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# The Hive

# Policies and Procedures

Last updated: 19<sup>th</sup> March 2024

Due for review: By 18<sup>th</sup> March 2025

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## Declaration

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The Hive Policies and Procedures has been read by all supporting adults who have a regular role in delivering Holiday Camps and School Workshops at The Hive.

It is reviewed annually by the Company Director, Caroline Leroi.

Signed:

A handwritten signature in black ink, consisting of several overlapping loops and a central vertical stroke, positioned above a dashed horizontal line.

Caroline Leroi, Company Director

Date: 19<sup>th</sup> March 2024

Review Date: By 18<sup>th</sup> March 2025

## Behaviour Policy

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The Hive has the following set of behaviour expectations at camp:

Whilst at The Hive we encourage and expect CHILDREN to:

1. Comply with The Hive rules, as highlighted in the Camp Briefing and Children H&S briefing.
2. Be positive and actively participate in The Hive missions and activities.
3. Respect one another, accepting differences of race, gender, ability, age, religion and sexual orientation.
4. Treat others the way they want to be treated, be kind and help others.
5. Keep safe and be a good role model.

Whilst at The Hive we encourage and expect FACILITATORS to:

1. Create a positive camp ethos and a stimulating environment for children.
2. Have a team approach, working, talking and sharing as a team.
3. Be comfortable and confident that positive behaviour management will work.
4. Use reasoning, encouragement, praise or disappointment when dealing with challenging behaviour.
5. Keep their cool and sense of humour.

### Encouraging positive behaviours

We encourage positive behaviours by:

1. Offering a variety of learning opportunities to meet the different needs of the children attending The Hive.
2. Always acting as positive role models.
3. Consistently praising positive behaviours.
4. Offering badges, rewards and certificates for behaviours, not just accomplishments.
5. Always explaining the consequences of choices and actions.
6. Sharing concerns with the Camp Director.

### Behaviours not tolerated at The Hive

#### Bullying

The Hive defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

- Physical: pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- Psychological: behaviour likely to create a sense of fear or anxiety in another person.
- Emotional: being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- Verbal: name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

#### Racial and sexual harassment

- Racial harassment can take any of the forms of bullying listed but is motivated by the victim's colour, race, nationality, or ethnic or national origins. All instances of racial harassment must be recorded in an incident report.
- Harassment of LGBTQIA+ children is motivated by the victim's sexual orientation or gender expression. All instances of LGBTQIA+ harassment must be recorded in an incident report.

#### Physical violence or threatening behaviour

- Situations where children or adults are abused, threatened or assaulted whilst at camp.
- Physical force, verbal abuse and threats, including prejudice-related incidents, and damage to property are all forms of violence.

#### Swearing or inappropriate language

- Offensive use of language (swearing, cursing, bad words, rude suggestions) has the potential to amount to harassment or bullying.
- Incidences of inappropriate language deemed to be disrespectful and insulting towards others are banned at The Hive.

### **Positive approaches to behaviour**

The Hive uses positive behaviour strategies to promote the welfare and enjoyment of children attending a Camp or Workshop.

Working in partnership with parents, carers and teachers, we aim to manage behaviour using clear, consistent and positive strategies. The rules are clearly explained at every session and are discussed regularly with participating children.

Camp Directors and Facilitators are encouraged to:

1. Be as positive as they can be and use specific language outlining the challenging attitude or behaviour shown
2. Display calmness, firmness and clarity: they help relieve tensions
3. Use humour: it builds bridges and can help de-escalate a situation
4. Give children choices and an opportunity to self-correct rather than backing them into a corner
5. Criticise the behaviour, not the child
6. Give private rather than public reprimands, as much as possible
7. Be consistent and fair

The Camp Director is the Hive's designated member of staff responsible for behaviour at Camp. He/she is supported by The Hive's Operation Manager and Managing Director.

### **Dealing with challenging behaviour**

Camp Directors and Facilitators are asked to follow the process below:

1. Challenging behaviour is addressed in a calm, firm and positive manner.
2. The child will be told how their behaviour is challenging for the group and given alternative ways of behaving.
3. In the second instance, the child will be temporarily removed from the activity.
4. Staff will discuss why the behaviour displayed is deemed inappropriate.
5. Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.

6. Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
7. Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
8. Staff will not threaten any punishment that could adversely affect a child's well-being (eg. withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, The Hive may decide to exclude the child in accordance with our Suspensions and Exclusions policy. The reasons and processes involved will be clearly explained to the child.

## Health & Safety Policy

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The Hive complies with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

Each member of staff follows The Hive's Health and Safety policy and is responsible for:

- Maintaining a suitable and safe environment and resources
- Taking reasonable care for the health, welfare and safety of themselves and others attending the Camp or Workshop
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the Operations Manager and Managing Director.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

### **Responsibilities of the Registered Person**

The Registered Person for the setting holds ultimate responsibility and liability for the safe operation of the Camp or Workshop. The Registered Person ensures that:

- The Hive's Health and Safety Officer for the Camp or Workshop is the Camp Director.
- All staff receive information and training on health and safety.
- The Health and Safety policy and procedures are reviewed regularly.
- Staff understand and follow health and safety procedures.
- Resources are provided to meet The Hive's health and safety responsibilities.
- All accidents, incidents and dangerous occurrences are reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

### **Responsibilities of the Camp Director**

The Camp Director is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature, suitable to the activity, personal clothing and learning outcomes.
- The premises are used by and solely available to The Hive during opening hours.



- All The Hive's equipment is safely and securely stored.
- A working telephone is available on the premises at all times.
- Chemicals and cleaning materials are stored in accordance with COSHH guidance.
- Daily checks are carried out in accordance with The Hive Risk Assessment policy.

### **Security**

Children are not allowed to leave the Camp or Workshop premises during the session unless prior permission has been given by parents (for example, to attend other extra-curricular activities).

All visitors to The Hive must sign the Visitor Log and give the reason for their visit. Visitors other than parents and guardians will never be left alone with the children. If a visitor has no reason to be on the Camp's premises, they will be escorted from the premises. If the visitor refuses to leave, the police will be called. In such an event an Incident Form will be completed and the Operations Manager will be immediately notified.

### **Equipment**

All equipment are kept clean, well maintained and in good repair. The Hive selects equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken equipment is disposed of promptly. We ensure that any flammable equipment is stored in line with manufacturer guidance.

### **Personal hygiene**

Staff at The Hive strive to maintain high standards of personal hygiene and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Waste is disposed of safely.
- Staff encourage and provide opportunity for children to wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

### **Dealing with body fluids**

Spillages of blood, vomit, urine and faeces will be cleaned up immediately by a competent person, using a suitable spill kit or method of managing cross infection/contamination.

### **a. Insurance**

The Hive has appropriate insurance cover, including employer's liability insurance and public liability insurance.

### **b. Accident and Emergency**

The Hive strives to ensure that all our Camps and Workshops are as safe as possible for the children in our care, while still retaining opportunities for managed adventure, experiential and consequential learning. We achieve this through a mix of staff training, dynamic and written risk assessments and the use of appropriate equipment and premises.

However, we recognise that from sometimes accidents may be unavoidable in a meaningful experiential learning environment, and therefore have the following procedure in place for the treatment of children on our camps.

All parents or carers must complete our online Medical Form when their child joins the Camp, requesting emergency contact details and permission for emergency medical treatment for their child in the event of a serious accident or illness. The form also captures allergy and illness information.

We record all accidents and incidents, together with any treatment given, in a secure online Incident Form, which the parent or carer is asked to sign when they collect the child.

Each Camp Director is provided with a Hive mobile phone and emergency contact details, along with a list of the children's allergies/ medical details.

### **c. First aid**

All Camp Directors at The Hive hold a valid Paediatric First Aid qualification. Other members of staff may also hold Forest School or Outdoor First Aid qualifications when relevant.

As part of The Hive online Medical Form that parents and carers are asked to complete ahead of their child attending a Camp or Workshop, they are required to confirm that they are happy for a Hive member of staff to administer first aid or seek medical advice as necessary for their child(ren). This written **First Aid Consent** Form will accompany the child to hospital in the event of a major accident.

The location of the first aid box is clearly displayed at The Hive, by the registration desk. The Camp Director, as designated First Aider regularly checks the contents of the first aid box to

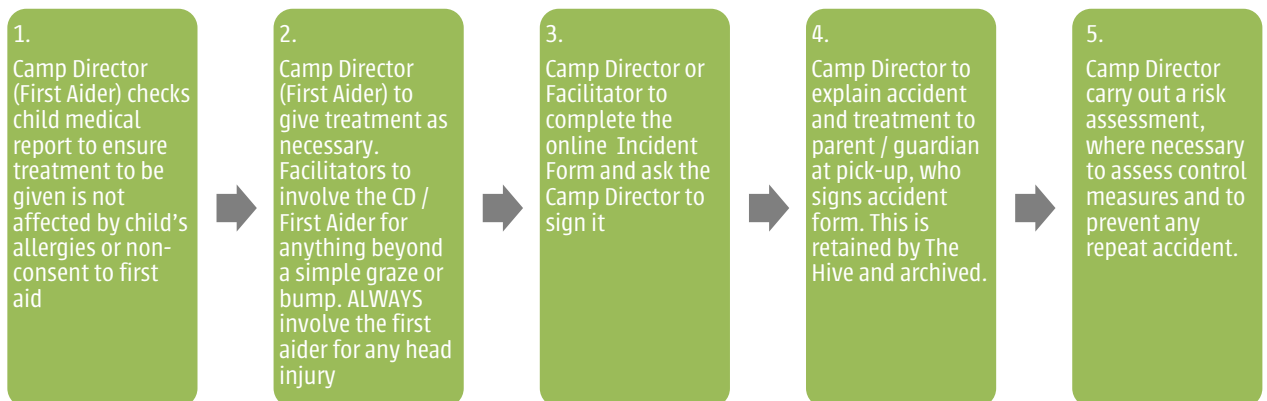
ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

As part of their training, all staff are made aware of the location of the first aid box. The Hive ensures an adequate provision of first aid equipment for the age and number of children on camp, including at least one central first aid kit to be kept by the registration desk, and a portable first aid kit for each member of staff to be taken to outdoor activities where necessary.

