right to work in the UK
 - Two satisfactory references obtained prior to appointment
 - Relevant prohibition, Section 128 or other regulatory checks where applicable
 - Ongoing suitability declarations for staff in regulated activity
- Ensure that all staff and volunteers undertake LSCB safeguarding e-learning modules as a minimum (including Prevent) to recognise symptoms of abuse as part of induction, and are appropriately informed to understand their obligations under this policy
- Ensure that all staff and volunteers are aware of reporting procedures on induction and that, where appropriate, service users understand what abuse is and how to raise a concern
- Recognise that it is the responsibility of everyone covered under the scope of this Policy to prevent exploitation and abuse and to report any abuse discovered or suspected
- Keep safeguarding on the agenda for all staff meetings and 1 -1 reviews with a focus on prevention
- Understand the impact of trauma and aim to ensure that all children, young people and vulnerable adults are welcomed into a caring environment with a safe, positive and friendly atmosphere
- Recognise the responsibility to implement, maintain and regularly review procedures, which are designed to recognise and respond effectively to cases of abuse
- To maintain good links with the statutory safeguarding authorities and ensure organisational co-operation with any concerns.
- Learn from findings from any investigations to prevent abuse and improve practice
- Respond to any breach of safeguarding practice as a potential disciplinary matter.
- Ensure that any colleagues, partner organisations, service users or family members who report abuse are taken seriously and offered support if required
- Produce quarterly safeguarding reports for the Board, and exceptionally where an incident has occurred
- The Board is responsible for ensuring that the Safeguarding Policy is appropriate and sufficient and reviewed regularly. Any Policy reviews are to be approved by the Board
- To appoint a designated member of the Board with safeguarding responsibility, a Safeguarding Lead from the Senior Leadership Team (CEO) with responsibility for implementation of the Policy and a Deputy Safeguarding Lead to act in the absence of the Lead (Head of Operations)
- The policy is to be reviewed annually and in response to any changes in legislation
- Staff to undertake CPD and Safeguarding Lead to maintain knowledge of any heightened safeguarding intelligence of risks locally.

Legal framework

This policy is underpinned by current safeguarding legislation and statutory guidance, including:

The Children Act 1989 and 2004, the Children and Social Work Act 2017, and Working Together to Safeguard Children 2023 (including updates to date). It also reflects relevant adult safeguarding



legislation where appropriate, including the Care Act 2014 and the Mental Capacity Act 2005. Fun 4 Young People operates in line with the Safeguarding Vulnerable Groups Act 2006 and Disclosure and Barring Service (DBS) requirements and complies with the Data Protection Act 2018 and UK GDPR, the Human Rights Act 1998, the Equality Act 2010, the Domestic Abuse Act 2021, and the Modern Slavery Act 2015. The organisation follows local safeguarding arrangements and inter-agency procedures set by the Bedford Borough, Central Bedfordshire and Luton Safeguarding Children Partnerships, and the relevant Safeguarding Adults Boards.

Categories of abuse

There are many types of abuse, and all result in behaviour towards a person that deliberately or intentionally causes harm. These are violations of an individual's human and civil rights and include:

- Psychological - emotional abuse, threats of harm, humiliation, controlling, coercion, isolation
- Physical - assault, hitting, pushing, restraint
- Sexual - rape, sexual assault, non-consensual acts or being pressured into consenting
- Financial or material - theft, fraud, exploitation or coercion with financial affairs or arrangements, misappropriation of possessions or benefits
- Neglect and acts of omission - ignoring medical or care needs, failure to provide access to appropriate services (health, care, education etc.), withholding necessities of life
- Domestic - threatening behaviours/ abuse between adults who are or have been in a relationship
- Modern slavery - criminal exploitation, domestic servitude, forced labour, sexual exploitation
- Self-neglect - failing to care for personal hygiene, health or surroundings, hoarding
- Discriminatory - on grounds of race, gender and gender identity, disability, sexual orientation, religion, age
- Organisational - neglect and poor care practice within an institution or care setting

Many of our clients have experienced trauma, this increases their vulnerability to exploitation or abuse. The examples for each category listed above are not exhaustive.

21st Century Safeguarding Concerns

The concerns outlined below are high on the safeguarding agenda and particularly target vulnerable children and adults. Staff must be aware of the reporting mechanisms, risk factors, signs and behaviours indicating that a vulnerable child or adult is at risk of or experiencing:

- Child Sexual Exploitation (CSE) - can be perpetrated by individuals or groups, males or females and children or adults. It can range from a one-off opportunistic incident to complex, organised abuse.
- Radicalisation - the process by which a person comes to support terrorism or extremist ideologies, and in some cases, to then participate in terrorist groups. 'Prevent' is part of



the government's counter-terrorism strategy that aims to stop people becoming radicalised.

- County Lines - the exploitation of children by gangs and organised crime networks selling drugs.
- Cuckooing - where drug dealers take over the home of a vulnerable person in the community for use as a base.
- Online abuse - clients are at risk of harm through the use of ICT and social media through cyberbullying, grooming by extremist groups or paedophiles, exposure to unsuitable/ violent material and sexualisation.

Online Safety Within F4YP Provision

- F4YP recognises its responsibility to safeguard young people in digital environments. Where devices or internet access are provided as part of delivery, appropriate supervision, filtering and monitoring arrangements will be in place proportionate to the level of risk.
- Staff are responsible for maintaining active supervision of device use and for responding to any safeguarding concerns arising from online activity.
- Online safety expectations are reinforced through behaviour guidance and staff training.

Information sharing

It is everyone's duty to report anything that they suspect to constitute abuse, risk of abuse or neglect, in order for the right action to be taken. Information should be shared with consent where possible; however, rights to confidentiality are not absolute and may be overridden where it is necessary to share information to support an investigation or where there is a risk to the safety and well-being of the person or to others, based on the facts. Information shared must be necessary, proportionate, relevant, accurate, timely and secure. A record of the decision to share or not to share should be kept on the client's file, along with a note of what has been shared with whom and for what purpose.

Reporting Procedure

If you believe a child is in immediate danger → call 999

If you are concerned that someone is experiencing or at risk of abuse, in the first instance, speak to the most senior member of your team who will contact the relevant safeguarding team from the list below and escalate to the Safeguarding Lead. In the absence of a manager, contact the Safeguarding Lead or Deputy (in the Safeguarding Lead's absence) directly.

Safeguarding Lead: Sophie Stock; CEO: 07506 151855

Deputy Safeguarding Lead: Sarah Collins; Head of Operations: 07944 273228

Out of hours: contact respective on-call or the EDT from contacts below.

If you think a crime has been committed against someone unable to protect themselves from abuse, or that a risk is imminent, call the police:



In an emergency call 999 In a non-emergency situation call 101

Bedford Borough

- **Safeguarding children – what to do if you’re concerned:**
Safeguarding children from harm and child protection – Bedford Borough Council
- **General children’s social care information:**
Children and families overview – Bedford Borough Council

To report a concern for **under 18’s**:

Phone:	01234 718700
Out of hours, phone the EDT on	0300 300 8123
Email:	<i><u>IFDinformation@bedford.gov.uk</u></i>
Integrated Front Door Online Form	

To report a concern for **18 and over**:

Phone:	01234 276222
Out of hours, phone the EDT on	0300 300 8123
Email	<i><u>adult.protection@bedford.gov.uk</u></i>

Luton Borough

- **Safeguarding overview and children’s services:**
Safeguarding – Luton Borough Council (children and adults)
- **Children’s services (including child protection):**
Children’s services – Luton Borough Council

To report a Safeguarding concern for **under 18’s**

Phone:	01582 547653
Out of hours, phone the EDT on	0300 3008123
Email:	<i><u>Mash@luton.gov.uk</u></i>

To report a concern, phone or complete a Safeguarding **Adult** Concern form: download [here](#)



Phone:	01582 547659
Out of hours, phone the EDT on	03003 008123
Email:	adultsafeguarding@luton.gov.uk

Central Bedfordshire

Central Bedfordshire Safeguarding Children Partnership:

Safeguarding Bedfordshire – Central Bedfordshire Safeguarding Children Partnership

To report a concern for **under 18's** complete a BIC 100 online form here [here](#)

Phone:	0300 300 8585
Out of hours, phone the EDT on	0300 300 8123
Email	cs.accessandreferral@centralbedfordshire.gov.uk

To report a concern for **18 and over** complete an online safeguarding of vulnerable adults form [here](#)

Phone:	0300 300 8122
Out of hours, phone the EDT on	0300 300 8123
Email	adult.protection@centralbedfordshire.gov.uk

1. Pan-Bedfordshire Safeguarding Website (Children & Adults)

- **Safeguarding Bedfordshire (children and adults partnership information):**
[Safeguarding Bedfordshire - multi-agency procedures and contacts](#)

This is a joint resource for Bedford, Central Bedfordshire and Luton safeguarding partnerships.

