



CHILDREN'S SERVICE QUALITY ASSURANCE DOCUMENT

The following policies and procedures support our commitment to safeguarding children and are published widely.

It is the duty of all staff and volunteers to safeguard the children and young people in our care.

Where appropriate the children who access our services have been included in developing these procedures and will continue to contribute in the policy reviews which take place regularly.

Please note that full copies of all CEDA policies are available in the office.

- 1. Admissions Policy**
- 2. Confidentiality Policy**
- 3. Recruitment for Staff**
- 4. Child Protection – Policy & Procedures**
- 5. Behaviour Management**
- 6. Physical Intervention Policy**
- 7. Health & Hygiene – Policy and Practice**
- 8. Healthy Eating Policy**
- 9. Equal Opportunities Policy**
- 10. Compliments & Complaints Procedures**
- 11. Missing children**
- 12. Late collection of children**
- 13. Intimate Care**

1. Admissions Policy

It is our intention to make our facility accessible to all children with disabilities between the ages of 5 and 18 years.

In order to accomplish this we will:

- ❖ Ensure that our service is widely advertised to ensure that parents are aware of the service;
- ❖ Describe the service and its practices in terms which make it clear that it welcomes both fathers and mothers, other relations and other carers, including childminders, and people from all cultural, ethnic, religious and social groups, with and without disabilities;
- ❖ Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place;
- ❖ Make our equal opportunities policy widely known;
- ❖ Consult with families about the opening times to avoid excluding anyone;
- ❖ Be flexible about attendance patterns in order to accommodate the needs of individual children and families.

2. Confidentiality Policy

Our work with children and families will inevitably bring us into contact with confidential information.

To ensure that all those using and working with the children can do so with confidence, we will respect confidentiality in the following ways:

- ❖ Parents will have ready access to the files and records of their own children but will not have access to information about any other child;
- ❖ Staff will not discuss individual children, other than for purposes of planning and group management, with people other than the parents/carers of that child;
- ❖ Information given by parents/carers to the manager or co-ordinator will not be passed on to other adults without permission;
- ❖ Issues relating to staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions;
- ❖ Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's co-ordinator and the manager;
- ❖ Students on recognised courses observing the children's sessions will be advised of our confidentiality policy and be required to respect it.

All these undertakings are subject to the paramount commitment of the CEDA, which is to the safety and well-being of the child.

Please also see our policy on child protection.

3. Recruitment, Supervision and Training for Staff and Volunteers

All applicants for work within the children's service, whether voluntary or paid, will:

- ❖ Complete an application form
- ❖ Provide at least two references
- ❖ Produce two pieces of identification (one of which must include a photo ie photo driving licence or passport)
- ❖ Attend an interview
- ❖ Be checked by the CRB
- ❖ Have an induction
- ❖ Receive relevant training
- ❖ Complete a probationary period
- ❖ Receive regular supervision and appraisal

In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.

All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless CEDA is confident that the applicant can be safely entrusted with children.

4. SAFEGUARDING CHILDREN POLICY (Summary)

The designated person currently responsible for CHILD PROTECTION is: SAM HARRIS

It is the aim of the policy for all staff to be aware of the signs and symptoms of abuse and to follow the procedures.

CATEGORIES OF CONCERN:-

Neglect: The persistent or severe neglect of a child which results in significant impairment of the child's health or development. e.g.

- Failure to provide adequate food, clothing or shelter (including abandonment or exclusion from home)
- Failure to protect from physical or emotional harm.
- Failure to meet child's basic emotional needs.
- Failure to ensure adequate supervision.
- Failure to ensure access to appropriate medical care.

Physical Abuse: Deliberate or intended injury to a child. e.g.

- Hitting shaking, throwing, burning, scalding, drowning, suffocating, or poisoning.
- Deliberate inducement of an illness.

Sexual Abuse: Actual or likely sexual exploitation. e.g.

- Use of force or enticement to take part in sexual activity penetrative, or non – penetrative.

- Involvement in non contact activities such as looking at or making abusive images.
- Encouraging children to watch sexual activities.
- Encouraging children to behave in sexually inappropriate ways.
- Any sexual activity with a child under the age of 16. (with or without agreement)

Emotional Abuse: Persistent or severe emotional ill treatment or rejection which adversely affects the child's emotional and behavioural development. e.g.

