



ORCHYD
Holidays for Children with Disabilities

2021 Policies & Procedures
Non-Medical

COVID-19 specific policies and procedures are covered separately (as part of the infection control policy) and should be read in conjunction with this manual



www.orchyd.org.uk

Registered Charity Number: 1072239

Registered Charity Address: 18 St Catherines Road, Ruislip, Middx, HA4 7RU



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Policy on Health & Safety

Introduction

This document is provided for all persons entering/attending the ORCHYD Holiday. This Health and Safety Policy is revised annually by the ORCHYD Health and Safety Co-ordinator in liaison with the Committee and the Board of Trustees.

HEALTH AND SAFETY POLICY STATEMENT

It is the policy of the Board of Trustees to provide and maintain a safe and healthy environment so far as reasonably practical for all volunteers, clients, visitors and the general public who may be involved or affected by ORCHYD's activities.

It is the responsibility of all involved in ORCHYD activities (referred to as the Holiday) to seek to ensure that:

1. they do not endanger the health and safety of themselves or others who may be affected by any of ORCHYD's activities;
2. they do not interfere with any equipment or practices designed to safeguard persons or property.

The allocation of duties for health and safety matters and particular arrangements which we will make to implement this policy are set out in the following pages. The Board of Trustees is corporately responsible for setting, implementing, monitoring and reviewing this policy, and the general health and safety standards of the Holiday.

Health and safety is to be regarded as an integral part of the good running of the holiday and will be taken into consideration in the normal course of our activities and when new activities are planned or changes made to existing activities.

Health and safety will be a standing agenda item for all routine Holiday Committee and Trustee meetings.

By Instruction of the Board of Trustees.

- Overall and final responsibility for health and safety of the Holiday's activities is that of **Mark Stimpson**, Chair of the Board of Trustees.
- Corrie Irwin, Chair of the Holiday Committee, is responsible for seeing the policy is complied with in the activities of the Holiday.
- The role of Health & Safety Co-ordinator is currently vacant. The responsibility for implementation of the Health & Safety policy over the duration of the ORCHYD holiday resides with the Holiday Committee.
- The Holiday Committee are responsible for overseeing day-to-day health and safety in the following areas:

Staffing

Nursing (by the Health Care Professional Team)

Manual Handling

Catering



Outings and Activities

Transport

Housekeeping

Equipment

Camping

Accommodation

The duties cover:

- Day to day health and safety standards and performance;
- Keeping risk assessments and other health and safety records up to date;
- Ensuring that daily safety inspections are carried out in their areas;
- Investigating any accidents, hazardous incidents or work-related ill-health;
- Monitoring maintenance of plant and equipment;
- Ensuring that appropriate health and safety training is given;
- Communicating and consulting with all volunteers about their health and safety (particularly when changes occur which may affect their health and safety);
- Bringing matters which they cannot resolve to the attention of the Board of Trustees.

Responsibilities:

All volunteers have a responsibility to co-operate with the Board of Trustees and Holiday committee members to achieve a healthy and safe workplace, safety in all our activities, and to take reasonable care of themselves and others. Where they notice a health or safety problem, they must immediately inform a committee member who will inform the appropriate person/holiday chairman named above.

Consultation with helpers on health and safety: This is to be achieved by promoting health and safety by posters and briefings and by requesting feedback from helpers on their duties and activities. Where other organisations are involved in Holiday activities exchange of good practices is to be encouraged. We believe this to be an effective means of communicating and consulting on health and safety, and complies with current requirements of the law on consultation.

Competence in health and safety: We expect the named persons to be competent in general to deal with the duties allocated to them, and to request and organise appropriate training for themselves if needed to achieve the required level of competence. If further specialist health and safety advice or training is required, the services of an appropriate person or organisation will be sought.

Risk Assessment: Risk assessment are a means of establishing what hazards there are in our work, of deciding the level and nature of risk, and what action we should take to deal with the risks in an appropriate way. Risk Assessments are to be carried out on all our activities. Records of all Risk Assessments are to be held by the Holiday chairman. These must be kept up to date at all times, and any corrective action set out in them taken without delay. Risk Assessments are to be reviewed annually and whenever any changes are made to the task or activity.

Monitoring and reviewing policy and performance: Health and safety will be an item on the agenda of routine Holiday Committee meetings and Board of Trustees meetings, and any problems that have arisen or that are raised, will be resolved. Any injuries, work-related ill health or serious incidents which have occurred will be reviewed and remedial action taken to ensure the hazard has



been adequately addressed. If this occurs on the Holiday, responsibility will sit with the Holiday Management Committee.

ACCIDENTS / INJURIES

First Aid Boxes / Accident Reporting Book are kept in the following locations:

- | | | |
|------------------------|---|--|
| St Martin' Church Hall | - | HCP station & Security Desk |
| Outings | - | Nominated First Aiders |
| Camp | - | First Aid Station/Nominated First Aiders |

Reporting Notifiable Agency in Event of Emergencies:

Environmental Health Department for the London Borough of Hillingdon
Civic Centre
Uxbridge
Tel: 01895 250190/1

Responsibility for reporting injuries:

The Chair of the Board of Trustees is responsible for reporting relevant injuries etc; to the health and safety enforcing authority (Environmental Health Department of the London Borough of Hillingdon) on the relevant official form (Form F2508). The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) (1995) will be complied with.

Accident book/injury record is to be kept at St Martin's Church Hall for the duration of the holiday and then retained in a safe manner at the ORCHYD store. Whilst on outings, the appointed person, Head Nurse/HCP, is to complete a record of any injury / accident relating to children. Accidents/Incidents involving Volunteers are to be recorded on the appropriate form managed by the Staffing team.

Insurances

It is the responsibility of the person booking the transport to ensure adequate insurances are in place regarding travel. It is the overall responsibility of the Board of Trustees to ensure adequate cover is in place regarding other insurance, such as building insurance, third party liability etc.

Risk Assessments are to record details of other hazards and risks specific to our activities, and are to record the action taken to deal adequately with the issues. Risk Assessments are to be recorded on the Risk Assessment Sheet (see attached).

