



# **P3 Play Procedures**

## **Parent Guide 2025**

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## **1. Admissions Criteria**

### **Registration**

Registration must be completed via <https://p3charity.magicbooking.co.uk> in advance of booking a place. Parents of children with SEN must inform the Head of Play to discuss suitability of our services meeting the needs of their child. Once the Head of Play confirms the place, they will inform the parent. This is subject to availability.

All sections of the registration must be completed in full, including parent / carer contact details.

It is important to highlight to parents / carers that in emergencies; the medical authority will carry out their procedures unless stated otherwise by the parent.

Any medical, dietary and / or special needs should be clearly outlined and discussed with the Play Manager. It is extremely important that the **Emergency Contacts section** is completed in full so that there is someone that we can contact, should the need arise and the parent / carer is not available.

### **Arrangements for Collection section**

All parents / carers must provide a list of people authorised to collect their child; this can be included in the consents section in Magic Bookings or in emergencies a phone call. If someone who is not named on the list attempts to collect a child from the play setting; Play Managers must contact the parents / carers before the child can be allowed to leave the Play Setting. It is the responsibility of the parent / carer to keep all sections of Magic Bookings accurate and up to date.

### **Children going home unaccompanied**

There is no law specifically stating how old a child must be to travel home alone from a play setting; however, P3 would recommend that children could go home unaccompanied from Year 6. You must have a parent's written consent before a child can be allowed to go home on their own. See the Magic Bookings consents section.

### **Siblings collecting children**

The collection of a child by an older sibling also has no law for guidelines. However, P3 recommends that a person no younger than 14 years should pick up a child from a play setting. If a parent wishes for a sibling younger than 14 years old to collect a child; then consent must be given via email to the Play Manager.

### **New Admissions**

Children are admitted into school play provision as follows:

Nursery: In some settings, a small amount of children who are 3.5 years old will be allowed to join, providing they are independent in asking for and using the toilets, manoeuvring around the setting and ability to settle in.

Key Stage One – 4 to 7 years old – Foundation Stage: Children are admitted at the beginning of the term in which they become four years old, subject to availability or placement on the waiting list.

Key Stage Two – 8 to 11 years old: Children will be admitted when there is a space available or placed on the waiting list.

### **Special Needs**

P3 positively encourages the integration of children with special needs into mainstream provision. Discussion between the parent / carer and Play Manager needs to take place prior to their attendance to assess suitability.

## **2. Welcome/Induction of New Children**

At the play setting, children will be greeted in a welcoming, helpful and considerate manner. The play setting will try to accommodate individual needs. The play setting will ensure all children feel part of the play setting, using it as their own space. New children will be given the opportunity to have essential play setting procedures explained to them by a play worker.

### **Buddy System**

In each play setting the buddying system has proven to be a successful way of inducting new children into the play setting environment. The new child is paired with a responsible 'buddy' (child) who already attends the play setting and is familiar with its routine and procedures. The 'buddy' assists the new child with any problems they may encounter during the first sessions.

### **Progress Check**

In addition to the buddying system, Play Managers will check during each session. Play Managers also undertake a daily de-briefing session after the centre has closed which allows staff to discuss anything necessary to the running of the centre as well as any concerns / problems relating to individual children.

Any relevant information regarding the child's progress will be shared by the Play Manager with the parent / carer.

As part of the new child's induction, a Manager will discuss:

- Registration / de-registration - Storage of belongings
- Refreshments - Buddy system
- Behaviour – Areas / Activity programme

### **3. Parental Involvement**

The Play Provision seeks to involve parents / carers in their local play setting in a number of ways:

- Information on display boards and notices
- Website
- Suggestion and comments forms in each centre
- Questionnaires
- Face to Face feedback
- Email

The Play Provision aims to maintain regular two-way flow of information about individual children between their parents / carers and the play setting staff.

### **4. Children's Participation**

The aim of the children's forum is to give a selection of children attending the play setting a voice in contributing to their play environment. The children's forum / committee should meet at least once each half term. Children are able to assist in the decision-making process for activities and equipment that they can influence their play environment throughout the year.

#### **Process:**

Each member is voted in by the children attending the play setting.

The children's forum and a Play Worker meet regularly to review existing procedures.

Children chair their meetings, set the agendas and produce minutes.

Through the children's forum and the play provision work children are encouraged to affirm and support their right to make choices, allowed to discover their own solutions and enabled to play and develop at their own pace and in their own way. Every child is an individual and deserves to be treated as such. Each child should feel confident that their individuality and diversity are valued by the adults who work and play with them.

