



The Wings Family Policies and Procedures

The below policies and procedures are to be used for all Wings Family sessions regardless of location, day, time. The below refers to both staff and its members and needs to be read in full.

If you have any queries or comments at all, please pass them on to Wings Management

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Mission Statement

This statement outlines the services that children, parents/carers and the community can expect from our organisation, and the values that inform our work.

Wings Family aims are to:

- Provide a happy, safe, warm and stimulating environment for people of all ages
- Help children to develop responsibility for themselves and their actions to become confident, independent and co-operative individuals
- Encourage people to have a positive attitude and respect for both themselves and other people
- Promote a positive relationship with all members
- Offer inclusive services that are accessible to all people
- Communicate effectively our policies and procedures, including opening times, fees and charges, and programmes of activities
- Continue to deliver a programme of activities that are interesting, educational, stimulating and fun
- Include staff and volunteers that are experienced, supported, well trained and DBS checked where required
- Deliver on the needs of a person both emotionally and physically



Enrolment

Registration

A registration form must be completed for every member of Wings including a permission to photograph consent form. It is the parent/carers responsibility to update a member of the staff team with the relevant details if these change. Any medical conditions must be advised and updated. Please see **page 6** for information on medication.

Payments

All payments must be made in full ahead of the session, if for any reason you cannot pay till the end of the session please inform the member of staff on the door before your child enters the room. If booking a party, event or TIE a deposit is required. Please refer to the booking document for this information.

Travelling home

Children will not be allowed to leave the building without a parent/guardian unless agreed with a member of Wings staff. The travelling home consent form must be completed by parents/carers to confirm their child/children have permission to go home alone. Wings Family do not take responsibility for children outside of the building. Please see separate document about **Road Safety**, within the area.

Uniform

Each member of Wings Family must wear the correct uniform for that session, if there is a specific uniform required. If after three sessions the individual decides that they would like to commit to being a Wings member they must purchase a t-shirt as standard. Children are required to wear all black. The correct shoes must be worn in each session, **no flip flops, heels, sandals or heelys** and black trousers, leggings or joggers, **no jeans, skirts or dresses**. You can discuss uniform with any member of the Wings staff team.



Health, Illness and Emergencies

Our organisation is committed to encouraging and promoting good health. We deal efficiently and effectively with illnesses and emergencies that may arise whilst members are in our care. If a member of Wings or its staff is unwell, they must give 24 hours' notice where possible. We ask for those who have sickness bugs to refrain from attending a session 48 hours following on from the sickness.

First Aid

The organisation has designated members of staff responsible for First Aid. These people have an up to date First Aid certificate. There will be at least one first aid member on site per session.

They are responsible for maintaining the correct contents of all first aid boxes and administering basic first aid when necessary in an appropriate manner.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1931.

The location of the First Aid box and the names of qualified first-aiders will be clearly displayed around the organisations premises or be available at the front desk when signing in. **If at our building in Kingsbury a first aid room is allocated.**

A First Aid box will be taken on all off site visits or outings. This is the responsibility of the designated First Aider on the outing.

Please note there is a separate document for the procedure of a minor/major accident, incident or illness. If you would like to view this document please ask a member of staff.

Sick children

If a child does become ill during a session the staff member will contact their parent/carer/emergency contact and ask them to collect their child immediately. In the event that no-one is available to collect the child, a staff member should stay with the child. The staff member will continue to attempt to contact the child's parent/carer.

Administering medicine

Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the organisation, children should be encouraged to take personal responsibility for this, where this is appropriate.

Parents/carers should inform staff that their child has prescribed medication. The medication should be given to the first aider who will supervise the children taking/administering themselves where appropriate. Parents/carers must complete and sign the Administering Medication Form.



Behaviour

Statement of intent *We believe that participants flourish best when their personal, social and emotional needs are met and where there are clear expectations for their behaviour.*

Each member of Wings Family must respect staff and fellow members. Bad behaviour will not be tolerated. If a member is showing signs of bad behaviour the staff or management has the right to deny access to future sessions.

There is zero tolerance on bullying. Please refer to '**Code of Conduct**' for the rules for each session. The code of conduct also refers to parents/carers whilst in the building.

Complaints

If you would like to make a complaint regarding a member of staff or a member of Wings we ask that you follow the correct procedure.

All complaints can be made to Amy Hope and as Managing Director she will follow up all complaints in an appropriate way. This will be done outside of the session time with the individuals in question.

There may be situations that require all Directors of Wings to attend. This will depend on the nature of the complaint made and by whom this will be handled very quickly and resolved by the Managing Director and if necessary the designated safeguarding officer (DSO).

Confidentiality

Personal Records

All records will be kept within The Wings Family office. Any information shared with staff will be on a strictly need to know basis and will be kept confidential at all times.

We recognise that some information will need to be shared with all staff. All staff are prohibited from discussing personal information about any child except in child protection cases when information sharing will be required.

Fire and Evacuation

Our organisation understands the importance of vigilance to fire safety hazards. All staff, volunteers and participants are aware of the fire safety procedures set out in this policy. We have designated fire marshals within the organisation and an extensive fire and evacuation procedure. However in short if in the event of a fire we ask all members to listen carefully to instructions given and listen to staff/designated fire marshals accordingly. We will evacuate the building quickly and calmly at the nearest fire exit, making our way safely to the nearest meeting point. This will be shown at all fire exits.



Risk assessment

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, the organisation is required to undertake regular risk assessments and take any necessary action. **The Risk Assessment Policy** is available upon request.

Safeguarding

Child Protection

Anyone under the age of 16 is to be treated as a child. Any member over the age of 16 is treated as a young adult. The safety and welfare of the members and staff is a priority for Wings Family. If any member or staff has any concerns regarding a child's safety and well-being from Wings they will discuss this with management who will then pass this on to the DSO (Designated Safeguarding Officer). Please see separate '**Safeguarding policy**' for more information.

Staff

All staff members of Wings Family must have a full DBS checks if over the age of 18.

There must always be the correct ratio of DBS checked adults to children. Team leaders under the age of 18 although not responsible for the children have a duty of care for the children at Wings.

Personal Belongings

If a member brings any belongings with them to Wings they do so at their own risk. Wings do not take liability for loss or damage to any personal belongings.

Mobile Phones

All mobile phones need to be kept away during a session; this is the rule for all staff and children. The only phone allowed in the room at the time is that of management or staff member running the particular; this is for emergency use only or for the recording of sessions as stated in the photography consent form.

Visitors

All visitors should report to reception/sign in desk, where a staff member of The Wings Family will be notified of their arrival. Any visitors to the organisation will be required to sign in the register and will be issued with a visitor's badge on their arrival. No visitors will be allowed to come in to the organisation without prior arrangement with management.

At no time will any visitor be allowed unsupervised contact with the children.

If you have any questions regarding the above you can discuss these with management or any member of Staff.