BASIC FIRE PRECAUTIONS

- Look for fire hazards whilst carrying out normal activities
- Inform visitors of the basic details of the emergency plan (if applicable)
- All escape routes and fire exits must be checked frequently throughout the day to ensure they are unobstructed. Items such as wheelchairs and suitcases must not be placed in front of emergency exits. Doors must open fully and freely.



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- Consider the amount of combustible materials in use and in storage
 - Check that any inflammable liquids are stored correctly away from sources of ignition
 - Consider all potential emergencies that may arise and the procedures for dealing with them
 - Regularly review the standard of fire safety training, fire precautions and emergency procedures in the light of experience and take action as necessary
 - ORCHYD maintains and complies with a 'NO SMOKING POLICY' within the immediate Holiday vicinity and on any ORCHYD outings.

Fire Extinguishers:

- The persons checking escape routes are also responsible for checking the position of the fire extinguishers and that test dates on the equipment are current. The check should be carried out in conjunction with St Martin's Church Hall staff and local Fire Service personnel where possible.
- A hall plan is to be on view at the entrance with the current positions of fire extinguishers highlighted. A hall plan is also kept in the Fire Log Book and must be taken with in the event of an evacuation and if necessary handed to the Fire Officer in Charge, to assist with the location of unaccounted persons.
- All adults on the premises should be familiar with the location and operation of fire fighting equipment throughout the building. A Fire Marshall is to be appointed by the Staffing Co-ordinator at the start of each duty.

Fire Alarms:

Fire alarm system must be checked regularly. If possible this should be done at least monthly and a record kept of this having been done and what the result is recorded in the Fire Log Book. Any fault in the system must be rectified immediately. A specialist contractor must be called if necessary. Assurances should be gained from the Holiday venue that this has been complied with and is not the direct responsibility of ORCHYD.

Fire Practices:

- The Holiday Chairman/Fire Marshalls are responsible for carrying out Evacuation Procedures during the holiday period.
- The Holiday Chairman/Fire Marshalls are also responsible for ensuring the safe evacuation of all children, visitors and staff. Any problems arising from the practice should be immediately examined to eliminate the cause.
- The results of the practice should be recorded on the Accommodation Risk Assessment form and recorded in the Fire Log Book.
- Where keys are kept beside doors for emergency use, a check should be made that the key is in place, labelled and is the correct key for the door.



Electrical Safety

- A check for loose and damaged electrical cables should be carried out as part of the daily inspection.
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- If any portable electrical equipment is used at any site, the person appointed with responsibilities for Equipment should arrange for periodic inspection. Every 12 months electrical equipment is to be run prior to the Holiday to assess safety, eg. Running fans for a 24hour period, checking toasters are in full working order and not overheating.
- The person responsible for Equipment is to ensure hydraulic hoists are checked for suitability and safety for use prior to the Holiday. Qualified external contractors should be called upon to service electrical and hydraulic equipment as and when necessary.

Child Protection Refer to ORCHYD Child Protection Policy

One such risk lies in the area of lone working. Lone working with children have added risks for both children and helpers and should be avoided wherever possible by working in teams, by travelling in groups on outings and by using extra helpers (Floaters) who should be assigned wherever necessary to support the escorts and/or helpers to prevent people working in isolation with a child.

COSHH (Control of Substances Hazardous to Health)

Cleaning materials are to be kept out of sight and reach of children and not used by untrained persons, as outlined in COSHH. Substances used at ORCHYD will be reviewed under the COSHH Regulations 2002, as applicable.

Equipment / Apparatus / Play Equipment

All resources and equipment are to be hygienic, safe and in good repair. All equipment is to be checked prior to each ORCHYD Holiday and checked again before storage at the end of the Holiday. Any broken or insecure equipment will be labelled 'UNSAFE' and will be repaired or disposed of at the earliest opportunity.

Animals

Animals are not to be brought on to the Holiday premises without prior permission of the Holiday Chair/ Vice Chair/Staffing member on Duty. Any such animals must be under control at all times by a responsible adult. Consideration regarding animals on the premises, must be given to children / staff with allergies or phobias. A Risk Assessment should be completed prior to the animal visiting. If relevant a copy of the animal's vaccination certificate should be viewed.

Outings. When leaving the ORCHYD Holiday premises, the following needs to be considered:

- The wheelchair lift on the transport coach/minibuses is only to be operated by qualified persons (usually the coach/minibus driver). Where ramps are fitted, these should be inspected to ensure they are in safe working order.
- The procedure to be taken in the event of a child going missing (see ORCHYD Missing Child Policy).
- All children's details including medication, inhalers and emergency contact numbers to be taken
- Staying in groups to enable contact via the Radios.
- Staff should familiarise themselves with the emergency exits and First Aid stations at all locations

Inclement Weather



Surfaces in the entrance area and outside on the path down towards the coach loading area are to be clean and safe, eg. Removal of wet leaves, salt / grit distribution if necessary.

Infectious Diseases / Bodily Fluids Spillages

ORCHYD strictly adheres to national and local guidelines regarding the exclusions of children from ORCHYD and isolation of children with infectious diseases pending their collection by parents. Children are not to attend the ORCHYD Holiday if they have had diarrhoea or vomiting within the previous 48 hours. Care must be taken to protect oneself when dealing with bodily fluids - all staff must be aware of personal protective equipment (PPE), for example, disposable gloves and aprons to be used when dealing with bodily fluids, reflective jackets to be worn by the coach loading team, face masks being used in the event of giving mouth-to-mouth resuscitation etc. Please refer to infection control policy.

Hygiene

- All non-disposable items soiled with blood / bodily fluids should be washed at 80°C or boiled before hand washing. All soiled items should be securely bagged and
- Disposable items contaminated by blood should be flushed down the toilet, or double-bagged and put into the general waste ready for collection.
- Sharps must be disposed of appropriately by the HCP staff according to government guidelines

Medicines (Refer to ORCHYD Administering of Medication Policy)

In Brief:

- Medicines are to be handed by the parent/carer to the Nurse/HCP on the child's arrival
- Written parental permission must be obtained from the parents of children prior to administering medication
- Any medication administered to a child during the ORCHYD Holiday will be recorded on the medication form, with time, date, dosage and signature of Nurse administering
- Details on the medication (eg. correct name, dosage, use by date etc) are checked prior to administering/offering medication to a child.