- Conveying to a child that they are worthless, unloved or inadequate.
- Overprotection, limiting exploration and learning, preventing normal social interaction or imposing inappropriate expectations.
- Causing a child to feel frightened or in danger by the witnessing of violence towards another person whether domestic or not.

RECOGNITION OF POSSIBLE ABUSE:

It is extremely difficult to determine if abuse has occurred. Staff should look carefully at the behaviour of their children and be alert for significant changes.

PROCEDURES AND RESPONSIBILITIES – ANY STAFF MEMBER

The procedure route will depend upon the urgency of the situation and whether it is merely a suspicion of abuse or an actual disclosure.

Suspicion of Abuse (if abuse is suspected but there has been no disclosure.)

1. Ask casual open questions about the nature of the concern e.g. bruises, marks, change in behaviour etc. "Can you tell me about..."
2. Believe the child and reassure them that they were right to talk to you.
3. Record the facts and conversation in writing immediately afterwards using the exact words spoken not implied. Sign and date the report (it may be required as evidence.)
4. Report the suspicion to the Designated Person responsible for Child Protection –The Children's Services Co-ordinator or the Director. The Designated Person or Director will take the appropriate action.

Disclosure

1. Allow the child to talk – ask only open questions e.g. "Can you tell me more about..." Do not press for detail, put forward your own ideas or use words that the child has not used themselves.
2. Stay calm and reassuring.
3. Do not make promises that cannot be kept e.g. confidentiality – tell the child that you will have to tell someone else who will be able to help.
4. Believe the child but do not apportion any blame to the perpetrator. (it may be someone they love)
5. Reassure the child that they were not to blame and they were right to talk to you.
6. Ask the child if they have told anyone else.
7. Keep an open mind.
8. Record the conversation and facts verbatim in writing immediately afterwards (writing notes during the interview may put undue pressure on the child). Sign and date the report (it may be required as evidence).

9. Establish details of full name, D.O.B. address and names of parents/guardians.
 10. Report to the Designated Person or Director who will contact the Social Services Department as necessary.
- Local Social Services/Joint Agency Team contact details for child protection matters:

Barnstaple	01271388660	Exeter	01392 384444
Newton Abbott	01392 384900	Ottery St Mary	01392 384444
Tavistock	01822 614121	Tiverton	01392 384157
Totnes	01803 869300		

Protection of Staff from Allegations of Abuse

Staff in the provision are privileged to be able to work closely with children and their families, forming warm and caring relationships. However, because of the nature of their work staff are also vulnerable to allegations of child abuse.

By having appropriate policies and procedures in place and following the principles of good practice the provision not only protects the children in their setting, but also the adults. For their part staff need to avoid putting themselves in situations that may lead to allegations being made against them. They also need to observe closely the provision's Code of Staff Conduct, particularly ensuring:

- The safety and welfare of the child is always paramount;
- They fulfil their responsibilities and duties towards children by working in partnership with parents;
- Their relationship with children and families are conducted in a professional manner at all times;
- All provision policies and procedures are followed, those listed below are particularly relevant:
 - Behaviour Management
 - Equal Opportunities
- Vigilance in Health & Safety matters, eg recording any bruises/marks a child has on arrival in their incident book (separate pages for each child to ensure confidentiality);
- Comprehensive reporting of all children's' accidents is made to parents, for their signature. Where possible any written account should be witnessed by a second staff member;
- Any training needs identified in themselves or other team members are passed on to their Line Manager;
- Advice, help and/or support is sought if they find a child's behaviour is persistently challenging or difficult to manage.

5. Behaviour Management

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement. In order to achieve this:

- ❖ Expectations of appropriate behaviour will be discussed and agreed with the child and the parents;
- ❖ All adults within CEDA will ensure that the standards are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour;
- ❖ All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy;
- ❖ Adults will praise and endorse desirable behaviour such as kindness and willingness to share;
- ❖ Positive steps will be taken to avoid a situation in which children receive adult attention only in return for undesirable behaviour.

