



Polices and Procedures

At Kamparoo, we are dedicated to providing a high-quality experience and continually aim to surpass your expectations. In accordance with our policies and procedures, should any issues occur, we will take prompt action to resolve them.

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1. Administering Medication Policy

If a child attending Kamparoo requires any form of prescription medication, the parent or guardian must complete a Permission to Administer Medication form in advance. Kamparoo staff will not administer any medication without this prior written consent.

Whenever possible, children should take their medication before arriving at Kamparoo. If this is not feasible, children will be encouraged to take responsibility for managing their own medication, where appropriate. If a child carries their own medication (such as an asthma inhaler), staff can store it securely until it is needed. All inhalers must be clearly labelled with the child's name.

Kamparoo can only administer medication that has been prescribed by a doctor, dentist, nurse, or pharmacist. If the medication contains aspirin, it will only be given if prescribed by a doctor. All medication provided must have a prescription label attached, displaying the child's name, the type of medicine, the dosage, and the prescription date.

A designated staff member will be responsible for administering the medication or observing the child self-administer it. The staff member will record the medication receipt on the Permission to Administer Medication Form.

Before giving any medication, the designated staff member will:

1. Confirm that written consent has been provided by the parent or guardian.
2. Have another staff member confirm that the correct dosage is being given.

After the medication is administered, the designated staff member will:

1. Log all relevant details on the Permission to Administer Medication Form.
2. Ask the parent or guardian to sign the form upon collection at camp, acknowledging that the medication has been given.
3. Return the medication to the parent or guardian at the end of camp.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or guardian will be notified. This will be documented on the Permission to Administer Medication Form.

For medications such as EpiPens Kamparoo will ensure that the correct training has been completed by a minimum of 1 member of staff on camp. Only staff who have received proper training will be allowed to administer such medications. Sadly the child may need to be absent until the training is completed.

If there are any changes to the medication, including changes in dosage or frequency, the parent or guardian must edit the Permission to Administer Medication form accordingly.

For children with long-term medical conditions, Kamparoo will ask the parents to provide a medical care plan from their doctor, detailing the symptoms and treatment plan. The camp manager will ensure relevant staff are fully informed about the child's medical needs.

2. Complaints Policy

If you have concerns, please speak with a staff member at the camp, or contact Hector directly using the contact details on the website. All complaints will be initially addressed within 24 hours.

At Kamparoo, we view complaints as valuable opportunities to improve our services and resolve any issues for the individuals who bring them to our attention. We are dedicated to addressing all concerns in a fair, swift, and effective manner to ensure satisfaction.

A complaint is any expression of dissatisfaction with any aspect of Kamparoo, whether the concern is deemed justified or not. All complaints will be treated confidentially, and information will only be shared with those directly involved in resolving the issue, in line with applicable data protection rules.

Our objectives with all complaints are:

- To provide a transparent, simple, and accessible process for submitting complaints that is fair to all.
- To raise awareness of how the complaints procedure works so that people know how to reach out to us with their concerns.
- To ensure that all Kamparoo staff understand the appropriate way to handle complaints.
- To investigate each complaint thoroughly and fairly, addressing concerns in a timely manner.
- To resolve complaints whenever possible and restore positive relationships. - To gather feedback that will help Kamparoo enhance its services.

Our Structured Procedure:

Kamparoo follows a structured procedure for addressing complaints. This process is intended to be used after informal resolution attempts have not been successful.

Action 1

We encourage individuals to first raise any concerns at camp level and with who is responsible for the day-to-day involvement for the individual.

Action 2

If the issue remains unresolved after consulting with the day-to-day involvement for the individual, complaints should be directed to Hector via email at hector@kamparoo.com, or by contacting via phone on 07917 404055 during camp hours.

For serious concerns, Hector will immediately begin an investigation. The investigator will review how the issue was initially addressed to ensure it was handled correctly. Depending on the nature of the complaint, the investigation may involve interviewing staff members or consulting with external bodies such as local authorities or social services. A comprehensive response will be provided to the parent/guardian within 28 days, as required by Ofsted regulations. Kamparoo aims to respond within 14 days whenever possible.

If the complaint arises after the camp season has ended, the investigation will follow the same procedure, though please be aware that this may take longer due to the seasonal nature of our camps.

Action 3 the issue remains unresolved, the complainant may choose to escalate the complaint to Ofsted.

Parents/guardians have the right to contact Ofsted if they feel the complaint has not been resolved to their satisfaction. Ofsted can be reached at 0300 123 4666 or via email at

enquiries@ofsted.gov.uk. When contacting Ofsted, parents/guardians should provide the camp's registration number. This number can be obtained from Hector, by asking at the camp, or from the Kamparoo website.

Review

Kamparoo regularly monitors the complaints procedure to ensure that all complaints are handled consistently and effectively. We maintain an electronic log of all formal complaints to help identify areas where we can improve.

3. Data Protection Policy

At Kamparoo, we are committed to ensuring the privacy and protection of all personal data we process. This Data Protection Policy outlines how we collect, process, store, and protect personal data, in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). Kamparoo is registered as a Data Controller with the Information Commissioner's Office (ICO)

Collection and Use of Personal Data

Kamparoo will collect and store personal data that you provide to us in order to fulfil our contractual obligations related to a booking or service you have purchased from us.

For employees we may use your data to contact you regarding employment opportunities or to manage your data if you are an existing employee.

If you provide your consent, we may also use your data to communicate with you about our news, special offers, competitions, and other content that you have expressed interest in. We will communicate with you through the method(s) you have opted in for.

Marketing and Communication

For marketing purposes, Kamparoo will collect and store your basic personal data that you have provided, to contact you regarding the information you have requested using the methods you have agreed to. We will retain this information to maintain ongoing contact and promote the legitimate marketing interests of Kamparoo.