Asthma (Refer to ORCHYD Medication Policy)

Food and Drink

- Receipts are to be kept for all food purchased for consumption by children, staff and visitors to conform with the Food Standards Agency (FSA)
- If two or more persons have a bout of suspected food poisoning, Environmental Health will be informed (see above for details).
- Fridges and freezers are to be kept at regulation temperatures according to government guidelines
- Compliance with the Food Handling Regulations (1995) will ensure food is stored, prepared, cooked and served appropriately
- All relevant kitchen staff will have achieved the appropriate Food Hygiene Certificate

Child Welfare / Medical needs

- A team of ORCHYD staff are responsible for the well-being of the children at all times.
- It is the responsibility of the Staffing Co-ordinator to ensure all shifts are covered and that sufficient staff are on the premises with the children. In the event of staff not turning up for a duty, the Staffing Co-ordinator will ensure adequate supply cover is organised to ensure child:staff ratios are within policy guidelines.
- Fully Trained First Aiders are to be allocated by the Staffing Co-ordinator during each shift. First Aiders



on outings are to wear a **First Aider Badge** for easy identification.

- All staff at ORCHYD are to be familiar with, and refer to, the Children's Folder which offers information regarding their specific need and dietary requirements. The Children's Folder is situated on the table just inside the hall. There is also a duplicate copy of the Children's Folder which is taken on outings on the minibuses, information is available in the bedrooms and next to each child's bed. If at any time staff feel the need for more information regarding a child, (aware of confidentiality) it is recommended to seek the assistance of the Children's co-ordination team or Nurse/HCP in Charge.
- All ORCHYD staff should be aware that some individuals suffer conditions which may make them more prone to accidents, eg. Epilepsy, allergies. Advice is sought from the parents on how to deal with potential problems and this is recorded on the child's Admission Form. If necessary an Action Plan will be drawn up to ensure correct action is taken.

Security of Site and Building

During the time the children are in residence at ORCHYD, a team of staff are allocated as Door Persons. This ensures knowledge of who is on site and assists with the security of the children, staff and visitors on the premises. Each person entering the building are to be signed in, stating time, on the Duty Sheet / Visitors Sheet. On leaving the premises, the Door Persons are to ensure people sign out, again stating the time they have left the premises. Children are not to leave the premises unless accompanied by an appropriate adult who has been approved by the Staffing Co-ordinator of ORCHYD.

Badges for children and adults must be worn at all times whilst attending the Holiday

Training

Any relevant training sessions, for example, First Aid, Fire Marshall Training, Food Hygiene etc will be attended by staff as and when necessary.

Training will be discussed at the ORCHYD Committee Meetings and Board of Trustees.

Violence

Any violent incidents to any of the children, ORCHYD team or visitors, including verbal abuse, will be reported immediately for recording and investigating to the Nominated People. Please refer to the ORCHYD Behaviour Policy.



Policy on Data Storage

General principles

As an organisation using the Disclosure and Barring Service (DBS) to help assess the suitability of applicants for positions of trust, ORCHYD complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access

Disclosure information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with the DBS's Code of Practice, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention

Once a voluntary position within ORCHYD decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

[See Appendix 11](#)



Policy on the Recruitment of Ex-Offenders as Volunteers

ORCHYD is committed to being an Equal Opportunities voluntary organisation and this policy aims to ensure that ex-offenders receive fair treatment throughout their experience of voluntary work within our organisation.

- ORCHYD recognises our social responsibility and position within the community. We appreciate the role that volunteering can play in the rehabilitation of ex-offenders when matched to appropriate posts. A criminal record is not an automatic bar to volunteering with this organisation. The specific details of each ex-offenders case will be considered on an individual basis. In each instance, we will determine whether a candidate has the skills and experience for the post, taking account of the impact of the criminal record upon the needs of the post.
- Note that all positions within ORCHYD will require a DBS check. This will be worded accordingly in the application documentation -

This post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, any applicants for this post who become volunteers for this organisation will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. A criminal record will not automatically bar a person from volunteering with ORCHYD.

Volunteers for our organisation will also have opportunity to read this policy before a DBS check is carried out.

- To assist us in this assessment, all applicants will be asked to provide details of unspent criminal records at the initial application stage. In line with the Rehabilitation of Offenders Act 1974, details of spent convictions will be requested from applicants for posts which are considered exempt from the Act due to the responsibilities of the role, predominantly posts which include working with children, vulnerable adults and financial management.
- We will, at all times, exercise extra vigilance and diligence when recruiting to these posts and will undertake relevant criminal conviction checks as part of our recruitment of volunteers when appropriate, we will also undertake to obtain two positive references for each applicant (for all volunteers). Where details of spent convictions are required, they will be obtained in conjunction with the applicant and member of staff via the DBS. ORCHYD will adhere to the DBS Code of Practice at all times and, as required by the DBS, a copy of the Policy on the Recruitment of Ex-Offenders as Volunteers will be made available to all applicants and staff who undergo a criminal records check.
- All information received as part of this process will be treated as highly confidential and in line with ORCHYD policy regarding the security, storage and retention of applicant and staff criminal records information, as required by the DBS.
- Once registered with ORCHYD, volunteers should inform a member of the Staffing team, in confidence, of any changes to their circumstances affecting their criminal records status, in order that the impact upon their suitability to undertake their role may be reviewed.
- ORCHYD will make every subject of a DBS disclosure aware of the existence of the DBS code of practice and make a copy available on request.
- ORCHYD undertakes to discuss any matter revealed in a disclosure with the person seeking the position before withdrawing the opportunity to volunteer with ORCHYD.



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- We will make the applicant aware of our policy and ensure that relevant statements are made during the application process



Policy on Child Protection & Safeguarding

General Policy Statement

ORCHYD has a moral duty to ensure that it functions with a view to safeguarding and promoting the welfare of children.

