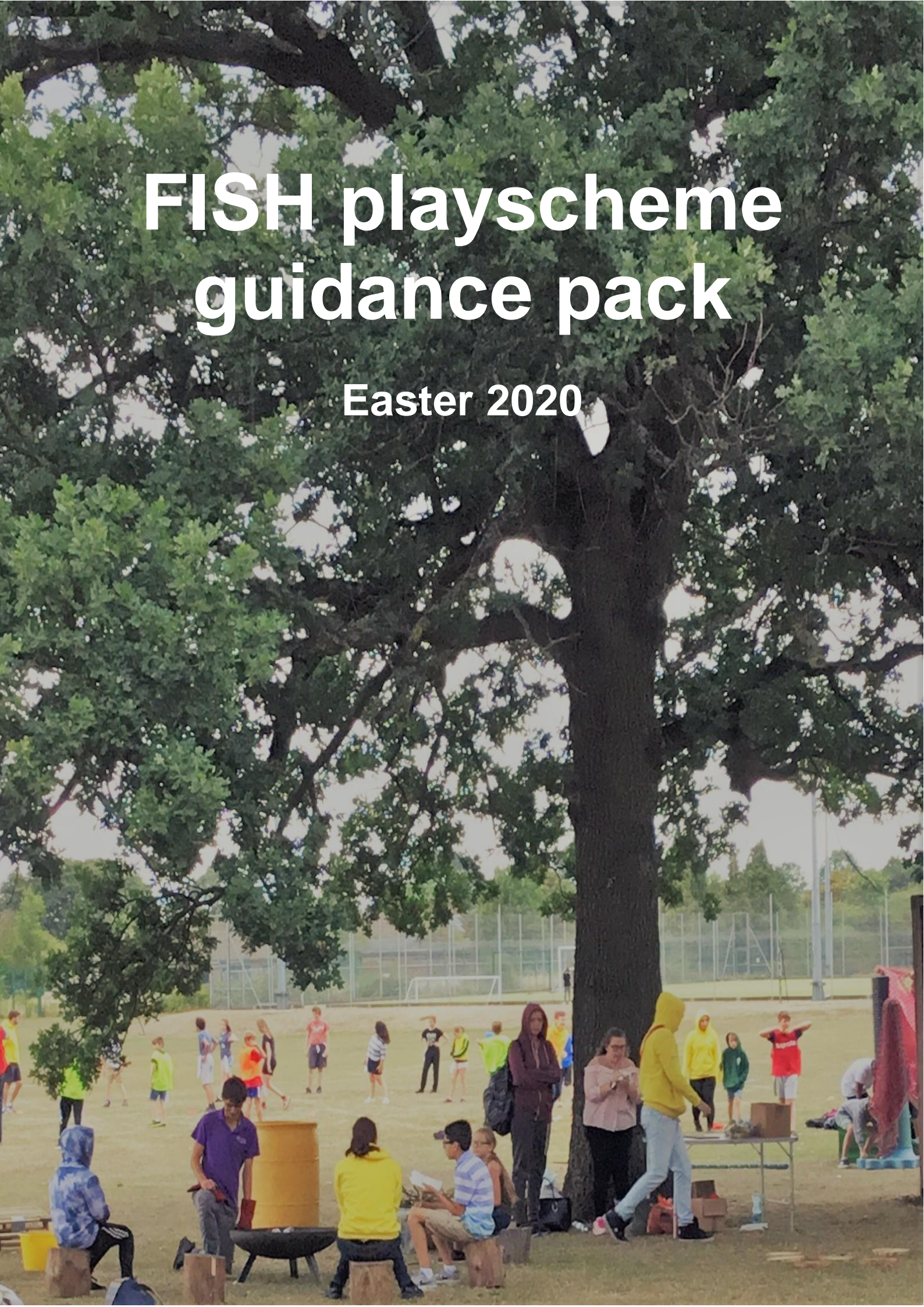


FISH playscheme guidance pack

Easter 2020





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1) Scheme location

Kings College
Southway
Guildford
Surrey
GU2 8DU

Tel: 07917 643631 (operational during FISH only)

Kings College is a large secondary school located in Park Barn near the university, Tesco and the Royal Surrey County Hospital.