Reporting concerns about terrorism

In an emergency, dial 999.

For non-urgent concerns, contact the police via 101.

If you see something suspicious that could be connected to terrorism, you can call the Anti-Terrorism Hotline on 0800 789 321.

Recording



All safeguarding concerns must be recorded in accordance with F4YP's Safeguarding Procedure.

Microsoft Word - Safeguarding Procedure.docx

A pastoral log must be completed as soon as possible after the concern arises. Where recorded on Salesforce, this will automatically notify the Designated Safeguarding Lead (DSL).

Records must be factual, accurate and objective, clearly distinguishing between observation, disclosure and professional opinion. Entries should be concise but sufficiently detailed to support decision-making and any subsequent referral.

Where a concern meets the threshold for external referral (including MASH, Integrated Front Door (IFD), BIC 100, SOVA, MARAC or equivalent), a copy of the referral must be provided to the DSL at the earliest opportunity. The outcome of the local authority's decision, including whether the concern meets the threshold for enquiry, must also be recorded.

All safeguarding documentation must be stored securely in line with F4YP's Safeguarding Procedure and data protection requirements.

Concerns and Allegations About Staff and Volunteers

F4YP promotes a culture of openness and early reporting. Any concern about the conduct of a member of staff or volunteer must be reported immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL.

Concerns may range from low-level concerns to formal allegations. A low-level concern is behaviour that may be inconsistent with the Code of Conduct but does not meet the threshold for LADO referral. All low-level concerns will be recorded, reviewed by senior leadership and addressed proportionately to identify patterns and maintain a safe culture.

Where a concern indicates that a member of staff or volunteer may have harmed, may have harmed, or poses a risk of harm to a child, or may have committed a criminal offence, the DSL (or Deputy) will refer the matter to the Local Authority Designated Officer (LADO) without delay.

All concerns and allegations will be managed promptly, fairly and in line with statutory guidance and local safeguarding procedures, ensuring both the protection of children and the fair treatment of staff.

LADO Contact Details:

- **Bedford Borough:** 01234 276693 / 01234 276560
- **Central Bedfordshire:** 0300 3008142
- **Luton Borough:** 01582 548069
-

Whistleblowing



F4YP encourages a culture where concerns can be raised without fear of retaliation. Where an individual feels unable to raise a safeguarding concern through normal management channels, they may use the organisation's Whistleblowing Policy.

Concerns may also be raised externally with relevant statutory bodies. Staff may contact the NSPCC Whistleblowing Advice Line on 0800 028 0285 if they believe safeguarding concerns are not being addressed appropriately.

All whistleblowing concerns will be taken seriously and handled confidentially where possible.

Lead Trustee for Safeguarding - Responsibilities

The lead trustee for safeguarding takes on three main sets of duties related to safeguarding in addition to their wider responsibilities as a trustee.

Strategic

- Consider the organisation's strategic plans and make sure they reflect safeguarding legislation, regulations specific to your activities, statutory guidance, and the safeguarding expectations of the Charities Commission.
- Work with the CEO and designated safeguarding lead regularly to review whether the things the organisation has put in place are creating a safer culture and keeping people safe.
- Check the organisation's risk register reflects safeguarding risks properly and plans sensible measures to take, including relevant insurance for trustees' liability.
- If your organisation delivers activities that need inspections, be aware of how ready for those inspections you are and respond to any following reports.
- Make sure there is space on the agenda for safeguarding reports and help trustees understand and challenge those reports.

Effective policy and practice

- Make sure there is an annual review of safeguarding policies and procedures and that this is reported to trustees.
- Understand the monitoring your charity does to see whether policies and procedures are effective.
- Call for audits of qualitative and quantitative data (either internal or external) when they're needed.
- Learn from case reviews locally and nationally, to improve your organisation's policies, procedures and practices.
- Oversee safeguarding allegations against staff or volunteers, together with CEO (designated safeguarding lead).
- Be a point of contact for staff or volunteers if someone wishes to complain about a lack of action in relation to safeguarding concerns.

Creating the right culture

- Champion safeguarding throughout the organisation.
- Attend relevant safeguarding training events and conferences.



- Support the trustees in developing their individual and collective understanding of safeguarding.
- Attend meetings, activities, projects to engage with staff, volunteers and beneficiaries to understand safeguarding on the ground.
- Work with the chair, CEO and Head of Operations in order to manage all serious safeguarding cases.
- Support regular safeguarding updates for staff, volunteers and beneficiaries.
- Make sure you have ways of gathering the views of staff and volunteers in relation to safeguarding and sharing these with the board.

Support from the chair

The chair should make sure that the lead trustee for safeguarding either has the required knowledge, skills, and experience or is supported to develop these.

ADDENDUM TO SAFEGUARDING POLICY

Issuing Statements of Evidence to External Agencies

Purpose

To ensure that F4YP provides statements of evidence to third parties in a lawful, consistent, and appropriate manner, with clarity on the circumstances in which such information can be shared.

Scope

This procedure applies to all F4YP staff who may receive requests for written statements or evidence to support:

- Court proceedings (e.g. via CAFCASS or legal representatives)
- Child Protection Plans
- Neurodiversity or medical assessments (e.g. by Community Paediatrics, CAMHS)
- Education, Health and Care Plans (EHCPs)
- Disability Living Allowance (DLA) applications
- Housing Applications
- Any other formal assessment or statutory process

General Principles

1. Data Protection and Consent

All information shared must comply with data protection legislation (GDPR and the Data Protection Act 2018). Consent and/or a valid legal basis for sharing must be established before any information is released.

2. Neutral and Factual Evidence

Statements provided by F4YP must remain factual, objective, and based on observed behaviours, participation, or documented records. Staff must not offer diagnoses or personal opinions.

Procedure

Authorised Requests

F4YP will consider providing a written statement or evidence only if one of the following is provided:

1. A Formal Request from an Authorised Agency
 - a. This includes agencies such as:
 - i. The Child Development Centre (CDC)
 - ii. An NHS or Local Authority assessment team
 - iii. CAFCASS
 - b. The request must be made in writing and clearly state:
 - i. The purpose of the evidence
 - ii. The specific information requested
 - iii. The name and contact details of the professional making the request
2. Parental/Carer Request Supported by Written Confirmation
 - a. If a parent or carer asks F4YP to provide evidence, we will require written proof that:
 - i. A third party (such as a GP, school SENCO, social worker, or assessment team) has invited contributions from external organisations
 - ii. This could be a letter or email clearly stating that F4YP may provide information for the purpose of the assessment

Internal Process for Responding

1. Verification of Request
 - a. Check that one of the two authorised conditions (above) has been met.
 - b. Verify the identity of the requester, if not already known.
2. Initial Receipt
 - a. Verified requests should be forwarded immediately to the Designated Safeguarding Lead or a member of the Senior Leadership Team (SLT) Sophie Stock, Sarah Collins, Becky Ireland.
3. Review of Records
 - a. Relevant delivery staff or project leads may be asked to share information or observations they have recorded.
 - b. Information should be drawn only from documented interactions or professional observations.
4. Drafting the Statement
 - a. SLT in conjunction with relevant pastoral staff, will coordinate drafting the response, ensuring it is:
 - i. Factually accurate
 - ii. Professionally worded
 - iii. Free from opinion or speculation



- iv. Reviewed by a second SLT member where possible
5. Approval and Submission
 - a. The final statement will be signed off by the Safeguarding Lead before release.
 - b. It will be sent securely via email or post, as required.
6. Record Keeping
 - a. A copy of the request, supporting documentation, and the final statement must be securely stored in the relevant young person's file.

