



HESWALL DISABLED CHILDREN'S HOLIDAY FUND

Celebrating 50 years in 2011

Statement of Purpose

Patron, Sir Bert Massie CBE, Hon. LL.D (Bristol)

Past Chairman of the Disability Rights Commission

PAST PRESIDENTS

Alastair G. Shaw, Frank Lamb





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2. Use of Terminology

The following terms are used in this document with the following meanings:

“**Charity**” means the organisation known as Heswall Disabled Children’s Holiday Fund.

“**Holiday**” means an event for the purpose of which the Charity operates as a Children’s Home for a period of up to one week and “**Holidays**” shall be construed accordingly. A Holiday may also be funded for those Children who fall outside of the Charity’s selection criteria for Camp.

“**Camp**” means the annual residential holiday arranged by the Charity.

“**Children**” means the children chosen as recipients of a Holiday or a grant of money from the charity without monetary charge from the Charity and “**Child**” shall be construed accordingly.

“**Helper**” means the staff recruited by the Charity who act in the role of carers as defined by the appropriate legislation.

“**NMS**” refers to the National Minimum Standards as published by the Department for Education.





3. National Minimum Standards.

Throughout this document, various policies are explained and where appropriate reference is made to the relevant Children's Homes: National Minimum Standards as published by the Department For Education.¹

Relevant standards are:

- STANDARD 1 – The child's wishes and feelings and the views of those significant to them
- STANDARD 2 – Promoting diversity, a positive identity and potential through individualised care
- STANDARD 3 – Promoting positive behaviour and relationships
- STANDARD 4 – Safeguarding children
- STANDARD 5 – Children missing from care
- STANDARD 6 – Promoting good health and wellbeing
- STANDARD 7 – Leisure activities
- STANDARD 8 – Promoting educational achievement
- STANDARD 9 – Promoting and supporting contact
- STANDARD 10 – Providing a suitable physical environment for the child
- STANDARD 11 – Preparation for a placement
- STANDARD 12 – Promoting independence and moves to adulthood and leaving care
- STANDARD 13 – Statement of Purpose and children's guide
- STANDARD 14 – Fitness to provide or manage the administration of a children's home
- STANDARD 15 – Financial viability and changes affecting business continuity
- STANDARD 16 – Suitability to work with children
- STANDARD 17 – Sufficient staffing of the home
- STANDARD 18 – Training, development and qualification of staff
- STANDARD 19 – Staff support and supervision
- STANDARD 20 – Handling allegations and suspicions of harm
- STANDARD 21 – Managing effectively and efficiently and monitoring the home
- STANDARD 22 - Records
- STANDARD 23 – Secure accommodation and refuges
- STANDARD 24 – Notification of significant events
- STANDARD 25 – Placement Plan & Review

The Standards are highlighted in the text thus: [NMS - Standard No.]

¹ Children's Homes National Minimum Standards, <http://publications.education.gov.uk/> Search using the ref: DfE-00030-2011





4. A Short History of the Heswall Disabled Children's Holiday Fund

In 1960 the late George Eustance of West Kirby (a leading member of the Christian Toc H movement) whilst visiting his brother-in-law, who was recovering from poliomyelitis at Fazakerley Hospital, Liverpool, came across a large group of polio disabled children. It was felt that these children were in need of outside help in their battles to recover from their illnesses. George asked the late Alastair Shaw (1929-2002), who had himself suffered polio upon leaving Oundle before he took up a place at the Royal Agricultural College, to help him arrange a holiday for some of these children. Thus Alastair, the late Frank Lamb, a classics master at Calday Grammar School, educated at Caius College, Cambridge, and the late Councillor Arthur Norman Conway (1901-1991) helped George Eustance to arrange a camp under canvas for children from the British Polio Fellowship in Liverpool.

This Camp was held on the playing fields of Calday Grange Grammar School, West Kirby. Toc H being a men's organisation did not find it easy coping with the very active behaviour of a Camp for both boys and girls, and so it was decided that for 1962 a Boys' Camp would be held at Liverpool Boys' Association Camp at Heswall. A Camp leader was sought and the late Harold E "Waddy" Waddington (1917-1994), a boys' club leader from Liverpool, was invited to fill this role, which he willingly undertook for 20 years until eventually handing over to our former leader, Dr. Martin Crossley Evans, in 1982, who in turn was succeeded by Mr William Brown in the summer of 2005.

Unfortunately Toc H disbanded and it was left to Alastair to form a new committee of interested persons. Under the Chairmanship of his father-in-law, Frank Vaughan Needham, a well-known Heswall interior furnisher, Rotarian and member of the Heswall U.R.C., with Laurie Pearce, a bank manager, as Honorary Secretary, the new committee, included Alastair, Frank Lamb, Charles and Alastair Kameen, Mike Byrne, Sheila Shaw, Graham Baldock and others, and was registered as a charity.

Vaughan Needham died in 1985, but some years before that he had handed over the chairmanship to Mike Byrne who, fortunately for the charity, continues to hold that office to the present time, ably supported by Meriel Balshaw as Honorary Secretary and Graham Baldock as Honorary Treasurer.

The Camp was held at the Liverpool Boys' Association Camp in Broad Lane, Heswall, until 1984, when it was transferred to Kingsmead School, Hoylake. In 2000 the Camp transferred to Barnstondale Camp, Barnston, Wirral, following a lottery grant having made this venue wheelchair friendly and apparently altogether suitable for the purpose of the camp. Costs have escalated over the years and it is anticipated that the 2011 Camp will cost almost £25,000.

On the 3rd December, 1999, the European Day of the Disabled People, our Charity was greatly honoured to be presented with The Wirral Challenge Award for the Youth Category.





5. Overall Aims, Underlying Ethos and Philosophy

The Charity aims to provide activity based Holidays for Children and young people who are disabled or who have special needs. In providing these Holidays it enables children with disabilities to have a period of up to one week away from their normal living environment.

The Charity aims to provide holidays for children who suffer from a diagnosed disability. This can take the form of a social, learning or a physical disability. Each child has to apply to the charity for a holiday and then they are assessed by an experienced trustee to ensure that they fit our capabilities for care. No financial contributions are required from the Children, their families, guardians, or carers.

The activities organised for the Children are intended to enhance the Children's future development and create further opportunities for personal growth. The Holidays encourage participation in events to which they may not previously have been exposed. This helps to build confidence and optimism in the Children, as well as giving them an exciting positive experience. This should hopefully help them to play a fuller role in society and prepare them to live as independently as possible in the future.

The families and the carers of the Children also receive valuable and rare respite in the knowledge that their Child is being well cared for and that they can contact the Holiday at any time.