**Procedure for a minor injury or illness**

The Camp Director will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

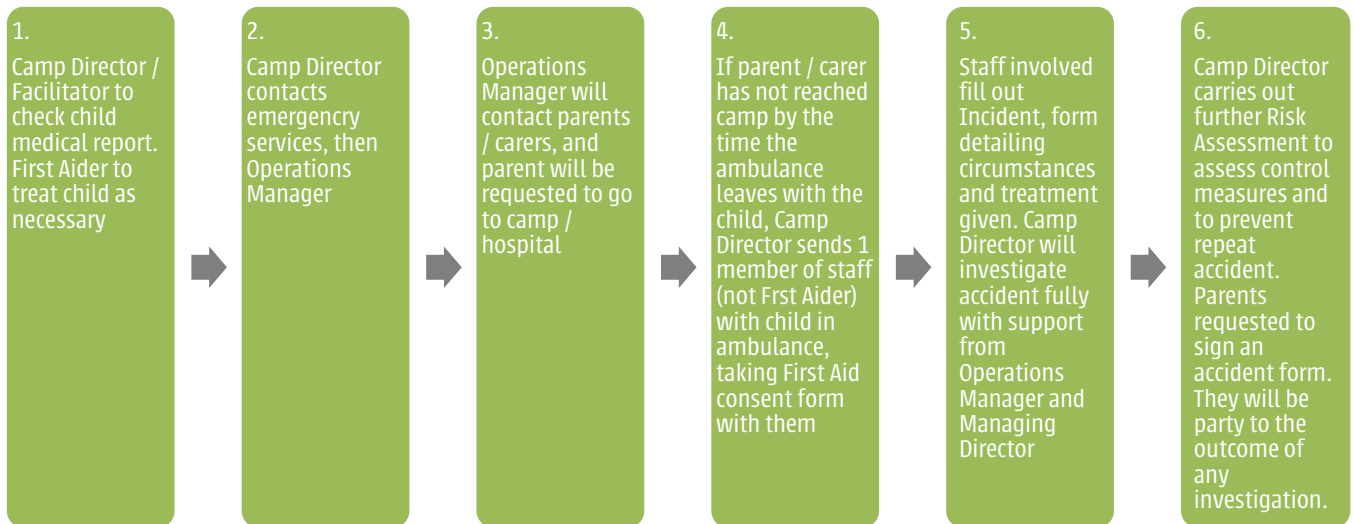
- If a child becomes ill during a session, the parent or carer may be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child’s parent will be asked to collect the child as soon as possible.



**Procedure for a major injury or serious illness**

In the event of a child becoming seriously ill or suffering a major injury, the Camp Director / First Aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child’s Medical Form with them and will consent to any necessary treatment (as approved by the parents on the Medical Form).
- We will contact the child’s parents or carers with urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident the manager and staff will review the events and consider whether any changes need to be made to The Hive’s policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (see the HSE website for a full list of reportable injuries).



**d. Communicable illnesses & diseases**

The Hive cannot accept children who have a communicable illness that could affect other children’s welfare. If any children are ill on Camp, we notify their parents or carers to come and collect them. Any children who have been ill should not return to the Camp until they have fully recovered, or until after the minimum exclusion period has expired. This is consistent to the approaches taken by schools and other education establishments.

If a case of head lice is found at The Hive, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on the Camp's premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at the Camp the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

If there is an outbreak of a notifiable disease at the Camp, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

The Hive Minimum exclusion periods for infectious conditions and diseases follows NHS / OFSTED guidance. See [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/353953/Guidance\\_on\\_infection\\_control\\_in\\_schools\\_11\\_Sept.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/353953/Guidance_on_infection_control_in_schools_11_Sept.pdf) for more information

For further information on recording Accidents, incidents and near misses we will refer to HSE and RIDDOR guidance.

## **e. Emergency and Evacuation**

The Hive will make every effort to keep the Camp open, but in exceptional circumstances, we may need to close at short notice. The following are possible reasons for emergency closure:

- Serious weather conditions
- Burst water pipes
- Fire or bomb scare/explosion
- Serious accident or illness
- Significant transport issues

### **Fire**

The Hive recognises the risk that fire poses to our staff, children, parents, visitors and members of the public and we take all reasonable steps to prevent the outbreak of a fire. A robust system of Risk Assessments and Staff Training are the most effective tools against fire.

The Operations Manager consults with the location facilities management at all venues to ensure that Fire Risk Assessments are in place and that all emergency procedures are outlined to site call staff. Appropriate Hive staff may also identify any additional significant risks

identified to this plan and amend as required. This includes collaboratively working with the venues' existing fire procedures and systems of management.

All Hive staff are made aware of each Site's Fire Evacuation Procedure and children are given instructions on the fire evacuation procedure. A fire drill is carried out at the beginning of all Camps and recorded.

### **Evacuation**

In the event of an emergency or fire our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Camp, the following steps will be taken:

- If appropriate the Camp Director will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the designated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The Operations Manager will contact parents to collect their children. If the register is not available, the Camp Director will use the emergency contacts list.
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, The Hive will follow its Uncollected Child procedure.

If the Camp has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

## **f. Cooking and Food Hygiene**

Lunch and snacks are often eaten during a Hive Camp or Workshop. Cooking activities may also take place, as part of the Camp / Workshop programme. All cooking activities take place under the direct supervision of a trained facilitator.

When cooking or consuming food, staff will apply the following food hygiene controls:

- Food will only be eaten after children have washed their hands using fresh water and soap. Antibacterial gel will also be available. Children will be reminded about the importance of not putting their hands in their mouths and of hand washing.
- All medical forms must be checked to ensure that no food item or ingredient is given to any child or adult with an allergy to it.
- Any food/ingredients for cooking will be stored at correct temperatures prior to the session and checked to make sure they are still in date and not subject to contamination by pests, mould etc.
- All cooking utensils, crockery will be checked before use. They will be washed, dried and stored away properly after using.
- Food waste will be disposed of promptly, away from activities
- Cooked food will not be re-heated.
- Food will be served at a temperature and consistency which is safe for children.
- Children and adults taking part in any cooking must have their hair tied back and loose clothing secured
- A designated food preparation area will be used to prevent contamination and for safe tool use.

## **g. Nuts and Allergens**

Although we recognise that this cannot be guaranteed, The Hive aims to be a Nut-Free setting. This policy serves to set out all measures to reduce the risk to those children and adults who may suffer an anaphylactic reaction if exposed to nuts to which they are sensitive.

We do not allow nuts or nut products to be brought to any of our camp settings. Our “Nut-Free Policy” means that the following items should not be brought to camp:

- Packs of nuts
- Peanut butter or Nutella sandwiches
- Fruit and cereal bars that contain nuts
- Chocolate bars or sweets that contain nuts
- Sesame seed rolls
- Cakes made with nuts
- Any home cooked meals for packed lunches that are made from nuts, including pine nuts

Staff must ensure they do not bring in or consume nut products at camp and ensure they follow good hand washing practice. If staff distribute confectionary or any food, care must be taken to ensure that no nuts are included in the product.

All product packaging must be checked for warnings directed at nut allergy sufferers and if the following or similar are displayed, the product must not be used at camp.

Packaging must be checked for:

- Not suitable for nut allergy sufferers
- This product contains nuts
- This product may contain traces nuts

#### Parents and Carers

Parents and carers must notify staff of any known or suspected allergy to nuts and provide all medical and necessary information. The Hive requests that parents and carers observe the nut-free policy and therefore do not include nuts, or any traces of nuts, in packed lunches or snacks.

Homemade snacks or party food contributions must have a label detailing all ingredients present and the kitchen environment where the food was prepared must be nut free.

If parents are unsure about a selection, they should speak to a staff member before bringing the food item into camp.

#### Children

All children are regularly reminded about the good hygiene practice of washing hands before and after eating which helps to reduce the risk of secondary contamination. Likewise, children are reminded and carefully supervised to minimise the act of food sharing with their friends.

#### Camp Food

We have a policy not to use nuts in any of the food we prepare on site. However, we cannot completely guarantee freedom from nut traces.

### **h. Control of Substances Hazardous to Health (COSHH)**

The Hive has a duty to prevent adults and children at Camp from coming into contact with substances hazardous to health.

We have the following control measures in place:



- No potentially harmful substances are used at camp by facilitators and children.
- All our camps and workshops are run in school settings, which are regularly checked for COSHH. The Camp Director and Facilitators also conduct regular checks.
- Any cleaning substance we use is domestic standard
- All substances are stored and labelled appropriately.
- Hand washing facilities are always available during camp.
- All waste products, including medical waste is disposed of safely, in accordance with statutory regulations and in a way to minimise ecological impact.

### **i. Administering Medication**

If a child attending The Hive requires prescription medication of any kind (including across the counter medication), their parent or carer must complete the Hive's Permission To Administer Medication Form in advance. Staff at The Hive will not administer any medication without prior written consent and in most circumstances will only release medication for supervised self-administration by the participant according to the information supplied by the parents/ carers.

Ideally children should take their medication before arriving at The Hive. If this is not possible, children will be encouraged to take personal responsibility for informing staff when they need their medication, if appropriate. If children carry their own medication (eg. asthma inhalers), The Hive staff will offer to keep the medication safe until it is required and will form part of the signing in the child process. Inhalers must be labelled with the child's name.

The Hive can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached, this should include: child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a Medication Log, check that the medication is properly labelled, and ensure that it is stored securely during the session. It is the responsibility of the staff member to notify The Hive Camp Director if they have any questions and or concerns around the responsibility of overseeing self-medication and or storage of medications.

Before any medication is given, the designated person will:

- Check that The Hive has received written consent

When the medication has been administered, the designated person must:

- Record all relevant details on the Record of Medication Given form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the child's Medical, Allergy and Consent Form.

If a child refuses to take their medication, staff will not force them to do so. The Camp Director and the child's parent or carer will be notified, and the incident recorded on the Record of Medication Given.

Certain medications require specialist training before use, eg. Epi Pens. If a child requires such medication the Camp Director will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new Permission to Administer Medication form if there are any changes to a child's medication (including change of dosage or frequency).

If a child suffers from a long-term medical condition The Hive will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that The Hive has a clear statement of the child's medical requirements. This may on a case-by-case basis result in additional resources, risk management and or support being sourced/required to ensure everyone's wellbeing. Consideration will be given to the nature of any support needs and the suitability of activity elements being clearly discussed with parents/carers and where relevant children. On rare occasions, the level of care required may be prohibitive to accessing the programme and in these instances the rationale will be clearly explained to relevant parties with, where known, alternative specialist providers.