Who Can Author Statements on Behalf of F4YP

Only the following individuals are authorised to issue statements of evidence:

- CEO
- Designated Safeguarding Leads (Sophie Stock, Sarah Collins, Becky Ireland)
- Designated SLT member



BEHAVIOUR POLICY

Policy Statement

This policy follows guidance under the Equality act 2010 in respect of safeguarding and young people with SEND. Fun 4 Young People (F4YP) Ltd. (F4YP) believes that all young people, regardless of race, gender, religion, sexual orientation, ability and disability, have the right to learn in a safe, caring, nurturing and supportive environment. F4YP does this by putting in place behavioural procedures for both personnel and service users.

Scope

This policy applies to: -

All personnel. This includes employees, casual and sessional contractors, volunteers and trustees, as well as all other persons supporting, providing, or delivering services for or on behalf of F4YP Parent/carer/guardian and service users.

Procedures

F4YP has high regard for its young people's spiritual, moral, social, emotional and cultural wellbeing and all staff endeavour to provide a caring and creative environment. We work hard to promote the right for young people to speak out and seek help in all aspects of their wellbeing. F4YP fosters an environment in which everyone feels safe, secure and respected, where high standards of behaviour and self-discipline are promoted. We have an ethos where all members of F4YP are valued as individuals.

At F4YP, a great emphasis is placed on positive reinforcement of behavioural standards through de-escalation, positive modelling from staff and praise. Young people's confidence and self-esteem are developed through encouragement, praise, positive modelling and rewards, both verbal and written.

All core delivery staff - employees & tutors (18+) - at F4YP are trained in 'Team Teach' (refer to our Positive Handling Policy). F4YP will risk assess and authorise staff within our setting. Staff will be trained at the earliest available opportunity and receive annual reaccreditation training.

Team Teach sets out its aim: through the promotion of de-escalation strategies and the reduction of risk and restraint, to support teaching, learning and caring, by increasing staff confidence and competence, in responding to behaviours that challenge, whilst promoting and protecting positive relationships.

Team Teach advocates that services should include in their policy a statement that reflects the working realities and likely consequences when individuals are involved in an incident involving use of force.

"Team-Teach techniques seek to avoid injury to the service user, but it is possible that bruising or scratching may occur accidentally, and these are not to be seen necessarily as a failure of



professional technique, but a regrettable and infrequent side effect of ensuring that the service user remains safe". (George Matthews - Director)

<http://www.teamteach.co.uk/about-team-teach>

This policy sets out the expectations of behaviour where staff, young people and parents/carers/families and other professionals, seeks to create an environment which encourages and reinforces positive behaviour and the fostering of positive attitudes. In addition, it sets out the consequences for poor behaviour, should it arise.

Project Values

Our project values of Respect, Honest, Fun, Dream Big! And our expectations of Courage, Friendship, Kindness, Respect, and Teamwork demonstrate the personal qualities that we are trying to encourage our young people to develop.

Some examples of positive behaviour are listed below:

- Respectful language
- Active listening
- Respect for the environment
- Turn taking
- Willingly following appropriate instructions
- Acting on recognised etiquette
- Respect for self and others
- Taking personal responsibility for one's own actions
- Acting considerately towards others
- Respecting the rights and property of others
- Encouraging self-discipline
- Encouraging tolerance
- Helping those less fortunate and weaker than oneself
- Telling the truth
- Keeping promises and honouring commitments
- Challenging and reporting anti-social behaviour

This is delivered to our service users through our Young Person's code of conduct.

Through implementation of the behaviour policy, we aim to:

- create a caring, stimulating and secure environment in which everyone can work and play safely
- promote good behaviour and accept that it is everyone's responsibility
- have high expectations of positive behaviour through modelling, coaching and effective implementation of appropriate and understood consequences
- encourage young people to value the service environment
- empower all staff to expect and receive appropriate behaviour from, and for, everyone
- ensure that good behaviour is recognised and rewarded
- raise student's self-esteem and promote empathy and respect for self and others
- develop a culture in which we accept the young person but not the behaviour



- ensure that the policy and values are understood, consistently implemented throughout F4YP, and that effective mechanisms are in place for the monitoring and evaluation of this policy. Sound professional judgement from staff is needed.
- Support the young people that arrive at F4YP with a variety of complex needs. It is important therefore that F4YP identifies the best support for the young person in order for them to achieve. This may involve internal support e.g. pastoral care, or external support e.g. Clubs, Assessment and Monitoring, Police, external provision, social services, Youth offending team, CAMHs, carers & family etc.
- Ensure that F4YP's expectations and strategies are widely known and understood by all stakeholders
- Ensure that every member of the F4YP's community behaves in a considerate way towards others, both on project site and off site including the local community.

How we will achieve our aims:

- By establishing a set of project rules that young people know and understand and sharing in a way easily accessible to our young people (e.g. video at the start of holiday clubs)
- By having adults who lead by example and model good practice, praise, relationships and reward are key to creating a positive atmosphere where young people have the opportunity to succeed
- Through close monitoring of every young person on an activity-by-activity basis throughout the day
- Pastoral Support Plans are established for young people where required. These must be read by all staff who have contact with that young person, so that consistency is used around the management of each young person's behaviour.
- That both the young person and parents/carers are made aware of the Pastoral Support Plan and what strategies will be used to deal with negative behaviour and promote positive behaviour. This includes de-escalation techniques and the use of Physical Interventions, where necessary (see Positive Handling policy).

Activities and Engagement

F4YP provides a safe environment with a high staff to young person ratio so that pastoral support for those with SEMH and SEND have opportunity to access in a nurturing setting. Individual Pastoral Support Plans (PSPs) and Risk Assessments (RAs) are put in place to promote positive and successful engagement. Whilst young people may receive 1:1 in a school setting, this is not what F4YP can provide. Where school/ parent/ carer feels F4YP is a suitable environment for a young person, F4YP will carry out an individual assessment for their support needs to ensure the young person can access successfully. This may include trial sessions and where possible, individual adaptations.

We believe that an appropriately structured activity plan that facilitates effective engagement contributes to outstanding behaviour. Thorough planning, the active involvement of young people in their own learning, and structured feed-back all help to avoid the alienation and disaffection which can lie at the root of poor behaviour. Activities must have clear objectives that are clearly understood by the young person and be differentiated to meet the primary needs of young people with social, emotional and mental health needs.



Teaching methods will encourage enthusiasm and active participation for all. Lessons will aim to develop the skills, knowledge and understanding which will enable young people to work and play in cooperation with each other.

Token / point awarding will be used both as a supportive activity, providing feedback to young people on their progress and achievements, and as an indicator that the young person's efforts are valued and that progress is important; they should be used to encourage good behaviour as well as good work.

In situations where continuous disengagement occurs or continued input from pastoral resembles 1:1 support, F4YP pastoral team will reassess PSPs and RAs, and F4YP will work within their means to make reasonable adjustments to support engagement. Some examples of this may include:

- Half days/ shorter sessions
- Adaptations to timetables
- Safe spaces/ sensory rooms/ quiet room
- Regular movement breaks
- Resources to support transitions/ self-regulation.

Rewards

Our approach to creating a positive ethos across the service is to treat young people positively, by praising them, offering them encouragement and acknowledging their achievements. We will ensure that young people know that their effort, achievement and good behaviour are recognised and valued by means of a range of rewards, for example recorded positives can earn young people points.

All age groups will have rewards announced at the end of each club. As well as acknowledging and celebrating the individual efforts and successes, young people are encouraged to work collaboratively as a team.

Card System

In the event that behaviour occurs that is not within F4YP rules or values a card system will be used:

Warnings

Up to 2 warnings can be given to a young person per session. This is appropriate for low level disruption such as not following an adults' instructions.

Yellow Card

Should the behaviours persist, a yellow card will then be given. This results in the young person going to see the pastoral team. Their aim is to understand what is going wrong and help the young person correct their behaviour. The aim is also to return the young person to their session.



A yellow card will be given without warnings: for instances of bullying (refer to anti-bullying policy), aggressive behaviour towards staff other and young people. The young person must go to the Pastoral Team.

Red Card

Following a yellow card, if the young person's behaviour is still not acceptable a red card will be given. The young person will then go to see the Designated safeguarding lead(s). The DSL will aim to understand why the behaviours are taking place and put in place and take suitable action.