6. Child Care Aims

1. To provide holidays of seven days in length, which are fun, stimulating, and where possible encourage personal development. [NMS - Standard 3] [NMS - Standard 7]
2. To provide each child on the holiday with access to voluntary carers who have demonstrated skill in dealing with disabled children.
3. To provide 24 hour medical care through the auspices of Heswall Medical Centre & Pensby Surgery². [NMS - Standard 5] [NMS - Standard 6]
4. To select children with any disability for which we deem ourselves capable, whilst ensuring that selection of particular children will not have an unduly adverse affect on the group dynamic of the holiday. [NMS - Standard 2]
5. To respect each child's right to privacy.
6. To provide necessary accommodation and materials for the physical and social welfare of the child.
7. To create a supportive and community spirited environment that encourages the awakening of social and creative abilities with the group identity at its core. [NMS - Standard3]
8. To allow contact with parents and families during the week.
9. To operate according to Christian principles, whilst welcoming and respecting people of any or no faith. [NMS - Standard 2]
10. To accommodate all religious needs on an individual basis. [NMS - Standard 2]
11. To value the unique identity, diversity and importance of all the children receiving a holiday from the Fund [NMS - Standard 2]
12. To maintain strong relationships with community services which provide ongoing support to socially disadvantaged and disabled people. [NMS - Standard3]
13. To maintain rules and discipline whilst only using physical restraint as a last resort and only to protect the child or others from harm.
14. To gather feedback from parents, social workers and children to evolve constantly and improve the service we provide.
15. To provide funding to individual children identified as in need of a holiday that for whatever reason fall outside of the charities capability to provide a direct holiday at the camp.

² Heswall Medical Centre & Pensby Surgery, <http://www.hpgpwirral.nhs.uk/>





7. Helpers and Personnel Care Aims

The charity's care and management team are all volunteers and the charity recognises its duty of care for these people on the holiday. To fulfil this duty of care the charity aims:

- 1) To provide the helpers with all information required for the care and protection of the children in their care and of themselves.
- 2) To identify children who require 1 to 1 care and to assign each to a helper within the bounds of their skills and capabilities. [NMS - Standard 2]
- 3) To provide all helpers with the necessary training.
- 4) To review each child on a daily basis to ensure that any problems are identified early and acted upon appropriately.
- 5) To provide relief helpers to allow 1 to 1 helpers time to address their personal needs.
- 6) To gather feedback from the helpers and evolve the holidays and the trust accordingly.

The charity commits to providing helpers who are sufficiently qualified to provide personal care to all children attending camp. To this end there will never be less than 20 helpers on site at any one time with the number of helpers ideally being equal to the number of children. All helpers are volunteers but bring relevant practical experience to the camp. Examples of the helper's day jobs have included: Students, Teachers, Engineers, Human Resources Managers, Doctors, Nurses, IT Consultants, Buyers and parents.





8. Venue

[NMS - Standard 10]

The Charity does not own any premises. It sources the venue for the Holiday from Barnstondale Centre, Wirral³. The Charity invests time and effort in reviewing the venue for the Holiday each year with the intention that it is continually developed to improve facilities. Long term relationships have been built with the venue provider.

Each year the Charity reviews the suitability of the venue in line with a number of essential requirements so as to enable the proper and safe care of the Children. [NMS - Standard 4]

Essential Facilities

The following are the facilities considered by the Charity to be essential and were used as selection of the current venue.

Laundry

Although not provided as a standard service, the venue must provide facilities both for washing and drying of clothes. This is particularly important because some of the Children do not have adequate clean clothing for one week due to their social background.

Private Grounds

The Children are encouraged to participate in onsite activities. For this reason, it is very important that the chosen venue has grounds which are not overlooked and have a definite boundary. [NMS - Standard 23]

Catering/ Kitchens

The venue must be able to provide a catering service and kitchens which meet the relevant health and safety standards. The venue should provide catering staff who have appropriate qualifications for their position. The kitchens have lockable doors to ensure that they can be secured from the Children when they are not in use.

Currently most food is provided by the venue and the menu for the week is agreed with the charity who will be aware of any specific dietary requirements including allergies of both the Children and the carers on the Holiday, including any

³ Barnstondale Centre, <http://www.barnstondale.org>





allergies or sensitivities. The helpers have access to facilities to make drinks for the Children at all times. [NMS - Standard 6]

Accessibility

All day areas that the Children use should have corridors and doors wide enough for wheelchair access. In addition, handrails, ramps and other mobility aids, should be in place. The venue should have a current safety certificate and should have successfully passed an independent accessibility audit. HDCHF will also conduct it's own accessibility audit prior to using a venue.

Stairs

Any stairs used by the Children must be wide enough for a helper to safely accompany them to go up and down the stairs. Where upper floors are used a disabled lift should be in place to provide access.

Dining Room

There must be a dining room or area of adequate size for all the participants of the Holiday (Children and carers) to dine together. Dining together is an essential tool in generating a community spirit for the Holidays. The dining room should also be easily configurable to users in wheelchairs and should not have fixed tables / benches.

Recreational Rooms

There should be a number of rooms available to allow for a range of activities to take place at the same time. This is important as Children are encouraged to interact with the other children rather than stay in their dorms. Access to the dorm rooms is limited during the day to protect personal belongings and to stop bullying from taking place there.

Toilet Facilities

Sufficient disabled access toilets should be available at the venue to cater for the number of children on holiday. These must have sufficient aids to cater for the range of disabilities that the Holiday is accommodating based on the Volunteer Helpers' assessment of the Children's requirements.

Décor

The venue should be decorated to a suitable standard with sufficient furniture in each room for the purpose that it will be used for on the Holiday.

Staffroom

There must be a room suitable for the use of off-duty helpers during the evenings. Such a room must be situated so as to ensure that it would not disturb any of the Children's bedrooms.

Staff Smoking Area





There should be an area designated for the helpers to smoke. This should be outside of any buildings that the Children may use, must not be accessible to the Children and must be out of sight of any of the Children's areas. There should be facilities for the safe extinguishing and disposal of smoking materials.





Medical Room

There must be a private room for appropriately trained helpers to administer medication and for the camp doctor to perform any examinations or medical procedures. All medicines are located in the female staff bedroom in a locked box and access to the medicines is restricted to authorised personnel only.

Female Staff

A separate dormitory needs to be allocated to female staff.

Living Accommodation

All sleeping accommodation must be close together in the same part of the building(s) to allow a helper quick access to all rooms. There should also be a space with comfortable chairs close to the rooms where the night duty carer would hear any noise from the rooms. For any rooms where the night duty helper would not be able to hear if a Child got out of bed an audio monitor will be made available.

Bathrooms

Bathrooms must provide sufficient facilities for the Children being catered for on the Holidays. The rooms must be large enough for a Child and two helpers to move around safely. This will be individually assessed by the registered manager and Volunteer Helpers taking into account the time period of the Holidays. Both shower and bath facilities must be available at the venue. Locks must be fitted on all bathroom doors to ensure privacy but which can be opened from the outside with the use of a simple tool.

Bedrooms

These must be in the form of a room of between 4 and 8 beds or in the form of a dormitory with doorless bedroom cubicles. There must be sufficient beds and space for the number of occupants being catered by the room. There should be storage space for the clothes and other personal belongings of the occupants.

Sports Hall/ Hall

A large hall for all the participants of the Holiday to organise discos, magic shows and other recreational activities.