## **j. Medical Absence**

Symptoms and illnesses that require a child's exclusion from The Hive include the following:

### **Diarrhoea / sickness:**

Any child who is suffering from diarrhoea and/or sickness will not be allowed to attend The Hive for 48 hours after the last loose motion or the child has stopped being sick. This is also at the Camp Director's discretion should particular circumstances arise or infection occur.

### **Fever:**

Any child who has a temperature of 38C will not be allowed to attend The Hive for 24 hours after the temperature has returned to normal.

### **Conjunctivitis:**

If a child has conjunctivitis or weeping eyes, parents will be notified and advised to treat the condition before returning to The Hive.

**Communicable diseases: Chickenpox, measles, mumps, meningitis and hepatitis.**

If a child has a communicable disease confirmed by the doctor, The Hive should be informed, and other parents and staff notified.

For other illnesses we follow the UK Health Security Agency's "Guidance on Infection Control in Schools and other Child Care Settings". A poster summarising the guidance is provided to all Camp Directors and displayed prominently in the camp staff room/area.

If a child becomes unwell whilst attending The Hive, the Camp Director or Operations Manager will notify the parents, who will be advised to collect their child. Any advice on further treatment if relevant will be given, as necessary to the parents.

It is the role of the Camp Director to ensure that no child is admitted to The Hive suffering from an illness that requires exclusion. It is also at the Camp Director's discretion to exclude children should an outbreak occur or if exclusion is in the best interests of the children in the setting.

All parents will be notified of any serious illness where necessary.

**k. Manual Handling**

Manual handling applies to both children and adults at Camp. We want to minimise any injury that may occur due to carrying out tasks and operations that involve lifting, carrying or transporting resources and equipment.

Camp can be a very physical environment and we encourage children to take supported risks appropriate to the environment and to themselves. Children and staff may be transporting large, heavy or potentially dangerous objects or equipment, such as logs, branches, tarps, tools etc. The lifting and moving of heavy objects should always be done by mechanical devised wherever reasonable and practical.

Staff and children should adhere to the following safety rules:

- The load to be lifted or moved should be inspected for sharp edges and wet patches.
- The route over which the load is to be lifted should be inspected for obstructions.
- Children and staff should not attempt to lift or move anything which is too heavy to manage comfortably.
- Children will be taught the rules: "If it's bigger than you, it takes two" and "Large sticks/branches to be dragged on the ground behind you".
- When lifting an object off the ground you should assume the squatting position, keeping the back straight. You should then straighten the knees, not the back.
- The transportation and passing of any tools should only be done after and in accordance with appropriate safety "tool script".

## L. Intimate Care

In intimate care situations, the child's safety, dignity and privacy are always our priority. Children requiring intimate care will be treated respectfully at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at The Hive who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents / carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

When intimate care is given, the member of staff will explain fully each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, two members of staff may share the care between them. In this way the child should not become overly dependent on a single member of staff and is less likely to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child will also be taken into consideration.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the Camp Director, Operations Manager and DSL immediately. The Safeguarding Children policy will then be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the Camp Director will look into the situation and record any findings. These will be discussed with the child's parents / carers in order to resolve the problem.

If a child makes an allegation against a member of staff, the procedure set out in the Safeguarding Children policy will be followed.

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

### **m. Physical Intervention & Restraint**

**Physical intervention** refers to the actions by which one or more people restrict the actions of another. **Physical restraint** is the positive application of force with the intention of holding a child. **Both are acts of care and control aimed at ensuring the safety of the child and of others.**

All children attending The Hive - as well as camp staff - have the right to take part in a positive experience, which is not disrupted by a child's challenging or dangerous behaviour. The purpose of this policy is to help Camp Directors and camp staff be aware of situations where they may - or may not - be required to intervene physically, as well as situations where it is acceptable - or unacceptable - to physically restrain a child.

Physical intervention or physical restraint can only be justified if all other intervention strategies and non-physical methods have proved ineffective and there is an immediate danger of significant harm. **In no other circumstances can physical intervention or restraint against a child be justified.**

A child must never be asked to physically intervene or to restrain another child.

Property should only be considered a relevant cause for physical intervention when such damage to property could cause significant harm to individuals.

#### **Physical intervention**

Physical Intervention refers to the actions by which one or more people restrict the actions of another

Physical intervention, up to and including physical restraint, should be used only as a last resort when all other non-physical strategies, including that of removing other children and summoning assistance from another member of staff have been considered.

When it is apparent that a child is not responding to non-physical behaviour management strategies and a dangerous incident (to others or to the child themselves) seems imminent, whenever possible, a second member of camp staff must be present.

Such physical intervention should only be used to de-escalate or prevent a dangerous situation from getting worse. Physical intervention should never be used as a method of enforcing discipline or compliance.

## Physical restraint

Physical restraint is the positive application of force with the intention of holding a child.  
**Physical restraint should only be used in an emergency.**

**If it becomes necessary to restrain a child, camp staff should remain calm and reassuring at all times** and should always follow the following guidance:

- The utmost care must be taken to avoid pain or injury to the child.
- Restraint must never interfere with breathing, blood supply or genital areas.
- It should never involve holding the head, throat, wrists, joints or fingers.
- Restraint should be relaxed and released at the earliest opportunity.
- The child must be told what will happen next to avoid unnecessary anxiety.

If the member of camp staff is going to release the restraint and stay quietly with the child, this should be explained. **Restraint should always be an act of care, never of punishment.**

## Reporting physical intervention or physical restraint

Any incident where physical intervention or physical restraint has been used must be reported to The Hive Operations Manager (who is also the DSL) immediately or as soon as feasible and the circumstances recorded in a safeguarding incident form.

Parents/carers should be contacted by the Operations Manager at the earliest opportunity. Both the child and parents/carers must be made aware of the reason why physical intervention was necessary. The views of the child and parents/guardians should be recorded in the safeguarding incident form at the time of discussion.

Once parents/carers have been informed, camp staff must be debriefed by the Camp Director and Operations Managers and any agreed follow-up action implemented. This should take place within a 24-hour period and should be recorded in the safeguarding incident form.

If the incident requires a referral either to the MASH team or to the LADO, it is the responsibility of the Operations Manager to do so within 24 hours of the incident occurring.

## n. Extreme Weather

Hive Camps and Workshops give children an opportunity to experience nature first hand, which includes different weather. This means that Camp will therefore take place in most weathers, including rain.

However, a dynamic risk assessment will take place before each session to determine if there is too great a risk, including:

- High winds (30+ mph), which could cause hazards from dead wood and branches (we follow the Beaufort Weather scale).
- Extreme cold: if temperatures are below zero, an assessment will be made and extra PPE clothing/ blankets taken or a decision made to postpone.
- Extreme heat: if temperatures are above 40 degrees.

### Sun protection

To ensure that children and staff are protected from skin damage caused by the harmful ultra-violet rays in sunlight Camp Directors and Facilitators:

- Encourage children to wear hats when outside
- Ensure children are wearing sun protection in sunny weather
- Supervise while children self- administer sun cream.
- Encourage children to drink water and ensure there are regular breaks for them to do so. - Encourage children to stay in the shady areas when it is very hot.
- Assess if it is too hot and if sessions need to be cancelled.

## **o. Bushcraft and Fire**

The Hive Camps and Workshops are an ideal way to introduce fire in a safe, controlled and rewarding way. Fires at The Hive serve the purpose of heating water, cooking and keeping warm.

Fires will only be lit by a level 3 trained Forest School leader or qualified Bushcraft practitioner, when it is deemed that the children are ready and can follow safety rules.

There are two types of fire that may be lit at The Hive: Open fire-pit and Kelly/Storm kettle.

The fire-pit is located in the middle of the base camp circle, with seating at a 1.5meter distance. The area is flat and away from trees and other flora. At The Hive, we follow the *Leave no trace* rule and any ash left over from fires is disposed of responsibly.

### Fire Safety Equipment

Before any fire activity, the following equipment will be checked and made easily available, next to the fire site.

- Fire Blanket
- Bucket of water
- Heat resistant gloves
- Burns kit

### Fire safety rules

- Fires are supervised by an adult at all times
- Fires will not be set up without safety equipment present
- When the fire is lit children are not permitted in the fire circle, unless invited by an adult.
- When inside the fire circle, children and adults must be in the “respect” position (one knee down and other knee up).
- Children are not permitted to throw anything onto the fire.
- Long hair, scarfs or any item of clothing dangling should be secured away.
- Hands never go over the fire.
- No plastics are burnt.

Children will be advised about the appropriate way of dealing with smoke: turn bodies/heads to one side; place hands across face; close eyes and count to 30. They will be taught how to change seats by standing and stepping backwards and walking around the outside of the logs. Several games and fake fire, practise sessions will take place before a real fire is lit.

### Fire lighting

- Only trained adults are permitted to light the fire, unless children are under direct supervision of the Forest School leader or Bushcraft practitioner.
- Fires are lit using cotton wool in scallop shells and fire steel.
- No flammable liquids or firelighters are used to accelerate fires.
- Sticks/wood must be placed, not thrown into the fire.

### Fire Extinguishing

- All fires must be extinguished at the end of the session.
- Whenever possible, fuels should be burnt off to ash
- The fire must be doused with water and stirred until all smoke and steam have ceased.
- Water is poured at the side of the pit to minimize spitting.
- Forest School leader / Bushcraft practitioner will check that all heat is gone from the fire.
- All traces of the fire should be removed.

## **p. Tools**

A range of tools are used at The Hive, both for bushcraft and for building / making. These tools are checked before each Camp / Workshop by Jodie-Mae Gaywood, The Hive Logistics Coordinator and an equipment maintenance record is kept. All electrical tools and appliances are also PAT tested yearly.