Your marketing data will be kept with us until you inform us that you no longer wish to receive such information, or request that your information is erased. You can opt out of receiving marketing communications at any time by phone, email, or through our website. We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy or as required by law. Once the data is no longer needed, we will securely delete or anonymize it.

Data Storage and Processing

The data directly collected from you will be stored within the UK. However, website analytics may be processed by third-party services, such as Google, which may store this data outside the European Economic Area (EEA) in compliance with the EU-US Privacy Shield. By submitting your personal data, you consent to this retention and processing of data which may be used in activities such as fulfilling your order, processing payment details, providing support services, and conducting marketing activities.

Sharing of Data

Kamparoo does not sell or share your personal data with third parties unless necessary to fulfil legal obligations, contractual requirements, or marketing activities. We will only collect personal data that is essential for the provision and management of the services outlined in this policy.

Security

At all times, Kamparoo will take all reasonable steps to ensure that your personal data is treated securely and in accordance with GDPR and other relevant data protection legislation.

Your Rights

Under the GDPR, you have the following rights regarding your personal data:

- The right to access the personal data we hold about you
- The right to correct any inaccurate or incomplete information
- The right to request the deletion of your data under certain conditions
- The right to restrict or object to the processing of your data
- The right to data portability, allowing you to request a copy of your data in a structured format
- The right to withdraw consent for marketing communications at any time

If you wish to exercise any of these rights or if you have any questions or concerns about the data we hold, please contact us using the details below.

If you have any questions or wish to exercise your rights regarding your personal data, please contact us.

This Data Protection Policy is reviewed regularly to ensure that it aligns with current laws and best practices. Any updates or changes will be communicated to you promptly.

4. Emergency Evacuation Procedure

At Kamparoo, the safety of all children, staff, and visitors is our priority. This procedure outlines the steps to follow during an emergency that requires evacuation from the camp facility. It ensures the safe and efficient evacuation of everyone on-site.

Purpose

The aim is to ensure prompt and safe evacuation in emergencies, such as fire, gas leaks, bomb threats, severe weather, or other dangerous situations.

Evacuation Plan

The location has a clear evacuation plan, displayed in key areas, showing:

- Exit routes
- Emergency exits
- Assembly points
- Emergency equipment locations

Roles and Responsibilities

Camp Manager: Oversees the evacuation process and liaises with emergency services.

Designated Fire Marshals: Assist in guiding children to safety, help with special needs, and perform headcounts.

Staff Members: Ensure children evacuate calmly and are accounted for at the assembly point.

Children: Follow staff instructions and remain calm.

Alarm and Notification

Upon an emergency, an evacuation alarm (e.g., fire alarm, air horn, whistle) will sound. The Camp Manager will announce the emergency and guide evacuation. Staff will immediately stop activities and lead children to exits calmly.

Immediate Action: Staff will guide children to the nearest exit in an orderly manner.

Exit Routes: All exits will remain clear and accessible.

Assisting Special Needs: Children with special needs will be assisted with evacuation.

Headcount: Once outside, staff will perform a headcount to ensure everyone is accounted for.

Assembly Point: Everyone will gather at a safe assembly point away from the building.

Re-entry: Re-entry will occur only once deemed safe by emergency services or the Camp Manager.

The Camp Manager will contact parents/guardians once it is safe, providing instructions on where to collect children.

Special Considerations

- Visitors will be escorted to the assembly point.
- A first aid-trained staff member will manage any medical needs during evacuation.
- Staff will be aware of children's medical needs and ensure any required medication is taken during evacuation.

Staff Training and Drills

- **Training:** Staff will receive regular training on evacuation procedures.
- **Evacuation Drills:** Evacuation drills will be conducted at least once every camp season to ensure preparedness.

Once evacuated, the Camp Manager will liaise with emergency services for guidance on re-entry or alternative arrangements. A debrief will take place after every evacuation to assess and improve the procedure.

Children will only return to the camp once it is confirmed safe to do so. If not, parents/guardians will be notified for collection. This procedure will be reviewed regularly to ensure its effectiveness, and any updates will be communicated to staff and parents.

5. Equality Policy

At Kamparoo Activity Camps, we are committed to providing a safe, inclusive, and caring environment where every child is treated with respect and dignity. We adhere to the principles of equality, diversity, and inclusion in everything we do, ensuring that all children, including those with additional needs, have an equal opportunity to thrive and participate in our activities.

Our policy aims to foster a welcoming and supportive environment, free from discrimination, harassment, or prejudice. We ensure that our practice is aligned with current legislation, including the Equality Act 2010, and follows the guidelines set by Ofsted for childcare services.

Kamparoo Activity Camps will ensure that:

We will respect the diverse racial, cultural, religious, and linguistic backgrounds of all children and staff, and promote an understanding of the value of diversity in a multiethnic society. We aim to celebrate and acknowledge the uniqueness of each individual.

We will not tolerate discrimination based on disability, sex, age, race, sexual orientation, family status, or any other protected characteristic. All children will be valued as individuals and supported in a way that promotes their personal growth and well-being.

We will encourage all children to express and celebrate their cultural and religious identity through a variety of resources, activities, and events designed to reflect their backgrounds and foster a sense of pride and belonging.

We will create an atmosphere that helps children feel good about themselves and others by encouraging positive attitudes towards diversity and promoting inclusive practices. We will celebrate the differences that make us all unique individuals.

Our services will be accessible to all families and children in the local community. We will work to remove barriers to participation and ensure that our camps are inclusive for everyone.

We are committed to ensuring that our recruitment policies and procedures are open, transparent, and free from discrimination, in line with Ofsted's safeguarding and recruitment standards.

Kamparoo Activity Camps will adhere to the legal requirements of the Equality Act 2010 and other relevant legislation to provide an inclusive and non-discriminatory environment for all children, parents, and staff.

We will regularly monitor and review the effectiveness of our inclusive practices and undertake an Inclusion Audit on an annual basis. This will help us identify areas for improvement and ensure we continue to meet the needs of all children.