Sports Field

Playground and Equipment





9. Current Venue's Provision

Barnstondale Centre
Storeton Lane
Barnston
Wirral
CH61 1BX

Manager: Mr George Jones

Tel: 0151 648 1412

Email: info@barnstondale.org

Web: <http://www.barnstondale.org>

Registered Charity No. 1087502

Barnstondale Centre provides affordable residential and non-residential breaks to groups of young people from the wider Merseyside area that are considered disadvantaged in any way i.e. financially, socially, physically or emotionally.

It is set in the heart of the Wirral Peninsula in 15 acres of countryside that includes an ancient woodland dale, stream and pond. Barnstondale provide an environment which is far removed from everyday inner-city life. They offer facilities, routine and an activity base to assist group leaders in facilitating their own self-devised programmes in order to work on improving self-esteem, widening horizons and increasing the motivation of the young community.

The Centre offers completely accessible facilities and accommodation, full board or self catering, for up to 150 people via dorms, log cabins and en suite rooms.

Facilities include: Classrooms, meeting rooms, art room, assembly hall, leaders lounges, tuck shop, stage venue, floodlit all weather pitch, outdoor football pitch, adventure playground, a variety of indoor/outdoor sporting facilities, games rooms and the opportunity to experience a wide range of morale building outdoor pursuits i.e. archery, canoeing, orienteering, problem solving, abseiling and rock climbing on and off site.





Accommodation

Accommodation is provided in specially designed log cabins:

Orchard & Dale Cabin

Orchard and Dale wings are situated within the same log cabin but can be utilised completely independent of each other. This offers our users the option of being able to use the whole building or just one part depending on group size. Therefore giving users the option of bringing smaller groups or dividing larger groups by choice i.e. gender, age or staff. Both wings offer independent multi use activity areas and kitchenette situated in a beautiful loft space on an upper floor which is accessible by lift. However, Dale wing also has the benefit of self catering facilities for smaller groups Orchard provides accommodation for up to 30 people and has its own multi use activity room and kitchenette. Dale wing sleeps 18 people and as well as providing a multi use activity area also offers self catering facilities.

Pine Log Cabin

For ALL users: -

Downstairs - Self-contained venue with flexible accommodation.

9 en-suite bathrooms, can sleep 9 in individual rooms,

18 in 2 bedded rooms and up to 54 with 6 to a room in double bunks.

All combinations of these arrangements are possible.

These rooms are all suitable for wheelchair users.

Also downstairs two areas for use as sitting or seminar rooms.

Upstairs - accessible by lift, a wonderful party/ conference/ assembly room with small kitchen and its own cloakroom facilities for male, female and disabled.

Traditional dorm

Barnstondale also provide more traditional dormitory accommodation. This is split into two main dorms for up to 56 young people with shared toilets and showers. There are also 6 separate 2 bed rooms for group leaders.

Meadow Cabin

Barnstondale is currently constructing a third log cabin with further improvements to disabled facilities. This will not be used for the 2011 camp but will be assessed for suitability for following years.





Fire and Safety

[NMS - Standard 4]

The venue providers are expected to give a full assessment of the hazards involved with their respective venue. The Leaders, Senior Helpers and Volunteer Helpers will take precautions to minimise the risks. Full risk assessments completed by the venue will be required for all holidays.

The venue providers must show the Charity their emergency evacuation procedures. On the first day with Children on site, the Volunteer Helpers must conduct a full evacuation practice in accordance with those procedures. Any issues that arise as a result of this practice must be dealt with immediately to the satisfaction of the venue providers and the registered managers. During the Holiday it is the responsibility of the camp leader to ensure that all children are out of the building in the case of an emergency. It is then the Leader's responsibility through the use of a register to ensure that all Children and carers are out of the building. No person may re-enter the building until it has been declared safe by the venue provider.

As part of the training of the volunteers at the July planning & training weekend, the volunteers are taught manual handling skills. These allow the volunteers to evacuate the Children safely in the event of an emergency without the use of lifts and other mechanical aids.

10. Consultation with Children

[NMS - Standard 1]

Each year the children are informally consulted by the 'Parental Liaison officer', to gain feedback on how the camp is progressing and if there are any improvements that could be made. This is done informally alongside normal day to day activities.





11. Activities, Excursions and Therapies

[NMS - Standard 7] [NMS - Standard 8]

The Charity aims to make the Holidays as action packed and as fun as possible. It strongly believes that exposure to a wide variety of stimulus is the best possible therapy for the Children accommodated by the Holidays whilst at the same time promoting their participation in educational, recreational, sporting and cultural activities, so long as the necessary care and safety aspects of any activity can be catered for. As such, there is a long list of activities both on and off site, which the Charity encourages the Children to take part in. All these activities are assessed for their suitability by the Volunteer Helpers and risk assessment forms are completed each year depending on which activities are planned.

A sample of some of the activities which the camp provides is listed below these are considered to provide a therapeutic and enjoyable experience and promote the participation of Children in education, recreation, sports and culture.

Onsite	Offsite
Art Session	Theme parks
Dragon Drumming workshop	Horse riding
Camp Fair	Zoo
Falconry	Visits to the seaside
Wirral Disability Sports	Canal Boats
Fire brigade visit	Aquarium
Police visit	Cinema
Magic show	Community farm
Disco and Karaoke	Falconry centre
Adventure playground/ assault course	Ice-cream Parlour
Talent show	Raft building and canoeing
It's a Knock Out competition	Swimming
Music sessions	10 pin bowling
I'm a helper, get me out of here	RAF Cranford
Ladybugs picnic	Police Horse Academy
Reading	Museum of Science and Industry
Everton Disabled Football	Harry Ramsdens
Chinese Lanterns	MacDonalds
Campfire	Theatre Workshop
Water Fight	



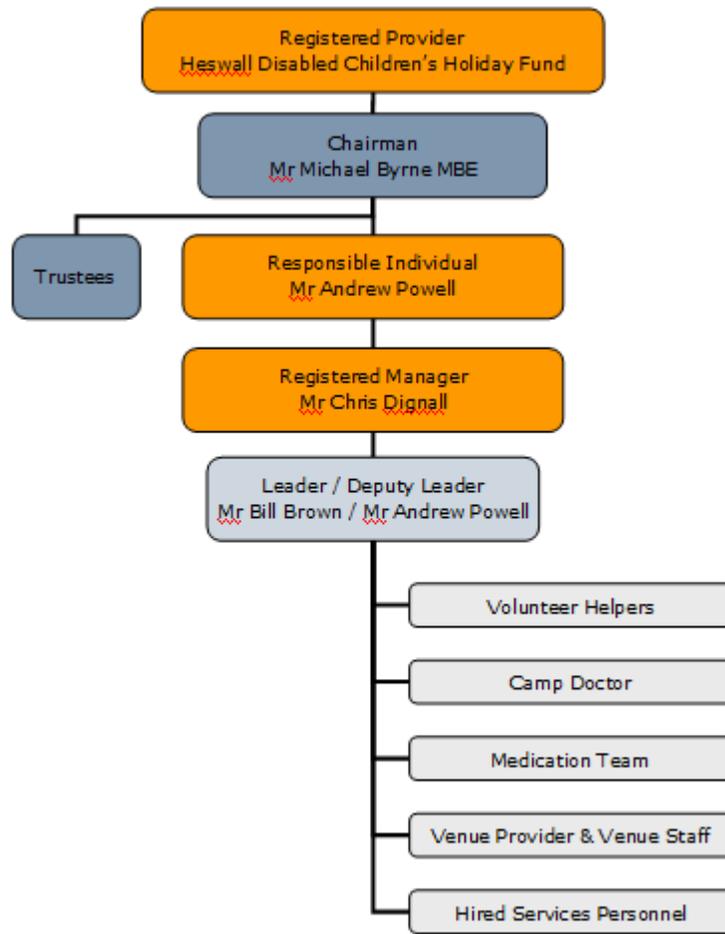


12. Organisational Structure of the Charity

The structure of the Charity has evolved organically since it started in 1960. It has seen many changes as the original founding members have progressed through life from school leaving age to demanding jobs with families and other similar time consuming commitments.