When children behave in unacceptable ways:

- ❖ Physical punishment, such as smacking or shaking, will be neither used nor threatened;
- ❖ Techniques intended to single out and humiliate individual children, such as the 'naughty chair' will not be used;
- ❖ Children who misbehave will be given one-to-one adult support in seeing what was wrong and working towards a better pattern;
- ❖ Where appropriate this might be achieved by a period of 'time out' with an adult;
- ❖ In cases of serious misbehaviour, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanations rather than personal blame;
- ❖ In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome;
- ❖ Adults will not shout, or raise their voices in a threatening way;
- ❖ Adults will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people;
- ❖ Any behavioural problems will be handled in a developmentally appropriate fashion, respecting the individual child's level of understanding and maturity;
- ❖ Recurring problems will be tackled in consultation with the child's parents, using objective observation records to establish an understanding of the cause;
- ❖ Adults will be aware that some kinds of behaviour may arise from a child's special needs.

6. Physical Intervention- Brief summary of Policy

All prevention strategies should be carefully selected and reviewed to ensure that they do not unnecessarily constrain opportunities or have an adverse effect on the service users welfare or quality of life. In some situations it may be necessary to make a judgement about the relative risks and potential benefits arising from activities which might provoke challenging behaviours compared to the impact on the person's overall quality of life if such activities are prohibited. This judgement is likely to require a detailed risk assessment.

Types of Incident for which Physical Interventions may be used

There are a wide variety of situations in which physical intervention might be appropriate or necessary. These will fall into three broad categories:

- Planned intervention
- Unplanned / emergency intervention
- As part of a therapeutic or educational strategy

Examples of situations in which physical intervention may be used are:

- To prevent a service user from running toward a busy road.
- To prevent a service user from self-injuring or from injuring another person.
- To prevent an adult or child causing serious damage to property.

Physical intervention solely to enforce compliance with staff instructions, in situations which present little risk, is unacceptable.

Unplanned and Emergency Use of Physical Interventions

Emergency use of physical interventions may be required when service users behave in unforeseen ways. Research evidence shows that injuries to staff and to service users are more likely to occur when physical interventions are used in an emergency.

An effective risk assessment procedure together with well-planned preventative strategies will help to keep emergency use of physical interventions to an absolute minimum. However, staff should be aware that in an emergency the use of reasonable force is permissible if it is the only way to prevent injury or serious damage to property. In the event of a service user leaving to commit a crime, the advantage of explaining the consequences, and explaining that you will phone the police as soon as they leave, is that the service user will make a choice, and may choose to stay (particularly if offered alternatives).

Even in an emergency, the force used must be "reasonable", that is, it should be proportionate to the risk posed by the situation. The staff member or members concerned should be confident that the potential adverse outcomes associated with the intervention (for example, injury or distress) will be less severe than the

adverse consequences which would have occurred without the use of a physical intervention. The use of time and patience can help in many situations.

Sometimes, for personal safety reasons, a staff member should not intervene in an unplanned situation without help. Some situations when this might apply are:

- If dealing with a physically large service user or more than one service user.
- Where an intervention technique cannot be applied safely by one person.
- If the staff member believes he or she may be at risk of serious injury.

In these circumstances the staff member should, as appropriate, remove other people who might be at risk, summon assistance from colleagues, or where necessary phone the police. Until assistance arrives the staff member should continue to try to prevent the incident from escalating whilst remaining mindful of their own safety. It may be appropriate for staff to withdraw from the situation.

7. Health & Hygiene – Policy and Practice

CEDA promotes a healthy lifestyle and a high standard of hygiene in its day to day work with children and adults. This is achieved in the following ways:

Health

Outdoor play

- ❖ From time to time children will have the opportunity to be taken out for walks or outings in the fresh air.

Illness:

- ❖ Parents are asked to keep their children at home if they have any infection, and to inform CEDA as to the nature of the infection so that other parents may be alerted and make careful observations if their child seems unwell;
- ❖ Parents are asked not to bring into CEDA any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack;
- ❖ If the children of staff are unwell, the children will not accompany their parents/carers to work;
- ❖ Cuts or open sores, whether on adults or children, will be covered with sticking plaster or other dressing;
- ❖ If a child is on prescribed medication the following procedures will be followed:
 - If possible the child's parents will administer medicine. If not, then medication must be in its original packaging, clearly labelled with the child's name, dosage and any instructions. Where local regulations require it, guidance will be sought from social services before people other than parents agree to administer medicines;

- Written information will be obtained from the parent, giving clear instructions about the dosage, administration of medication and permission for a member of staff to follow the instructions;
 - All medication will be kept in a lockable cupboard;
 - A medication form will be available to log in: name of child receiving medication; times that the medication should be administered; date and time when the medication is administered together with the signature of the person who has administered each dose.
- ❖ With regard to the administration of life saving medication such as insulin/adrenalin injections or the use of nebulisers, the position will be clarified by reference to CEDA's insurance company (Norwich Union);
 - ❖ CEDA will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.