Kamparoo Activity Camps will challenge any inappropriate attitudes or practices by:

- Engaging children and adults in open discussions about equality and respect.
- Displaying positive images of race, disability, and diversity in our materials and activities.
- Encouraging staff to model anti-discriminatory behaviour at all times, creating a positive and inclusive atmosphere.

Supporting Children with Additional Needs

Kamparoo Activity Camps recognises that every child is unique, and some children may require additional support to fully engage in our camp activities. We are committed to ensuring that children with additional needs or medical conditions are able to participate wherever possible.

Parent/Carer Responsibility

It is the responsibility of the parent or carer to inform us of any medical conditions, special educational needs, or disabilities at the time of booking, whether online or via phone. We request that this information is provided as early as possible to ensure we can make reasonable adjustments and prepare to support the child's needs.

Assessing Individual Needs

After receiving details of a child's needs, a member of our team will speak to the parent/carers to discuss specific requirements and assess how best to accommodate the child. We will consider reasonable adjustments, available resources, and staffing ratios to ensure the child can participate fully and safely in camp activities.

Documentation

In some cases, we may request relevant documentation such as an Education, Health, and Care (EHC) plan or other professional reports to better understand the child's specific needs and provide appropriate support.

If a child is unable to cope within these ratios, we may need to ask the parent/carers to collect their child. No refund will be issued in this case.

One-to-One Support

While we do not provide one-to-one support as part of our standard staffing, we are open to accommodating children who require one-to-one assistance by allowing parents/carers to attend and provide the necessary support, provided they meet Kamparoo's safer recruitment standards.

Trial Period

If a child requires additional support or has specific needs, Kamparoo Activity Camps may offer a trial period to assess how well the child integrates into the camp environment. Following this, we reserve the right to review future bookings to ensure we can continue to meet the child's needs.

Kamparoo Activity Camps is dedicated to making every child's experience positive, enriching, and inclusive, and we will continue to review and improve our practices to ensure that every child has the opportunity to thrive in our care.

6. Health and Safety Policy

At Kamparoo, we are committed to maintaining the health and safety of all children, staff, and visitors. We comply with the Health and Safety at Work Act 1974 and the Workplace (Health, Safety, and Welfare) Regulations 1992, always ensuring a safe environment.

Insurance

Kamparoo holds appropriate insurance coverage, including Employer's Liability Insurance and Public Liability Insurance, for the protection of all involved.

Staff Responsibilities

Staff are responsible for:

- Ensuring a safe environment for everyone.
- Taking care of their own and others' health and safety.
- Reporting accidents or incidents immediately.
- Completing required health and safety training.

Failure to follow safety procedures may result in disciplinary action.

Management Responsibilities

Kamparoo's management ensures:

The premises are clean, safe, and well-maintained.

Health and Safety policies are regularly reviewed.

Staff are trained and informed of safety protocols.

All accidents and incidents are properly reported.

Premises and Equipment Management

Premises are maintained to ensure a safe and clean environment, with appropriate lighting, ventilation, and temperature.

Chemicals and cleaning materials are stored safely, in accordance with COSHH.

Equipment is regularly checked for safety and properly stored.

Security and Access Control

Children cannot leave without written parental consent. All external doors and/or gates remain locked except for fire exits, which are alarmed. Visitors must sign in and never be left alone with children.

Hygiene and Health Protocols

High hygiene standards are maintained to prevent the spread of infection. Children and staff wash hands before meals and after using toilets. Waste is disposed of safely, with all bins covered.

Managing Illness and Body Fluids

Spillages of body fluids will be cleaned immediately according to our Intimate Care Policy. If a child becomes unwell, staff will notify parents/guardians for immediate collection if needed.

Staffing Levels and Supervision

Kamparoo ensures appropriate staff-to-child ratios based on the number and needs of children.

Risk Assessments

Daily environmental checks and risk assessments are conducted to identify potential hazards. All activities and equipment are assessed for safety before use.

Emergency Procedures

Kamparoo has established emergency evacuation and medical procedures, which are regularly practiced.

Refer to the following related policies:

- Illness and Accidents
- Intimate care policy
- Emergency Evacuation Procedure
- Risk Assessment Policy

- Administering Medication Procedure

Kamparoo ensures that health and safety is integral to providing a positive and secure environment. This policy will be reviewed regularly to remain current with regulations.

7. Illness and Accidents Policy

At Kamparoo, the health and well-being of the children in our care are our top priority. This policy outlines the steps we take in the event of illness or accidents, ensuring a safe and healthy environment for all.

Illness

Children with contagious illnesses must remain at home to prevent the spread of infection. Children should stay home for at least 48 hours after symptoms end, including after vomiting or diarrhoea.

If a child becomes ill during the camp day, they will be separated from other children and monitored by a staff member until a parent or guardian can collect them.

We ask that parents notify us of any infectious conditions to help prevent outbreaks at camp.

Medication

Kamparoo will only administer prescribed medication in line with our Administering Medication Policy. Parents or guardians must complete the required form for any medication that needs to be administered during camp.

Essential prescribed medications (such as asthma inhalers or epi-pens) must be handed directly to the Camp, who will ensure the medication is stored securely and accessible when needed.

Accidents and First Aid

In the event of an accident, first aid will be provided by a trained staff member immediately. Incident Reports will be completed for all accidents, detailing the nature of the injury and the action taken. We will inform parents of bumps and bruises via email or text message. In the unlikely event that something more serious occurs on camp, this will result in a phone call and an accident/incident form upon collection.

Emergency Medical Procedures

In case of an emergency, the Camp Manager or designated staff member will contact emergency services and inform them of the situation. Parents or guardians will be contacted immediately if a child's injury or illness requires further attention or hospital treatment.

Parent Responsibilities

Parents are required to provide accurate medical information about their child, including any known allergies, medical conditions, or special needs. Emergency contact information must be kept up to date, and parents must ensure they are reachable during camp hours. We appreciate your cooperation in adhering to this policy.