The current structure has been designed so as to allow longstanding trustees of the Charity (who best understand its ideals and focus) to oversee, direct, and advise a continuously renewing team of volunteer helpers who have the responsibility of organising every aspect of the Holidays. The trustees have overall responsibility for the Holidays and for ensuring that standards are maintained. Their roles are explained further below.

The structure of the Charity is depicted in the structure diagram below which illustrates the direct line of responsibility and chain of command for the operation of the Holidays.





13. Roles / Care Responsibilities

[NMS - Standard 14]

The Registered Provider

Heswall Disabled Children's Holiday Fund⁴

4 Ferns Close

Lower Heswall

Wirral

CH60 9HJ

The Responsible Individual

Andrew Powell

13 Pickering Road,

Broughton Astley,

Leicestershire.

LE9 6WA

Andrew has been working with HDCHF for 23 years as a volunteer helper and for the past 8 years as deputy leader of the holiday camp. Andrew joined the board of trustees in 2009 and in 2011 was appointed Responsible Individual for the charities application to Ofsted.

A copy of Andrew Powell's CV is attached.

The Registered Manager

Christopher Dignall

6 Tuson Drive

Widnes

Cheshire

WA8 9EU

Chris first came into contact with HDCHF as a child and attended 2 camps before being accepted as a helper. He has since completed 16 camps and has served on the board of trustees as parental liaison. In 2011 he was appointed Registered Manager for the charities application to Ofsted. Chris bring 3 years experience from his job as a teaching assistant to the charity.

A copy of Christopher Dignall's CV is attached.

⁴ Heswall Disabled Children's Holiday Fund, <http://hdCHF.org.uk>





Trustees and Executive Committee of the Charity

The Charity has 12 trustees each providing their different skills to the Charity. Both sexes are represented in the trustee body as are a broad cross-section of ages and backgrounds.

In addition to the trustees there is an Executive Committee which comprises the chairman, vice chairman, secretary and treasurer.

Under the direction of the chairman, the trustees work to provide sufficient resources and regulation for the Holidays to operate in a safe and efficient manner capable of providing for all reasonable requirements of the Children. [NMS Standard 17] This includes:-

- the vetting of all personnel involved with the Charity.
- developing the Charity's training programs.
- organise training and social events outside of the Holiday. [NMS - Standard 18]
- reviewing and appraising Volunteer Helpers.
- reviewing and updating policy.
- inspecting the Holidays to ensure that the policies of the Charity are being adhered to.
- Provide sufficient volunteers / staff to ensure the Holiday is appropriately run, with the aim to be able to support 1 to 1 care of all children should that be deemed necessary and to be no less than 20 adults at any 1 time.

Leader / Deputy Leader

[NMS - Standard 21]

Responsibilities

- To organise and run the Holiday in accordance with the Holiday timetable and in reference to all policies and procedures. [NMS - Standard 19]
- To implement changes recommended by the registered provider.

Relevant Qualifications and Experience

Other than a minimum of four years' experience as a senior helper the Charity sets no specific qualifications for the role of Leader. It is considered that as the Leader is a long term active member of the Charity their accumulated experience combined with the experience of the Senior Helpers ensures that all the necessary skills are present. However, most of the senior helpers do have relevant transferable qualifications and the current volunteers include doctors, nurses, teachers and other professionals.

Training

Training for the role of Leader is provided on an "on the job" basis. All leaders must have attended a holiday for at least 10 years. The leaders are supported by a team of senior helpers. To be considered for the Senior Helper position the





candidate must have participated with the Charity in the role of a Volunteer Helper for at least five Holidays. Volunteer helpers automatically progress to Senior Helper status after five years.

Supervision

The Senior Helpers are the senior staff members actually on site. Each Holiday is subject to inspection by a trustee of the Charity each year and the registered provider may make unannounced formal inspections to assess and conduct supervision of the Volunteer Helpers. Any advice or changes required by the registered provider are passed on to the Volunteer Helpers immediately and are expected to be implemented. [NMS - Standard 19]

Development

The Volunteer Helpers develop their initial skills at the training & planning weekend held in July and receive feedback on best possible practices and techniques from the registered manager and also from any inspecting trustee. Volunteer Helpers are recruited to be members of the Charity after completing 3 holiday and as such are entitled to attend the annual general meeting and are encouraged to use their experience on the Holidays to develop the Charity and ensure continued improvement in the quality of the Holidays for the end users. The Charity will sponsor any training in specialist skills that the Volunteer Helper feels is needed to fulfil the role and also any training recommended by the registered manager. (This covers registration fees and study aids only). [NMS - Standard 18] [NMS - Standard 19]

Camp Doctor

Responsibilities

- To offer advice to the charity on medical and nursing conditions prior to the Holiday.
- To review all medical forms, prior to the Holiday to anticipate any problems and to discuss special requirements with the Leaders and Registered Manager. [NMS - Standard 21]
- To check the medical forms for discrepancies in medication dosages etc. and to check these with the parents and/or GP prior to the Holiday if possible, or at the first opportunity. [NMS - Standard 21]
- To advise the Leaders on medical supplies required for the Holiday and to take assign responsibility for those supplies during the Holiday.

Medication Team

Responsibilities

- To collect medication from parents or the Children's bags on their arrival at the venue.
- To keep a drug chart/book recording all required medication for each Child and the dates and times of administration. Record to be signed by 2 authorised signatories. [NMS - Standard 21] [NMS - Standard 22]
- To administer medication to the Child as per the GPs instructions on the medical form.
- To keep medication safe at all times.





- To return all medication to the parents at the end of the Holiday.
- To advise carers on the management of common conditions and important/relevant serious ones (e.g. epileptic fits). **NMS - Standard 21]**
- To keep a record of all accidents and incidents involving Children and/or carers, and to inform parents of those accidents/incidents at the end of the Holiday or sooner if necessary. **NMS - Standard 21] [NMS - Standard 22]**
- To deal with all minor injuries and medical problems (e.g. constipation) and to advise on the best course of action for the more serious ones.
- To have available the contact numbers for the local GP and hospital. **NMS - Standard 21]**

Selection, Qualification and Experience

The medication team for the Holiday will not necessarily hold the qualification of registered nurse but will be someone of unimpeachable character who has obtained senior helper status. Due to the high level of responsibility of this role, the Charity, where possible, tries to find Senior Helpers who have some prior experience of dealing with medicines. This includes medical students, registered first aiders and nurses. Whilst on the Holiday the medication team is guided and supported by the Leaders. Where doubt lies over whether medication should be administered or not the medication team will always seek the advice of the Camp Doctor.