Information sources

- ❖ Parents will have the opportunity to discuss health issues with staff and will have access to information available to CEDA;
- ❖ CEDA will maintain links with and gather information from appropriate health authorities and other health agencies.

Hygiene

To prevent the spread of all infection, staff will ensure that the following good practices are observed:

- ❖ Hands washed after using the toilet;
- ❖ Hands washed before and after preparing food;
- ❖ Toothbrushes not shared;
- ❖ Children with pierced ears not allowed to try on or share each other's earrings;
- ❖ A large box of tissues available and children encouraged to blow and wipe their noses when necessary. Soiled tissues disposed of hygienically;
- ❖ Children encouraged to shield their mouths when coughing;
- ❖ Paper towels used and disposed of appropriately;
- ❖ Hygiene rules related to bodily fluids followed with particular care and all staff and volunteers aware of how infections, including HIV infection, can be transmitted.

Cleaning and clearing

- ❖ Any spills of blood, vomit or excrement wiped up and flushed away down the toilet. Rubber gloves always used when cleaning up spills of body fluids. Floors and other affected surfaces disinfected using chlorine or iodine bleach

diluted according to the manufacturer's instructions. Fabrics contaminated with body fluids thoroughly washed in hot water;

- ❖ Spare laundered pants, and other clothing, available in case of accidents and polythene bags available in which to wrap soiled garments;
- ❖ All surfaces cleaned daily with appropriate cleaner.

Food

Each adult will:

- ❖ Always wash hands under running water before handling food and after using the toilet;
- ❖ Not be involved with the preparation of food if suffering from any infectious/contagious illness or skin trouble;
- ❖ Never smoke in the kitchen or any room storing food;
- ❖ Never cough or sneeze over food;
- ❖ Use different cleaning cloths for kitchen and toilet areas;
- ❖ Prepare raw and cooked food in separate areas;
- ❖ Keep food covered and either refrigerated or piping hot;
- ❖ Ensure waste is disposed of properly and out of reach of the children. Keep a lid on the dustbin and wash hands after using it;
- ❖ Wash fresh fruits and vegetables thoroughly before use.

Any food or drink that requires heating will be heated immediately prior to serving and not left standing. No food or drink will be reheated.

Tea towels will be kept clean and stored in a dust-free place, eg closed cupboard or drawer.

Cracked or chipped china will not be used.

8. Healthy Eating Policy

Rationale

Within the CEDA Youthzone clubs we recognize the importance of a healthy lifestyle and diet and understand that establishing a balanced diet in childhood helps establish healthy eating habits for life. In order for us all to meet our full potential we need to be healthy and fit-physically, mentally and socially. This policy states the ways in which our provision supports children and young people to develop the skills and attitudes that will help them make informed healthy choices.

We recognise that it is important for the provision to use consistent messages around healthy eating. Therefore our message is:

Healthy eating does not mean NO treats but it does mean having them at appropriate times and not too often.

Aims

- To make the provision and consumption of food an enjoyable and safe experience.
- To improve the health of children and young people and staff by helping to influence their eating habits through increasing their knowledge and awareness of food issues, through informal discussion, activities and support.

We aim to encourage our children and young people to develop positive attitudes to becoming healthy, happy members of the community by:

- only providing snacks in the After School Club that are nutritious and healthy.
- Encouraging parents to provide healthy food in the packed lunches they provide for Saturdays and Holidays for their child/young person.
- Encouraging enjoyment of exercise and fresh air
- Having discussions about healthy foods, keeping safe, respecting others and their cultures
- Having water available for all children and staff in all our activity clubs.

Objectives

- To work towards ensuring that this policy is both accepted and embraced by staff, children, young people and their parents, as being part of the wider community
- To integrate these aims into all aspects of activities at our provision, in particular food provision, food based activities, and in social activities.