8. Intimate Care Policy

At Kamparoo, we prioritize the health, safety, and dignity of every child in our care. This policy outlines our commitment to providing a safe environment and ensuring children's intimate care needs are met with respect, sensitivity, and professionalism. Our goal is to create an environment where every child feels safe, respected, and supported, and where all health, safety, and intimate care needs are met professionally and with sensitivity.

Intimate Care

Intimate care refers to any task involving personal hygiene or bodily functions, such as toileting, washing and dressing. At Kamparoo, we ensure that all intimate care is carried out with the child's safety, dignity, and privacy maintained at all times.

Staff and Best Practice: Intimate care will be carried out by staff in a professional manner. Staff will explain each task to the child and encourage them to do as much as possible independently. For children requiring regular intimate care, we aim to have two staff members involved to reduce reliance on a single caregiver. Parental preferences will be considered.

Safeguarding and Training: Staff receive training in safeguarding and child protection to always ensure the child's safety. If a child expresses discomfort with a particular staff member, the issue will be investigated, and parents will be informed. If necessary, external advice will be sought.

Protecting Children

Kamparoo follows the guidance from the Local Safeguarding Authority and ensures that all staff are familiar with the Working Together to Safeguard Children (2013) guidelines. We are committed to protecting children from any form of harm and addressing any concerns immediately.

Physical Concerns: Any concerns about marks, bruises, or injuries will be reported to the Camp Manager or Designated Safeguarding Lead (DSL), and the Safeguarding Policy will be followed.

Allegations: If a child makes an allegation about a staff member, the Safeguarding Policy will be strictly followed to ensure the matter is properly addressed.

Parental Involvement

Before the start of camp, parents are asked to provide details of their child's intimate care needs to ensure their comfort and well-being. We will work closely with parents to meet these needs and ensure the child's dignity and safety.

9. Mobile phones and wearable technology

As mobile phone ownership becomes more common among young people, it's important for Kamparoo staff, children, and their parents/guardians to ensure that mobile devices are used in a safe and responsible manner during camp activities.

Mobile phones and wearable devices are not permitted at Kamparoo and may be confiscated and inspected if found.

Kamparoo has put in place the following rules and guidelines for mobile phone use to ensure everyone has a safe and enjoyable experience at camp.

Potential Issues with Mobile Phones & Wearable Devices

Mobile devices can create several problems, including:

Risk of Theft: Due to their value, mobile phones can make children vulnerable to theft.

Damage Risk: Phones and wearables could be damaged while participating in active outdoor activities.

Peer Pressure: Devices can cause social challenges, such as envy or teasing, leading to conflicts or bullying.

Distraction: Even if phones are silent, texting and notifications can disrupt group activities and affect everyone's experience.

Privacy Concerns: Phones with cameras can lead to potential privacy and child protection issues if images are captured or shared inappropriately.

Responsibilities

Prohibited Devices: Children should not bring mobile phones or wearable devices to camp. Parents/guardians are encouraged to discourage bringing these items as they can be lost or stolen.

Exceptions for Travel: If a child has permission to walk to and from camp on their own and needs a phone for safety, the device will be securely stored by Kamparoo staff until the child leaves the camp premises. This also applies if a child is going home with a different adult after camp and required storage during the camp day.

Confiscation Policy: If a child is found with an unauthorised mobile phone or wearable device, the device will be taken and returned only to the child's parent/guardian after camp.

Smartwatches: Only smartwatches without camera or data functions may be used, and they are to be used solely for checking the time.

Right to Inspect: Kamparoo staff reserve the right to inspect any child's mobile phone or wearable device at any time for safety reasons, with two staff members present during the inspection.

Privacy Protection: Children should not share their mobile phone numbers with anyone at Kamparoo to protect their privacy and avoid receiving unwanted messages or calls.

No Liability for Loss or Damage: Kamparoo is not responsible for replacing or compensating for lost, stolen, or damaged mobile phones or wearable devices during camp.

10. Missing Child Policy

To reduce the chances of such an event, staff members conduct regular headcounts, especially when transitioning children between activities or locations across all camp sites.

If a child goes missing, the following actions will be immediately taken:

1. **Alerting Staff:** All staff will be immediately informed that a child is missing, and the situation will be handled promptly.
2. **Searching the Area:** Staff will quickly begin a thorough search of the premises, including indoor spaces, outdoor areas, and any surrounding environments where the child may be.
3. **Timeframe for Action:** If the child has not been found within 10 minutes, a fire drill procedure will take place.
4. **If the child still has not been found** the camp manager will contact local authorities (police) to report the missing child. **Informing the Parents/Guardians:** The camp manager will also contact the child's parents or guardians, informing them of the situation.

5. **Ongoing Search:** While waiting for the police and the child's parents/guardians to arrive, staff will continue searching the area and surrounding locations for the child.
6. **Maintaining Routine:** For the safety and well-being of the remaining children, the regular routine will be maintained as much as possible, ensuring they feel secure and comfortable.
7. **Coordinating with Authorities:** The camp manager will work closely with law enforcement and the child's parents/guardians to assist in resolving the situation as quickly as possible.
8. **Recording the Incident:** The incident will be documented in the camp's Incident Log, detailing all actions taken and the timeline of events.
9. **Review and Evaluation:** A full review of the incident will be conducted after the child has been safely located. This review will include an evaluation of the camp's procedures, staff response, and any other relevant factors. If necessary, improvements or changes to current policies and practices will be made to prevent similar incidents in the future.
10. **Regulatory Reporting:** If the police or social care services are involved, Kamparoo will inform the appropriate regulatory bodies, including Ofsted (or other relevant authorities, depending on local regulations), as part of our duty of care and compliance.