Supervision

The Leaders of the Holiday are the medication team's direct managers during the week and will ensure that the necessary supervision is provided. **[NMS - Standard 19]**

Volunteer Helpers

Selection, Qualification and Experience

As for all other roles within the Charity this is an entirely voluntary position. Helpers require no previous experience or qualification, just a strong will to help others and lots of energy. The selection process includes filling in an application form, sending a CV showing a complete work history with no gaps, references from two non family member referees who have known the person for two years or more, and a short interview.

The volunteer needs to be an adult, 18 years or older and must successfully complete the Enhanced CRB check. Enhanced CRB checks are conducted on all Volunteers, Trustees, Managers, Leaders and the executive committee on a rolling 3 year basis to ensure all checks are fully up to date. **[NMS - Standard 15]**

Training

Upon the successful application to be a helper for the Charity the helper receives the camp handbook and also must attend the camp Planning & Training weekend normally held in July. **[NMS - Standard 18]**





Supervision

The Leaders supervise the whole team on the Holiday and a meeting is held every evening where all issues of care are discussed and suggestions from the Leaders and Senior Helpers are given. [NMS - Standard 19] In addition the helpers are trained to avoid situations which put the Child at risk of abuse and situations which invite accusation of wrong doing. Except in case of emergency, no helper will be left alone with a child.

Development

[NMS - Standard 18]

After completing the Holiday the Volunteer Helpers attend the annual general meeting of the charity. Immediately following this meeting the Chair hands over to the Camp Leader who invites feedback from all volunteers on all aspects of the holiday.

On the Volunteer Helper's first Holiday they are supervised by the new helper's mentor who monitors their actions and behaviour to ensure compliance with camp policies and also to identify training improvements.

In addition to this "on the job" method of learning, all carers are encouraged to find specific courses in special skills which would be of use to a Holiday. The Charity will sponsor the carer to attend these courses with registration fees and study aids. Examples include makaton, BSL and lifting techniques. [NMS - Standard 19]

Venue Provider and Staff

To provide the venue, the facilities and the services agreed with the Volunteer Helper and registered manager. Staff will not be allowed unsupervised access to the Children on site unless they have undergone CRB Enhanced Disclosure check and the Charity's vetting procedure.

Hired Services Personnel

These include caterers, coach drivers and all personnel hired by the Charity to provide a service on the Holiday. They will have to provide evidence to the Volunteer Helpers of suitable qualifications to fulfil their role on the Holiday. They will not be allowed unsupervised access to the Children unless they have undergone CRB Enhanced Disclosure checks and the Charity's vetting procedure.





14. Children

Applications

The Charity actively seeks to find the children in the North West of England, with a traditional catchment area of the Wirral and Liverpool, who are most in need of receiving a Holiday with the high level of care the Charity provides. To do this the Registered Managers are in regular contact with local Social Services departments and special schools. Unsolicited applications are also welcomed from any source. As a result of this the number of applications generally outnumbers the available spaces on the Holidays.

Number of Spaces/Size of Holiday

Each Holiday operated by the Charity aims to take approximately 30 male children. Historically, due to the Toc H link in the early days of the charity the Holiday has always been focussed on disabled boys. The Charity's current view on 'mixed' camps runs contrary to the Charity's policies for maintaining dignity and safeguarding children. To promote equal access to the resources available to the Charity, the Charity provides funds to enable disabled girls to arrange holidays provided by their own regular carers. [\[NMS - Standard 2\]](#) [\[NMS - Standard 4\]](#)

Selection Criteria

This procedure is designed to select those most in need bearing in mind the following key criteria whilst supporting the charity's equality and diversity policies.

1) Age

Children must be between the ages of 9 and 16.

2) Disability

The Charity will consider a child with any form of disability categorised as LD Learning Disability and PD Physical Disability and this has in the past included:-

Mild to Severe Cerebral Palsy

Muscular Dystrophy

Downs Syndrome

ADHD

Autism

Spina Bifida





Microcephaly

Mild to Severe Learning Disabilities

Mild to Severe Epilepsy

Various Syndromes

PEG feeds

Catheterisation

Where the Charity is taking a child purely on the basis of their disability and care requirements (i.e. there are no circumstances of financial deprivation) the board of trustees will vote on progressing the boy's application. The Charity will always prioritise places to those children from deprived backgrounds.

3) Financial Deprivation

[NMS - Standard 2]

The ability of a child's family, parents or guardians to provide that child with a Holiday will be considered. This is done in a qualitative manner, with no formal means testing, based on information from Social Services, special schools and assessment by the Registered Manager during visits to the children's home.

4) Social Deprivation

[NMS - Standard 2]

The child's social and family circumstances are also considered in the selection process. Such circumstances may include children from a single parent family, in foster care or local authority home as well as those with a serious illness in the family or bullying at school.

5) Venue

The Charity will only offer a child a Holiday if the facilities offered by the venue are of a sufficient standard as determined by the Registered Provider and the Registered Manager.

6) Group Dynamic

Due to the close living arrangements on the Holiday the Charity will, in its selection process, also consider how group dynamics will be affected by individual children or the number of children with similar physical or mental traits. This criterion does not, however, exclude any disability conditions from attending the Holiday. The Registered Managers will consider this intention when making their initial selection based on their own experience of the Holidays organised by the Charity and the registered manager is consulted on the selection process before children and families are informed.

9) Has the child been on a Holiday before?

The Charity does allow children to attend further Holidays.





10) Locality

For ease of transportation the Charity will where possible select children from within the North West of England.

Selection Process

The process of selecting Children is very difficult and the Charity would like to be able to provide Holidays for as many children as possible. The selection process is conducted by the Registered Manager based on the criteria above and the registered provider is consulted on the proposed Children before the families are informed. The Charity aims to inform the families as soon as possible thereafter.

A summary of the selection process timetable (which may vary from year to year and depending on circumstances) is as follows:-

Date	Process	Who
January	Contact Special Schools and Social Services	Registered Manager
February	Visit Special Schools	Registered Manager
February/ March	Receive Applications	Registered Manager
March	Initial Selection	Registered Manager
March/ April	Home Visits	Registered Manager
	Second Selection	Registered Manager
May	Consult Charity Trustees	Registered Manager / Trustees
End June	Final Selection	Registered Manager

The Registered Manager will also select some children to be placed on a reserve list. At the first opportunity when a place becomes available, for example, through a Child's cancellation, the place will be filled by a child from the reserve list. The Charity does not accept any emergency or late applications for a Holiday but will hold some unsuccessful and late applications for consideration in subsequent years.

Children's Religious Needs

The policy of the Charity is not to discriminate against children on their religious or ethnic backgrounds. Where a child or the child's family wish for the child to make religious observances or require a special diet, etc. the Registered Manager will discuss this with them before the Holiday to make appropriate arrangements to the satisfaction of all parties.