**Tools we have at The Hive**

- Rubber mallets
- Small hammers
- Sheath knives
- Billhooks
- Secateurs
- Vegetable peelers
- Bow saws
- Hacksaws
- Hand saws
- Junior hacksaws
- Palm drills
- Child scissors
- Stanley knives
- Glue guns
- Electric drills
- Jigsaw drills (adult use only)

**Tool Rules**

- No one should use a tool without permission and “tool talk” training by Forest School leader, Bushcraft practitioner or Maker facilitator.
- Tools are only to be used in the designated tool area. Everyone using the site will know where this is and not to enter, without permission.
- After briefing, tools should only be used under supervision of the Forest School leader, Bushcraft practitioner or Maker Facilitator, and if the child is deemed responsible enough.
- Gloves are to be worn when appropriate on both or helping hand. Children will always wear appropriate clothing, and sturdy footwear to protect their bodies.
- Two arms and a tools length will always be given between others when using tools.
- Correct ratios for tool use should be adhered to.
- After use, tools should be counted back in to ensure none are missing.
- Tools should be stored safely and if appropriate in a locked box.
- Tools will be regularly checked and maintained by The Hive Logistics Coordinator.

**Risk management for individual tools:**

Tool	Safe use	PPE	Ratio	Storage
Vegetable peelers	For whittling wet wood. Be aware peeler blade is sharp. Hold stick pointing down, beside legs. Whittle downwards, away from the body. Two arms and a tools length from others.	Glove on “helping hand”.	1:4	Dry blades before putting away.  Check blades for rust and replace when necessary.  Peelers stored in lidded metal box.
Bow saw	For cutting large logs and branches larger than 50p coin.	Glove on “helping hand”. If	1:1	Check blade for rust.

	<p>Only remove the guard when ready to start and replace when finished. Two arms and a tools length from others. Use “respect position”, with legs out of the way of the blade.</p> <p>Rest the wood off the ground on a flat, secure surface.</p> <p>Three starter cuts before you begin.</p>	<p>someone is holding the wood steady, they will wear a glove on both hands.</p>		<p>Replace blade when necessary.</p> <p>Store in locked room.</p>
Hacksaw / Handsaw	<p>For cutting whitewood (Makers Lab)</p>	<p>Glove on “helping hand”. If someone is holding the wood steady, they will wear a glove on both hands.</p>	1:2	<p>Check blade for rust.</p> <p>Replace blade when necessary.</p> <p>Store in locked room.</p>
Secateurs	<p>For cutting less that 1p diameter.</p> <p>Keep fingers away from open blades.</p> <p>Stand in steady position, both feet on the ground. When cutting off the plant, check wood is not weight bearing. “Helping hand” to hold stick which is being cut, so it does not fall after being cut.</p>	<p>Glove on “helping hand” only.</p>	1:2	<p>Keep in locked closed position when not using.</p> <p>Dry blades before putting away.</p> <p>Check blades and springs regularly. Store in metal lidded box.</p>
Palm drill	<p>For making small holes in wood.</p> <p>Be aware the drill bit is sharp.</p> <p>Place wood for drilling on a hard, stable surface. Hold wood steady and press down firmly with drill and twists. Reverse twist to remove drill. Check progress</p>	<p>Glove on “helping hand” only.</p>	1:4	<p>Dry drill bits before putting away.</p> <p>Check regularly for rust.</p> <p>Store in metal lidded box.</p>

	of hole to avoid drilling surface underneath.			
Sheath knife	<p>Only remove sheath when knife is in use. Replace sheath fully, until you hear a click. When not using, put it down with the handle facing forwards and blade facing in. Carry down the side of the body, blade down. Pass sheath first or place on ground.</p> <p>Whittling- Cut away from the body and to the side or onto a stable, level surface. Keep legs closed.</p> <p>Splitting- Place the knife into the wood and hit with a mallet. Do not hold the stick, this gets held up by tension of the knife.</p>	No glove if using with a mallet.	1:4	<p>Dry blades before putting away.</p> <p>Check blade regularly to see if it needs sharpening.</p> <p>Sharpen using a wet stone. Store in locked box.</p>
Billhook	<p>For splitting wood with a mallet. Place wood on a stable, level surface. Place billhook into wood and hit with mallet. Do not hold wood.</p> <p>When no using, put it on the ground with handle facing forwards and blade facing in. When finished, replace the cover.</p>	No gloves	1:2	<p>Billhooks to be numbered.</p> <p>Dry blade before putting away.</p> <p>Check cover is on and store in locked room.</p>
Mallet	<p>For tent pegs, use with sheath knife and billhook.</p> <p>Use small taps.</p> <p>Sit in kneeling or “respect position”. Keep hands and fingers away.</p> <p>Use on a stable, level surface.</p>	Glove on “helping hand”.	1:4	Store in tarp bag.

Small hammer	<p>For nails. Use small taps.</p> <p>Sit in kneeling or “respect position”. Keep hands and fingers away.</p> <p>Use on a stable, level surface.</p>	Glove on “helping hand”.	1:2	<p>Dry before storing and check regularly for rust.</p> <p>Store in dry, lidded box.</p>
Scissors	<p>For cutting paper, leaves, string etc.</p> <p>Right and left handed scissors available.</p> <p>Use while sitting or kneeling.</p> <p>Hold item to be cut in helping hand and cut away from the body. Keep fingers away.</p>	No gloves required.	1:8	<p>Dry blades after use.</p> <p>Store in dry. Lidded box.</p>
Stanley knives	<p>For cutting card and thicker paper Keep fingers away from open blades.</p>	Glove on “helping hand” only.	1:4	<p>Keep in locked closed position when not using.</p> <p>Dry blades before putting away.</p> <p>Check blades and springs regularly. Store in metal lidded box.</p>
Glue guns	For gluing card, fabric and paper	Protective glasses	1:4	<p>PAT testing once a year.</p> <p>Keep in locked room.</p>
Electric drills	For drilling wood (Makers Lab)	<p>Protective glasses</p> <p>Glove on non-working hand</p>	1:4	<p>PAT testing once a year.</p> <p>Keep in locked room.</p>
Jigsaw drills (adult use only)		Only to be used by adults	1:1	Check blade regularly. Keep in locked room.

## q. Risk Assessment

(in line with HSE guidelines on Risk Assessments - <http://www.hse.gov.uk/risk/>)

The Hive uses its risk assessment system to ensure that Camp is wherever reasonable, practicable and/or foreseeable a safe and secure place for children and staff. All staff are expected to undertake dynamic risk assessments as part of their routine tasks and take responsibility for the welfare of all attendees at Camp.

In line with current health and safety legislation, The Hive carries out and evidence regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the Camp Director to ensure that risk assessments are conducted monitored and any actions acted upon.

### **Risk assessments are carried out:**

- Whenever there is any change to equipment or resources
- When there is any change to Camp premises
- When the particular needs of a child necessitates this
- When there is a significant change in staff
- When a significant or trend in incidents, accidents and dangerous Occurrences have happened

Note that not all risk assessments need to be written down. Staff will decide, in consultation with the Camp Director, which risk assessments need to be formally recorded.

If changes are required to The Hive's policies or procedures as a result of the risk assessment, the Camp Director, together with The Operations Manager and Managing Director will ensure that the relevant documents are updated and that all staff are informed at the first reasonable opportunity.

Written risk assessments are written for where significant risks are identified, and in normal circumstances will consist of generic camp activity risk assessments and site risk assessments

for each camp location. Any external service provider will be expected to carry out their own risk assessment based upon their specialist knowledge of the subject area for the services provided.

### **Daily checks**

The Camp team carries out a visual inspection of the equipment and the whole premises (indoors and out) daily, before children arrive. During the course of the activities, staff will remain alert to any potential risks to health and safety.

If a member of staff discovers - while dynamically risk assessing - a hazard during the course of a session, they will make the area safe (eg by cordoning it off) and then notify the Camp Director. The Camp Director will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

#### **Recording accidents, incident and near miss events**

The Camp Director ensures all events are recorded on the Incident Form as soon as possible after the incident. The Hive monitors Incident and Accident Records to see whether any pattern to the occurrences.

Training is available to all staff should they feel they require it and or The Hive feel it is appropriate given the planned activity and or role the individual is choosing to take on.

### **q. Risk Management**

As part of The Hive experience, we strive to teach children how to take responsibility for their personal safety, in a supported and controlled environment. As our Camps and Workshops take place in a natural setting, there are potential hazards that children need to learn to be aware of.

To help children manage some of these risks, we have a set of safety rules, which are recapped at the beginning of each session, as part of our engaging and interactive Children Health & Safety Briefing.

To support this approach, Camp Directors and Facilitators are asked to complete:

- An activity risk assessment before each activity
- An “ongoing” dynamic risk assessment

Dynamic risk assessment takes place during the sessions and at any time the Camp Director or Facilitator can stop or intervene if they feel something has become unsafe.

### **r. Arrivals and Departures**

The Hive recognises that the safe reception and departure of the children in our care is paramount.

The Camp Director will ensure that an accurate record is kept of all children at camp, and that any arrivals or departures are recorded in the online or paper register. The register is kept in a safe and accessible location on the premises at all times. It is the responsibility of each Facilitator to conduct regular headcounts during the session.

### Arrivals

- Our staff will greet each child warmly on their arrival at The Hive and will record the child's attendance in the daily register straightaway, including the time of arrival.
- Staff will ensure that parents or carers sign-in children before they leave, making note of any changes to the person adult responsible for the child's pickup at the end of the day.
- Any additional information provided by parents/ carers will be noted on the child's record.
- Any medication will be collected and signed over.

### Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children can only be collected by an adult who has been authorised to collect them on completion of the Pickup by Another Person form.
- The child's parents or carers must inform The Hive in advance if someone who is not listed on the registration form is to collect the child. The Camp Director will contact the main parent or carer for confirmation if they have any concerns regarding departures.
- The parent or carer must notify The Hive if they will be late collecting their child. If The Hive is not informed, the Uncollected Children policy will be followed.
- The staff will notify the adult responsible for collecting their child of any issues, concerns and or minor incidents that may have occurred during the day's programme.

### Absences

- If a child is going to be absent from a session, parents must notify The Hive in advance.
- If a child is absent without explanation, staff will contact the parents or guardians to check where the child should be. If there is no explanation for the absence The Hive will activate the Missing Child procedure.

## **s. Uncollected Child Policy**

The Hive endeavours to ensure that all children are collected by a parent or carer at the end of each session by giving clear instructions to those responsible for child collection and ensuring the Hive records are up-to-date with multiple contact options. If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

#### **Up to 15 minutes late**

- When the parent or carer arrives, they will be reminded that they must call The Hive to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged.