### **5. Core Programme**

#### *Beginning of session:*

- Registration – Refreshments – Welcome - Information sharing - Activities

If you have EYFS children attending the session Play Workers may wish to talk with them separately to ensure they have fully understood what has been explained.

#### *Middle of session:*

- Main activities / Construction

- Quiet games / Free Play
- Indoor / Outdoor games
- Arts / crafts
- Story time
- Computer / Wii

*End of session:*

- Tidy-up-time - Gathering of belongings - Collection and departure of children
- Information sharing / feedback with parents / carers - De-registration

The core programme remains the same each day. The actual programme for the day will allow the children to decide what activities they would like to take part in.

## **6. Programme of Activities**

Each play setting has a programme of activities changed termly. A core programme is applied in all play settings but actual activities on offer may vary from one play setting to another, depending on the needs of the children, staffing, resources and accommodation. Built into the core programme are opportunities for spontaneous and structured play.

Typical Play Setting activities include:

- Arts and Craft – painting, masks, paper mache, needlework, pottery
- Sports – football, rounders, hockey, netball, tennis, cricket, champ/king,
- Indoor Games – parachute, bench ball, dodge ball, ball in the bucket, table tennis
- Outdoor Games – kwik cricket or rounders, beach, bank, river
- Music – musical games, listening to music
- Drama – acting out different parts, preparing for a play
- Computers / Wii – use of the computers, games, literacy, numeracy, remember its play and computer use is time limited and monitored this includes the Wii
- Cookery – foods from different countries, preparing teas
- Plus many more activities are available to the children

## **7. Behaviour Expectations**

The play setting strives to use preventative methods to improve children's behaviour but recognises its own limitations so adopts a collaborative approach with the host school in behaviour management, referring children to external services and agencies when necessary.

Children will be asked to play safely within the expectations listed below, displayed in all play settings and shared with all children:

- Be kind, considerate and helpful to each other
- Respect and listen carefully to other children and all adults
- Share and to take pride in your play setting
- Take part and try your best in the activities you have chosen
- Move around the building quietly and calmly
- Play together, bullying is not tolerated
- Not to take part in and not to encourage others in behaviour that is deemed to be over sexualised / of a sexual nature
- Take an active role in your play setting through your children's forum

Unacceptable behaviour is divided into three areas:

**One off** – unacceptable behaviour is demonstrated by the child as a one off, out of character. The play worker will talk to the child and deal with any issues. The parent / carer will be involved where necessary.

**Repetitive** – unacceptable behaviour demonstrated happens more than once – parents / carers are informed and targets are set to improve the child's behaviour. This is monitored.

**Continual** – unacceptable behaviour demonstrated is continuous – parent / carers are informed immediately – meetings with the child and parent / carers are set up to monitor the child's behaviour on a regular basis.

If a child's pattern of behaviour changes there may be a reason for this and the Play Manager should be informed and alerted to this change so the child can be monitored.

Unacceptable behaviour in the play setting which threatens to harm staff, the child or other children will be dealt with by the Play Manager and the child's parent / carer will be informed. An exclusion period may be used where appropriate.

Play Workers will discuss any changes or patterns in behaviour with the team or Play Manager at the de-brief sessions as well as with the child's school / social care team, and Head of Service.

## **8. Bullying**

We recognise that bullying is a serious problem which can make people very unhappy. We will not tolerate bullying in our play settings or on outings and we will do all we can to stop it.

### **Bullying is:**

Teasing, excluding, name calling, making fun of people, threatening, cussing, making rude signs, smacking, chasing, ganging up, demanding money or toys, kicking, punching, pulling hair, hitting, pushing, trolling online.

### **What Play Workers will do to try and stop bullying in the play settings**

- Provide a safe environment.
- Find time to listen to what children say about bullying.
- Take bullying seriously.
- Investigate reports of bullying.
- Help children who are being bullied.
- Tell bullies that bullying is not accepted at our play settings.
- Do all they can to stop it happening again.

### **Play Workers must inform children about what they can do, if they are being bullied or if they see someone else being bullied:**

- Tell a Play Worker, parent / carer or friend.
- Let their friends know that bullying is not accepted at the play setting.
- If they see bullying, they shouldn't stand and watch – they should tell a Play Worker.
- If they know someone that is being bullied, let them join their group or become friends.
- Remember that being bullied can make people feel unhappy – it's OK to tell a member of staff about it.