Record Keeping

To facilitate selection of children for the holiday an application form is sent to the Parent / Guardian of the child. This application form forms the basis of all records kept on the child. The form is attached in the appendix. The contents of the form include questions on:

1. The child's name, address and contact details of the parent / guardian / [lacing organisation.
2. The child's date of birth.
3. The child's disability, where diagnosed, or Medical Consultants description of symptoms.
4. A needs statement describing the level of support the child needs.
5. What medicines the child takes whether prescribed or not.
6. Contact details for the child's GP / Consultant.
7. A statement from the child's GP or Consultant.

With permission of the parent or guardian a photo is taken of the child to assist in safeguarding.

Further records are created to support medicines and accident reporting. These records are attached in the appendix.

The handbook also contains records of all persons working on the holiday.





15. Notifiable Events

The charity understands and complies with Schedule 5 of the Children's Homes Regulations 2001. Notifiable events are: **[NMS - Standard 24]**

Column 1	Column 2					
Event:	To be notified to:					
	Commission	Placing authority	Secretary of State	Local authority	Police	Health authority
Death of a child accommodated in the home	yes	yes	yes	yes		yes
Referral to the Secretary of State pursuant to section 2(1)(a) of the Protection of Children Act 1999(1) of an individual working at the home	yes	yes				
Serious illness or serious accident sustained by a child accommodated in the home	yes	yes				
Outbreak of any infectious disease which in the opinion of a registered medical practitioner attending children at the home is sufficiently serious to be so notified	yes	yes				yes
Allegation that a child accommodated at the home has committed a serious offence		yes			yes	
Involvement or suspected involvement of a child accommodated at the home in prostitution	yes	yes		yes	yes	
Serious incident necessitating calling the police to the home	yes	yes				
Absconding by a child accommodated at the home		yes				
Any serious complaint about the home or persons working there	yes	yes				
Instigation and outcome of any child protection enquiry involving a child accommodated at the home	yes	yes				





16. Procedures and Policy During The Holiday

Activity Planning

Every evening the Leaders describe the events of the following day to the whole care team. This allows the carers to make any necessary preparations in advance and to discuss any issues for their particular child.

Supervision of Children

The Charity specifies that from the moment the Children get out of bed to when they go to there must be adult supervision at all times. This includes a helper supervising each dormitory building on night watch duty. Teams are organised to ensure that a child is always supervised by a minimum of 2 adults to guard against inappropriate behaviour or allegations of wrong doing from the child. When the Children go to bed it is the responsibility of the allocated helpers in the dorms to ensure that their Children are settled in bed and a fixed lights out time is enforced. A night watch is then established until all volunteer helpers retire for the night. Because of the nature of the disabilities encountered a minimum of 2 helpers are allocated to night watch duty to each cabin to provide night care and at no time will only one helper be present in the dorms after lights out. This is to ensure full supervision at all times.

Support of educational needs

The holiday is normally conducted in August during school holidays and only lasts for one week so the camp does not provide any direct educational support to the children. From time to time, individual children do have educational aims that need to be supported on camp such as holiday homework or 'What I did over the summer' type activities. These are assessed by the Leaders on an individual basis and supported where practical. Many Volunteer Helpers have a professional educational background and these helpers are used to support the educational activity.

Indirectly, many of the off-site activities that are arranged include visits to museums or other venues that have education value. Past examples include the Museum of Science and Industry⁵, Cheshire Waterlife Centre⁶ and the Museums of Liverpool⁷.

⁵ Museum of Science and Industry, Manchester, <http://www.mosi.org.uk/>

⁶ Cheshire Waterlife Centre, <http://www.cheshirewaterlife.co.uk/>

⁷ Museum of Liverpool, <http://www.liverpoolmuseums.org.uk/>





Recreational Drugs and Alcohol

Recreational Drugs and Alcohol are specifically not allowed on the holiday. The Leader may allow small numbers of helpers to go to a local pub for relaxation purposes or private counselling after lights out but this must be approved by the Leader or Deputy Leader in advance and only where the total number of helpers on site do not drop below 20.

The Leaders in consultation with the registered managers may take any steps they deem appropriate including excluding a carer from the Holiday should that carer fail to observe the above restrictions.

All carers, whether on or off duty, must remain on-site except with the express permission of the Leaders.

Evening Review

On each evening during the Holiday, the Volunteer Helpers feedback their experiences with the whole of the care staff. This allows opportunity for constructive feedback and positive input on how to improve the care being provided.

Carer Development

The Holiday is a continuous development opportunity for the Volunteer Helpers under which they can discuss methods and techniques with other more experienced staff and with the Leaders. The Charity provides literature and approved manuals on techniques for the carer's use on the Holiday. Volunteer Helpers are encouraged to constantly observe and to provide constructive feedback on each other.

Contact with Parents and Guardians

[NMS - Standard 9]

Experience in the past has shown that home-sickness becomes more extreme when the child makes contact with loved ones. However, it is important that children can make contact with parents / guardians as part of their safeguarding and also maintaining their relationships. To support this, there is a pay telephone box in the dining room but children may also request the use of camp facilities to make calls. Contact from parents and guardians in the first instance goes to the Leaders or Registered Managers and where requested is passed onto the boys.

Mobile phones are not excluded from the holiday but parents are advised of the risk of sending expensive items such as these on the holiday. Children are asked not to 'Flaunt' their use on camp as many children from deprived backgrounds would take this as a form of bullying.





Children's Property

Parents and Guardians are advised of the usual risks of theft that can occur on holidays and as such are advised not to send expensive items such as electronics and designer clothing. Security of the children's property is important to the charity as in many cases the children come from a deprived background. Where an incident of theft is reported measures are taken to recover the stolen item up to and including searches of the dorms and the rest of the site. All parents are advised to mark clothing with name tags to avoid loss.

Parents and guardians are advised that insurance for personal property should be taken out but that the charity has public liabilities insurance to cover any other instances.

Equality and Diversity

The charity is committed to achieving equal opportunities in everything we do, and welcome the contribution that a diverse community can offer. To meet these aims we will:

- treat all people who come into contact with the charity equally according to needs, irrespective of their race, colour, ethnic origin, religion or beliefs, gender, transgender, age, sexual orientation, HIV status, physical, mental, sensory or learning disability, marital status or economic status or any other factor.
- not tolerate harassment or intimidation of any kind and will respond to all reports of harassment/intimidation
- encourage all individuals to apply to us for employment. We value the differences amongst our staff and aim to use their differences in a positive way, towards meeting our objectives
- be committed to ensuring that equality of opportunity underpins all our procedures, policies and work practices.

Our commitment to diversity supports our established equal opportunities policy. It offers the opportunity to:

- combat prejudice, stereotyping and harassment
- continually improve our customer care by ensuring that our services reflect the needs of the children who attend our holidays





17. Child Safeguarding & Behaviour Management Policy

[NMS - Standard 4]

The Charity's Child safeguarding Policy is attached in the appendices.

The Charity's Behaviour Management Policy is attached in the appendices.

Sleeping Arrangements

Many of the Children on the Holidays require supervision 24 hours a day. This may be due to a tendency to wander, a lack of awareness to danger, epileptic fits or any number of other reasons.