#### **Over 15 minutes late**

- If a parent or carer is more than 15 minutes late in collecting their child, the Camp Director will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Camp immediately. The Camp Director will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives, they will be reminded that they must call the Camp to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

#### **Over 30 minutes late**

- If the Camp Director has been unable to contact the child's parents or carers after 30 minutes, the Camp Director will contact the local Social Care team for advice.
- The child will remain in the care of two of the Camp staff, on the Camp premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Camp's premises, a note will be left on the door of the Camp informing the child's parent or carer where the child has been taken (eg to a coffee shop, restaurant, or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

## **t. Visitors**

The Hive is committed to providing a safe and secure environment for the children in its care. When The Hive has visitors and/or contractors at Camp, the below visitor procedure needs to be followed to ensure that the visitor and/or contractor will not have a detrimental effect on the children and that the person in question has a valid reason for attending the camp. The Visitor Procedure must be followed for both pre-arranged and unannounced visitors and/or contractors.



### **Visitor procedure**

- All visitors and/or contractors must report to the Camp Director before entering camp.
- The visitor and/or contractor must produce valid ID which is to be checked by the Camp Director.
- If the Camp Director requires further reassurance of the identity of the visitor and/or contractor, they will phone the employing organisation of the visitor (e.g. Ofsted/Local Authority), for further confirmation. If unable, the Camp Director will seek advice from The Hive Head Office.
- If a visitor and/or contractor has no reason to be on the camp's premises staff will escort them from the premises.
- If the visitor and/or contractor refuses to leave, staff will call the police. In such an event an Incident Record will be completed and the Camp Director will be immediately notified.
- Once/if approved the visitor and/or contractor must sign-in in the Visitor Log detailing the reason for their visit and the time they arrived.
- All Visitors and/or contractors will be escorted around camp and will never be left alone or unsupervised with children.
- When a visitor and/or contractor leave, staff will record the time of departure on the Visitor Log.
- All visitors and/or contractors must follow the visitor code of conduct as set out below.

### **Visitor code of conduct**

The Hive ask that visitors and contractors:

- Show an identity badge to staff and sign The Hive Visitor Log.
- Treat children with respect. Once on camp the children's needs and interests take priority.
- Mobile phone or electronic devices to be kept out of sight and not to be used in front of children.
- Respect children's personal space and privacy.
- Only use the designated staff toilets.
- Report to the Camp Director any concerns about staff conduct or children's wellbeing.
- Ask for permission before joining in with children's play. Although some children love to involve an adult in their play it is not always appropriate for any number of reasons. Please ask a member of staff before you interact with children in their play.
- The Hive ask that visitors and contractors do not use inappropriate language or display aggressive or threatening behaviour towards staff, children or other authorised adults either in person, on the phone or in writing.
- Discuss sensitive issues within earshot of a child or other adults.
- Take photos or videos unless approved as an official photographer arranged by The Hive Head Office.
- Leave tools, bags or other equipment unattended or within reach of children.

## Safeguarding Policy

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All staff at The Hive have a legal duty to respond if we suspect a child may be suffering a form of abuse, or if a child discloses information to us. We take this responsibility very seriously and expect all of our staff to be vigilant for the signs of abuse.

The Hive trains all staff in spotting the signs of abuse and procedures to take in the case of a disclosure. These procedures follow the guidelines set out in Keeping Children Safe in Education.

Above all we recognise that sharing concerns is paramount and our staff are encouraged to share any concerns they have with the Camp Director.

### Responsibilities

- Safeguarding and promoting the welfare of children at The Hive is **everyone's responsibility**. We expect all facilitators, regardless of their role, to be vigilant, watchful and aware of the signs of abuse and neglect.
- We **expect all facilitators to speak to the DSL or Deputy DSL immediately** if they have any safeguarding concerns about a child.
- Facilitators **will not assume that someone else has reported the concern** and will share information that might be critical in keeping children safe.
- All facilitators have a responsibility to provide a safe environment and maintain an attitude of **'it could happen here'** with safeguarding.
- Facilitators should reassure children **they are being taken seriously and will be supported and kept safe**. They will never be made to feel ashamed or that they are creating a problem by reporting abuse, sexual violence or sexual harassment.
- Facilitators should be aware that children may not feel ready or know how to tell someone that they are being abused, exploited or neglected. They may not recognise their experience as being harmful and/or may feel embarrassed, humiliated or scared.
- **All facilitators should know the procedures to follow if a child harms another child, or a member of staff is accused of abuse, or suspected of abuse.**
- All facilitators should understand that technology features in many safeguarding issues including the risk of online abuse by both adults and children abusing other children.
- All facilitators should wear their Hive staff ID, at all times, where it is clearly visible.



## Training

All staff must undergo The Hive in-house safeguarding training, as part of their initial induction into The Hive, and as a yearly refresher. This induction includes clear guidance on the key signs of abuse, how to record and report any wellbeing or safeguarding concerns and who the DSLs are.

In addition, Camp Directors are asked to take the *Safeguarding Children level 1* online course and provide their certificate of completion.

The DSL and Deputy DSL both undergo a yearly refresher of the Designated Safeguarding Lead Training (Level 3 Safeguarding Children)

Staff are made aware of Part A of *Keeping Children Safe in Education* and are asked to read through as part of their training.

In addition to this, Local Safeguarding Children Board contact details are held at camp for reference. Staff are provided with the procedures to follow and who to contact if they have concerns.

### All Hive Staff should be familiar with:

- This Safeguarding Policy
- The policy and procedures for dealing with child-on-child abuse
- The Hive Behaviour Policy
- The role of the Designated Safeguarding Lead (DSL)
- The Staff Code of Conduct

## Safeguarding and Child Protection Officer

The Hive Safeguarding and Child Protection Officer is Caroline Leroi.

Her contact details are:

[caroline@thehive-kids.com](mailto:caroline@thehive-kids.com)

020 3435 6848

07815 966 635

The Hive Safeguarding and Child Protection Deputy Officer is Lauren Sudders

Her contact details are:

[lauren@thehive-kids.com](mailto:lauren@thehive-kids.com)

020 3435 6848

07787 578 669

### **The broad areas of responsibility for the Designated Safeguarding Lead are:**

- Being available: the DSL must always be available during camp hours, to discuss safeguarding concerns, offer or seek advice or make referrals for children.

- **Managing referrals:** the DSL must refer all cases of suspected abuse to the relevant Multi-Agency Safeguarding Hub. These may also be referred to the Police. Referrals should be made the same day the concern is raised.
- **Working with others:** the DSL must act as a source of support, advice and expertise for staff on matters of safeguarding, should liaise with any 'case manager', or the LADO if concerns relate to a member of staff, should ensure the 'voice of the child' is listened to and considered in relation to any concerns raised. The DSL should also make sure that every member of staff has access to and understands The Hive's safeguarding policy and procedures, especially new and part time staff.
- **Managing information sharing:** the DSL is responsible for ensuring that the safeguarding and child protection information is kept up to date.

### **When staff have a concern**

Whilst it is not staff's responsibility to diagnose abuse, **it is their duty to alert the appropriate authorities if they have knowledge of or suspect the abuse or neglect of a child, or anxieties about the welfare and safety of a child.**

Concerns over changes in a child's behaviour or appearance, unexplained bruising or marks, any comments made by a child, any deterioration in a child's general well-being **should be reported promptly to the Camp Director, DSL and deputy DSL.**

Any concerns should be recorded on a confidential record, which should be kept separate from the main records for the child and must only be accessible by the concerned member of staff, Camp Director, Deputy DSL and DSL. The record should include the name, address and age of the child, timed and dated observations, describing objectively the child's behaviour and appearance and, where possible, the exact words spoken by the child. The record should be signed and dated by the person recording it.

If any form of safeguarding incident is suspected, the DSL or deputy DSL will report it to the Local Authority Safeguarding Board who will decide to contact and discuss with parents or carers if required. The details of all allegations and what the child has said will be confidentially recorded as outlined above.

All suspicions and investigations must be kept confidential, shared only with those who need to know – these are likely to be the Camp Director, DSL and deputy DSL.

All staff are expected to follow the procedures set out below when concerned about a child's safeguarding or welfare, when suspecting abuse, or when a child discloses.

## Reporting concerns: Suspecting abuse

### **1. Initial Concern**

Any observation or concern should be raised with the Camp Director, deputy DSL and DSL. Where possible, notes should be made on what has been observed or the source of the concern. No further investigation is to take place at this stage. Concerns regarding the Camp Director should be raised with the deputy DSL.



### **2. Concern Raised**

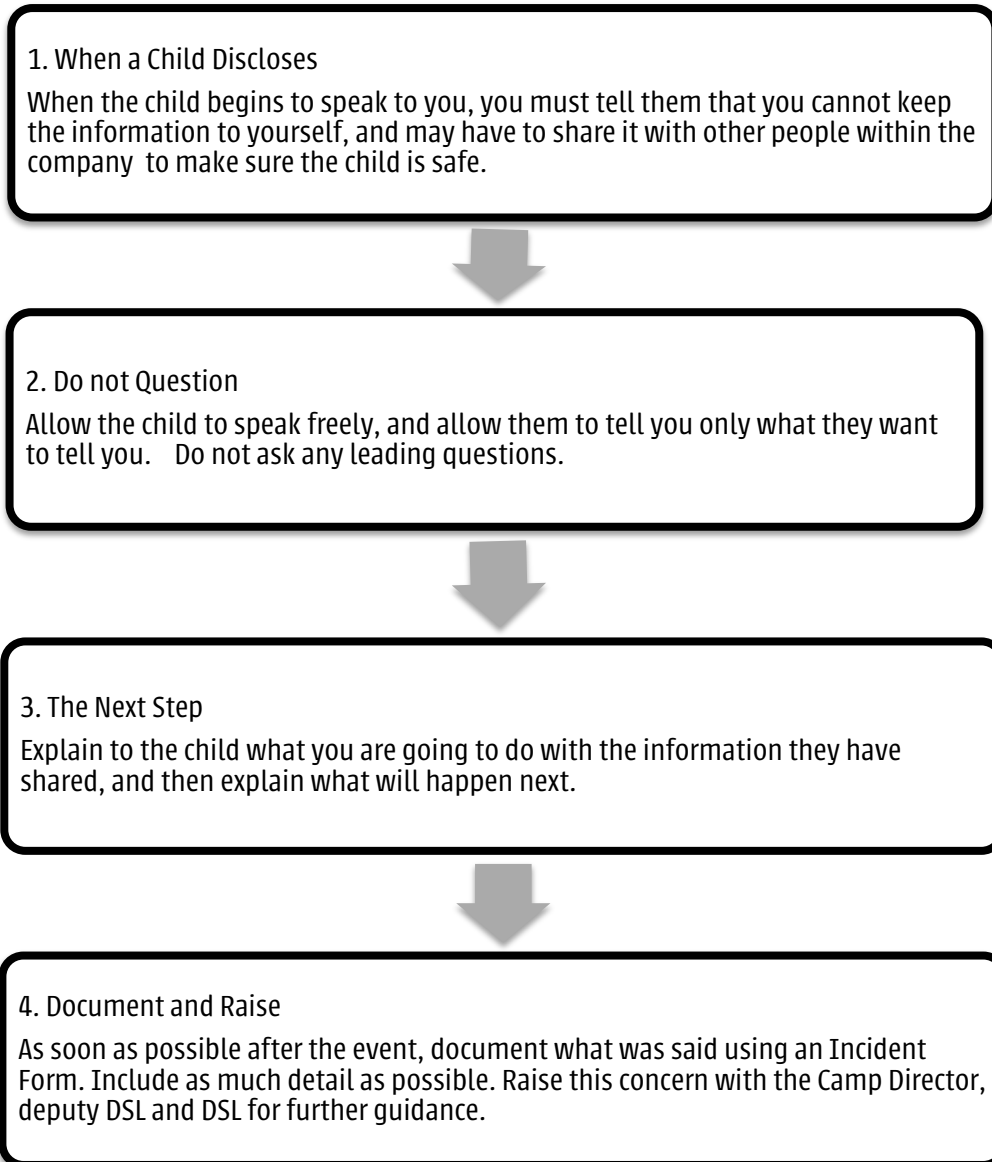
The Camp Director will raise concerns with the deputy DSL and DSL and together a decision will be reached as to whether further action is to be taken.