A red card will be given immediately if a young person is violent to another young person/staff member, continuously putting them self in unsafe situations. The young person will again be sent to the pastoral team.

Red Card Action that may be taken depending on situation: Phone call home, young person sent home for the day, Places on trips/ activities can also be lost if there is continuous bad behaviour, extreme continuous bad behaviour or harmful behaviour to others can result in not being able to return to activities.

- Situations which may reasonably result in F4YP deciding that a young person is unable to continue with activities -
- this list is not exhaustive:
- Actual or potential violence by a young person towards other young people or adults in the F4YP community
- Seriously disruptive behaviour over a period of time, such as might prevent the proper conduct of activities, which seriously interfere with the opportunities of others and lead to a breakdown in F4YP discipline
- Young person needs a higher level of continuous staff intervention Persistent disregard for the F4YP behaviour policy
- Conduct which would endanger the young person or other young people
- Possessing / taking or dealing in drugs / solvent abuse
- Sexual assault/violence or sexually inappropriate behaviour
- Grievous bodily harm
- Theft
- Physical damage / vandalism / arson
- Alcohol i.e. drinking / in possession of or returning to F4YP intoxicated
- Verbal or physical abuse of young people or F4YP Personnel
- Derogatory behaviour that may constitute a hate crime
- Harassment of young people or F4YP Personnel

F4YP will make decisions on an individual basis, and where appropriate consult agencies already supporting that young person (school/ social services). The decision to deny continued access to activities will consider the best interests of the young person, as well as other young people accessing and F4YP Personnel.



ANTI BULLYING POLICY

Policy Statement

Fun 4 Young People (F4YP) works with young people and families as part of its activities. These include (list not exhaustive): after school clubs, holiday clubs, residential and day trips, therapy, pastoral support, family support.

The purpose of this policy statement is:

- to prevent bullying from happening between children and young people who are a part of our organisation or take part in our activities
- to make sure bullying is stopped as soon as possible if it does happen and that those involved receive the support they need
- to provide information to all staff, volunteers, children and their families about what we should all do to prevent and deal with bullying.

Scope

This policy applies to:

- All personnel this includes employees, casual and sessional contractors, volunteers and trustees, as well as all other persons supporting, providing, or delivering services for or on behalf of F4YP
- Parent/carer/guardian and service users.

This policy should be read within F4YP's Working with Children handbook as a whole

Introduction:

Bullying includes a range of abusive behaviour that is:

- repeated
- intended to hurt someone either physically or emotionally

Bullying can be:

- **Emotional** - being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- **Physical** - pushing, kicking, hitting, punching or any use of violence
- **Racist** - racial taunts, graffiti, gestures
- **Sexual/Sexist** - unwanted physical contact or sexually abusive comments
- **Homophobic** - because of, or focussing on, the issue of sexuality



- **Disability or difference** - Bullying based on disability, ability, gender, appearance circumstance
- **Verbal** - name-calling, sarcasm, spreading rumours, teasing
- **Cyber** - all areas of internet, such as email & internet chat room misuse. Mobile threats by text messaging & calls. Misuse of associated technology, i.e. camera & video facilities

Conflicts or fights between equals and single incidents are not defined as bullying. Bullying behaviour is **NOT**:

- Young people not getting along well
- A situation of mutual conflict

F4YP believe that:

- children and young people should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and operate in a way that protects them.

We recognise that:

- bullying causes real distress and affects a person's health and development • in some instances, bullying can cause significant harm
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying

Prevention of Bullying

F4YP will seek to prevent bullying by:

- Developing and using our code of conduct. This sets out how everyone involved in our organisation is expected to behave, in face-to-face contact and online, and within and outside of our activities
- Holding regular discussions with staff, volunteers, young people and families who use our organisation about bullying and how to prevent it
- Provide support and training to staff and volunteers on dealing with all forms of bullying, including racist, sexist, homophobic, transphobic and sexual bullying.
- Put clear and robust anti-bullying procedures in place.



- Practising skills such as listening to each other •
- Respecting that we are all different
- Aim to ensure that all personnel and young people are inclusive of others
- Approaching problems in a positive way
- Reviewing our anti-bullying policy and procedures regularly

F4YP expect good behaviour to be maintained so that all young people can grow to their full potential. The high standards we have established are based on respect for the rights of F4YP as a community, and of groups and individuals within that community. Our expectations of young people have not been met if someone is bullied.

Responding to bullying

We will make sure our response to incidents of bullying takes into account:

- the needs of the person being bullied
- the needs of the person displaying bullying behaviour
- needs of any bystanders
- our organisation as a whole

F4YP will log instances of bullying in pastoral logs.

F4YP will review the plan we have developed to address any incidents of bullying at regular intervals, in order to ensure that the problem has been resolved in the long term.

Guidelines for All Personnel

If staff observe an incident that they feel is bullying, or if a young person reports an incident:

- Do not ignore the situation.
- Listen to the target of the bullying behaviour. Make sure you find out clearly what has happened, who is involved, the pattern and timescale of the bullying and the feelings of the young person involved.
- Reassure the target of the bullying behaviour.
- The target of the bullying behaviour should be asked to write down what has happened in as much detail as possible; or to relate the story to you to write down for them.
- If a YP is seen to be bullying, the card system should be used accordingly, and code of conduct referred to.
- Report ALL instances of bullying to the pastoral team.
- The instance must be recorded as a pastoral log on CHIPS ensuring that all YP involved are recorded for monitoring purposes.



- If sanction is required, this will be part of the restorative process and in line with the existing practices of F4YP
- Parent/carers should be informed of what has happened, what action is being taken and how they can support at home

Diversity and inclusion

We recognise that bullying is closely related to how we respect and recognise the value of diversity.

We will be proactive about:

- seeking opportunities to learn about and celebrate difference
- increasing diversity within our staff, volunteers, children and young people
- welcoming new members to our organisation.

Nominated anti-bullying lead & Designated Safeguarding lead:

Sophie Stock (CEO) Sophie.stock@f4yp.org

NSPCC Helpline: 0808 800 5000



POSITIVE HANDLING POLICY

Policy Statement

F4YP personnel working with young people have a duty to take appropriate action to prevent harm, including physical or psychological harm to a young person or to others.

Staff must be aware of which colleagues on site hold current, accredited Team Teach Positive Handling training. Under no circumstances should any member of staff attempt to use Positive Handling techniques without appropriate and up-to-date training.

All parents, carers and personnel will be made aware of the Positive Handling Policy, which is available on our website.

Only staff who hold current Team Teach Positive Handling training may use physical intervention, and only as a last resort in response to behaviour that presents a risk of harm. Any such intervention must be reasonable, proportionate, and carried out in full accordance with F4YP's Positive Handling Policy.

Scope

This policy applies to: -

- All personnel this includes employees, casual and sessional contractors, volunteers and trustees, as well as all other persons supporting, providing, or delivering services for or on behalf of F4YP
- Parent/carer/guardian and service users.

Introduction

All staff at F4YP are trained and supported to safeguard and promote the welfare of the young people in their care. Our approach to behaviour is rooted in respect, positive relationships, and early intervention.

There may be occasions where a young person seriously disrupts the safe and orderly running of the service, causes damage to property, or presents a risk of harm to themselves or others. In such circumstances, staff will always seek to de-escalate situations using supportive, preventative strategies before considering any form of physical intervention.

The term *Positive Handling* describes a broad range of supportive and preventative strategies used to manage challenging behaviour. These include verbal de-escalation,



distraction, environmental adjustments and supportive guidance. In exceptional circumstances, it may include the use of reasonable force.

The use of reasonable force and other restrictive interventions refers to physical or other actions intended to prevent a young person from:

- causing physical or psychological harm to themselves or others
- seriously disrupting good order in a way that presents a risk of physical or psychological harm to themselves or others
- causing damage to property
- committing an offence

Physical intervention will only ever be used as a last resort, when it is reasonable, proportionate, and absolutely necessary to prevent harm. Any such intervention must be the minimum required to achieve safety and must cease as soon as the risk has reduced.