2) Administration contact

FISH is funded, organised, managed and delivered by the Leisure Development Team at Guildford Borough Council.

Tel: 01483 444769

Email: leisureservices@guildford.gov.uk

Web: www.guildford.gov.uk/fish

In an **emergency** you can contact the FISH project manager, Amanda Pick: 07799 133608

3) Aims of the scheme

Research shows that play has many benefits for children, families and the wider community, as well as improving health and quality of life. Play teaches social skills such as sharing, taking turns, self-discipline and tolerance of others. Children's lives are enhanced by playing creatively and children learn and develop as individuals; it assists in their emotional and intellectual development and mental health resilience which are core building blocks for their transition years.

The following objectives set our purpose for delivering FISH and what we hope to achieve;

- maximise the range of play and leisure opportunities available to young people by supporting freedom and choice in their play and leisure
- create a challenging space for young people where they are able to explore and test boundaries whilst being safe from unnecessary harm
- encourage young people's respect for others and offer opportunities for social interaction
- support young people's well being, health, development, knowledge, understanding and creativity through play and leisure opportunities
- offer young people with additional needs the opportunity and benefits of a mainstream setting through inclusive provision and support
- widen accessibility by challenging the barriers which prevent some young people from accessing opportunities for play and leisure and targeting those less advantaged groups and individuals

As all young people accessing FISH are over the age of 8 the scheme is exempt from Ofsted registration. However, we pride ourselves on delivering the scheme in line with Ofsted standards and best practice.



4) Staffing

- A significant amount of time is invested into the FISH recruitment process to ensure we employ caring, knowledgeable and enthusiastic staff
- we obtain references and undertake Disclosure and Barring checks for all of our staff, have robust recruitment procedures and provide a comprehensive training programme each year
- there will be at least 1 member of staff for every 12 young people at all times on FISH
- the **FISH Site Manager** has overall responsibility for on site management, staffing, coordination and the delivery of the scheme and is based on site throughout the scheme
- **Activity Leaders** are responsible for the coordination and delivery of all day trips
- **Playworkers** are responsible for the delivery of all on-site activities
- **Key Workers** provide one to one support to young people with special needs or a disability
- **Buddy's** are Playworkers who in addition, provide arms-length support to young people
- **Volunteers** are given the opportunity to gain valuable experience by supporting the Activity Leaders and Playworkers

5) Dates and times

Easter – Monday 6 April to Thursday 9 April 2020

	Drop Off	Collection
Standard Day	10am	4pm to 4.15pm
Extended Day	8.30am	5pm

- all young people must arrive and leave promptly at the above times
- we do not staff the reception area at other times, if you need to collect your child at an alternative time, please contact the senior team on the FISH mobile number
- the times that your child is booked onto (extended or standard) applies to every day that they are attending for the whole week, even if they are booked onto a day trip

6) Signing in and out

It is important that every child is signed in and out of the scheme correctly. Please assist us in doing this by:

- ensuring your child knows the arrangements you have made for them
- following the directions of FISH staff
- being patient
- having an understanding of the procedure as stated below

On arrival your child will need to sign in with FISH staff at **main reception** for the days they are onsite. When on a day trip, they will need to sign in at the '**day trip reception**', located just beside the main reception. They will be given a colour coded wristband, which they will need to wear throughout the day.



Key Workers: If your child is on **standard day times** and has a Key Worker, they will meet your child at the separate Key Worker reception, located on the far left of the school front. We have provided this for young people who have mobility issues or who may get anxious queueing with the main crowd of young people. As their week progresses your child may wish to use the main entrance, please discuss this with your Key Worker so they know your child's preference. Young people with a Key Worker on an **extended day** will meet daily in the main reception.

On departure if you have indicated during the booking procedure that your child is to be signed out by an adult, we will not be able to allow your child to leave unless you are present in reception. **It is important your child knows the procedure for the end of the day;** whether they need to be signed out by an adult, are allowed to leave by themselves, or are getting on the FISH bus home. Please ensure all wristbands are returned at the end of the day.