### **3. Referral**

The DSL, deputy DSL and Camp Director and any relevant Facilitator will agree the best course of action to be taken and will contact other agencies as necessary.

## Reporting concerns: When a child discloses



Following discussions with the Camp Director, the procedure for raising a concern should be followed, seeking guidance from the DSL and deputy DSL who will contact other agencies if necessary and advise on any further action to be taken.

## Reporting Concerns: Allegations against staff members

Everyone connected to The Hive, (including but not limited to children, parents/carers, camp staff, school staff) should be in a safe environment without abuse or any sort. In the event that a credible allegation is made against any member of The Hive Staff team, The Hive senior team will launch an immediate investigation and the following procedure will be carried out.

### **1. Allegation Received**

If the allegation is made on camp, whoever receives the initial allegation, whether verbal or written should inform the Camp Director as soon as possible. If necessary, details of the allegation should be documented. If the allegation is against the Camp Director, Head Office should be informed directly.



### **2. Head Office Informed**

The Camp Director will contact Head Office and the DSL immediately. Depending on the nature of the allegation, they will judge whether the individual is to remain on site or is required to leave the site.



### **3. Statement and Investigation**

The DSL and deputy DSL will investigate and take statements from parties involved. If this includes a child, a parent will be requested to come to camp to be present when this is taken. Statement will also be taken from the individual staff member involved. Statements from 3rd parties may also be taken to build up as thorough an understanding as possible.



### **4. Report**

The DSL and deputy DSL will report their findings and a decision as to whether further action is required will be made. The findings of this report will be shared with all parties involved. If the findings warrant further action or investigation, advice from external agencies will be sought (Ofsted, LSCB, Police etc). (See Further Action Procedure below)

## Further Action

### **1. Suspension**

The staff member will be suspended from work immediately to allow an investigation. A statement will be sent to them detailing the allegations and inviting them to a meeting to discuss the matter further. The Hive will offer suitable emotional and relevant legal support to the staff member.



### **2. Meetings and Decision**

A meeting with the staff member will be arranged, allowing at least 24 hours for the member of staff to consider a response. As a result of this meeting, they will be informed of the next step of the investigation. This may include further meetings at a later date. The member of staff has the right to bring a witness to each of these meetings. When a final decision has been reached, the member of staff will be notified in writing. They then have the right to appeal the decision.



### **3. Appeal and final Outcome**

If unhappy with the decision, the member of staff must inform Head Office within 1 working day of their appeal. An appeal meeting will be arranged and subsequently The Hive will inform them of their decision within 1 working day.



### **4. Action Taken**

If allegations are proved to be founded, depending on the severity of the allegation, The Hive may reinstate the staff member with a written warning, or if the allegation is considered to be gross misconduct, the member of staff will be immediately dismissed, Ofsted informed immediately and other agencies involved if necessary. The final action taken will be communicated to all parties involved.



**Children’s services contact details**

CHILDREN’S SERVICES CONTACT DETAILS				
ELTHAM COLLEGE	MERCHANT TAYLORS’	SEVENOAKS PREP	ST GEORGE’S COLLEGE	JAGS
Multi-Agency Safeguarding Hub (MASH) Tel: 020 8461 7373 / 7379 / 7026	Local Children Safeguarding Board (Hillingdon) Tel: 01895 556644	Kent County Council Tel: 03000 41 11 11 Email: <a href="mailto:social.services@kent.gov.uk">social.services@kent.gov.uk</a>	Children’s Single Point of Access (C-SPA) Tel: 0300 470 9100	Multi-Agency Safeguarding Hub (MASH) Tel: 020 7525 1921
<b>Out of hours</b> 0300 303 8671	<b>Out of hours</b> 01895 250 111	<b>Out of hours</b> 03000 41 91 91.	<b>Out of hours</b> 01483 517898	<b>Out of hours</b> 020 7525 5000
NSPCC helpline Tel: 08088005000 Text: 88858		If you are seriously concerned about a child's immediate safety, dial 999		

**Mobile Phones/Cameras**

The Hive enforce a general policy of no personal mobile phone use when caring for children. However, staff will be allowed to keep their mobile phone on them if they are conducting an activity away from other staff. This will only occur when risk assessment dictates that this is a suitable control measure. In this situation staff members must not make/receive messages/calls or interact with their phone in any way unless required to do so for work.

If any member of staff found to be using a mobile phone for any other purpose other than for work after being specifically instructed they can do so by the Camp Director, it will be considered Gross misconduct, and action will be taken accordingly.

Generally, cameras are not allowed at The Hive. No child or member of staff may bring in a camera or other device capable of taking pictures and take pictures of any of our children (except when staff mobile phones have picture capturing capabilities, however taking pictures on camp whilst caring for children also constitutes gross misconduct). There may be situations where photos of damaged equipment, facilities or other camp items may be necessary, and at the Camp Director’s discretion, photos of art displays or other decoration may be permitted.

On occasion, The Hive may employ the services of a suitable and DBS cleared photographer to take marketing pictures on site. If this is the case, all parents will be informed prior to the event, and will be able to opt their child out of any photos.

### **DBS Clearance of Staff**

Our recruitment and employment policy is in line with Ofsted guidance. Staff are required to hold DBS certificate from The Hive unless they are signed up to the DBS Update Service. DBS certificates issued for The Hive will not be deemed suitable if the disclosure is more than 3 years old. Non Hive DBS certificates will be accepted if they were issued within the last 12 months and on the DBS update service.

The Hive will make every effort to clear all staff prior to the start of camp (Enhanced DBS check). However due to late application or delays in the process it may be the case that employees contracts may begin before the form has been received. If this is not the case, an employee may still be able to work on site, but will not be allowed to supervise children alone. In this circumstance the Camp Director will be informed, and will ensure that timetabling and rotas reflect this. All staff's most recent DBS clearance will be held in a central staff file.

## **a. Ratios, Roles & Responsibilities**

### **Maximum number of children per day**

In normal circumstances, we accept a maximum of 90 children a day per camp.

### **Age of children**

Our unique experiences and learning outcomes are designed for children between 5.5 and 13. However where opportunity and or resources provide bespoke age ranges may be considered – such as closed groups.

### **Staff ratios**

We have a normal overall staff ratio of between 1:8 and 1: 10.  
However, in exceptional circumstances, this may stretch to 1:12.

We operate on a reduced ratio for specific missions where children will require additional supervision. This includes activities such as fire lighting, whittling and tool use, where we operate a ratio of 1:4 or 1:2, depending on the tool and age of the children. In such instances, a carousel approach is used.

Additional staff or a reduced overall group ratio will be considered in certain circumstances. For instance, additional support may be required to accordingly to the welfare needs and behaviour of a group or of certain individuals. This additional potential cost may need to be passed onto clients.

The structure of each camp includes one Camp Director, one Camp Assistant (for our bigger camps), one Lead Facilitator per Mission and one or two Support Facilitators per Mission.

All staff have valid DBS certificates.

#### **Camp Director Responsibilities**

Please refer to the Camp Director Role & Responsibilities document

#### **Camp Assistant Responsibilities**

Please refer to the Camp Assistant Role & Responsibilities document

#### **Lead Facilitator Responsibilities**

Please refer to the Lead Facilitator Role & Responsibilities document

#### **Support Facilitator Responsibilities**

Please refer to the Support Facilitator Role & Responsibilities document

## **b. Anti-bullying and Child-on-Child Abuse**

The Hive aims to provide a supportive, caring and safe environment in which all children are free from the fear of bullying and abuse. We recognise that sometimes, some children will negatively affect the wellbeing of others and their behaviour will be dealt with under The Hive's Behaviour Policy. Through a preventative approach we seek to minimise the risk of Child on Child Abuse by having a robust ethos and approach to safeguarding and child protection.

#### **Anti-bullying**

Staff, children and parents or carers will be made aware of The Hive's position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the Camp Director. A clear account of the incident will be recorded in an Incident Form. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

The Hive defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Racial harassment can take any of the forms of bullying listed but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded on the Incident log.

### **Preventing bullying behaviour**

Staff at The Hive will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour.
- Discussing friendships and encouraging paired, group and team play.
- Encouraging children to report bullying without fear.
- Discussing the issues surrounding bullying, including why bullying behaviour will not be tolerated.
- Exploring the consequences of bullying behaviour with the children.

### **Responding to bullying behaviour**

The Hive acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, The Hive will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.

- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at The Hive, they will inform the Camp Director.
- Hive staff will discuss the named incident with children who have bullied in order establish why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to reconsider their behaviour.
- If bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.
- All incidents of bullying will be reported to the Camp Director and will be recorded on an Incident Log. The Camp Director and other relevant staff will review the Camp's procedures in respect of bullying, to ensure that practices are relevant and effective.