Additional Safety Measures

Each activity and transition will be supervised by a sufficient number of trained staff to ensure all children are always accounted for. Special attention will be given to high risk situations such as outdoor excursions, transport between sites, and large group activities. All staff will receive ongoing training in emergency response procedures, including how to conduct searches, liaise with authorities, and manage the emotions and concerns of children who may be affected by such incidents.

11. Risk Assessment Policy

At Kamparoo, the safety and well-being of every child, staff member, and visitor is our utmost priority. To maintain a secure environment and ensure a high standard of care, we implement a comprehensive risk assessment process. This process allows us to identify, evaluate, and manage risks effectively, adhering to current health and safety legislation and safeguarding requirements.

Kamparoo is committed to creating a safe space where all children can enjoy their activities while being fully protected from any potential hazards. This policy outlines the framework for conducting risk assessments, responding to identified risks, and continuously improving our safety measures.

Objective

The objective of our risk assessment policy is to:

- Identify potential hazards across all activities, equipment, and environments at Kamparoo.
- Assess and manage the risks associated with those hazards.
- Implement control measures to eliminate or reduce risks to an acceptable level.
- Ensure a safe environment for children, staff, and visitors.
- Meet legal and regulatory health and safety obligations.

Risk Assessment Process

Kamparoo's risk assessment process is an ongoing and systematic approach to managing risk. It involves the following key steps:

Identification of Hazards: All potential hazards associated with activities, equipment, facilities, and external conditions will be identified. This includes physical risks, health-related risks, emotional or psychological risks, and environmental risks.

Risk Evaluation: Once hazards are identified, we will evaluate the level of risk they pose by considering their likelihood and potential impact. This process helps prioritize which risks need immediate attention and what control measures are necessary.

Implementation of Control Measures: Appropriate actions will be taken to reduce or eliminate identified risks. These measures may include:

- Modifying activities or equipment.
- Adding extra staff for supervision or support.
- Using safety equipment, such as helmets, pads, or protective gear.
- Adjusting the environment, such as securing areas or improving lighting.
- Providing clear guidelines and instructions to children and staff.

Monitoring and Review: Risk assessments will be reviewed regularly to ensure they are effective. The camp manager will oversee ongoing safety measures, make adjustments as needed, and conduct follow-up assessments. If new hazards are identified, immediate action will be taken to update control measures.

Staff Involvement and Communication: All staff members are actively involved in identifying risks and implementing safety protocols. Staff will receive ongoing training and be encouraged to report any potential hazards. Additionally, parents and guardians will be informed of any risks related to their child's specific needs.

Types of Risks Assessed

Kamparoo evaluates a wide range of risks, including, but not limited to:

- **Physical Risks:** These include the risk of injury during activities such as sports or physical games.
- **Health Risks:** This encompasses allergies and medical conditions that may be present during camp activities.
- **Environmental Risks:** We assess environmental factors such as weather conditions, outdoor terrain, and the safety of camp facilities.
- **Psychological Risks:** This involves the potential for bullying, stress, or emotional distress among children due to activities or social interactions.
- **Transport Risks:** Risks associated with moving to and from various camp locations including the car park.
- **Equipment Risks:** We assess the safety of all equipment used in activities and ensure that it is maintained, cleaned, and inspected regularly.

When Risk Assessments Will Be Conducted

Risk assessments will be conducted and reviewed in the following situations:

- **New Activities or Resources:** Whenever a new activity, equipment, or resource is introduced, a risk assessment will be performed to evaluate any associated risks.
- **Changes to the Environment:** If there are any modifications to the camp facilities or the environment the relevant assessment will be updated.
- **Children's Specific Needs:** When a child's specific health or behavioural needs require additional supervision or adaptations, an individualised risk assessment will be carried out.

- **Routine Reviews:** Risk assessments will be reviewed regularly to ensure ongoing safety during camp operations.

Documentation of Risk Assessments

While not all risk assessments need to be formally documented, certain assessments will be recorded to ensure accountability and compliance:

Written Risk Assessments: Any assessments related to equipment, facilities, and activities will be documented. This includes the specific risks identified, control measures implemented, and follow-up actions taken.

Incident and Accident Records: Any accidents or dangerous events will be recorded immediately, and a full report will be documented in the Incident Log. If the incident involves a child, the details will be kept on file. We monitor these records regularly to identify patterns and address any recurrent risks.

Daily Health and Safety Checks

To ensure that the environment remains safe throughout the day, Kamparoo conducts the following daily checks:

Pre-Session Inspections: Before the children arrive, staff will conduct a visual inspection of the entire camp including both indoor and outdoor areas to ensure that all equipment and facilities are safe and fit for purpose.

Ongoing Monitoring: During each session, staff will remain vigilant, watching for any new risks or hazards that may arise. Any potential danger will be addressed immediately.

If a hazard is discovered during a session, the staff member will take immediate action, such as isolating the area or addressing the situation directly. The camp manager will be notified.

Reporting and Feedback

All staff, children, and parents are encouraged to report any potential hazards or safety concerns they encounter. This collaborative approach helps ensure that our risk assessments are thorough and that all safety issues are addressed promptly.

12. Safeguarding (Child Protection) Policy

Kamparoo is committed to creating and maintaining a safe environment where children are protected from harm, abuse, and radicalisation. This Safeguarding Policy outlines our commitment to safeguarding children, and the procedures we follow to ensure their welfare whilst they are in our care. We are committed to providing a safe and supportive environment where children can thrive and grow, free from harm and neglect.

This policy applies to all staff, volunteers, and anyone working at Kamparoo, and it reflects our commitment to following national and local guidelines on safeguarding and child protection.

Purpose of the Policy

The purpose of this policy is to:

- Protect children from abuse, neglect, and exploitation.
- Provide staff and volunteers with the necessary information and procedures for identifying and reporting concerns.
- Establish a framework for responding to concerns, including disclosures of abuse or signs of harm.

- Ensure compliance with relevant legislation and regulatory requirements.