To protect the Children from themselves and each other whilst still enjoying a relaxed atmosphere the Children sleep in small dormitories with a minimum of two Children. There will always be a minimum of 2 helpers on night watch duty in each cabin to provide for night care. To ensure protection from abuse, no carer should be the only adult in a bedroom with the Children and the system works on the basis of safety in numbers. This method also protects the Children from unauthorised personnel accessing the Children during the night.

Children may not enter a bedroom (other than the one in which they are sleeping) without express permission from an adult occupant of that room. In most cases this entry will not be approved.

Adults may not enter a dormitory room unless they have received Enhanced CRB disclosure and are Volunteer Helpers. Venue staff may only enter a dormitory when there are no children in the dormitory for maintenance purposes and are encouraged to do so whilst the camp is off-site.

No one may enter a bedroom in which members of the opposite sex sleep unless he or she is accompanied by two adults of the opposite sex.

Emergency access to dormitories may be warranted without permission in specific cases. For example if an evacuation of the dormitory has been ordered or there is an ongoing medical situation that requires immediate access.

Bathing of Children and Intimate Care

Guidelines and skills for the bathing of Children are set out in the training for the carers at the start of the Holiday and are in the Helper Training Manual. The Charity has had to consider maintaining a Child's right to privacy and the need to protect the Children from abuse whilst bathing.

Where a Child is capable of doing so, that Child is encouraged to bathe himself or herself. When this is not possible the Child and parents or guardians are consulted to gain consent for the helpers in the child's dormitory to assist but with a





minimal invasion to the Child's privacy. When bathing a Child, the carer must avoid being alone with the Child and doors to the bathroom must be closed, where practical, but not locked. When it is necessary for a carer to provide intimate care for a Child, that carer must take steps to protect the Child's dignity and right to privacy.

Unauthorised Absence of a Child

[NMS - Standard 5]

So long as the supervision of the children follows procedure, the unauthorised absence of a Child should not happen on the Holidays. In the event that this does happen and a Child's whereabouts becomes unknown, this must be reported directly to the Leaders who will immediately trigger an appropriate response which will likely include the search of the venue or surrounding area if off-site on an excursion. If the Child is not found following that search the police will then be notified to assist in expanding the search. The leaders will carry details of the Police missing from care coordinator where the venue is sited. As this authority will have been informed of camps presence prior to the start of the holiday, this authority will always be used as the first point of call even whilst on excursions.

Merseyside Division Missing from Care Coordinator

Suzanne Cotterill

Bromborough Police Station,

Bromborough Village Road,

Bromborough,

CH62 7ER

0151 666 4582 / 07780 508 918

The registered manager and registered individual will be notified of any unauthorised absences and the Leaders are expected to take immediate steps to ensure it cannot occur again. This may include the expulsion of the negligent party from the Holiday or increasing the number of helpers directly working with the child.

The Charity does not consider itself to be a secure care home or refuge. [NMS - Standard 23]

Suspicion of Abuse

Due to the vulnerable nature of the Children who are eligible for the Holidays, all staff on the Holiday will receive training at the start of the Holiday on how to identify the signs of abuse and the correct procedures to follow. Further information is in the Child Protection Policy.





As part of the training, it will be made clear to all staff that it is their responsibility to report any suspicion of abuse immediately to the Leaders, the registered manager or the responsible individual. It is NOT the responsibility of the staff member or the charity to investigate any suspicions. These will be investigated by Social Services and / or the police.

If any member of the charity or helper suspects an incident of abuse towards a child they should immediately contact the Child Protection Officer. No investigation of the suspicion will be carried out. The Child Protection Officer's responsibility will be to ensure the child is in a place of safety and the LADO (Local Authority Designated Officer) will be contacted for support. The child protection officer will also instigate record keeping at this point of anything that comes to their attention.

Immediate actions if a child chooses to speak about an incident of abuse

If a child chooses to disclose, you SHOULD:

- be accessible and receptive;
- listen carefully and uncritically at the child's pace;
- take what is said seriously;
- reassure the child that they are right to tell;
- tell the child that you must pass this information on;
- make a careful record of what was said.

You should NEVER:

- take photographs or examine an injury;
- investigate or probe aiming to prove or disprove possible abuse – never ask leading questions;
- make promises to children about confidentiality or keeping 'secrets';
- assume that someone else will take the necessary action;
- jump to conclusions or react with shock, anger or horror;
- speculate or accuse anybody;
- confront another person (adult or child) allegedly involved;
- offer opinions about what is being said or about the persons allegedly involved;
- forget to record what you have been told;
- fail to pass the information on to the correct person;
- ask a child to sign a written copy of the disclosure.





Arrangements to Protect and Promote the Health of the Children

Arrangements are in place to protect and promote the health of the Children accommodated at the venue. These include the provision of a Camp Doctor and a trained Medicine Team. [NMS - Standard 6]

Medicine Dispensing Policy

The charity makes reference to the Royal Pharmaceutical Society of Great Britain's "The Handling of Medicines in Social Care"⁸.

Principles of safe and appropriate handling of medicines

We have identified eight core principles relating to the safe and appropriate handling of medicines. These apply to every social care setting.

- 1 People who use social care services have freedom of choice in relation to their provider of pharmaceutical care and services including dispensed medicines.
- 2 Care staff know which medicines each person has and the social care service keeps a complete account of medicines.
- 3 Care staff who help people with their medicines are competent.
- 4 Medicines are given safely and correctly, and care staff preserve the dignity and privacy of the individual when they give medicines to them.
- 5 Medicines are available when the individual needs them and the care provider makes sure that unwanted medicines are disposed of safely.
- 6 Medicines are stored safely.
- 7 The social care service has access to advice from a pharmacist or Doctor.
- 8 Medicines are used to cure or prevent disease, or to relieve symptoms, and not to punish or control behaviour.

The medicines team are provided with a copy of "The Handling of Medicines in Social Care" and are trained by the camp doctor at the start of every holiday to ensure that the medicines coming to that particular camp are dispensed correctly. All medicines are dispensed using the 'buddy' system to ensure medicines are not dispensed incorrectly. 2 signatures are required on the 'MAR Chart' when recording the dispensing of medicines.

The 'MAR' Chart is an important document that identifies each medicine that the service user brings to camp. As these medicines are provided as needed by the service users own GP / Consultant, the type and amount of medicines that are

⁸ Royal Pharmaceutical Society of Great Britain's "The Handling of Medicines in Social Care."
<http://www.rpharms.com/support-pdfs/handlingmedsocialcare.pdf>





brought to camp may vary from those listed during the application procedure to attend the camp. It is therefore very important that any changes to those listed on the child's application form are understood and are agreed at the start of the holiday. The medicines team must take charge of any medicines during the 'reception' activity and all medicines are recorded on the MAR chart and their Purpose / Use understood by the medicines team. If any doubt about a medicine is identified during this period, the Camp Doctor must be consulted. As a last resort the service user can be denied the holiday if the safe dispensing of a medicine cannot be guaranteed.

The MAR chart allows the Medicines dispensing team to track how much medicine is brought to the holiday, what happens with each dosage and then how much is returned when the child leaves the holiday. The chart must be completed correctly and at every point that a medicine is dispensed.