### **Physical intervention**

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others. If a member of staff has to physically restrain a child, the Camp Director will be notified and an Incident record will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation to a positive and safe outcome, they should call the Camp Director or, in extreme cases, the police.

All serious incidents will be recorded on an Incident record. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our Safeguarding policy.

### **Corporal punishment**

Corporal punishment or the threat of corporal punishment will never be used at The Hive. We will take all reasonable steps to ensure that no child who attends The Hive receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

### Child-on-child abuse

The Hive has a zero tolerance approach to sexual violence and sexual harassment. It is never acceptable and will not be tolerated. Behaviour must not be ignored or downplayed, e.g. dismissing sexual harassment as 'just banter', 'part of growing up' or 'boys being boys'.

We also challenge all behaviour that involves contact of a sexual nature, such as pushing or rubbing up against someone, grabbing bottoms, breasts or genitals, pinching or flicking bras, lifting skirts or pulling down trousers. Not challenging this can create a culture and environment that normalises abuse, so children accept it as normal and do not report it. Addressing inappropriate behaviour can help prevent it becoming problematic, abusive and/or violent in the future.

#### Child on Child Abuse is most likely to include, but not limited to:

- Bullying (including cyberbullying, prejudice-based and discriminatory bullying)
- Abuse in intimate personal relationships between children
- Physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm (this may include online activity which facilitates, threatens and/or encourages physical abuse)
- Sexual violence such as rape, assault by penetration and sexual assault (this may include online activity which facilitates, threatens and/or encourages sexual violence)
- Sexual harassment such as sexual comments, remarks, jokes and online harassment (one-off or part of a pattern)
- Causing someone to engage in sexual activity without consent (e.g. forcing someone to strip, touch themselves sexually or engage in sexual activity with a third party)
- Consensual and non-consensual sharing of nudes and semi-nude images and or videos (also known as sexting or youth produced sexual imagery)
- Initiation or hazing type violence and rituals (including harassment, abuse and humiliation to initiate a person into a group which may have an online element)
- Upskirting

Children who are victims will likely find the experience stressful and distressing which can adversely affect their emotional well-being. It is also important to recognise that some perpetrators may themselves be victims. It is essential that all victims are protected and offered appropriate support. It is also important that other children and staff are supported and protected as appropriate.

All Hive staff must:

- Be aware that children of all ages can abuse other children (Child on Child Abuse) at camp, outside of camp and online
- Know the signs and how to recognise Child on Child Abuse.
- Be clear about The Hive policy and procedures for Child-on-Child Abuse and follow them.
- Understand the important role they have in prevention.

Report any concerns that Child on Child Abuse may be taking place, to the DSL.

### **c. Whistleblowing Policy**

The Hive is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within The Hive they can disclose this information internally without fear of reprisal.

Our Whistleblowing policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by The Hive, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the Safeguarding Children policy.

#### **Raising a concern**

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the Camp Director.

If, due to the nature of the problem, this is not possible, consult the owner of the organisation, Caroline Leroi.

If this is not possible, consult your local authority designated advisor.

## WHISTLEBLOWING

The staff member should put their allegations in writing, setting out the background to the situation, giving names, dates and places, and the reason why they are concerned about the situation.

- o In the first instance concerns should be taken to the Camp Director.
- o If, due to the nature of the problem, this is not possible, consult the owner of the organisation, Caroline Leroi.
- o If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with the Local Authority Designated Officer or the Local Safeguarding Children Board
- o Ultimately, with the police (if a crime is thought to have been committed)

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the Camp)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in The Hive Safeguarding policy)
- Ultimately, with the police (if a crime is thought to have been committed)

If the member of staff is still uncertain about how to proceed with the concern, he or she should contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

### Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

### Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and The Hive will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person. If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.



#### **d. Missing Child Policy**

At The Hive we are always alert to the possibility that children can go missing or fail to follow instruction and wander off during sessions. Staff carry out periodic head counts to minimise the risk of this happening, particularly when traveling children between locations. Staff also establish and inform the children of boundaries for the camp activities.

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough systematic search of the premises and surrounding area, reporting findings to the Camp Director
- Once it has been clearly established that the whereabouts of the child is unknown, the police will be informed. The Camp Director will then contact The Hive director who will contact the child's parents or carers
- Staff will continue to search for child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at The Hive, all be it in a closed secure environment until the incident is resolved (in a classroom/hall) .
- The Camp Director / DSL / Deputy DSL will liaise with the police and the child's parent or carer.

The incident will be recorded in the Incident Log. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

#### **e. E-safety and social media**

At The Hive, we recognise the internet and other digital technologies provide a vast opportunity for children to learn at camp. Unlike any other mode of technology, the internet and digital technologies allow all those involved in the education of children and young people to promote creativity, stimulate awareness and enhance learning opportunities. This policy is designed to ensure that it is used safely and appropriately and applies to all staff, children, parents, carers and visitors.

Only the Logistics Coordinator and Managing Director have administration access across The Hive iPads. Staff and children accounts are restricted appropriately to prevent access to resources that aren't suitable or relevant and access to install software is blocked. The use of USB external devices to share files is forbidden and children are never given access to an email account.

Written permission from parents or carers will always be obtained before images or videos of children are published electronically. Children's full names will not be used anywhere on The Hive website and social media channels. Parents have the right at any time, in line with GDPR regulations, to withdraw their consent to their child's photo being published on the website or other Hive publications.

### Internet use

Internet use at The Hive is always supervised. Children aged 8+ will be supervised when they use age-appropriate search engines and online tools, and online activities will always be facilitator-directed. For children 5-8, access to the Internet will be by facilitator demonstration and then directly supervised access to specific and approved online materials.

All Hive iPads are set up to comply with Ofsted school e-safety requirements and children are only able to access pre-loaded apps and functions linked to a specific challenge in the mission.

The children never have access to any major social networking site. They never have to register or sign-in and we never collect any personal data.

Specific measures taken at The Hive include:

- Restricted access to FaceTime: blocked
- Restricted access to Siri: blocked
- Films set to PG
- TV Programmes set to Not Allowed
- Adult Filter Content on websites: Enabled
- All purchases require a password
- Restricted access to: iTunes Store, Installing Apps, Deleting Apps.

Each time The Hive iPads are used during a mission, facilitators go through the SMART guidelines as the iPads are given out to the children.

1. **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don't trust online.
2. **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
3. **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
4. **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
5. **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

The Hive takes all reasonable precautions to ensure that users access only appropriate material. However, due to the global and connected nature of Internet content, it is not possible to guarantee that access to unsuitable material will never occur via a Hive iPad. **The Hive cannot accept liability for the material accessed, or any consequences resulting from internet use.**

### **Response to incidents of concern**

If a child encounters something inappropriate on the Internet the Camp Director will be informed and the incident will be noted in an Incident Form. The child's parent will be asked to sign the Incident Form.

The Designated Safeguarding Lead will be informed of any E-Safety incidents involving Child Protection concerns, which will then be escalated appropriately.

Any complaints about staff misuse will be referred to the Operations Manager and Managing Director. Any issues (including sanctions) will be dealt with according to The Hive's disciplinary, behaviour and child safeguarding procedures.

Any cyberbullying concern (along with all other forms of bullying) of any member of The Hive community will not be tolerated. Full details are set out in The Hive policy on anti-bullying and behaviour. The dangers of cyberbullying will be addressed through The Hive's H&S briefing for children, which takes place every morning.

### **Mobile phones and personal electronic devices**

Staff are not allowed to use personal electronic devices such as mobile phones or cameras to take photos or videos of children and will only use Hive-provided equipment for this purpose.

Mobile phones and personal electronic devices will not be used by children during the Hive day. They are to be handed in at morning registration and given back out at home time. They will be kept in a locked box.

### **Photos and filming during showcases**

Parents and carers are permitted to take photographs or video footage of **showcases for private use only.**

The Hive reserves the right to refuse the use of photography or video recording at any showcase, without prior consent. Parents/Carers are only permitted to take or make recordings within designated areas of the setting. Photography is not permitted in sensitive areas such as changing rooms, toilets etc.

The opportunity for parents/carers to take photographs and make videos can be reserved by The Hive on health and safety grounds. Parents and carers who are using photographic equipment must be mindful of others when making and taking images. The right to withdraw consent will be maintained and any photography or filming on site will be open to scrutiny at any time. Parents may contact the Operations Manager with concerns regarding the use of photos or footage from Hive events.

### **Social media**

The Hive has a website, a Facebook page, Instagram page and Twitter page. We like to upload photos, to show parents what their children have been doing during the school day and to celebrate special events.

The school will control access to all social media and social networking sites. Access to these sites is blocked at all times for children.

All parent/carers fill out a consent form before camp to grant The Hive permission to use photos and content on social media. The Hive only uses content and photos that parents have given their consent to. Children's names and ways of identification are never shared.

### **f. Confidentiality**

This policy complements our Data Protection and Data Handling/ICO policy, and as such all staff at The Hive must adhere to it. It requires that:

- All medical and personal information for children and staff is to remain confidential
- All adults must be made aware of any medical details such as allergies affecting the children attending on a need-to-know basis
- Only Hive iPads must be used for the taking of photos and videos
- Facilitators should only use school iPads and cameras on the guidance of the Camp Director
- As part of the permission to attend Camp sessions parents will be asked to agree to their child being photographed or filmed for observational, training or promotion purposes
- Any adults attending with medical conditions must disclose these to the Camp Director, this information will be treated with the upmost confidentiality

### **g. Data protection and Data handling/ICO**

The Hive is committed to protecting the privacy and security of personal information for all staff and children in our care, as well as parents and carers.

**We hold the following data:**

- Personal information such as name, date of birth, gender and contact information
- Emergency contact and family information such as names, relationship, phone numbers and email addresses
- Attendance details (such as sessions attended, absences and reasons for absence)
- Behavioural information
- Special educational needs information
- Relevant medical information
- Images of children engaging in camp activities

At Camp, information about children such as medical or dietary information must be kept safe and never shared outside in any circumstances.

The Hive aims to ensure that all personal data collected about staff, children, parents, carers, visitors and other individuals is collected, stored and processed in accordance with the General Data Protection Regulation (GDPR) and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the Data Protection Bill.