Legal Framework

This policy is designed to comply with the following:

- The Children Act 1989 and 2004
- The Safeguarding Vulnerable Groups Act 2006
- Working Together to Safeguard Children (2015)
- What to Do If You're Worried a Child Is Being Abused (2015)
- The Prevent Duty (2015)
- Ofsted regulations and guidance

Designated Safeguarding Lead (DSL)

The Designated Safeguarding Lead (DSL) is responsible for overseeing child protection issues at Kamparoo.

- DSL: Hector Bevitt-Smith
- Deputy DSL: Camp Manager

The DSL will ensure that all staff are aware of this policy and have received appropriate training in safeguarding and child protection.

Types of Abuse

Child abuse is defined as any action or inaction that results in harm or injury to a child. The four main types of abuse are:

- **Physical Abuse:** Any physical harm inflicted on a child, including hitting, shaking, burning, or poisoning.
- **Emotional Abuse:** Persistent emotional maltreatment that results in harm to a child's emotional health and development.
- **Sexual Abuse:** Involvement of a child in sexual activities, including grooming, inappropriate touching, or exposing the child to sexual content.
- **Neglect:** The failure to provide for a child's basic needs, including food, shelter, supervision, and medical care.

Peer-on-Peer Abuse

Children may also be vulnerable to abuse by their peers. Peer-on-peer abuse includes:

- Bullying
- Sexual harassment or abuse
- Physical harm or threats Staff must be vigilant to the signs of peer-on-peer abuse, and all allegations will be treated seriously, following the same procedures as for other types of abuse.

Radicalisation and Extremism

Kamparoo is committed to protecting children from the risk of radicalisation and extremism. Radicalisation refers to the process by which an individual comes to support terrorism or extremism. Vulnerabilities that may increase a child's risk include:

- Feeling isolated or alienated
- Seeking a sense of belonging or identity
- Exposure to extremist ideologies online or offline Staff are trained to spot

signs of radicalisation, such as:

- Sudden changes in behaviour (e.g., becoming withdrawn or aggressive)
- Expressing extremist views or justifying violence
- Possessing or sharing extremist materials

If staff have concerns that a child may be at risk of radicalisation, they will immediately report it to the DSL.

Signs of Abuse and Neglect

Signs that a child may be experiencing abuse or neglect include:

- Unexplained injuries or marks
- Significant changes in behaviour (e.g., becoming withdrawn, aggressive, or anxious)
- Fear of a particular person or place
- Inappropriate comments or disclosures from the child
- Unusual or inappropriate sexual behaviour
- Deterioration in academic or social performance

Procedures for Responding to Concerns

If a staff member has concerns about a child's safety or well-being, they must:

1. **Listen to the child:** Reassure the child that they are believed, but do not press for details or ask leading questions.
2. **Record the Concern:** The staff member must record the details of the concern or disclosure, including dates, times, and specific words used by the child.
3. **Report the Concern:** The staff member should report the concern immediately to the DSL or a deputy, who will decide the next steps.
4. **Referral to Social Care:** If necessary, the DSL will make a referral to local social services or Ofsted if the concern is serious or ongoing.

Logging a Concern

All concerns, allegations, or disclosures must be logged using the Logging a Concern form.

The form should include:

- Date and time of the concern or disclosure
- The child's name and date of birth
- A factual account of what happened, using the child's own words if applicable
- The name and position of the staff member making the record
- Any immediate actions taken and referrals made

Allegations Against Staff or Volunteers

If an allegation of child abuse is made against a staff member or volunteer, Kamparoo follows the procedures below:

Immediate Actions

The DSL or deputy will report the allegation to the Local Authority Designated Officer (LADO) and, if appropriate, Ofsted.

The allegation will be documented using **an** Incident Record Form.

Investigations

The LADO will advise on whether an external investigation is required. If the allegation is of a criminal nature, the police will be informed.

If the allegation involves possible harm to a child, the staff member may be suspended while the investigation is conducted.

Outcome and Actions

No Further Action: If the investigation finds the allegation to be unsubstantiated, the staff member will be reinstated.

Disciplinary Action: If the allegation is substantiated, appropriate disciplinary action will be taken, including dismissal if necessary.

Referral to DBS: If the staff member poses a risk to children, a referral will be made to the Disclosure and Barring Service (DBS).

Ofsted: Ofsted will be informed of the outcome if the allegation results in suspension or dismissal.

Staff Training and Awareness

Kamparoo will ensure that all staff:

- Receive regular training on safeguarding and child protection, including understanding signs of abuse and neglect.
- Are familiar with the Safeguarding Policy and procedures.
- Are aware of their statutory duty to report concerns.
- Have access to appropriate resources, such as the Safeguarding File, which contains guidance on procedures and contact details for local authorities.

Monitoring and Review

This policy is reviewed annually to ensure that it remains up to date with changes in legislation, guidance, and best practice. Staff will be involved in the review process, and any changes will be communicated promptly.

13. Staff Behaviour Policy

At Kamparoo, our staff are trusted role models who play a vital role in creating a safe, supportive, and fun environment for children. This policy outlines the standards of behaviour expected from all team members while representing Kamparoo.

Professional Conduct

Staff must always act respectfully and responsibly. This includes interactions with children, parents, colleagues, and visitors. All children should be treated fairly and valued as individuals. Disrespectful, aggressive, or inappropriate behaviour is not tolerated and will lead to disciplinary action.

Dress Code

Staff are expected to dress in a way that is practical, professional, and appropriate for active work with children. Kamparoo uniform T-shirts and name badges must be worn at all times. Suitable sports-style shorts/tracksuit/leggings and clean trainers are required. Clothing should allow for free movement during activities.

Confidentiality & Social Media

All information relating to children, families, or Kamparoo operations must remain confidential. Staff must not share any photos, names, or details online without written

permission from management. Breaches of this policy may result in disciplinary action.

Mobile Phones & Photography

Personal phones must be kept out of sight during working hours unless necessary. Personal devices must never be used to take photos. Only authorised equipment may be used, and only with the proper consent.