Throughout these policies and procedures, reference is made to “children and young people”. This term is used to mean “those under the age of 18”. The governing body (ORCHYD Trustees) recognise that some adults are also vulnerable to abuse, accordingly, the procedures may be applied (with appropriate adaptations) to allegations of abuse and the protection of vulnerable adults.

The Trustees are committed to ensuring that ORCHYD

- Provides a safe environment for children and young people
- Identifies children and young people who are suffering
- Takes appropriate action to see that such children and young people are kept safe from harm

In pursuit of these aims, the Trustees will approve and annually review policies and procedures with the aim of:

- Raising awareness of issues relating to the welfare of children and young people and the promotion of a safe environment for the children and young people.
- providing procedures for reporting concerns
- Establishing procedures for reporting and dealing with allegations of abuse against volunteers
- The safe recruitment of volunteers

The organisation has nominated the Nursing/Medical (HCP) Team as lead area with special responsibility for child protection issues for the year 2021. They have undertaken appropriate training. The Head Nurse is a member of the management committee. The Chairperson and Vice-Chair have joint responsibility with the HCP team.

If appropriate there will be also be a member of the management team or volunteer who may through their employment background have particular expertise in child protection issues. He/she may be delegated by the management committee.

The ORCHYD Holiday Committee will receive from the designated team with lead responsibility for child protection an annual report which reviews how the duties have been discharged. This will be provided as part of the HCP update at the holiday debriefing session with the Management Committee.

The Trustees recognise the following as definitions of abuse:

Physical Abuse

Physical abuse causes harm to a child’s person. It may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning or suffocating. It may be done deliberately or recklessly, or be the result of a deliberate failure to prevent injury occurring.



Neglect

Neglect is the persistent or severe failure to meet a child or young person's basic physical and/or psychological needs. It will result in serious impairment of the child's health or development.

Sexual Abuse

Sexual abuse involves a child or young person being forced or coerced into participating in or watching sexual activity. It is not necessary for the child to be aware that the activity is sexual and the apparent consent of the child is irrelevant.

Emotional Abuse

Emotional abuse occurs where there is persistent emotional ill treatment or rejection. It causes severe and adverse effects on the child's or young person's behaviour and emotional development, resulting in low self worth. Some level of emotional abuse is present in all forms of abuse.

B Designated Staff with Responsibility for Child Protection

Senior Staff Member with Lead Responsibility

There is a designated team with lead responsibility for child protection issues which is the HCP Team.

The Holiday Committee will take lead responsibility for raising awareness within the organisation of issues relating to the welfare of children and young people, and the promotion of a safe environment for the children and young people. Policies will be available on request for viewing.

The Staffing Team will be responsible for ensuring that exempted questions are asked on relevant volunteer and employment application forms. The question can be worded accordingly -

This post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, any applicants for this post who are offered employment or who become volunteers for this organisation will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. A criminal record will not automatically bar a person from successfully taking up this post.

The HCP team have received appropriate training and should keep up to date with developments in child protection issues. The Staffing team will have responsibility for making new staff and volunteers aware of the existing child protection and safeguarding policy.

The HCP team will be the main contact point for Child Protection issues and will have contact details for relevant organisations available for volunteers. This list will usually include contact details of relevant individuals and provisions such as the NSPCC Helpline 0800 800 5000 and the local police child protection unit.

C Dealing with Disclosure of Abuse and Procedure for Reporting Concerns

If a child or young person tells a member of staff about possible abuse:

Listen carefully and stay calm.

Do not interview the child, but question normally and without pressure, in order to be sure that you understand what the child is telling you.

Do not put words into the child's mouth.



Reassure the child that by telling you, they have done the right thing.

Inform the child that you must pass the information on, but that only those that need to know about it will be told. Inform them of to whom you will report the matter.

Note the main points carefully.

Make a detailed note of the date, time, place, what the child said, did and your questions etc.

Staff should not investigate concerns or allegations themselves, but should report them immediately to the Designated Person. In the case of ORCHYD this is the Lead HCP or the Chair / Vice-Chair on duty.

D Reporting and Dealing with Allegations of Abuse Against Members of Staff.

The procedures apply to all staff, whether trustees, administrative, management or support, as well as to volunteers. The word “staff” is used for ease of description.

Introduction

In rare instances, staff of voluntary organisations have been found responsible for child abuse. Because of their frequent contact with children and young people, staff may have allegations of child abuse made against them. ORCHYD recognises that an allegation of child abuse made against a member of staff may be made for a variety of reasons and that the facts of the allegation may or may not be true. It is imperative that those dealing with an allegation maintain an open mind and that investigations are thorough and not subject to delay.

1.2 The Organisation recognises that the Children Act 1989 states that the welfare of the child is the paramount concern. It is also recognised that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual’s reputation, confidence and career. Therefore, those dealing with such allegations within the organisation will do so with sensitivity and will act in a careful, measured way.

E Recruitment and Selection Procedures

ORCHYD will already have recruitment and selection procedures. These should be reviewed in order to ensure that they take account of the following:

They should apply to staff and volunteers who may work with children.

The post or role should be clearly defined.

The key selection criteria for the post or role should be identified.

Vacancies should be advertised widely in order to ensure a diversity of applicants.

Obtain character references.

Disclosure and Barring Scheme checks (maintain sensitive and confidential use of the applicant’s disclosure).

Use a variety of selection techniques (eg qualifications, interview, reference checks).



Policy on Behaviour

It is the policy of ORCHYD that the ORCHYD holiday provides a safe and happy environment for both participants and volunteers.

Several factors can make it difficult to respond to behaviour including:

- Being uncertain about what you are supposed to do.
- Being concerned that others are going to be watching what you do and that it might not go to plan or have the desired effect.
- Lack of trust between colleagues: you don't want to start something if you feel that you aren't going to be backed up by other staff.

This policy aims to provide clear guidelines on how such incidents should be treated. The Nominated People (see below) have responsibility for ensuring this policy is followed in practice.

Behaviour between volunteers

Aggressive or violent behaviour between volunteers will not be tolerated. Individuals involved will be asked to leave immediately and may only return following review by the Nominated People.

