Parkside High
Safeguarding and Child Protection Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
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PARKSIDE HIGH CIC SAFEGUARDING AND CHILD PROTECTION POLICY

This policy applies to all employees, directors, volunteers, trainees, agency workers, contractors and visitors working for or on behalf of Parkside High CIC.

1. Purpose and Scope

Parkside High CIC is committed to safeguarding and promoting the welfare of every child and young person in its care. Safeguarding is everyone's responsibility. All decisions and actions will be child-centred, proportionate, timely and guided by the best interests of the child.

For this policy, a child is any person under the age of 18. The policy applies whenever Parkside High CIC delivers education, support, activities, transport, visits, online contact or other services involving children, including work away from its usual premises.

This policy should be read alongside current statutory guidance, local safeguarding procedures and Parkside High CIC's related policies. Where legal or statutory requirements change, the current requirements take precedence pending formal policy review.

2. Safeguarding Principles

Parkside High CIC will:

- Provide help and support as soon as problems emerge.
- Protect children from maltreatment within or outside the home, including online.
- Prevent impairment of children's physical and mental health or development.
- Provide a safe, inclusive environment in which children are listened to and treated with dignity.
- Recognise that children may experience several forms of harm at the same time.
- Share information lawfully and promptly when this is necessary to protect a child.
- Work with parents, carers and partner agencies unless doing so would place a child at greater risk or prejudice an investigation.

Staff must maintain professional curiosity, avoid assumptions and recognise that safeguarding concerns may arise in any family or community. Concerns must never be dismissed because of a child's background, behaviour, attendance, disability, communication needs or previous disclosures.

3. Roles and Responsibilities

Management Committee and Senior Leadership

The Management Committee and senior leaders are responsible for ensuring that effective safeguarding arrangements, sufficient resources, appropriate oversight and a culture of vigilance are maintained. They will review this policy at least annually and after significant incidents, statutory changes or identified weaknesses.

Designated Safeguarding Lead

Parkside High CIC will appoint a Designated Safeguarding Lead (DSL) and appropriately trained deputy. Their names, contact details and cover arrangements will be communicated to all staff and displayed at relevant premises.

The DSL will manage referrals, advise staff, coordinate support, liaise with children's social care, police and other agencies, oversee safeguarding records and transfers, review patterns of concern, support training and

report safeguarding themes to senior leaders without identifying children unnecessarily.

All Staff and Volunteers

All adults must read the required safeguarding guidance, complete induction and refresher training, know how to contact the DSL or deputy, report concerns immediately, make accurate records, maintain confidentiality and challenge unsafe practice.

4. Responding to a Safeguarding Concern

Anyone who has a concern about a child must act immediately. They must not wait for proof, investigate the matter themselves or promise confidentiality.

Immediate Action

- If a child is in immediate danger or requires urgent medical attention, call 999 and inform the DSL as soon as possible.
- Otherwise, report the concern to the DSL or deputy without delay, using the organisation's safeguarding recording system.Prevent impairment of children's physical and mental health or development.
- If the DSL and deputy are unavailable, contact children's social care directly.
- Staff may make a direct referral at any time and must tell the DSL as soon as practicable.
- If a crime may have been committed, the DSL will consider referral to the police alongside any referral to children's social care.

If a Child Discloses Abuse

- Listen carefully and remain calm.
- Take the child seriously and reassure them that they have done the right thing by speaking.
- Do not ask leading questions, press for detail or investigate.
- Explain that information must be shared with people who can help.
- Record the child's words as accurately as possible.
- Report the disclosure immediately.

Parents or carers will normally be informed unless doing so may place the child at increased risk, obstruct a police or social care investigation, or conflict with professional advice.

5. Recording, Information Sharing and Confidentiality

Every safeguarding record must be factual, dated and completed promptly. It must include:

- The nature of the concern or disclosure, using the child's own words where relevant.
- The context, date, time and location.
- Any visible injuries or relevant behaviour, recorded without interpretation.
- Actions taken, decisions made and the reasons for those decisions.

- Information shared, with whom and when.
- The name and role of the person making the record.

Safeguarding records will be separately identifiable, securely stored and accessible only to authorised people. The safeguarding record will not be treated as an ordinary personal file. Records will be retained and transferred in accordance with legal, statutory and local safeguarding requirements.