Although F4YP is not a school, our practice aligns with Section 93 of the Education and Inspections Act 2006 and reflects current Department for Education guidance on restrictive interventions, including the Restrictive interventions, including use of reasonable force, in schools guidance effective from 1 April 2026. This updated guidance emphasises prevention, de-escalation, lawful and proportionate practice, and clear expectations on recording and reporting significant incidents involving restrictive interventions.

This policy outlines how F4YP ensures that all behaviour support and any use of physical intervention is lawful, proportionate, recorded, reviewed, and consistent with our safeguarding responsibilities and organisational values.

Project Expectations

F4YP recognises its duty of care to young people, staff and visitors. Safeguarding and health and safety responsibilities are taken seriously at all levels of the organisation. The protection of young people and the protection of staff are closely linked; both rely on confident, competent professionals who are appropriately trained and supported by leadership.

This policy is underpinned by two clear priorities:

- The first and overriding consideration is the welfare, safety and dignity of the young people in our care.
- The second is the welfare, safety and professional protection of the adults who support them.



All practice must reflect these principles and be consistent with safeguarding guidance, equality duties and the organisation's commitment to lawful, proportionate and transparent decision-making.

Positive Behaviour Management

All physical interventions at F4YP are conducted within a framework of positive behaviour management. The project Behaviour Policy is intended to reward effort and application and encourage young people to take responsibility for improving their own behaviour. Part of our preventative approach to risk reduction involves looking for early warning signs, learning and communicating any factors which may influence negative behaviour and taking steps to divert behaviours leading towards foreseeable risk. Young people are encouraged to participate in the development of their own Pastoral support; positive handling plans and individual risk assessments by focusing on positive alternatives and choices.

Parents/ carers are also encouraged to contribute, and information is also gathered from school and other services involved with the YP. This can include information on previous incidents where use of reasonable force has been used, and incidents where a YP has been unsafe to self or others. However, if problems arise, staff have an additional responsibility to support all young people when they are under pressure and safely manage crises if, and when, they occur.

Alternatives to Physical Controls

A member of staff who chooses not to make a physical intervention can still take effective action to reduce risk. They can:

- Show care and concern by acknowledging unacceptable behaviour and requesting alternatives using negotiation and reason.
- Give clear directions for young people to stop.
- Remind them about rules and likely outcomes.
- Remove an audience or take vulnerable young people to a safer place.
- Make the environment safer by moving furniture and removing objects which could be used as weapons.
- Use positive touch to guide or escort young people to somewhere less pressured.
- Ensure that colleagues know what is happening and get help.

Equality, SEND and Reasonable Adjustments

F4YP recognises its duties under the Equality Act 2010. When implementing this Positive Handling Policy, we will ensure that reasonable adjustments are made for young people with special educational needs and disabilities (SEND).



Behaviour that is linked to a young person's disability, communication needs, trauma history or developmental stage will be understood within that context. Responses must take account of individual needs and must not discriminate directly or indirectly.

Pastoral Support Plans and risk assessments will reflect any identified needs and outline appropriate adjustments, preventative strategies and supportive interventions. The aim is always to reduce risk while preserving dignity, promoting inclusion and maintaining equitable access to provision.

The use of restrictive intervention must never be a substitute for appropriate support, planning or reasonable adjustment.

Modifications to Environment

Ideally, staff will not be waiting until a crisis is underway before conducting a risk assessment of the environment. We know that some young people at F4YP may exhibit extreme and possibly dangerous behaviour. In general, it is a good rule to keep the environment clutter free.

Help Protocols

The expectation at F4YP is that all staff should support one another. This means that staff always offer help and always accept it. Help does not always mean taking over. It may mean just staying around in case you are needed, getting somebody else or looking after somebody else's group. Supporting a colleague does not only mean agreeing with their suggestions and offering sympathy when things go wrong. Real support sometimes means acting as a critical friend to help colleagues become aware of possible alternative strategies. Good communication is necessary so that colleagues avoid confusion when help is offered and accepted. They need to agree scripts so that all parties understand what sort of assistance is required and what is available.

Well Chosen Words

Carefully chosen language can often prevent a situation from escalating. When a young person is becoming distressed or dysregulated, engaging in debate or confrontation is unlikely to be helpful. Directives such as telling someone to "calm down" may increase agitation, and focusing on what they have done wrong can heighten defensiveness.

The purpose of communication at this stage is to reduce escalation and support regulation. Staff should use calm, measured language, offer reassurance where appropriate, and allow time and space for the young person to regain control. At times, it may be more effective to pause and choose words carefully, rather than respond immediately in a way that could unintentionally escalate the situation.

The Last Resort Principal



F4YP is committed to minimising the use of restrictive physical intervention. Physical intervention will only ever be used as a last resort, when there is no safe and realistic alternative to prevent physical or psychological harm to a young person or others.

This does not mean that staff are required to work through a fixed sequence of unsuccessful strategies before acting. Nor does it mean waiting until harm is imminent if a dynamic risk assessment indicates that early intervention is necessary to prevent foreseeable harm.

In line with Section 93 of the Education and Inspections Act 2006 and current Department for Education guidance on restrictive interventions (effective from 1 April 2026), staff may use reasonable force where it is necessary to prevent injury, damage to property, the commission of an offence, or serious disruption that presents a risk of harm. Any action taken must be reasonable, proportionate, and the minimum required to achieve safety.

Staff are expected to undertake an ongoing dynamic risk assessment, weighing the risks of intervening against the risks of not intervening. Wherever possible, staff should use preventative and de-escalation strategies and think creatively about alternatives to physical intervention. The safety and dignity of the young person, other young people, and staff must remain central to all decision-making.

Proactive Physical Interventions

In limited circumstances, it may be appropriate to use planned and proportionate physical intervention to prevent behaviour from escalating to a point where it presents a risk of physical or psychological harm. Any such intervention must form part of agreed practice and be consistent with the Positive Handling training delivered to F4YP staff.

For example, where a young person has demonstrated identifiable patterns of behaviour that have previously led to significant distress or unsafe conduct, it may be appropriate to guide or support them to move to a safer space at an early stage, rather than waiting until the situation escalates further.

Any proactive physical intervention must be reasonable, proportionate, and based on a dynamic risk assessment. The primary consideration must always be the safety, dignity and wellbeing of the young person and others, and the action taken must reduce – not increase – the level of risk.

Reasonable and Proportionate

Any response to behaviour that is dysregulated or unsafe must be reasonable, proportionate and necessary in the circumstances. Staff must remain calm and



professional at all times. If a member of staff feels unable to respond appropriately, they should seek support from a colleague wherever possible.

Where staff act in good faith, in accordance with training, policy and a dynamic risk assessment, and their actions are reasonable and proportionate, they will be supported by the organisation.

Before using any form of physical intervention, staff should consider:

- Is this action in the best interests of the young person and others?
- Have less intrusive strategies been attempted or considered?
- Is intervention required at this stage to prevent physical or psychological harm?
- Am I appropriately trained and the most suitable person available to intervene?
- Is this the minimum level of intervention necessary to achieve safety?

Being able to clearly justify these considerations will help ensure that any intervention is reasonable, proportionate and necessary, consistent with current guidance and F4YP policy.

Unreasonable use of Force

Force must never be used to secure compliance where there is no risk of physical or psychological harm. Any intervention must be the minimum necessary to reduce risk and must cease as soon as it is safe to do so.

The deliberate infliction of pain, the use of degrading or humiliating treatment, or any action that compromises a young person's dignity is strictly prohibited. This does not include reasonable and proportionate actions taken to disengage from an assault or to protect oneself or others from injury, in line with approved training (e.g. bites, grabs, hair pulling)

Force must not be used as a form of punishment. It must not be used to intimidate, coerce, or exert authority.

Seclusion – defined as the involuntary isolation of a young person in a room or area from which they are prevented from leaving – must not be used as a planned behaviour management strategy at F4YP. Current Department for Education guidance (effective from 1 April 2026) makes clear that seclusion is not a lawful disciplinary measure. Any removal of a young person from an area must be proportionate, time-limited, continuously supervised, and carried out solely to reduce immediate risk.

Team Teach

It is the policy of F4YP that staff working directly with young people receive accredited training in the preventative and responsive strategies of Team Teach. This training



supports staff to use de-escalation, positive behaviour support and, where absolutely necessary, reasonable and proportionate physical intervention.