### **Taking action against bullies:**

Here are some of the things a Play Manager may do if a child is being a bully:

- Make them lose activity time.
- Refuse to allow them to go on outings or special events.
- Tell their parents or carers.
- (In serious cases) exclude them from play settings (after discussion with parents / carers and the school).

## **9. Medicines**

Medicines will be administered to children if prescribed by a medical practitioner and the child's parent / carer has completed the permission form to administer medication.

### **Administration of prescribed medicines**

- Parents / carers must sign a consent form at the start of each course of medicine for the trained First Aider to administer the prescribed medicine.
- All prescribed medicines must display the child's name and an expiry date. Check this.
- The trained First Aider must administer the medicine with another member of staff present.
- Before the medicine is given, the child's name and dosage on the container must be checked by another member of staff.
- The medicine should be administered to the child in such a way that affords them privacy, as well as enabling the child to be in a settled and relaxed frame of mind.
- The time at which the medicine should be given must be checked and logged onto the medicine form held at the play centre.
- The medicine form must be completed and signed by both members of staff as soon as the medicine has been administered.
- The parent / carer must sign the medicine form upon collection of the child.

All medicines must be returned to the parent / carer to take home at the end of each day.

### **Storage**

- Medicines must be stored out of the reach of children, in a safe and secure place.

### **10. Drugs and Alcohol**

The play setting is committed to the health and safety of its members, and we aim to safeguard their well-being. The play setting will offer support to children who need it and we will share our responsibilities about drugs with parents and carers and with other relevant organisations.

We live in a drug-using society and there is a wide range of substances, both illegal and legal, that are of potential concern (including alcohol, tobacco, cannabis, prescription drugs and volatile substances such as glues etc.). We acknowledge that incidents involving drug and alcohol misuse are a problem that can affect anyone of any age. We take seriously our responsibility to the children in our care to address any issues which involve use / misuse of drugs and alcohol.

Possession, use or supply of legal and illegal drugs on play centre premises by any staff, volunteers, children, parents / carers or visitors is not condoned or tolerated.

To ensure the successful implementation of this policy, we will communicate and co-operate with all those involved. The policy will be regularly reviewed and monitored.

Prescribed medication (belonging to children or play workers) should be appropriately stored. Relevant staff and the child concerned should know where medication is stored (see Medicines section).

### **Dealing with a drug-related incident – Procedures for Play Workers**

Drug-related incidents may be connected to children and young people themselves, their parents or carers, or to some other person. Drug use may take place within the play setting, in the immediate neighbourhood of the play setting or in another setting where it is nevertheless having an impact on the children or young people for whom you are responsible. Ensuring that drug-related incidents are appropriately dealt with is part of effective drugs prevention, to minimise the harm to children or young people that may arise from their use of drugs and to aim for as positive an outcome as possible from any problem situations that may occur.

In the case whereby a parent / carer is intoxicated or under the influence of drugs the Play Manager will be informed and steps to contact a suitable adult to collect the child will be made. Staff will calmly explain to the parent / carer that it may be best if someone else picks up the child. If the parent insists on taking the child and there is no other adult to support and there is a risk to the child, the Play Manager will call the police.

If staff identify any signs or are made aware that a child / young person may be at risk, they will:

- Take seriously any disclosure.
- Assess the situation.
- Not guarantee confidentiality as any disclosure should be reported to the Play Manager (children will be made aware that in discussing a problem with a member of staff, the children do so knowing the limits of the staff's ability to guarantee confidentiality).

If a child / young person or parent / carer are identified in an alleged / proven drugs-related incident, the Play Worker will:

- Inform the Play Manager - who will contact the Head of Service/Safeguarding Lead Linda Hamilton.
- Remove any suspected substances (from the child or young person) for identification.
- Store the suspected substances securely (in the presence of a witness).
- Make a detailed written report of the incident.

### **Dealing with a drug-related incident – Action taken by Play Manager**

- Parent / carer of the child / young person are notified and involved as soon as it is clear that the child / young person is involved in a drug-related incident or is at risk.

- The Play Manager may legally search the child's / young person's possessions in the presence of a witness but does not have the power to conduct a physical search.
- Notify the police (where appropriate) and have suspected substance identified by police (Inform the parent that the police have been notified, if safe to do so).
- Write a full written report of the incident.
- Refer the matter to specialist outside agencies, where appropriate.