Key Workers: If your child has a Key Worker, they will be exiting via the main entrance. If you would prefer to use the Key Worker entrance, please advise your child's Key Worker so they know where to meet you.

Uncollected children

If a child is not collected from the scheme at the correct time the following staged process will be followed:

- contact to be attempted with parent/carer
- contact to be made with emergency number on child's information sheet
- contact to be made with the police
- contact to be made with duty officer at Children's Social Care

7) Transport

- FISH transport to and from the scheme is available to those booked onto the standard day only
- FISH transport to and from the playscheme is provided on the understanding that the journeys are not supervised by a member of the FISH staff
- children using the FISH transport will be allowed to leave their bus drop off point unsupervised at the end of the day, it is the parents/carers responsibility to make arrangements for their child to be collected from the bus stop if necessary
- we reserve the right to withdraw the service if your child's behaviour is considered to be unacceptable
- the bus will not wait for late comers
- seatbelts must be worn at all times
- the bus drivers are not permitted to stop at alternative or additional locations to those stated
- food or drink must not be consumed on the buses



Bus stops

Ash Manor School, Manor Road, Ash, GU12 6QH (main car park)
 The Royal British Legion, Guildford Road, Normandy, GU3 2AW (main car park)
 St Mary's Church, Vale Road, Ash Vale, GU12 5JE (main car park)
 Ash Youth Centre, Ash Hill Road, Ash, GU12 5DN (driveway near main gates)
 Weyfield Primary School, School Close, Woking Road, Guildford, GU1 1QJ
 Emmanuel Church, Shepherd's Lane, Stoughton, Guildford, GU2 9SJ (main car park)

	Ash Manor School	St Mary's Church	Ash Youth Centre	Royal British Legion	Weyfield School	Emmanuel Church
Pick Up	9:10am	9:15am	9:20am	9:30am	9:45am	9:55am
Drop Off	5pm	4:55pm	4:50pm	4:40pm	4:25pm	4:15pm

8) Parking

Due to mini bus access and safety concerns, we politely request that parents dropping off and picking up their children at King's College use the **car park to the rear of the school** (off Park Barn Drive). Please do not park in the road, or in the residential area opposite the school.

Parents can access reception at the beginning and end of the day by using the pathway that leads from the rear car park to the front of the school.

Disabled parking is available in the front car park.

9) Wrist bands

Your children will be issued with a coloured coded wristband each day on arrival at the scheme. These have the FISH mobile number embossed on them to enable the child to contact senior FISH staff in an emergency. The allocation of wristbands is linked into the fire safety procedures. It is therefore important that all children wear their wristband throughout the day both on-site and on day trips. Please ensure wristbands are returned when your child signs out each afternoon to guarantee we have enough to go around.

10) Additional needs and inclusion

FISH is an inclusive scheme which employs experienced staff who can offer additional support to those young people who need it.

If your child has any additional needs, please complete an [Inclusion Form](#), the link to this can be found in your booking confirmation email and on our website. This will provide us with valuable information which will help us to establish the best way we can support your child and enable them to get the most from the scheme.

Please see section 6 regarding drop off and pick up for children with a Key Worker.



11) What to bring, what not to bring, do's and don'ts

- please encourage your child to bring a reusable bottle which can be refilled with water provided on site
- enough food and drink for the day- please encourage your child to make healthy choices in their food and drink
- any medication your child needs during the day (see section 17)
- sun cream, hat and plenty of drinks in hot weather
- weatherproof clothing, a change of clothes and change of shoes in cold or wet weather
- if your child is new to the scheme or has not attended in the last year, they must **bring a recent photo of them on their first day** (passport photo size with their name on the back)
- we would prefer young people not to bring in computer games or DVD's from home as some are not suitable for the younger children that attend the scheme. In addition to this, we cannot accept responsibility for these if they get misplaced, stolen or damaged
- young people are asked **not to take photos or film their peers or staff** on FISH without their explicit permission and are asked to respect other people's privacy
- we recommend that young people do not bring in a mobile phone, tablet, iPod or other electronic or valuable device in case it gets lost or damaged. If any devices are damaged or lost at FISH, Guildford Borough Council cannot be held responsible. The FISH Site Manager has a mobile phone for emergency use which can be used on behalf of the young people.