Team Teach techniques are used to complement the approaches set out in F4YP's Behaviour Policy and are consistent with current Department for Education guidance on restrictive interventions, including guidance effective from 1 April 2026. The emphasis of the approach is on prevention, reducing risk, preserving dignity and using the minimum intervention necessary to maintain safety.

Only staff who hold current Team Teach accreditation may use Team Teach physical techniques. All interventions must be recorded, reviewed and monitored in line with F4YP policy and safeguarding procedures.

Further information about the Team Teach approach is available within the organisation's training materials and from Team Teach directly. (www.team-teach.co.uk).

Health and Safety

Where behaviour presents a significant risk of physical or psychological harm, this must be treated as a health and safety matter. Unsafe behaviour should be addressed with the same level of seriousness as any other hazard within the environment.

All incidents and dangerous occurrences must be reported in accordance with F4YP's reporting procedures. Risk identification and reduction is a shared responsibility. Staff are expected to recognise potential hazards, communicate concerns promptly, and take reasonable steps to reduce risk wherever possible.

While every effort is made to minimise risk, it is recognised that risk cannot be eliminated entirely. In complex or rapidly evolving situations, staff may be required to make professional judgements, balancing available options and selecting the course of action that presents the least risk of harm.

In line with health and safety legislation, including the Health and Safety at Work etc. Act 1974, all employees are required to familiarise themselves with relevant policies and guidance, cooperate with safety measures, and participate in training as directed. Positive Handling training includes both physical and non-physical strategies, and the preventative elements are essential in reducing risk. Not all staff will be required to undertake physical techniques, but all staff share responsibility for maintaining a safe environment.

When assessing behaviour that may present a risk, staff should consider:

- Is there a foreseeable health and safety risk associated with this behaviour?
- Do we have sufficient information to undertake an appropriate risk assessment?

- Is a written risk assessment or behaviour support plan required?
- What preventative steps can be taken to reduce the likelihood of unsafe behaviour developing?

Risk Assessment

Ongoing and dynamic risk assessment is a routine part of practice when working with young people, particularly where behaviour may become dysregulated or unsafe. Staff are expected to think ahead, anticipate potential risks and consider what could go wrong. Where an activity or proposed course of action presents an unacceptable level of risk, an alternative approach should be taken.

In situations requiring immediate decision-making, staff must undertake a dynamic risk assessment. Factors that may influence how, or whether, to intervene include the nature and level of risk presented, the vulnerability of those involved, the environment, and the availability of appropriately trained staff. Consideration should also be given to a staff member's competence, confidence, current accreditation, and relationship with the young person.

Physical intervention should only be considered where it is likely to reduce the risk of physical or psychological harm and where the member of staff is appropriately trained and confident in applying the technique safely. Except in an emergency to prevent immediate harm, staff should not attempt physical intervention if doing so may increase the likelihood of injury.

In some circumstances, the safest and most proportionate response may be to step back, seek assistance, continue verbal de-escalation, or prioritise the removal of others from risk. Decisions must always be guided by necessity, proportionality, and the primary objective of maintaining safety and dignity.

Getting Help

F4YP recognises the importance of clear support structures to enable staff to respond safely and consistently to behaviour that may become dysregulated or unsafe. The following arrangements are in place:

- Pastoral Support Plans and Individual Risk Assessments are developed and shared, ensuring that relevant information about each young person is accessible to staff working directly with them.
- Pre-session briefings provide opportunities to update staff on current issues, emerging risks and agreed approaches.
- Agreed help protocols and consistent language are used to signal when support is required, enabling colleagues to assist promptly, including structured staff changeovers during heightened situations where appropriate.

- Post-incident debriefs take place following significant incidents. These provide an opportunity to reflect with the young person and staff involved, review how the situation was managed, and identify any learning or adjustments required.
- Annual refresher and reaccreditation training in Team Teach strategies and techniques is provided, alongside ongoing review by the Senior Management Team to ensure practice remains current, proportionate and aligned with guidance.

These structures are intended to promote consistency, shared responsibility and continuous improvement in safeguarding and behaviour support practice.

Positive Handling Plans

Risk management is an integral part of behaviour support planning. Any young person identified as presenting a foreseeable risk of physical or psychological harm should have a Behaviour Support Plan (Positive Handling Plan) in place.

The plan should outline known triggers, early warning signs, effective de-escalation strategies, and agreed responses. It should clearly identify approaches that are not recommended, based on previous experience or assessed risk. Where specific physical techniques form part of an agreed strategy, these must be identified, alongside any techniques that are contraindicated or have previously been ineffective.

Plans must take account of the young person's age, developmental stage, physical and emotional needs, any special educational needs or disabilities, medical considerations, and social context. Wherever possible, plans should be developed in collaboration with parents or carers and relevant professionals and reviewed regularly to ensure they remain appropriate and proportionate.

Responding to Unforeseen Emergencies

Even with robust planning, situations may arise that are unforeseen or require immediate action. In such circumstances, staff must undertake a dynamic risk assessment and act in accordance with safeguarding principles and current guidance.

Any physical intervention must be:

- in the best interests of the young person and others
- reasonable, proportionate and necessary in the circumstances
- intended solely to reduce the risk of physical or psychological harm
- the least intrusive and restrictive option likely to be effective

Where possible, staff should provide a clear verbal warning before using physical intervention and continue to prioritise de-escalation and diversion strategies. Only



approved techniques, consistent with current training and organisational policy, may be used.

Where staff act in good faith, in line with training, policy and a dynamic risk assessment, and their actions are reasonable and proportionate, they will be supported by F4YP.

The Post Incident Support Structure for Young People and Staff

Following a serious incident, it is the policy of F4YP to offer support for all involved. People take time to recover from a serious incident. Until the incident has subsided, the only priority is to reduce risk and calm the situation down. Staff should avoid saying or doing anything which could inflame the situation during the recovery phase.

Immediate action should be taken to ensure medical help is sought if there are any injuries which require more than basic first aid. All injuries should be reported and recorded using the project's systems. It is important to note that injury in itself is not evidence of malpractice. Even when staff attempt to do everything right, things can go wrong. Part of the post incident support for staff may involve a reminder of this, as people tend to blame themselves when things go wrong. Time needs to be found to repair relationships.

When careful steps are taken to repair relationships, a serious incident does not necessarily result in long term damage. This is an opportunity for learning for all concerned. Time needs to be given to following up incidents so that young people have an opportunity to express their feelings, suggest alternative courses of action for the future and appreciate other people's perspective. When time and effort are put into a post incident support structure the outcome of a serious incident can be learning, growth and strengthened relationships.

2. Use of Physical Intervention - Threshold for Sending a Young Person Home

F4YP is committed to using Team Teach strategies and any form of physical intervention only as a last resort, in line with the young person's Behaviour Support Plan and a dynamic risk assessment.

In order to maintain the safety and wellbeing of all young people and staff, the following threshold applies:

A young person will be sent home where:

- Three sequential physical interventions are required within the same incident or escalation sequence, each lasting up to ten minutes, with no sustained period of regulation or de-escalation of at least 15 minutes between interventions;
or
- Two separate incidents requiring physical intervention occur within a single day.



This decision will be made by the most senior member of staff on site, in consultation with the Designated Safeguarding Lead (or Deputy, where appropriate). The purpose of this measure is to reduce risk, allow the young person time to regulate in a different environment, and support a planned and safe return.

In exceptional circumstances, where F4YP is unable to reduce or safely manage the level of risk despite reasonable and proportionate intervention, external support may be required. This may include contacting emergency services, including the police, where there is a significant and immediate risk of harm.

Any decision to send a young person home or to involve external agencies will be recorded, communicated with parents or carers in a timely manner, and reviewed to inform future risk assessment and planning.

Safeguarding Leads:

Designated Safeguarding Lead: Sophie Stock - CEO

Deputy Designated Safeguarding Lead: Sarah Collins - Head of Operations

Trustee with safeguarding responsibility: Becky Ireland - Trustee

Office safeguarding number: 0300 102 4541 (Option 4)

Complaints

It is recognised that following a serious incident, including where physical intervention has been used, a young person may raise concerns or make a complaint. F4YP has a formal Complaints Procedure, which is accessible to young people, parents and carers. Young people should be reminded of this process and supported to use the appropriate channels where they wish to do so.