Behaviour between child participants

First and foremost the safety of the other children participants needs to be considered.

- Was the behaviour specifically aimed at one child with no provocation?
- Was this a one off incident?
- Are you satisfied that the child recognises that they were in the wrong?

It needs to be made clear to the child in question that their actions are not acceptable.

If the incident requires escalation then this should be to the Nominated People.

The child needs to understand that continued behaviour of that nature may result in them having to leave the holiday early. It is the role of the Nominated People to ensure this message is conveyed.

Behaviour from child participants towards volunteers

Volunteers need to use their own discretion in determining whether an incident requires escalating to the Nominated People. Everyone should be vigilant in this regard and if at any point there is any confusion the matter should be referred to the Nominated People.

Dealing with Incidents

The incident may require immediate action (eg a child behaving aggressively towards other children or volunteers) especially on a day trip. However, at the earliest opportunity the Nominated People should briefly meet to decide on the action required.

Day Trip Action Required: If there is an incident on a day trip involving a child and it is considered that the child will continue to disrupt the day-trip then the short term action will be for that child to be taken back to the hall.

Once everyone has returned from the day trip, longer term action can be determined in-line with below. This may result in the child being sent home.

Who are the Nominated People?

Whilst in the hall: Lead Staffing Person on duty
 Lead HCP/Nurse on duty
 Holiday committee Chairman or Vice-Chairman

Whilst on a day trip: Lead Staffing Person on duty



Lead HCP/Nurse on duty
Holiday committee Chairman or Vice-Chairman
(The Outings Co-ordinator for the day should be informed of any decision made in order to consider the logistics)

What is the role of the Nominated People?

The Nominated People have responsibility for ensuring the best course of action is followed in the event of an incident.

Any discussion needs to take place away from anyone else and ideally in private where other volunteers and children cannot hear. It is unprofessional to involve others in the decision making process which could also then result in unpleasant gossip and bad will. Both of which are behaviours ORCHYD strive to avoid.

Whilst those directly involved with the incident should ensure all facts have been passed onto at least one of the Nominated People, they should not be involved in the decision making process.

The incident needs to be documented using the attached form ([Appendix 1](#)) and stored in a safe and secure place.

All volunteers should be made aware that this policy exists. All members of the following teams will be provided with a copy of the policy and asked to confirm in writing/email that they have read and understood the contents.

Trustees
Holiday Committee
Staffing Team
Outings Team
Nursing Team

This policy forms an addendum to both the ORCHYD Health & Safety Policy and the ORCHYD Child Protection Policy

Guidance on dealing with behaviour can be found in [Appendix 9](#)



Appendix 1 - ORCHYD Incident Form

Date	
Volunteers Involved	
Children Involved	
Brief summary of Incident:	
Action Taken	
Has this person been involved in other incidents?	
Decisions Made	

Two of the Nominated People to confirm that this is an accurate reflection of the incident:

Signed

Signed

Print Name

Print Name

Date

Date

This document is to be filed in a safe and secure place in line with the ORCHYD data protection policy



Appendix 2 - ORCHYD Security Desk Responsibilities

1. Use the electronic devices to sign both Volunteers and Children in and out of the Hall.
 - These devices will be used in the event of a Fire Drill to do a roll call, therefore it is important that they are kept up to date. However, we do understand that at particularly busy times it isn't easy to catch everyone as they leave/enter the building and would just ask that you use your judgement and keep the system updated as best you can.
2. All Volunteers should be given their ID Badge. Any Volunteers without an ID badge should be referred to the Staffing team so that one can be made for them.
3. Any Visitors to the Hall must be signed in under Visitors, given a Visitor Badge and be accompanied/escorted by ORCHYD personnel.
 - Please ask Visitors to wait at the Security Desk for the relevant ORCHYD personnel (eg Volunteer that is known to them, Staffing or Children's team member etc) to meet and accompany them.

First Aid Kits:

- Please ask Volunteers to sign these out when taking them
- At the end of the trip, they should be returned to you and signed back in. Please do a quick check to ensure the tamper tag is still in place. If this has been broken please remind the Volunteer that they need to restock the kit, hand in the form to the appropriate team (detailed on the form) and put on another tamper tag.
- Once everyone is back in the hall from a trip, if a kit is missing, please ask the Volunteer who signed it out to return it.

Radios:

- Please ask Volunteers to sign these out when taking them
- At the end of the trip, they should be returned to you and signed back in.
- Once everyone is back in the hall from a trip, if a Radio is missing, please ask the Volunteer who signed it out to return it.

In the event of a Fire Drill:

- Please put on a High Visibility Vest
- Take the electronic tablets with you and exit the building via the nearest Fire Exit
- Make your way to the Fire Assembly point ensuring that evacuees do not go past the lynch gate
- Give the electronic tablets to the Staffing Team who will complete the Roll Call.

Please let Corrie know if there is anything that has been missed off of this list or if anything is unclear.

Thanks!



Appendix 3 - ORCHYD Mini-Bus Driver Responsibilities

Thank you for offering to help drive for ORCHYD this year, we really appreciate your time! We know that it may have been some time since you last drove for ORCHYD and/or on the minibuses so here are a few friendly reminders to bear in mind:

Start: If you did not collect the vehicle from the depot, ensure you check the sheet that would have been completed when it was collected to ensure all necessary vehicle checks were carried out. Do not assume that someone else has done this. Whilst you are driving the vehicle, it is your responsibility.