12) What to wear

On-site activities:

Your child will need to wear comfortable clothes and shoes, suitable for both indoor and outdoor activities in all weather conditions. Activities will range from dance, drama and arts and crafts, to free play, bushcraft and a variety of sports, so your child will need to come prepared for everything!

Play can be messy, so please allow your child to enjoy FISH by ensuring they wear or bring appropriate clothing that is ok to get messy or dirty in, for every day they attend.

In the summer months, we occasionally have wet play activities where a towel and change of clothes will be required for those wishing to take part. We will notify children of planned water fun during briefings in advance where appropriate depending on the weather forecast for the week.

Day trips:

Please note that day trips cannot be booked, cancelled or changed once bookings have closed for that week.

We do not consider rain to be a reason to cancel any activities, so please ensure your child is dressed appropriately according to the forecast.

Your child should bring a bottle of water and their packed lunch.

Activity	What to Wear / Bring
<ul style="list-style-type: none"> • VR Gaming 	Comfortable clothing and footwear.



• Paintballing	Outdoor clothing including a waterproof coat and footwear that is comfortable for running around outdoors. Trousers are essential. Overalls will be provided. A change of clothes, including shoes, is advisable in wet weather as you will get muddy.
• Fishing	Comfortable clothing and footwear. Waterproof coat. A change of clothes, including shoes as there is a chance of them getting wet.
• Wild Wood and Craggy Island	Comfortable clothing and enclosed footwear.

13) Policies and procedures

Full details of our terms and conditions, policies and procedures and risk assessments are available on request and will also be available on-site during the scheme.

14) Safeguarding

Staff working at FISH have a duty of care towards the children attending the scheme and this duty brings with it the responsibility to ensure that all efforts are made to safeguard children from suspected and actual harm. Children have a right to feel safe, and FISH staff, in partnership with parents/carers, have a responsibility to act on any concerns they may have regarding a child's welfare and well-being.

A senior member of staff is identified within FISH as the 'Designated Safeguarding Lead' (DSL), in their absence the 'Deputy Designated Safeguarding Lead' (DDSL) assumes this responsibility. The designated person undertakes specific training and accesses regular updates to developments within this field. The named DSL is the FISH Project Manager, Amanda Pick, the DDSL is the duty leisure development officer.

All suspicions and investigations are kept confidential and only shared with those who need to know. Any information is shared under the guidance of the Surrey Safeguarding Children's Partnership. Parents are normally the first point of contact. If suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of Surrey Safeguarding Children's Partnership does not allow this.

15) Accidents

Children want and need to have challenges and take risks when they play. The playscheme environment ensures that children are not exposed to unacceptable or unnecessary harm but does respond to the young people's needs by offering stimulating, challenging environments for exploring and developing their abilities. In this environment, minor accidents can happen. All staff are trained to be alert and all accidents are dealt with appropriately by a designated qualified first aider on site.

A record of your child's accident will be recorded using an accident form. As a matter of course we do not contact you specifically in relation to minor cuts and bruises. In the event of a serious accident, you will be contacted immediately, and your child will be taken to the Emergency Department at the Royal Surrey County Hospital. A member of the FISH team will attend the Royal Surrey and ensure a hand over is carried out with you on your arrival. **It is for this reason staff must have up to date photos of the young people and contact numbers for all parents.**



The named person responsible for first aid, accident and incident reporting at FISH is the Project Manager, Amanda Pick, or in her absence the duty leisure development officer.