Provision of food and drink across the day Saturday, Holiday and After School Clubs

After School Club

A fruit snack is provided when the children and young people arrive at the setting. There is also water available for the children and young people when they arrive, and water is available at anytime throughout the session. They are encouraged to eat their snack and have their drink as a group, to discuss the day's activities and what they would like to do. The children and staff work together to make a healthy snack for their dinner which is a hot snack– but it needs to be remembered by parents it is a hot snack rather than a full meal. Children are consulted on a weekly basis what food they would like for their hot snack for the following week. The staff work together to create a happy, sociable dining environment to encourage the development of good table manners.

The Holiday Club & Saturday Clubs

Parents are encouraged to support healthy eating policy by providing a healthy, balanced packed lunch - especially as many of the children have specific dietary requirements linked to their disability. All parents are asked to include an ice pack in with the packed lunch to keep lunches chilled during the morning. Any cooking that the children do as an activity they are encouraged to take home in case they have any allergies or intolerances to certain food types that we have not been made aware of. Cooking activities are planned by playleaders and are also a free choice activity. The children let staff know in the morning what they would like to cook, and as long as the ingredients are available the children can cook them during the day. They are encouraged to research recipes on the internet and find healthy alternatives. If CEDA is aware that any child/young person has specific food allergies or intolerances we will contact parents/carers prior to the child's attendance to discuss suitable alternatives. Alternative ingredients can be provided by the parents or by CEDA to ensure that the child/young person is still able to participate in the activity. Unless the food cooked is made with a child's own ingredients the children/young people are encouraged to share the food with the other children to take home, encouraging social skills and awareness of others.

Parental Involvement

Parents are notified regularly regarding activities and trips that are planned to encourage children and young people in keeping fit and being actively involved to maintain a healthy balance of diet and exercise. We recognise the achievements children and young people have made in regard to fitness and well being and staff encourage them to share their enthusiasm and enjoyment with other children and young people in a positive manner.

9. Equal Opportunities Policy

CEDA works in accordance with all relevant legislation, including

- ❖ Disabled Persons Act 1958, 1986
- ❖ Race Relations Act 1976
- ❖ Sex Discrimination Act 1986
- ❖ Children Act 1989

We believe that the centre's activities should be open to all children and families and to all adults committed to their welfare. We aim to ensure that all who wish to work in, or volunteer to help with, our centres have an equal chance to do so.

Admissions CEDA is open to every family in the community and all families are made aware of the equal opportunities.

Employment CEDA will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed. Commitment to implementing the centre's Equal Opportunities Policy will form part of the job description for all workers.

Families CEDA recognises that many different types of family love and care for children.

Festivals Our aim is to show respectful awareness of all the major events in the lives of the children and families attending the centre, and in our society as a whole, and to welcome the diversity of backgrounds from which they come. In order to achieve this, we aim to acknowledge all the festivals which are celebrated in our area and/or by the families involved in the centre:

- ❖ Without indoctrination in any specific faith, children will be made aware of the festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals;
- ❖ Before introducing a festival which the adults in the centre are not themselves familiar, appropriate advice will be sought from people to whom that festival is a familiar one;
- ❖ Children and families who celebrate at home festivals with which the rest of the group is not familiar will be invited to share their festival with the rest of the group, if they themselves wish to do so;
- ❖ Children will be encouraged to welcome a range of different festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.

Activities All children will be respected and individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Resources These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

Special Needs CEDA recognises the wide range of special needs of children and families in the community and will provide programmes and facilities appropriate to those needs.

Discriminatory behaviour/remarks these are unacceptable at CEDA. The response will aim to be sensitive to the feelings of the victim/s and to help those responsible to understand and overcome their prejudices.

Language Information, written and spoken, will be clearly communicated.

Food Medical, cultural and dietary needs will be met.

Meetings The time, place and conduct of meetings will ensure that all families have an equal opportunity to be involved in the conduct of schemes relating to their children.

9. Compliments and Complaints Procedures

CEDA aims to provide the highest quality of care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

Compliments It is essential for us to gauge how well we are doing and it is important for us to receive positive feedback about our service.