Do's:

- ❖ Wear suitable shoes when driving the buses (No flip flops under any circumstances)
- ❖ Ensure everyone (adults & children) is wearing their seatbelt and that wheelchairs are strapped in to your satisfaction, in accordance with training and safety regulations. No child should be seated in the front of the minibus and in double seats, the child should be next to the window with their helper next to them.
- ❖ Make sure everything is away correctly before trying to close the lift, if unsure just ask, someone will be around to help as the tail lifts can be temperamental!
- ❖ Tell the staffing lead if you are feeling too tired to drive or not feeling well enough to drive.
- ❖ Complete the Log sheet - It is absolutely essential that this is filled in EVERY journey - however small.
- ❖ Ensure the buses are kept tidy at the end of each day, all volunteers should be willing to help with this.
- ❖ Only drive the Transit Mini-Bus & Trailer if you have had the appropriate training.
- ❖ Be mindful of where you park the minibuses even with the use of a blue badge (these should NEVER be removed from the minibuses)
- ❖ Observe Speed limits at all times when driving any ORCHYD/ HCT vehicle! The maximum speed you can drive is 62 mph on a motorway. This is 50mph on a single carriageway. You **MUST NOT** use the fast lane if on a motorway that is three lanes or more. You can be fined and points added to your licence if you do.
- ❖ Ensure Music levels are kept down at all times when driving the minibuses. This is for both the comfort of the children/volunteers but also essential should an emergency arise.
- ❖ Hand mini-bus keys into Security when back at the hall. They will then pass onto the appropriate person to put into the safe.
- ❖ Ensure equipment and luggage being transported is properly strapped in and gangways kept clear.

**If you need a refresher or any help on securing wheelchairs please just ask.
There are plenty of us around who can help.**



Please keep in mind you are representing ORCHYD whenever you drive one of our lovely ORCHYD minibuses or the HCT buses - whether you have children & volunteers on the bus or not. Please drive carefully. Do not hesitate to speak to the Staffing team or Corrie if you have any problems.

Thank you again for the time you give ORCHYD!

Mini-Bus Driver Checklist - Applicable for every drive

Task	
Complete the Log Sheet for both the Start and End of your Drive	
Remind Volunteers of what they need to do once back at the Hall <ul style="list-style-type: none">• All children should be toileted/changed once back at the hall - remember to fill in the 'poo-chart'• Help the child write in their diary for the day's activities• Do not leave until your duty has fully finished• Lunchboxes should be returned to the kitchen• Feedback to HCP team anything relevant - if you're not sure if it's relevant - tell them anyway!	
Check that the bus is clean and tidy	
Hand in the Keys to Security	

I acknowledge my responsibilities as an ORCHYD mini-bus driver and will ensure that I complete all items on the checklist following every drive.

Driver Name

Driver Signature

Date



Appendix 4 - ORCHYD Fire Warden Responsibilities

The Fire Evacuation point for St Martins is between the Church and the Lynch Gate leading onto Eastcote Road. If this area is deemed to not be safe, the next evacuation point is the car park on the other side of Eastcote Road. The route to Ruislip Highstreet must be kept clear as this is most likely the route that the Fire Service will use.

Fire Wardens:

In the event of an evacuation:

- ❖ Put on High Visibility Vest
- ❖ Direct Volunteers and Children to safe available exit routes (see attached plan for exit routes).
 - Be Firm and Clear when giving instructions
 - Remind people to:
 - Exit the building via the nearest available exit.
 - Transport children quickly but safely. For less mobile children not in their chairs, they should either be lifted back into their chairs (ensuring safety belts are but on), or if they are in bed, lifted out using a scoop lift or the bed sheets.
 - Do Not go to another part of the building to collect belongings
- ❖ Clear all rooms where safe to do so ensuring toilets and places like walk in cupboards are checked
- ❖ Close all windows in rooms and corridors
- ❖ Close all doors and Fire Doors
- ❖ Ensure final Fire Doors are closed
- ❖ Take part in the roll call at the assembly point
- ❖ Pass on any relevant information to the Staffing Team

Day to day responsibilities:

- ❖ Ensure all fire exits and routes are free from obstruction (including outside routes)
- ❖ Ensure High Visibility Vests have not been moved.
 - One on a peg next to the Security Desk
 - One easily visible in the Bec Room
 - One easily visible in the Kitchen
 - Two easily visible in the Hall



Other Team Responsibilities:

Security Desk:

- Put on High Visibility Vest
- Take Electronic tablets
- Make way to Fire Assembly point ensuring that evacuees do not go past the lynch gate
- Give tablets to Staffing Team

Catering Team:

- Turn off cooker and oven
- Put on High Visibility Vest
- Ensure Kitchen door is fully closed
- Exit building by nearest Fire Exit

Admin Office (Staffing / HCP / Outings / Children Team):

- Put on High Visibility Vest
- Exit via Fire Door in Bec Room
- Take Children's Information Books & Phone (Pink & Blue Folders on the window sill)
- Take ORCHYD phone
- Give Children's Information to Lead HCP on duty

Staffing Team:

- Call the Emergency Services
- Complete the roll call at the evacuation point for both Children and Volunteers using the security programme on line
- Report to the Fire Service on their arrival
- Notify all appropriate ORCHYD personnel using the Emergency Call Tree
- Complete ORCHYD incident Form in conjunction with Chair / Vice Chair

Responsibilities of the Hall Management (St Martins)

- Break glass call points are visible
- Fire Extinguishers are in their correct place, serviced and stowed correctly
- Electrical Safety checks
- Fire Alarm serviced regularly
- Fire Exit signs are clearly visible



Appendix 5 - ORCHYD First Aid Kit List

All First Aid kits must include the following items:

- ✓ Emergency Treatment Card
- ✓ Blunt Ended Scissors
- ✓ Vomit Bag
- ✓ 2 x Pairs of Gloves
- ✓ 1 x Face Shield
- ✓ 2 x Sterile Solution
- ✓ 1 x Pack of 5 Sterile Wipes
- ✓ 1 x Microporous Tape
- ✓ 1 x Pack of 10 Assorted Plasters
- ✓ 1 x Eye Pad Dressing
- ✓ 1 x Conforming Bandage
- ✓ 1 x Triangular Bandage
- ✓ 1 x Finger Dressing
- ✓ 1 x Pen
- ✓ 1 x First Aid Incident Form

All kits will have a tamper proof seal. If this has been broken, the kit needs to be checked to ensure all of the above are still in it and a new tamperproof seal applied.

An incident form must be completed every time the kit is opened. It is the responsibility of the First Aider who has signed out the kit to ensure this is completed.