The Complaints Procedure applies equally to staff. F4YP promotes openness, transparency and accountability in order to safeguard the interests of both young people and staff.

Any concerns relating to the welfare or protection of a child must be reported immediately to the Designated Safeguarding Lead (or Deputy). Concerns relating to health and safety must be reported in accordance with F4YP's health and safety procedures. Whistleblowing procedures are also available where appropriate.

Training

Staff who may be required to use planned physical intervention must hold appropriate, current and accredited training. F4YP adopts the Team Teach model of training, which emphasises prevention, de-escalation and the use of reasonable and proportionate physical intervention only as a last resort.



Training is delivered by accredited Team Teach instructors and aligned with current Department for Education guidance on restrictive interventions.

The level of training required is proportionate to the level of foreseeable risk associated with a staff member's role. Wherever possible, a whole-team approach to training is adopted to promote consistency of practice. While not all staff require the same level of physical technique training, all staff benefit from training in preventative and de-escalation strategies.

Training needs are reviewed regularly and may be adjusted in response to emerging risks or changes in the needs of the young people attending the service. Staff are expected to maintain their competence through refresher training and to seek guidance from senior staff where they have concerns or require additional support.

Recording and Reporting

All incidents involving physical intervention or other restrictive practices must be recorded as soon as possible and no later than the end of the working day. Records must be factual, clear and proportionate, and include:

- the date, time and location of the incident
- the antecedents and early warning signs observed
- de-escalation strategies attempted
- the reason physical intervention was necessary
- the type and duration of intervention used
- any injuries sustained and action taken
- the outcome of the incident
- details of post-incident support and parental communication

The record must be reviewed by a senior member of staff and shared with the Designated Safeguarding Lead where appropriate. Incidents must trigger a review of the young person's Pastoral Support Plan and risk assessment.

Parents or carers will be informed on the same day where physical intervention has been used, in line with F4YP's duty of care and commitment to transparency.

Safeguarding and External Reporting Thresholds

Where concerns arise in connection with the use of positive handling or restrictive intervention, F4YP will consider whether external reporting thresholds have been met. If the circumstances of an incident raise safeguarding concerns about a young person's welfare, a referral will be made to Children's Services in line with local safeguarding procedures.



Where an allegation suggests that a member of staff or volunteer has harmed, may have harmed, or poses a risk of harm to a child, or may have committed a criminal offence in the course of an intervention, a referral will be made to the Local Authority Designated Officer (LADO).

Where a serious injury to a member of staff occurs as a result of a physical intervention, consideration will be given to reporting under RIDDOR in accordance with Health and Safety Executive guidance.

In situations where risk cannot be safely reduced through reasonable and proportionate measures, emergency services, including the police, may be contacted to prevent significant and immediate harm.

Governance and Monitoring

F4YP recognises that the use of restrictive intervention requires robust oversight. The Senior Leadership Team is responsible for monitoring the frequency, nature and context of incidents involving physical intervention to ensure practice remains lawful, proportionate and consistent with current guidance.

Incident data will be reviewed regularly to identify patterns, emerging risks or any disproportionate impact on particular groups of young people. Where concerns are identified, appropriate action will be taken, including review of individual plans, additional staff training or wider service adjustments.

Trustees maintain oversight of safeguarding and behaviour management practice through regular reporting and policy review. This policy will be reviewed at least annually, or sooner if required, to ensure continued alignment with statutory guidance and best practice.



STAFF RATIO POLICY

Policy Statement

F4YP is committed to ensuring the safety, wellbeing, and positive experience of all young people (YP) who attend our activities and clubs. Adequate staffing ratios are essential to maintaining a safe and supportive environment. This policy sets clear requirements for staffing levels and ensures that staff with the appropriate training, including Team Teach (TT) and pastoral expertise, are always present in accordance with assessed levels of risk.

In the context of this policy, the term 'staff' covers both employees and contracted tutors & providers.

Scope

This policy applies to all F4YP staff and includes after-school clubs, holiday clubs and residential. It covers:

The minimum number of staff required for safe operation.

The minimum number of TT-authorized staff present to manage foreseeable risks.

The minimum number of pastoral staff, who must also be TT-trained and authorized.

These requirements must be applied consistently and will be reviewed regularly to ensure compliance with safeguarding standards, health and safety regulations (relating to both staff and young people), and the needs of the young people we support.

Introduction

The safety of young people and staff is paramount. To ensure safeguarding, staff-to-young person ratios must meet the minimum requirements set out below. These ratios also ensure there are always sufficient Team Teach trained and authorized staff present to manage foreseeable risks. They are minimum requirements and must be applied consistently across all settings.

This policy provides clear guidance on staffing arrangements, ensuring that supervision levels are proportionate to group size, activity type, and assessed risk (low, medium, or high). By setting out these expectations, F4YP maintains consistent safeguarding standards, appropriate staff expertise, and safe, inclusive environments for young people.



Procedure

To ensure the safety and wellbeing of all young people (YP) and staff during activities, staffing levels must meet 1:10 staff-to-young person ratio. This ratio applies across all settings and can be further adjusted according to group size and the assessed level of risk (low, medium, or high).

The following tables set out the required staffing arrangements for:

After-School Activities (based on risk level and group size).

Holiday Club (based on total numbers attending).

These requirements specify the total number of staff present, the minimum number of staff who must be qualified in, and authorised by F4YP to use, Team Teach (TT), and how many must be pastoral staff.

After School Clubs				
Club Risk Level (Needs, Activity, Age)	Group Size (YP)	Staff Required (Including Tutor/Provider)	TT Staff Required	Pastoral Requirement (Must be TT)
Low Risk	Up to 16	2	1	1
Low Risk	17-30	3	1	1
Medium Risk	Up to 16	3	2	1
Medium Risk	17-30	4	2	1
High Risk	Up to 16	3	3	2
High Risk	17-30	4	3	2

Holiday Clubs

Group Size (YP)	Staff Required (Including Tutor/Provider)	TT Staff Required	Pastoral Requirement (Must be TT)
60	6	6	3
120	12	12	4
150	15	15	5

Risk Assessment Matrix

Staff must monitor the risk level of their own club and notify the Senior Leadership Team (SLT) if they believe it is elevated above the default Low Risk (refer to Delivery Staff Budget). This should be anticipated in advance of the club starting (e.g., during sign-ups), wherever reasonably practicable.

The risk assessment matrix (below) provides a structured method for evaluating risk. The scoring system is not an absolute measure, as individual circumstances and variables may affect outcomes, but it is considered a reliable guide to ensure that risk levels are consistently assessed and remain within acceptable limits.

The SLT will make the final decision on the overall risk level outcome. Where necessary, SLT will take proportionate measures to mitigate identified risks. These measures may include, but are not limited to, adjusting staffing ratios, amending activity content, increasing staff training or supervision, or making environmental changes to improve safety.

Risk Assessment Matrix:

Factor	Low Risk (default) = 1 point	Medium Risk = 2 points	High Risk = 3 points
Activity	Routine, structured, predictable; minimal hazards (e.g., arts, dance, indoor games, non-contact sport).	Moderate challenge, movement, or equipment (e.g. cooking, Fire, swimming).	High-energy, high-hazard, or off-site (e.g. adventurous outdoor activity, trips, specialist kit).
Age of YP	YP generally independent and follow instructions.	YP requiring more guidance and support.	YP requiring significant guidance and support.
Behavioural Needs	YP with behaviour requiring low level	YP with escalated behaviours requiring	YP with behaviour that regularly puts themselves

	intervention or TT de-escalation	regular moderate intervention or de-escalation. Regular yellow cards Able to safely reengage following team teach intervention.	or others at risk, requiring significant intervention Red Cards YP Risk Assessments in place that impact team teach ratios.
SEND Needs	YP requiring occasional extra support or 1:1 input.	YP with requiring additional tailored strategies to engage effectively.	YP with high-level needs requiring continuous 1:1 to engage.
Provider Requirements	Ratios align with F4YP minimum standards.	Provider recommends closer supervision; additional staff considered.	Provider requires enhanced ratios that exceed F4YP minimums.
Staff - Qualification & Experience	Qualified/experienced staff or providers who are confident in activity delivery	Less experienced staff delivering or supporting activity; some may need additional oversight or mentoring.	Staff delivering activity are newly qualified/inexperienced
Venue	Risks mitigated within risk assessments. E.g. check in/out procedure, lockable spaces, expectations and boundaries explained to YP	Some risk levels remain high remaining despite risk assessment e.g. easy access to main road	
Venue	Consider how secure the location is, who else is using the venue, if it's a public place, direct access to venue (e.g. main road, car park), fire exits, hazards within venue (e.g. kitchen access). Consider possible mitigations within risk assessment. (This factor does not add to the scoring total but should be considered in individual risk assessments and discussed with SLT)		
Scoring Totals:	Low Risk: 6-8 points	Medium Risk: 9-11 points	High Risk: 12-18 points





CONFIDENTIALITY POLICY

Policy Statement

The aim of this policy is to protect and promote the best interests of individuals and F4YP.