Smoking, Alcohol & Drugs

Smoking (including the use of e-cigarettes and vaping) is not permitted anywhere on Kamparoo sites, including outdoor areas. Staff must not consume or be under the influence of alcohol or illegal drugs while working. Any medication that may impact a staff member's ability to carry out their role safely must be disclosed to management and stored securely away from children.

Gross Misconduct

Immediate dismissal may occur in cases of gross misconduct. This includes (but is not limited to):

- Any form of abuse or neglect
- Physical violence or intimidation
- Breach of safeguarding procedures
- Theft or dishonesty
- Being unfit for work due to drugs or alcohol
- Taking unauthorised photos of children
- Serious health and safety violations

All incidents will be investigated in line with Kamparoo's Disciplinary Policy.

14. Uncollected Child Policy

At Kamparoo, the safety and wellbeing of every child in our care is our highest priority. It is the responsibility of parents and carers to collect their children on time at the end of each session. This policy outlines the steps we take if a child is not collected promptly.

Late Collection Procedure

Up to 15 Minutes Late (after 5:30 PM, up to 5:45 PM)

- Parents/carers must notify the Camp Manager if they are running late.
- Upon arrival, they will be reminded of the importance of prompt collection and our late collection policy.
- A late collection fee is not charged during this window, but repeated lateness will be recorded and may lead to further action.

15 to 30 Minutes Late (after 5:45 PM)

- A late collection fee of **£10 per child** will automatically be charged.
- The Camp Manager will attempt to contact the parent/carer using the numbers provided.
- If there is no response, emergency contacts listed on the registration form will be called.
- The child will remain supervised by at least two members of staff until collected.

- Repeated late collections may result in future bookings being suspended or refused.

Over 45 Minutes Late (after 6:15 PM)

- If no contact has been made with a parent, carer, or emergency contact by 6:15 PM, Kamparoo may contact **Children's Social Services** to seek guidance or assistance.
- The child will remain in the care of Kamparoo staff until a safe handover can be arranged.

- If the child must be moved offsite, a clear note will be left at the collection point, and a message will be left for the parent with full details.

Persistent Lateness

All incidents of late collection are recorded. If a parent or carer is persistently late, Kamparoo reserves the right to:

- Discuss the issue formally with the parent or carer.
- Refuse future bookings if the issue continues.
- Involve external agencies if repeated lateness becomes a safeguarding concern.

15. Visitor Policy

Kamparoo is committed to providing a safe, secure, and welcoming environment for all children in our care. To maintain high safeguarding standards, we follow clear procedures when welcoming any visitors to our sites.

Purpose of Visits

Visitors are only permitted on Kamparoo premises if they have a valid reason, such as professional meetings, inspections, maintenance work, or invited educational or enrichment sessions. All visits must be pre-approved by the Camp Manager unless there are exceptional circumstances.

Arrival and Check-in Procedure

All visitors must report directly to the Camp Manager or designated staff member upon arrival.

Visitors must sign in using the Visitor Log, including:

- Full name
- Organisation (if applicable)
- Reason for visit
- Time of arrival

Photo identification will be checked, and the check will be recorded in the log.

If there is any doubt about a visitor's identity, staff may contact the relevant organisation for verification or refer to the Camp Manager for a decision.

During the Visit

- All visitors will be given a Visitor Badge, which must be always worn visibly. Visitors are never permitted to be alone with children or to supervise activities unless all appropriate background checks (e.g. DBS) have been completed and verified.
- Visitors must be always accompanied by a Kamparoo staff member while onsite.

Departure

- Upon leaving, visitors must sign out, recording the time of departure.
- Visitor badges must be returned before leaving the premises.

Unplanned or Suspicious Visitors

Visitors without a valid reason will be asked to leave immediately.

If a visitor refuses to leave or acts suspiciously, staff will:

- Call the police
- Complete an Incident Record
- Notify the Camp Manager immediately

Volunteers, Contractors & External Providers

Individuals visiting regularly (e.g. entertainers, coaches, maintenance workers) must undergo safeguarding checks as appropriate.

Where checks are pending or unnecessary due to the nature of the visit, these visitors must remain under constant supervision.

This policy supports Kamparoo's commitment to safeguarding and ensuring that every child feels safe and secure throughout their time at camp.

16. Anti Bullying Policy

Policy Statement

At Kamparoo, we are committed to providing a caring, friendly, and safe environment for all children so they can play, learn, and thrive in a secure atmosphere. Bullying of any kind is unacceptable and will not be tolerated at our camps. If bullying does occur, all children should be able to tell a member of staff and know that incidents will be dealt with promptly and effectively.

Definition of Bullying

Bullying is behaviour that is:

- **Deliberately hurtful**
- **Repeated over time**
- **A power imbalance** (real or perceived)

Bullying can take many forms, including:

- **Physical** – hitting, kicking, taking belongings
- **Verbal** – name-calling, threats, teasing
- **Emotional** – exclusion, spreading rumours, intimidation
- **Cyber** – offensive messages via phones or online platforms

Aims of This Policy

- To prevent bullying by creating a positive and respectful camp culture
- To ensure children, staff, and parents are aware of our procedures
- To act swiftly and sensitively when bullying is reported
- To support both the child being bullied and the child displaying bullying behaviour

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Prevention Measures

We encourage positive behaviour and respect through:

- Clear behaviour expectations shared with children and parents
- Staff training to identify and manage bullying effectively
- Group activities that promote inclusion, cooperation, and empathy
- Regular check-ins with children to monitor wellbeing
- Open communication with parents and carers

Reporting and Responding to Bullying

If bullying is suspected or reported:

- The incident will be taken seriously and investigated immediately by the **Camp Manager** or **Designated Safeguarding Lead (DSL)**
- All parties involved will be spoken to separately and confidentially
- Records will be kept of the incident, conversations, and outcomes
- Parents/carers of all children involved will be informed
- Support will be provided for both the victim and the perpetrator

Consequences and Support

- If bullying is confirmed, the child responsible will be supported to understand their behaviour and its impact
- A clear behaviour agreement may be put in place
- Repeated or severe bullying may result in temporary or permanent removal from camp
- Victims will be offered emotional support and regular check-ins

Monitoring and Review

This policy is reviewed annually or after a serious incident. Feedback from staff, parents, and children is welcomed to ensure the policy remains effective and up to date.