### **What to do with a substance discovered on the premises:**

- The police may be asked to identify the substance.
- The substance should be stored in a secure place (sharps kits are provided for removal of needles etc.). It is legally permissible to dispose of the drug by incineration or flushing away.
- It is important that this action is witnessed and detailed in a written report.

The play setting will consider each drug-related incident individually. It recognises that a variety of responses will be necessary to deal with incidents.

To safeguard the health and safety for the children and the local community, a regular daily check of the premises should be made for syringes, discarded needles, roach ends or any other substance (sharps kits to be used).

### **Medical emergencies**

The procedures for an emergency apply when a child or young person is at immediate risk of harm. A person who is unconscious, having trouble breathing, seriously confused or disoriented or who has taken a harmful toxic substance should be treated as a medical emergency.

Your main responsibility is for any child / young person at immediate risk but you also need to ensure the well-being and safety of others. Put into practice your play setting's first aid procedures.

Play Workers should be prepared to talk to children about any drug-related problems and offer them appropriate support. Specialist support and training workshops can be provided in partnership with P3's Youth Services Support Staff.

*We strive to:*

- Offer children support and information related to drug and substance use.
- Help young people to develop their self-esteem and confidence through a range of activities.
- Help them develop their decision making skills.

## **11. Security Procedures**

All school based play settings have controlled entrances and exits with security equipment, used to address any security issues.

### **Ensuring the children's safety:**

Play settings use an intercom or locked gate entry system, with or without a camera. The gate release button is normally placed at adult height to ensure children cannot leave.

### **Children are not allowed to open gates / doors to allow adults into the play setting.**

When children leave the play setting, play staff identify the collector by face, name, Magic Bookings.

All staff must be aware: *If an unknown person comes to collect a child, staff must NOT allow the person onsite. If they've entered the building they will be approached immediately and the play staff must:*

Ask the person if they need any help or ask for identification, if no identification is presented, ask the person to wait outside the school gate until we can identify them.

If the unknown person is acting suspiciously, they will be escorted off the premises or the police will be called.

*If the unknown person is collecting a child, the Play Worker will:*

- Explain the procedures for collecting a child.
- Check the child's list of collectors via Magic Bookings for their collection details.
- Contact the parent / carer if the person is NOT listed and explain politely, they need to telephone in advance or notify changes of the person collecting and update Magic Bookings.
- If not included on the list, the parent / carer must update this information immediately.
- If the parent / carer **cannot** be contacted, the child **will not be allowed** to leave the play setting until clarification has been given.

### **Visitors and External staff entering into the play setting**

Any person visiting must have a DBS and planned visit. If no DBS, as in trial staff, they will be escorted at all times with a staff member, a risk assessment carried out and school staff informed. All persons will be asked to sign in and out after the visit.

## **12. Lost Children - On Site Activities**

Children's health and safety must be the prime consideration in all planning and preparation of children's activities.

### **Step One**

Steps to follow in the event of a child going missing from the play setting

- All areas must be checked thoroughly.
- The register must be checked to ascertain if the child has de-registered from the play setting.

### **Step Two**

If the child has still not been found:

- Check all of the on-site contacts, whether the school, class teacher or out of school clubs.
- Gather all the children in one area and carry out a complete roll call.
- The play manager must ask all children and staff about the missing child to ascertain their last point and time of contact.

### **Step Three:**

- When / if the child is still not found, contact will be made with the parent / carer on the emergency contact listed on the registration form.
- When / if the child is found, the Play Manager will speak to the child to ascertain the issues and will inform the staff team and the Head of Children's Services as to any problems.

### **If the child is not found:**

- The Play Manager will contact the police, giving the child's personal details and description and inform the Head of Service.

Play Workers in the course of their duties are entrusted with the responsibility for the care, custody and control of other people's children and owe them a duty of care that a reasonable, prudent and careful parent / carer would take in similar circumstances. This applies to all staff and volunteers attending an activity.

## **13. Off Site Activities (OSA)**

### **Role of the play setting**

- All OSAs are advertised on each play settings notice board, including time of departure and expected time of arrival back at the play setting.
- A qualified paediatric first aid worker must accompany the children on all OSAs.

### **Role of parents / carers and children**

- Parents / carers need to ensure an OSA form has been fully completed and signed before any child is allowed to go on an off-site activity. Emergency contact details need to be provided.
- All OSAs must be paid for before the OSAs departure. Please note that there is a 'no refund' policy for any OSA.