Appendix 6 - ORCHYD First Aid Kit Incident Form

Date:	Time of Incident:	Location:
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Name of First Aider:	Person Involved:	Child / Volunteer (please delete as appropriate)
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Incident:

Witnesses?: If yes, please include names and contact numbers here

Items used from First Aid Kit:

Action Taken/Other Comments:

Please return this form to:
HCP Team if incident involves a **Child** on the ORCHYD Holiday
Staffing Team if incident involves a **Volunteer** on the ORCHYD Holiday

First Aider Signature _____ Date _____

First Aider Name _____



Appendix 7 - ORCHYD Hall Champion Job Description

- Act as the lead volunteer for a set shift
- Be identifiable to volunteers and children in the hall setting (a blue sash will be allocated)
- Be happy to help others
- Be confident in answering other volunteers questions
- Be encouraging and supportive to other volunteers
- Be able to ensure the volunteers are helping the children in the activity/ tasks which are required, including:
 - Meal times**
 - Helping keep hall tidy after meal time**
 - Toileting before bed**
 - Washing face**
 - Brushing teeth before bed**
 - Getting children dressed for bed**
 - Read stories**
 - Encourage quiet and chill out time before bed**
 - Preparing children's clothes for next day if possible**
 - Ensure the children are in bed by 8pm (or a close as possible!)**
- Be mindful of health and safety at the hall including fire exits
- Speak to staffing team/ committee member if you would like help with anything
- Be aware of who is HCP for the shift
- Encourage volunteers to ensure the hall is left tidy ready for the next day
- Be kind, caring and calm

Thank you in advance for your help! It is very much appreciated.





Appendix 8 - ORCHYD Daily Staffing Briefing

The morning briefing before each day trip should be carried out in the girls bedroom, ideally with no children present so that volunteers can concentrate on the information being given out.

- ✓ Introduce Key volunteers for day (Staffing/ Outings/ HCP's)
- ✓ Pairings list & Minibus name
- ✓ Make sure copy of pairings list are given out to key helpers
- ✓ Allocated children's groups
 - Iterate importance of staying in these groups - particularly floaters
- ✓ Make sure all children and helpers have their badge?
- ✓ Rosette volunteers for the day
- ✓ First aiders
 - Ensure kits are signed in and out each day. If kits are opened make sure this is made known to security. Any kit that is opened must have an incident form filled in and given to Corrie/Security.
- ✓ Radios
- ✓ Lunch Boxes / or lunch plan for the day

Hand over briefing to Outings team lead to talk about trip for the day



Appendix 9 - ORCHYD - Supporting Positive Behaviour Guidance

Ensure all incidents are recorded on the wall in the volunteer room - please include details of any triggers; for example, if there's lots going on, time of day, around meal/bed times etc. Transitions between activities can often be difficult for children to cope with, because the individual is focused on what is ending instead of what is coming next. Making a note of such times will help us to identify any patterns or triggers for the behaviour.

Please find some helpful strategies for supporting children displaying challenging behaviours below.

Early intervention techniques - to be used when difficult behaviours are beginning to be displayed

- Recognise the warning signs! Read the children's notes, check the wall in the volunteer room and share information with others to help us to spot patterns or triggers
- Move on to something different. For example, start an activity, show the child a toy they like and engage them in play, or even ask them what they are having for dinner!
- Acknowledge the child's frustration, but be careful not to tell them how they are feeling. Instead, offer them choices to help them to move on, and give them ownership over their time at ORCHYD, for example: 'Do you want sensory tent, or toys?'. Make sure the options you present are reasonable!
- Remove specific distractions in a clear, but firm, manner. Be honest and open with the child and remember to communicate with them what you are doing, and why

Additionally, it can be helpful to build in opportunities for the children to relax each day. ORCHYD is very full on and lack of sleep, lots of excitement and change in routine can all result in negative behaviours being displayed.

De-escalation techniques - to be used if difficult behaviours continue to be displayed, or worsen.

- Continue to communicate with the child, ensuring the language you use is simple and familiar to them. This will help to ensure they do not become overwhelmed
- Be firm with the child if necessary, but use a calm voice with a low volume and low pitch. If you become emotional, this can cause greater confusion for the child
- Find a quiet space with minimal distractions and give the child time to calm down. When they are ready, ask them if they would like to return to the rest of the group
- 'Ignore' negative behaviours by not showing a reaction to them, and praise



positive ones. Make sure the child understands what is expected of them.

What next? - to be used if the child does not respond to the strategies listed above, or their behaviours become dangerous

For the purpose of the ORCHYD holiday, the term ***dangerous behaviour*** refers to those which result in serious harm to the child, serious harm to another, or serious damage to property.

- Take a step back and ask another helper to try some de-escalation techniques with the child. A change of face can work wonders!
- Be consistent. Make sure you follow through with the things that you say to the child - think positive, and be realistic
- Find a Nominated Person and ask for help. They can then make the decision to take further action, such as giving the child a 'time out'

Dangerous behaviours - minimising risk

If the child is demonstrating dangerous behaviours, the ultimate priority is to keep him or her as safe as possible. This is often the reason why people end up using a physical hold. However, stopping the movements may actually cause the behaviour to continue or worsen, and can be emotionally and physically stressful for the child, other children watching and the adults involved. It is hard for children to learn new strategies in moments of stress. Instead of restraining movements, we can gently guide our children's movements so they do not hurt themselves. For example, if they throw themselves to the ground, allow them to do this, but guide them so that they do not hurt themselves. If there is head banging, put a pillow or a blanket underneath the child's head to prevent them from hitting a hard surface.

If the child is aggressive towards you, gently guide their hands down and move yourself into a position so there is minimal impact.

If you find that a child's behaviour is upsetting or distressing you - ask for help! You are not alone at ORCHYD and your well-being is just as important as the child's.

How to give a time out

A 'time out' break is given when it is believed by the Nominated People that a child is able to understand that their actions have a consequence, and that they would benefit from some time away from an activity. Time outs are to be supported by a visual timer, either digital or sand as appropriate to the child's level of understanding. It is ORCHYD policy that time outs are to be authorised and overseen by a Nominated Person, unless it



is specifically referenced by a child’s parent or guardian as a familiar and current behaviour management method.