Making concerns known:

- ❖ A parent who is uneasy about any aspect of the centre's provision should first of all talk over any worries and anxieties with the Play Leader
- ❖ If this does not have a satisfactory outcome the parent/carer should approach the co-ordinator to discuss the situation.

Most complaints should be resolved informally or at this initial stage

- ❖ If the situation is not resolved a meeting should be set up with the parent/carer, and the Director. Parents/carers should have a friend or partner present if required and the Director may request the presence of a colleague. An agreed written record of the discussion should be made.
- ❖ You can make your concerns known to your case manager at your local Joint Agency Services who will support you in resolving the difficulties.
- ❖ If you want the complaint to be considered by the Board of Trustees, you should tell the Manager who will inform the Trustees of the complaint. In the event that the Trustees meet to consider your complaint, you may - attend in person, bring a friend or representative to the meeting and also outline your complaint to the meeting and question those present. Or - put your complaint in writing, you will be invited to attend a Trustees meeting.

- ❖ You may make a formal complaint to Ofsted, you can do this in writing all complaints should be sent to: Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA, quoting CEDA's registration number EY359856.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the centre and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

10. Missing Children Policy

If a child or young person goes missing the following procedures will take place:

- ❖ The play leader will be informed, who will then contact the co-ordinator and Director
- ❖ The person in charge gathers all the staff and service users together and mark those service users present against the register
- ❖ The person in charge and a staff member will undertake an area search, eg, the venue itself and the immediate area outside of the building
- ❖ Should the child not be located, then the person in charge will contact the police and the parents/carers of the child
- ❖ A report should be written up as soon as possible after the event. The incident will be recorded in the accident/incident book.

11. Late collection of children

If a child is not collected by a parent or authorised person within half an hour of the appointed time (or prior negotiated time) the following procedure will be enacted:

- Within half an hour staff will contact by telephone the home address of the child, followed by all other contact numbers held on file
- Within one hour social services will be contacted by telephone
- A charge of £10 per half hour (or part of) will be made for the above inconvenience
- If a parent/carer consistently abuses the arrangements regarding collection of a client, the client will be reconsidered as a client of CEDA.
- The well being of the child will be maintained at all times, a minimum of two staff should remain on site.
- No member of staff should attempt to take the child home or allow the child to be collected or left with an unauthorised person.
- A report will be written as soon as possible after the event and a copy sent to OFSTED with an action plan. The incident will be recorded on an Incident Form.

12. Intimate Care Policy

Staff working directly with disabled children are often required to assist with their intimate and personal care. Personal care tasks include such things as hair care, assistance with meal times, wash non-intimate body parts, and shaving. Intimate care tasks are those associated with bodily functions, bodily products and personal hygiene which demand direct or indirect contact with, or exposure of, the sexual parts of the body. These could be such things as toileting needs, medical procedures such as giving suppositories, and washing intimate parts of the body.

Staff should ensure that service users have the opportunity to be as independent as possible in these areas to minimise any invasion of privacy. They should also be aware that service users may feel particularly vulnerable when receiving intimate care and should ensure that their body language is as unthreatening as possible. Such occasions should provide good opportunities for developing relationship based on trust and respect.

A major issue of concern when discussing intimate and personal care is that of gender. Statistics show that the majority of known and recorded cases of sexual abuse towards people with learning disabilities are perpetrated by men. However, many people with learning disabilities who are sexually abused are men. Same gender intimate care therefore can help towards protecting female service users from sexual abuse by male staff and carers but does not protect male service users. Staff members should be aware that perpetrators of sexual abuse may be male or female and not assume that the same gender policies will ensure service users' safety.

It may be appropriate for service users to choose the member of staff who performs intimate care tasks with them. For example, they may prefer someone they have known a long time over someone relatively new. Although consideration needs to be given if new carers are to gain in experience. Their choice may be influenced by historical factors such as previous experience of abuse by a person of particular gender or appearance. Similarly, staff feelings and concerns should be taken into account.

For example, if a service user has a history of making false allegations, it may be necessary to agree an individual policy for that person. Staff and service user sexual orientation may be a factor taken into account when agreeing individual policies.

Staffing levels may dictate whether these guidelines can be followed as staff may work alone. All individuals requiring intimate care should have an Intimate Care Risk Assessment.

Other policies and procedures are in place and are available from the main office at CEDA.

The document will be reviewed in April 2010