- Children arriving after the dated OSA departure time will not be allowed to go on the OSA.
- Each OSA has a group leader who will take full responsibility for the outing. This group leader is a fully trained Play Worker who will delegate duties accordingly to their co-workers.

### **Role of P3**

- All OSAs will ensure a ratio of 1.8, (for over reception years) with a minimum of two staff accompanying the children. And ensure a ratio of 1:4 for EYFS children.
- The play setting is fully insured in line with its Insurance Policy (personal items are not covered).

**N.B.** Every effort is made to follow the set programme of activities but a successful programme is often dependent on staffing and weather conditions. Please make changes to the play settings notice board about any changes to the OSA on offer.

### **Staff: Child Ratio for Off-Site Activities**

The appropriate level of supervision will be based on the outcome of the risk assessment. The factors to be taken into consideration include:

- Gender, age and ability of the group.
- Children and young people with SEN / medical needs.
- Nature of activities.
- Experience of adults in off-site supervision.
- Duration and nature of journey.
- Children's competence and behaviour.

*The following ratios (adults to children)*

- 1:4 for reception age.
- 1:8 for all other age groups.

### **Guidance of escorting children along the street**

We must remember that when we are out on the street we are visible to the public. Our uniforms clearly state we represent P3. Children need to wear high vis waist bibs.

Staff should be aware of their environment when out with children and be aware of the make-up of the group. Staff should be evenly spaced out along the group, walking roadside to prevent accidents. A steady even pace should be set by the group leader so children and staff do not end up racing down the street.

### **Walking Bus Policy**

1. Staff - one at the front and one at the back.
2. Keep older children at the front of the line.
3. When approaching a road - instruct the children to wait for your command to cross when it's safe.
4. Give the older children a stopping point.
5. Wait in the road until the second member of staff reaches you then go to meet the older children.
6. Staff need to walk on the outside of the line ensuring children are away from the roads or with very young children hold hands on each side.
7. Children must hold hands – No running throughout.
8. Children need to be wearing a high visibility vest.
9. Remind children to walk sensibly and say why it's important.

### **What to do when**

#### **In the event of a member of staff being very ill, or an accident happening, or staff cannot find the other member of staff**

1. Keep children huddled together away from the road - make sure they hold each other's hands and are reassured not to move away.
2. Call the Play Centre phone - 08081968850 to ALERT the manager - if no answer call 07875724227 Head of Service.
3. A member of staff will come to the site of where you are so make it clear what route you took and where you are.
4. If necessary, call 999.

#### **In the event of a child being hurt**

1. Keep children huddled together away from the road - make sure they hold each other's hands and are reassured not to move away.
2. Attend to the child and assess the situation.
3. Call the Play Centre phone - 08081968850 to ALERT the manager - if no answer call 07875724227 Head of Service.
4. A member of staff will come to the site of where you are so make it clear what route you took and where you are.
5. If necessary, call 999.

### **Minibuses**

When taking a group of children on a minibus the following steps need to be taken:

- Brief the children on your behaviour expectations.

- Make sure you have the right amount of children for the minibus – no doubling up.
- Check visually that all seatbelts are secure before departure.
- Keep all noise to a minimum so as not to distract the driver.

Seat belts must be worn at all times when on the minibus and Play Workers should check before the bus drives off.

#### 14. Sun Safety

The play setting is implementing a skin cancer prevention policy. We have a duty not only to safeguard our children but also to be aware ourselves of what it means to work outside.

All staff have a duty to ensure children, parents / carers and volunteers using our playground are aware of the dangers and are protected. One of the best ways is to lead by example so it is important that children and staff are encouraged to wear hats, sun-glasses and apply sunscreen whilst outside in direct sunlight. Parents / carers should always ensure that children are covered up. Parents should apply a high factor sun protection cream to their child before attending the play setting. Play staff can apply a child's sun cream when provided.

During hot spells staff will bring children in regularly for a drink of water and to cool down. Try to discourage children from playing outside all day when it is hot and sunny. Offer indoor activities and rotate staff so they are not left outside for long periods. Always try to create shady areas outside. Play Workers must remind children of the damage that prolonged exposure to direct sunlight can cause.

#### 15. Unwell Children

If a child becomes unwell at the play setting the Play Manager will notify the parent / carer. If the illness requires the child to be collected from the play setting they will be allowed to rest in a quiet area away from other children, if this is possible within eye sight of an adult until they are collected by the child's parent / carer.