This policy applies to all personal data, regardless of whether it is in paper or electronic format.

This policy meets the requirements of the GDPR and the expected provisions of the DPA 2018. It is based on guidance published by the Information Commissioner's Office (ICO) on the GDPR and the ICO's code of practice for subject access requests.

**Data protection principles**

The GDPR is based on data protection principles that The Hive must comply with. The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure

**With regards to data protection, storage and usage, staff, parents and carers have the following rights:**

- To be informed about The Hive collection and use of personal data
- To be able to access their personal data or their child's data
- To rectify any inaccuracies or incomplete information that we hold about them
- To ask us to delete any personal data that we hold about them
- To prevent the processing or sharing of their personal data without written consent (unless it is a child protection issue where the child's safety is deemed to be compromised by sharing information with them),
- To reuse their data with another service or organization.

## **h. British Values and Radicalisation**

### **Fundamental British values**

Fundamental British values, set out in the Government's Prevent strategy, are democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

- Democracy- making decisions together, (e.g. giving opportunities to develop enquiring minds in an atmosphere where questions are valued).
- The rule of law - understanding that rules matter as cited in Personal Social and Emotional Development, (e.g. collaborating with children to create rules and codes of behaviour) and in line with the behaviour management policy
- Individual liberty - freedom for all (e.g. reflecting on people's differences) and understanding The Hive campers are free to have different opinions.
- Mutual respect and tolerance - treat others as you want to be treated, (e.g. sharing and respecting others' opinions).

The Hive promotes British values strategies in our settings. Strategies include, but are not limited to:

- Teaching children to listen to each other and wait before speaking.
- How to have a conversation.
- Kindness, helpfulness, being respectful of others.
- Encouraging table manners.
- Promoting politeness, through saying please and thank you.
- Teaching empathy and understanding.
- Encouraging appropriate behaviour and learning right from wrong.
- Promoting taking turns and sharing.
- Facilitating friends and friendship.

## **Tackling extremism and radicalisation**

The Hive is fully committed to safeguarding and promoting the welfare of all children attending camp. Every member of staff recognises that safeguarding against radicalisation and extremism is no different from safeguarding against any other vulnerability in today's society. The tackling extremism and radicalisation policy sets out The Hive beliefs, strategies and procedures to protect vulnerable individuals from being radicalised or exposed to extremist views.

The following national guidelines should also be read when working with this policy;

1. Prevent Duty (DfE)
2. Keeping Children Safe in Education (DfE)
3. Working Together to Safeguard Children (HM Government)

This policy is intended to provide a framework for dealing with issues relating to vulnerability, radicalisation and exposure to extreme views. The objectives are that:

- All staff have an understanding of what radicalisation and extremism are and why there is a need to be vigilant during camp time.
- All staff understand the policy for tackling extremism and radicalisation and follow the policy guidance swiftly when issues arise.
- All children understand the dangers of radicalisation and exposure to extremist views; building resilience against these and knowing what to do if they experience them.
- All parents/carers know that the policies are in place to keep children safe from harm and that The Hive regularly reviews its systems to ensure they are appropriate and effective.

## **Definitions and indicators**

Radicalisation is defined as the act or process of making a person more radical or favouring extreme or fundamental changes in political, economic or social conditions, or institutions or habits of the mind. Extremism is defined as the holding of extreme political or religious views.

There are a number of behaviours which may indicate a child is at risk of being radicalised or exposed to extreme views. These include:

- Day-to-day behaviour becoming increasingly centred on an extremist ideology or cause.
- Loss of interest in other friends and activities not associated with the extremist ideology, group or cause.
- Changing their style of dress or personal appearance to accord with a particular extremist ideology, group or cause.
- Possession of materials or symbols associated with an extremist ideology, group or cause.
- Attempts to recruit others to the extremist ideology, group or cause.
- Communications with others suggesting identification with an extremist ideology or group.
- Using insulting or derogatory names for another ideology, group or cause group.
- An increase in prejudice-related incidents committed by that person – these may include;
  - Physical or verbal assault.
  - Provocative behaviour.
  - Damage to property.
  - Derogatory name calling
  - Possession of prejudice-related materials.
  - Refusal to co-operate.
  - Condoning or supporting violence towards others.

### Procedures for referrals

It is important to be constantly vigilant and remain fully informed about the issues which affect the local areas, cities and society in which The Hive work. Staff are reminded to suspend any 'professional disbelief' that instances of radicalisation 'could not happen here' and to be 'professionally inquisitive' where concerns arise, referring any concerns to The Hive DSL or deputy DSL.

The Hive believe that it is possible to intervene to protect people who are vulnerable. Early intervention is vital and staff must be aware of the established processes for front line professionals to refer concerns about an individual(s) and/or an extremist ideology(s), group(s) or cause(s). The Hive staff must have the confidence to challenge, and to intervene, and ensure that strong safeguarding practices are based on the most up-to-date guidance and best practice.

The DSL / deputy DSL will discuss the most appropriate course of action on a case-by-case basis and will decide when a referral to external agencies is needed. As with any child protection referral, staff must be made aware that if they do not agree with a decision not to refer, they can make the referral themselves and will be given the contact details to do this. The Hive staff have the option to follow The Hive whistleblowing policy if they are not comfortable discussing the concern with their line Manager.

### **i. Child Sexual Exploitation**

This policy has been developed in response to growing concerns about the scale of sexual exploitation and the recognition that any child might be targeted for grooming and exploitation. This policy should be followed by all Head Office staff, camp staff and volunteers.

#### Definitions

- Sexual exploitation is a form of abuse whereby children are deliberately persuaded to enter into situations where they receive something (for example, gifts, money, food) in exchange for sexual activity. Most victims are female, though there is thought to be considerable underreporting by male victims, who may be confused about their sexuality and be unwilling to draw attention to them. Most perpetrators are male, though women may also be involved.
- Children may be exploited by an individual, several individuals working as an organised group, or by a gang.
- Grooming is the process of 'preparing' a boy or girl for a sexual purpose. Grooming is often slow and subtle, continuing for several weeks or months and lulling the child into a false sense of security. It always involves manipulation and deceit.
- Two types of grooming are recognised: street grooming which occurs in the community, and online grooming using technology including the internet and mobile phones.

#### Complexity and challenge of sexual exploitation and grooming

It can be difficult to identify children and young people who are at risk of sexual exploitation. The grooming process draws children in to what they initially perceive as a new and caring relationship with an exciting older boyfriend or girlfriend.



Attempts to explain the risks to the child may be met with derision and hostility. By the time the child realises the reality of the 'relationship' they may have been seriously sexually, physically and psychologically abused, threatened with the distribution of indecent photographs or videos of their abuse and warned that they will put themselves or their family in danger if they speak out. Unsurprisingly, the child will be restrained to disclose their abuse, particularly to people in positions of authority such as teachers, social workers or police officers.

The child may find it impossible, for a number of reasons, to speak to their parents/carers and their abusers will have sought to isolate them from their family and friends. Some children may have developed drug or alcohol addictions and rely on their abusers for supply.

#### **Procedure**

Camp staff are in daily contact with the children during the holidays and play an important role in keeping children safe and supporting them when things go wrong. To help keep children safe from sexual exploitation and grooming The Hive:

- Raise staff awareness of sexual exploitation and grooming.
- Help parent(s)/guardian(s) to understand the issue if a concern is raised.
- Contribute to multi-agency safeguarding and child protection arrangements.
- Promote healthy and safe relationships.



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## Environmental Policy

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At The Hive we aim to provide a Camp / Workshop experience that encourages an appreciation, awareness and knowledge of the natural environment. We aim to teach children about caring for the environment in a variety of ways from creating habitats to using non-native species for activities, and learning about a number of plants and animals through our curriculum.

Activities undertaken on site will be assessed and all impacts minimised to protect the wildlife and their habitats. We apply the *Leave No Trace* Principle to all our sessions.

When necessary, we may conduct an Ecological Impact Assessment ahead of running a session, including the role of the key stakeholders and an ecological survey describing the flora fauna and abiotic elements of the site.

The type and level of impact we expect to make during Camp sessions is recorded and mitigated against.

## Equality, Diversity and Inclusion Policy

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At The Hive, we emphasise the value placed on the individuality of all our staff, as well as children in our care and their parents / carers. We are committed to giving each member of staff and each child every opportunity to achieve the highest of standards, irrespective of ethnicity, gender, religion, attainment, age, disability, sexual orientation or background.

We actively seek to remove the barriers to learning and participation that can hinder or exclude individual staff members, children or groups of children. We aim to provide all our staff and children with the opportunity to succeed, and to reach the highest level of personal achievement.

We aim to:

- Ensure equality of access for all children
- Use a range of facilitation styles, including collaborative learning, so that children can value working together
- Seek to involve all parents in supporting their child's experience
- Make best use of all available resources to enhance the experience of all groups of children.

Our facilitators ensure that children:

- Feel secure and know that their contributions are valued
- Appreciate and value the differences in others
- Take responsibility for their own actions
- Work in groupings that allow them all to experience success
- Use materials that reflect a range of cultural backgrounds, learning styles and linguistic needs, without stereotyping
- Have a common camp experience that allows for a range of different learning styles
- Are encouraged to participate fully, regardless of disabilities or medical needs.

The Hive ethos is rooted in access to nature and the outdoors FOR ALL. We encourage a level of risk-taking, always under close adult supervision, and actively foster friendships and collaboration between all children and adults.

Hive missions are always designed to produce success and enjoyment, even when this appears to be of a transitory nature. The natural environment is an environment to which we are all entitled and we strongly believe that the experiences we will have there will linger in the memory for years to come. Children with medical needs or disabilities will be helped so that they can take part fully in each Hive mission.

## Complaints Policy

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At The Hive, we aim to work in partnership with parents to deliver a high-quality learning environment for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future.

The Camp Director and Operations Manager are responsible for dealing with complaints in consultation where required with The Hive Managing Director. If the complaint is about the Camp Director, another senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on a Complaints Log.

Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of Camp activity:

- The Camp Director will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate, the parent will be encouraged to discuss the matter with the staff.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Operations Manager and Managing Director.

They will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a response in writing, to all relevant parties, including details of any recommended changes to be made to the Camp's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Camp's response to the complaint

If child protection issues are raised, the Operations Manager and Managing Director will contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the Operations Manager and Managing Director will contact the police.