F4YP personnel will:

- treat all personal and sensitive organisational information as confidential to F4YP
- comply with GDPR regarding the protection and disclosure of information
- not disclose personal information without the prior informed consent of the individual concerned, except in the circumstances outlined below in the section on disclosure;
- not gain or attempt to gain access to information they are not authorised to have.

Scope

This policy applies to: -

- All personnel this includes employees, casual and sessional contractors, volunteers and trustees, as well as all other persons supporting, providing, or delivering services for or on behalf of F4YP
- Parent/carer/guardian and service users.

Introduction

During the course of everyday working, Fun 4 Young People (F4YP) Ltd. (F4YP) handles a great deal of information. Service users, applicants, staff, volunteers and Trustees have a right to privacy and to expect that all personal information about them will be handled sensitively and confidentially.

F4YP aims to strike a balance between encouraging openness, avoiding unnecessary secrecy and bureaucracy and ensuring individuals' privacy is respected. The confidentiality policy and associated procedures set the framework within which personal and any other potentially sensitive information is to be collected, stored, handled and disclosed.



Most breaches in confidentiality happen through lack of thought or consideration of the possible consequences, or a lack of private or secure facilities. The best protection against breaches in confidentiality is to keep to a minimum the number of people who have access to sensitive information. Anyone worried or distressed by something they hear or read should seek guidance and support from their manager.

Procedures

All personal information relating to personnel and service users that is not a matter of public record will be:

- obtained fairly;
- held for specific purposes and used only for those purposes;
- relevant, accurate and kept up to date;
- corrected if shown to be inaccurate;
- kept no longer than necessary and destroyed when no longer required;
- protected against loss or disclosure;
- treated as confidential at all times.

Any breach in the policy could have very serious consequences for an individual or for F4YP and will be treated as a serious disciplinary matter.

Information to be kept confidential

All sensitive information will be kept and handled confidentially, whether the information has been received formally, informally or discovered by accident. Broadly, this means:

- anything of a personal nature that is not a matter of public record about a service user, applicant, staff member, volunteers or Trustees;
- sensitive organisational information which could be used to damage F4YP or threaten the security of property or buildings;
- tenders and quotations for services and works.

Access to sensitive information

Staff will generally have access to all information that they genuinely need to know to carry out their work and are under a duty to respect the confidentiality of all personal information held by F4YP.



Wherever possible, staff will explain the purpose of recording potentially sensitive personal information and the people likely to have access to it before it is disclosed, so that informed consent can be obtained. If this causes concern, special arrangements for recording and access will be made.

Disclosure

Disclosure of personal information outside F4YP will only be made with the informed consent of the individual concerned, except:

- to comply with the law (e.g. the police, Inland Revenue and Council Tax Registration Officer) or a court order;
- where there is a clear health or safety risk or evidence of fraud;
- in connection with court proceedings or statutory action to enforce compliance with licence conditions (e.g. application for possession or for payment of HB direct);
- the name, address and contact number of a service user to contractors or other agents providing services on F4YP behalf;
- Anonymously for statistical or research purposes, provided it is not possible to identify the individuals to whom the information relates.

Disposal

When no longer required, all personal information will be shredded or destroyed in line with the document retention policy.

Implementation

All staff, volunteers and Trustees will be informed of their duties and provided with practical procedural guidelines. Training will be made available to staff who handle personal information. All contractors and agents working for F4YP will be bound by the policy in the same way as direct employees.

All applicants, service users and agencies with whom F4YP works will be informed about this policy.



DRIVING FOR COMPANY BUSINESS USE & TRANSPORTING SERVICE USERS POLICY

Policy Statement

To ensure that all Fun 4 Young People (F4YP) Ltd. personnel and service users are protected while driving for company business and in the event of transporting service users. This policy sets out the procedures that should be followed when transporting service users in the F4YP van, hired vehicle or own vehicle.

Scope

This policy applies to all F4YP personnel who drive on company business in a company vehicle, personal car, or hire car.

Policy Driver Rules

All drivers who drive on company business are required to:

- Adhere to legal obligations in relation to the vehicle they are driving
- have a full driving licence
- Drivers must only drive within the restrictions of their licence
- Ensure the vehicle is legal and roadworthy and driver is fully insured for the journey
- be fully aware of their legal responsibilities when driving on company business
- When driving on company business you are expected to adhere to the rules laid out in the "Highway Code"
- Drive within statutory UK road regulations i.e mobile phone use, speed, smoking, alcohol etc.
- Notify Chief Executive Officer of any restrictions or revocation of licence
- Notify the Chief Executive Officer if they are involved in an accident whilst driving on company business
- Complete all relevant declaration, audits and forms before driving on company business
- In order to claim travel expenses a copy of insurance stating driver is insured to "drive for business use" must be provided to F4YP

When transporting service users:

- Discretion is always left with the driver if they are willing to transport the service user/s
- Where possible use F4YP van to transport service users
- Service users must have parent/guardian consent to be transported by F4YP (unless in extreme circumstances e.g. YP needs to be taken to hospital and parent/guardian is not contactable, YP not collected, and parent/guardian is not contactable after 30minutes)
- Permission from the relevant manager/s must be sought before staff use their own vehicles to transport service users and vehicle must be approved by relevant manager
- Staff should make F4YP team aware of the journey(s) to be undertaken, the vehicle to be used, service users involved and the time of the journey(s)
- Staff must not smoke whilst transporting or whilst responsible for service users
- F4YP risk assessment must be followed
- Ensure that the lone working policy is being adhered to
- Follow the risk assessment for transporting F4YP van including driving lawfully and having correct first aid supplies
- Mobile phone should be carried with access to CHIPS, in case of emergencies
- The driver (and or accompanying staff) must carry a mobile phone
- Service users should be encouraged to sit in the back on the passenger side where possible
- Ensure that the lone working policy is being adhered to
- Avoid leaving service users alone in the vehicle
- Service users should be encouraged to sit in the back on the passenger side where possible



SUPPORTING CHILDREN WITH MEDICATION

Details of YP Medication

It is helpful for F4YP to be aware of any medication a YP takes.

Any medication that impacts a YP participating in F4YP activities, or relevant to any emergency/first aid medical treatment must be provided to F4YP prior to attendance at any provision and records of such must be stored on the client profile on CHIPS.

Administration of Medication at F4YP provision

Any YP who requires medication to be taken during a F4YP provision should inform F4YP prior to attendance at any provision. This should include:

- Type
- Dosage
- Regularity
- Any instructions for how this should be taken (e.g. after eating.)
- Any side effects

In the case of a residential trip, where a YP may require non-prescription medication such as paracetamol or similar medications, the parent/carer for that YP must provide written consent for administration.

Individual Risk Assessment

- An individual risk assessment should be created on CHIPS for each YP where medication relates to a long-term health condition e.g. asthma, EpiPen, ADHD medication.

Handover/Storage during provision

After-School Club

YP should bring medication in their own bag and should notify F4YP staff they have it with them and will be shown where to store it so that it is accessible

e.g. EpiPen, Inhaler.

Holiday Club

Medication should be presented to F4YP at the start of the provision/day in the following way by parent/carer:

- In a clear sealed bag
- Named
- All above information relevant to administration.

Medication will be kept securely in the “F4YP office”, in a clearly marked box unless otherwise specified (e.g. store in fridge)