If a child is suffering from a communicable disease / illness confirmed by a doctor that requires a temporary exclusion period, parent / carers will need to inform the Play Manager who will let the Head of Service know who will seek advice from P3's Safety Officer.

**Children who are unwell with an infectious disease who are not at school should also not be at the play setting.** Once they are better they can return unless they continue to pose a risk of infection to other children and the staff team. They should not return to the school or play setting until the risk has passed. A notice will be posted in centre to inform parents of any outbreaks of infectious disease.

Symptoms and exclusions can be found in '**Our Healthier Nation: Guidelines on Infection Control in Schools and Nurseries**'. Every school building is issued with a copy. These guidelines explain the recommended period for a child to be kept away from school when ill.

## **Outbreaks of infection**

If a play setting suspects that some of its children form part of an outbreak of infection i.e. an unusual number of cases of an infectious disease, they should contact the Head of Service who will contact the relevant services for advice.

## **16. Food and Nutrition**

All of the play settings provide a refreshment facility, whether term-time or during the holiday period. This will vary from play setting to play setting. Refreshments are prepared by a Play Worker, which can occur as an activity done with a group of children in the kitchen or another suitable space. Snacks are light with veg / fruit and a drink (depending on the play setting) which follows the Food Standards “Food other than Lunch” (<http://www.schoolfoodplan.com/standards/>) where possible. The play setting recognises the need to provide children with a healthy, nutritious snack so no ‘junk food’ will be served at any time. Fruit and water is available as an alternative.

## **Special Dietary Requirements and Allergies**

Should a child have any special dietary requirements or allergies to certain foods, this should be clearly stated on Magic Bookings and the Play Manager informed. A list of all children and their allergies needs to be clearly seen and displayed by all staff.

It is the responsibility of the parent / carer to check the refreshments on offer, daily.

## **The Role of Play Worker**

All children deserve to have their own individual life experiences validated and they also need to identify and understand the differences between themselves, other children and other people. These differences can then become a source of richness and exploration, offering new perspectives, opportunities and a positive way of countering intolerance and ignorance.

Play Workers can play a major role in enabling children to question and explore issues within a sensitive and trusting relationship and environment. The effects of bias, stereotyping and prejudice (however unaware and unintentional they might be) are evident in everyday events. Each interaction and activity that challenges this oppression can provide an opportunity to further the children’s social and political awareness. Making equal opportunities considerations central to work practice often requires no additional resources but rather an adoption or relocation of existing ones.

## **17. Toileting and Intimate Care**

Children need to be able to ask for and use the toilet independently. Some children require assistance to go to the toilet or with other intimate care tasks especially when the child has limited mobility. The child’s dignity and privacy is to be respected at all times, and staff must use the utmost discretion when providing intimate care.

N.B. In the context of this document, ‘toileting’ refers both to toileting and to intimate care tasks (which includes the changing of clothes).

- Children must always be toileted by two members of staff – a primary member of staff who should be the inclusion worker supporting the child and a secondary member of staff (of the same gender as the child). Volunteers are not permitted to assist with toileting.
- If a temporary worker participates, it must be as the secondary member of staff only.
- Female children are to be toileted only by female members of staff.
- Male children should be toileted only by male members of staff.
- Children who need assistance should be toileted at least twice a day and should be checked regularly throughout the day to see if they need or want to be changed or toileted. Children should be regularly reminded to use the toilet.
- Staff should always wear disposable gloves whilst changing and toileting.
- Children who need supervision but not direct assistance with going to the toilet should be monitored from the corridor by a member of staff, with this worker being visible to other members of staff.
- Younger children who need support with using taps and soap, the staff member can assist.
- Where toilet doors are below adult height - staff members must not look over into the cubical.
- Staff will need to be aware of child protection issues whilst assisting with changing / toileting. Do not put yourself in a vulnerable position.
- Any cultural practice which parents / carers have notified us of are to be observed and dealt with sensitively – for example Muslim children having specific washing routines.

#### **18. Children and mobile phone use in the centres**

Under no circumstances are children allowed to use a mobile phone (or have it switched on) on the premises of any play centre. Children should be encouraged either to leave their phone at home or hand it in to the centre manager for safe keeping until home time.

#### **People to contact:**

**Linda Hamilton Head of Service/Safeguarding Lead P3 – 07875 724227**

**Esther Barrett – Director of Children, Young People and Family Services**

**07754 453541**