16) **Sickness and absences**

- If your child is going to be late or is unable to attend, please call the FISH mobile number as early as possible
- your child will be required to stay on the school site during the day unless you provide us with prior consent for them to leave. We cannot take responsibility for anyone who deliberately leaves the site or day trip unsupervised and without parental / carer permission
- If you have indicated on your form that your child will be signed out by an adult but decide at a later date that you would like them to make their own way home, please notify senior FISH staff on the day
- due to the risk of infection, we may have to send participants home if they are displaying signs of certain illnesses. Please note children must be clear for 24 hours following a bout of diarrhea or vomiting.

17) **Medication**

We are able to administer medicines to your child if required, on request. All medication must be clearly marked with your child's name. You will need to complete a medicine administration form, giving us the necessary permissions. You can [download this form](#) from our website.

18) **Cancellation / refunds**

Refunds will only be given when a place or day trip is cancelled more than 14 days before the start of the scheme. Refunds cannot be given after this date. **Please note that once the bookings have closed no day trips can be booked, cancelled, changed or swapped.**

If your child decides that they do not want to attend their booked day trip, the parent or guardian will be contacted and informed. We may not have the capacity for them to attend the scheme on-site due to staff ratios, in this case, you will be asked to collect your child from Kings College.

19) **Lost property**

Lost property will be based in the Playzone at FISH. Guildford Borough Council cannot be held responsible for the loss of any personal items whilst attending FISH and anything not claimed at the end of the scheme will be disposed of. Please remind your child to check the lost property regularly.

20) **Anti-bullying**

We take bullying very seriously at FISH and reserve the right to exclude any bullies without a warning if we consider the issue to be serious. We will contact the relevant parents immediately if we have any concerns regarding bullying.

If your child feels threatened or are upset by anyone at FISH they must tell a member of FISH staff as soon as possible, who will do their best to resolve the situation.



We are in a better position to support your child and intervene when we are made aware of the circumstances at an early stage. **Please ensure your child is reminded and encouraged to communicate with staff if they have any issues.**

21) Behaviour

To try and make sure everyone is safe and enjoy their time at FISH we expect everyone attending to:

- arrive on time
- sign in and out at FISH reception
- come prepared for the day and the activities they would like to take part in
- be open to trying new experiences and give things a go
- accept responsibility for their own actions
- have respect for the venue, equipment and resources
- stay safe and look out for others
- be friendly, considerate and respectful to other children and adults on FISH

Acknowledging positive behaviour

STAR FISH FRIDAY



A CHANCE TO WIN PRIZES!

On Fridays we hold a free prize draw, open to everyone on FISH (for Easter 2020 this will take place on Thursday, due to the bank holiday).

All young people will be entered into the Star Fish Friday prize draw. Young people who receive a warning will be removed from the draw. Young people can be re-entered or entered multiple times by demonstrating positive behaviour or making personal achievements through the week. On Friday, those who have been entered into the draw will have the chance to win some special prizes.

Inappropriate behaviour

To ensure that all participants consider the impact of their behaviour has on the safety, wellbeing and enjoyment of others attending the scheme, FISH follows a warning system as follows:

Warning 1

Warning 2

Warning 3

Warning 4 (parents will be contacted)

Warning 5

Warning 6 (may be asked to leave FISH)

Any serious behavioural issues concerning a child will be communicated to parents immediately. We reserve the right to exclude a child if we consider the issue to be serious.



22) Comments and complaints

Guildford Borough Council have an ongoing commitment to improving services. Receiving feedback from our customers is an important part of ensuring that our high quality of service is maintained. In many instances, the first point of contact with FISH will be at the sign in reception, or with a member of staff. If your complaint cannot be resolved at the first point of contact, you can speak to the FISH Site Manager. If the Site Manager is not able to resolve the issue, they will put you in touch with the FISH Project Manager who has overall responsibility for FISH.

You can register a formal complaint with FISH verbally, in writing or in person. The complaint will be recorded and we will ensure that the most appropriate person deals with it. There is no requirement to put your complaint in writing although we would prefer it as this helps to ensure that the complaint is recorded properly.

If you are not satisfied with the outcome of the initial investigation, you can write to the Leisure Services Manager where a separate, independent internal investigation of the complaint will be carried out.