17. Behaviour Management Policy

Policy Statement

At **Kamparoo**, we believe that a positive, consistent approach to behaviour supports children in learning how to respect themselves and others, make good choices, and feel secure in their

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environment. We aim to create a fun, supportive and inclusive camp culture where all children feel safe, valued, and encouraged to take part.

Aims

- To promote kindness, cooperation, and respect for all
- To encourage self-regulation and responsibility
- To ensure children and staff understand and follow consistent expectations
- To handle challenging behaviour fairly and sensitively
- To involve parents/carers and work together when support is needed

Our Behaviour Expectations

At Kamparoo, we use clear, age-appropriate language and visual prompts to remind children to:

- Be **kind** and considerate to others
- **Listen** when others are speaking
- Take care of camp **equipment and environment**
- Use **safe hands, feet and words**
- **Try their best** and join in with activities

These expectations are introduced on Day 1 and reinforced positively throughout camp.

Positive Reinforcement

We use praise, encouragement and reward systems to motivate good behaviour, such as:

- **Kamparoo Star of the Day**
- Verbal praise and recognition
- Stickers, certificates or small rewards
- Group achievements and team points
- Responsibility roles (e.g. equipment helper, buddy)

Managing Challenging Behaviour

When a child struggles to meet expectations:

Reminder – a gentle, clear prompt is given

Warning – the child is reminded of the rule and consequence

Time to Reflect – brief time away from the group to reset and reflect

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Conversation – a calm chat with a staff member about what happened and what can be done differently

Escalation – if behaviour continues or is serious, the Camp Manager or DSL is involved and parents/carers will be informed

Unacceptable Behaviour

Kamparoo has zero tolerance for:

- Physical aggression
- Bullying or discriminatory language
- Deliberate damage to property
- Repeated defiance or unsafe behaviour

In serious cases, temporary or permanent exclusion from camp may be considered to ensure the safety and wellbeing of all.

Supporting Individual Needs

We recognise that some children may need extra support. Where needed, we will:

- Use visual prompts or routines
- Offer regular breaks and calming strategies
- Work closely with parents/carers to understand needs
- Adjust activities or expectations to help children succeed

Staff Responsibilities

All staff will:

- Model respectful behaviour at all times
- Use consistent, fair approaches to guidance
- Build positive relationships with children
- Observe, record and communicate concerns to the Camp Manager or DSL
- Reflect as a team to improve practice

Parental Involvement

We value open communication with parents. We will:

- Share positive behaviour moments
- Inform you promptly if there are concerns
- Work together on strategies to support your child if needed

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18. Safe Recruitment Policy

Kamparoo is committed to creating a safe and positive environment for children by ensuring that every team member is suitable, qualified, and dedicated to safeguarding. Our recruitment procedures are designed to prevent unsuitable individuals from working with children and to maintain high standards of care and supervision.

Recruitment Advertising

All job adverts will clearly state Kamparoo's dedication to safeguarding children. We ensure that applicants understand the role involves working with children and that robust background checks will be part of the hiring process.

Application Process

Interested applicants will receive the following:

- A job description outlining responsibilities
- A person specification detailing the qualities and experience required
- An application form
- A copy of Kamparoo's Safeguarding Policy

Our application form requires:

- A full employment and education history (with explanations for any gaps)
- Details of two referees, one being a current or most recent employer (or a tutor if it's the applicant's first job)
- A declaration of any criminal convictions or relevant court orders under safeguarding legislation
- A signed confirmation that all information provided is accurate

We accept CVs only when accompanied by a completed application form.

Interviews and Assessments

Selected applicants will be invited for an interview.

During the interview:

- We ask consistent safeguarding-related questions
- We explore any gaps in employment or unclear information on the form
- Candidates may be asked to participate in a practical session or observation with children, supervised by staff

Candidates must bring/show at interview:

- Photo ID (passport, driver's licence, etc.)
- Proof of address (e.g., utility bill or bank statement)
- Original copies of any relevant qualifications
- Evidence of the right to work in the UK

Pre-Employment Checks

An offer of employment is subject to the following:

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- Satisfactory references (including safeguarding-specific questions)
- A clear **Enhanced DBS Check**, or a status check through the DBS Update Service
- A completed health declaration
- A signed statement confirming the candidate is not disqualified from working with children under the Childcare Act 2006

Photocopies of the successful candidate's ID and qualification documents will be securely stored.

Starting Employment

Before starting:

- Staff receive a contract and must sign to agree to Kamparoo's terms
- Staff receive all Kamparoo policies and must sign to confirm they've read and understood them
- Staff complete a structured induction, including safeguarding training and a review of our code of conduct

Ongoing Checks and Supervision

- New staff will not work unsupervised with children until we have received a satisfactory DBS certificate
- If an immediate start is necessary, a risk assessment will be conducted and the staff member will be supervised at all times until DBS clearance is confirmed
- DBS checks will be renewed every three years, and all staff will annually declare they remain suitable for work with children

Disqualification

Staff must declare whether they are disqualified from working with children, including indirect disqualification through living with or employing someone who is disqualified. Any staff found to be disqualified will have their employment terminated and relevant authorities will be informed.

Right to Work

Kamparoo complies with the Asylum and Immigration Act. All candidates must provide evidence of their legal right to work in the UK before their employment begins.

Kamparoo takes safeguarding seriously. Our recruitment process is designed to be fair, thorough, and above all, focused on keeping children safe.