1. Direct child to the ‘time out’ area
2. Set timer for 3-10 minutes. Do not talk or interact with the child while they are in time out
3. After the time is up and the child is calm, direct him or her to return to the activity they were previously doing. If the child is not calm say “It looks like you still need a break” and reset the timer. Continue this cycle until the child has calmed down

Do not do this more than three times (i.e. maximum 30 minutes) as the time out may lose its effectiveness.

•



Appendix 10 - ORCHYD - Under 16s Policy

Information & Policy for Under-16years old Volunteers

Dear all young people,

ORCHYD is a small charity based in Ruislip, which provides a 10 day summer residential holiday for 20 children with physical disabilities. ORCHYD was set up in 1971 and has been a registered charity since 1998. The charity is run completely by volunteers who generously give up their time throughout the year to organise and run the holiday.

Our team of volunteers have always got a lot out of the holiday, providing them with the opportunity to give back and gain valuable skills and experience. Without all the volunteers it would not be possible, so we hope that everyone enjoys themselves - children and staff alike. There are people who can only give a few hours in the week to help and others who help with the holiday every day. All are equally important, as is every job that needs doing.

As a general rule, for a number of reasons, to officially register as a volunteer on the holiday there is a minimum age limit of 16 years old. However, we are keen to encourage young people under this age who interested in volunteering and would like to give some of their time to help. These are times that we would especially appreciate help with:

- All Evenings
- Sunday afternoon whilst in the hall
- Second Saturday whilst in the hall

We ask that parents/carers take responsibility for their under-16s whilst volunteering on the holiday and request that they stay with them or if they choose not too, still accept responsibility for them and ensure they understand the guidelines.

We are sure you can appreciate that at ORCHYD we are already responsible for the children who are attending the holiday who have complex medical and care needs and so can not expect our volunteers to be responsible for young visitors as well.

Please do not hesitate to contact the staffing team if you have any questions or queries.

Thank you very much for showing an interest in ORCHYD. We could not make the holiday happen without our volunteers. We look forward to seeing you on the holiday!

ORCHYD Staffing Team



A few guidelines we ask young volunteers to follow and that Parents/Carers confirm their Under-16 can follow:

- Please be respectful to the children on the holiday at all times
- Please behave appropriately
- Please ask the staffing team if you have any questions or concerns
- Ensure you are not alone with a child at any time for safeguarding reasons
- Please do not help when a child is using the bathroom or needs changing.
- Please ensure you let the staffing person in charge know you have arrived and when you are leaving
- It is essential you are SIGNED IN and OUT at security and counter signed by your parent/carer
- Parents/guardians must sign permission and responsibility form and return to staffing.
- Do not take any photos on own phone only use the ORCHYD camera.
- **Strictly forbidden to post ANY pictures of children on social media**

ORCHYD are very grateful for your help and hope you gain valuable experience.



Please complete this form and return it to us either by email (preferably) or to staffing on the holiday.
Please Complete in Block Capitals.

First name	Present Address	Former Address if under 3 years at present address
Surname:		
Date of Birth	Telephone:	
Email: (our preferred method of contact)		
School:	Head of Year at School:	
<u>Parent/Carer details:</u> NAME PHONE NUMBER EMAIL:		
Emergency Contact Details: (Name, phone number and relationship)		



Details of any Medical conditions & Allergies (Diabetes, Back pain, Asthma and ANY Heart Condition etc.)	
Referees: Please supply the details of two people willing to act as a referee for you. These referees should not be related to you, but one of them may be a current or former volunteer on the ORCHYD holiday. (school teacher, family friend, priest ect)	
Name	Name
Position	Position
Email address (preferred method of contact)	Email address (preferred method of contact)
Address	Address
Postcode	Postcode
Tel No	Tel No
Parent/Carer declaration: I agree to the above young person helping at ORCHYD and accept ORCHYD does not take responsibility for them. I accept full responsibility for them arriving and leaving at ORCHYD and understand they will be asked to leave if behaviour is not acceptable.	
SIGNED:	
Date:	

This information will be treated in the strictest confidence by the Staffing team and the Holiday Committee Chair and will not be shared with any 3rd party in line with our GDPR commitments.



Appendix 11 - ORCHYD - Data Protection Retention & Guidelines

To make sure you have done everything to make personal information safe, you'll need to do two things:

1. Find all the places you might have people's information, and
2. Take action with the information you have

Action:

Check your cupboard/loft/meeting places/filing cabinets/car/workplace/sheds/garages

Check for all paper files

Check any online storage systems for example, dropbox, google drive

Check old laptops, desktops, tablets, mobile phones etc

Go through any CDs, discs, memory sticks

Securely destroy:

Paper: Shredding or tearing/cutting into pieces small enough that they can't be put back together.

Electronic: Deleting and emptying recycle bin. Destroy CDs.

Retention Guidance:

Volunteers:

Keep information from the last four years.

Information should only be stored on the ORCHYD laptop, on Salesforce and on the DBS lead recruiter's Desktop.

There should be no requirement to store paper copies of any volunteer records

Children & HCP Information:

Keep information from the last four years.

Information should only be retained by Children's team co-ordinator & HCP co-ordinator.

Information should only be stored on the Children's team co-ordinator's Desktop and the HCP laptop.

Financial:

Keep Finance records from the last seven years

All information must be stored securely and password protected if on an electrical device. In the case of any incident/accident forms, these will be retained for a period of seven years.

After each holiday, thereby on an annual basis, a complete check should be undertaken on all areas where personal data may be stored.



Appendix 12 - ORCHYD - What we need to pack for an Outing



ORCHYD

What we need to pack for a day trip for the children:

Spare change of clothes for child (including underwear)

Spare nappies/ Pads/ Nappy bags

Wipes and gloves

Individual cups and spoons for your child

Water bottle for child / Straws if needed

Packed Lunch

Purse with days allowance for child

Wet weather wear

Sun hat / Sun cream / Sun glasses

Special Shoes / Splints if needed



What we need to do when we return from a trip:

Please put dirty clothes in washing

Please tick toileting chart

Make sure you change/toilet your child as soon as possible (ask if you need help.)

Write in your child's diary

Please return lunch box