Control, Restraint and Discipline

All the carers receive training on techniques for maintaining discipline with the Children which are detailed in the Helper Training Manual. These techniques mainly focus on distracting the Child by finding something the Child would prefer to be doing. Whilst the Charity will not undermine any discipline the Child has received away from the Holiday, it is not seen as the Charity's position to correct behavioural traits of the Children.

All helpers are instructed not to use any form of restraint on a child unless they have received formal training approved under the Physical Interventions Accreditation Scheme (Bild). Any intervention that is required will be recorded by the Child Protection Officer on the restraints record. The default position will always be to remove other children in order to isolate a child whose is displaying serious behavioural incidents. Helpers who are not trained in restraints techniques should not restrain a child as to do so may cause injury to the child or the helper themselves.

All carers that have received Bild accredited training will have a copy of their certificate held in their personnel folder.

Bullying

It is the charity's aim to promote a culture within HDCHF where children feel safe and listened to, and where the message is clearly and consistently conveyed that bullying of any sort will not be accepted. We believe that:

- ✓ Bullying should be tackled within a safeguarding and "Children's Rights" framework.
- ✓ Children have the right to be safe and grow up without fear of being bullied.
- ✓ Children have the right to participate and influence decisions which determine their future lives.
- ✓ Children should be supported in achieving safe outcomes, crucial to their wellbeing in childhood and adult life.





Bullying is more common amongst the ambulant boys and is more likely to occur after "lights out". It is general practice for the volunteer helpers to stay in the dormitory after lights out until the children have settled down to prevent such incidents.

Bullies are people outside the bounds of society and will regard the absence of an anti-bullying policy, or failure to implement a policy effectively, as encouragement and approval of their antisocial behaviour.

It should also be remembered that the child bully often comes from a dysfunctional aggressive home environment where he or she is learning by example.

More details on how to handle bullying are contained in the behaviour management plan and within the helper's handbook.

Complaints Procedure

[NMS - Standard 20]

In the instance of a complaint being lodged regarding the conduct of any Child or member of the Charity on a Holiday then this complaint must be heard by the Leaders and appropriate action will be taken where necessary. All complaints must be reported by the Leaders to the registered manager who will involve the relevant agencies as set out the Charity's Complaint Procedure.

Any complaint may be made directly to the registered provider whose contact details are available on the Holiday and are provided to the parents and guardians of Children, Social Services, Children's doctors and special school teachers.

All complaints will be fully investigated as detailed in the Charity's Complaints Procedure.

Whistleblowing Policy

[NMS - Standard 16]

All of us at one time or another experience concerns about what is happening at work. Usually these are easily resolved. However, when the concern feels serious because it is about the welfare of a child, clinical malpractice, health and safety or a possible fraud that might affect others or the charity itself, it can be difficult to know what to do.

You may be worried about raising such a concern and may think it best to keep it to yourself, perhaps feeling it's none of your business or that it's only a suspicion. You may feel that raising the matter would be disloyal to friends, helpers or to the organisation. You may decide to say something but find that you have spoken to the wrong person or raised the issue in the wrong way and are not sure what to do next.





The charity is committed to running the organisation in the best way possible and to do so we need your help. The whistleblowing policy is designed to reassure you that it is safe and acceptable to speak up and to enable you to raise any concern you may have about malpractice at an early stage and in the right way. Rather than wait for proof, we would prefer you to raise the matter when it is still a concern.

The policy applies to all those who come into contact with us; Trustees, Leaders, Senior Helpers, Helpers, Event staff or service users

If something is troubling you which you think we should know about or look into, please contact the chairman of the charity. If you do not wish to contact the chairman then please contact any trustee on the committee. If you do not want to report the concern to a member of the HDCHF then you can speak to the independent charity 'Public Concern At Work' on 0808 168 0225 or by email: advice33@pcaw.co.uk.

18. Post Holiday Review and Development

Carer Development

The Volunteer Helpers keep the main handbook which does not contain any personal identifiable information about the children as a reference guide and the Charity will aid them both financially and as an organisation to gain any relevant skills the carer wishes to pursue in readiness for subsequent Holidays.

All the Volunteers and members of the Charity are invited to an annual reunion chaired by the registered provider during which all the Holidays are reviewed and discussed to share information learnt from each Holiday and to ensure that this is used for future improvements. All attendees are invited to provide feedback and comments on their Holiday.

Volunteer Helper Development

As described in the roles section the Volunteer Helper receives an informal appraisal shortly after the Holiday of their performance from the New Helper Mentor. This will involve an assessment of any internal inspection report by the visiting trustee and planning how to implement any further changes that may be required for the following year's Holiday. In the appraisal there will be an opportunity for constructive feedback in both directions.

Children - Relationships and Social Development

[NMS - Standard 1]





Each Child keeps a diary on the Holiday recording each day of the Holiday, their emotions, names of friends made, etc. This document is given to the Child to take home with them and is used by the families to learn about the experiences of the Holiday and encourage social interaction. Where a number of Children have participated from one school this document is often used by the teachers and Children to discuss events of the Children's summer break.

Placement Plan Reviews

Due to the short period of the holidays full we implement a placement record that focuses on the key information which is proportionate to the objectives of the camp. This information where not included as part of the application is gathered by an informal 'handover' between the helpers assigned to a dormitory and the parent / guardian at the start of the Holiday. [\[NMS - Standard 25\]](#)

Equal Opportunities

The Charity promotes equal opportunities for all and has an Equal Opportunities Policy. The Camp is focussed on male children but female children receive the opportunity to receive funds to allow a holiday separate to the main camp. [\[NMS - Standard 2\]](#)

Post Camp Feedback

The Charity encourages feedback from the children attending holidays. In many cases this takes the form of thank-you cards and letters. Beginning 2011, a formalised route for feedback will be instigated following the August camp to solicit feedback either directly from the child concerned or from the parents / guardians of the child. This will take the form of a simple questionnaire with closed type questions requesting a 1 - 5 score and an open type 'any other comment' question. This feedback will be collated and input into the board of Trustee's first meeting in 2012.





19. Contacts

The Registered Provider

Heswall Disabled Children's Holiday Fund
C/O The Chairman
Mr Michael Byrne
4 Ferns Close
Lower Heswall
Wirral
CH60 9HJ

The Responsible Individual

Andrew Powell
13 Pickering Road,
Broughton Astley,
Leicestershire.
LE9 6WA
07933 884 996

The Registered Manager

Vincent Keating
9 Milton Road,
Waterloo.
Sefton.
Merseyside.
L22 4RE.
07989 745 685

Office of the Children's Rights Director

Ofsted
Aviation House
125 Kingsway
London
WC2B 6SE
0800 528 0731

<https://www.rights4me.org/contact.cfm>

Merseyside Division Missing From Care Coordinator

Suzanne Cotterill
Bromborough Police Station,
Bromborough Village Road,
Bromborough,
CH62 7ER
0151 666 4582 / 07780 508 918

Local Authority Designated Officer

(Allegations against Staff)

Ken McKenzie
0151 666 4582

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 1231

By email

enquiries@ofsted.gov.uk





20. Appendicies