Information will be shared on a need-to-know basis when it is necessary and proportionate to safeguard a child. Data protection law is not a barrier to appropriate safeguarding information sharing. Consent will be sought where appropriate, but a lack of consent will not prevent sharing where a child may be at risk.

6. Early Help, Referrals and Escalation

Parkside High CIC will identify children and families who may benefit from early help or family help and will work with relevant agencies to secure timely support. Early help is not a substitute for a statutory referral where a child is suffering or likely to suffer significant harm.

The DSL will use the current Derby City and Derbyshire threshold guidance and local safeguarding procedures when deciding the appropriate response. Referrals will be made promptly and followed up where required. If the response from another agency does not adequately address the assessed risk, the DSL will use the local dispute resolution and escalation procedure.

Staff must continue to monitor and report concerns even after a referral has been made. If circumstances worsen, further action must be taken without delay.

7. Recognising Abuse, Neglect and Exploitation

Staff must know the indicators of physical abuse, emotional abuse, sexual abuse and neglect. They must also remain alert to domestic abuse, child sexual exploitation, child criminal exploitation, trafficking, modern slavery, online abuse, radicalisation, harmful sexual behaviour, serious violence and abuse linked to faith, belief, honour, forced marriage or female genital mutilation.

Indicators may include changes in behaviour, presentation, attendance, relationships, health, achievement, use of technology or unexplained injuries, possessions or money. One indicator may not establish abuse, but all concerns must be considered in context and reported.

Safeguarding concerns may relate to harm inside or outside the home, within the community or online. Staff must take action even when the alleged person causing harm is another child.

8. Child - on - Child Abuse

Parkside High CIC recognises that children can abuse other children and that such behaviour must never be dismissed as banter, part of growing up or an inevitable part of relationships. Child-on-child abuse may occur face to face or online and may include bullying, discriminatory abuse, physical abuse, sexual harassment, sexual violence, coercive or controlling behaviour, initiation or hazing, sharing intimate images, and abuse within intimate relationships.

Staff must report every concern to the DSL. The response will consider the needs and safety of the child who may have been harmed, the child alleged to have caused harm, and any other affected children. Risk assessments and safety plans will be recorded and reviewed. Children will not be required to meet together or participate in restorative work where this may be unsafe or inappropriate.

Where sexual violence, sexual harassment or harmful sexual behaviour is reported, Parkside High CIC will take immediate protective action, preserve evidence where appropriate and consult children's social care and

the police in line with statutory guidance.

9. Exploitation, Serious Violence and Weapons

Staff must be alert to indicators of criminal or sexual exploitation, county lines activity, gang association, trafficking, robbery, debt bondage, coercion, online recruitment and the carrying or use of weapons. Relevant indicators may include unexplained absence, changes in friendship groups, unexplained money or possessions, multiple phones, injuries, fear, secrecy, travel outside the area or contact with unknown adults or older young people.

Any concern about a weapon, credible threat, exploitation or serious violence must be reported immediately. The DSL will coordinate a proportionate response, which may include emergency action, searches undertaken under applicable powers and procedures, safety planning, and referrals to the police, children's social care or specialist services.

Risk management must protect all affected children and must not rely solely on exclusion, ending a session or transferring a child elsewhere.

10. Exploitation, Serious Violence and Weapons

Online safety is integrated into Parkside High CIC's safeguarding arrangements. Risks include harmful content, harmful contact, harmful conduct and commercial exploitation, including grooming, cyberbullying, image-based abuse, coercion, misinformation and unsafe use of social media, gaming and artificial intelligence.

Parkside High CIC will maintain appropriate filtering and monitoring arrangements for its context and will identify who is responsible for oversight, technical management and review of alerts. The DSL will understand how the systems operate and will ensure that safeguarding alerts are reviewed and acted upon.

Staff must use approved systems and devices, follow acceptable-use requirements, report online concerns promptly and avoid personal communication with pupils. Children will receive age-appropriate education about online safety, consent, privacy, reporting and seeking help.

11. Attendance and children Missing From Education

Attendance is a safeguarding matter. Unexplained, repeated or prolonged absence, missing episodes and changes in attendance patterns may indicate abuse, neglect, exploitation, mental ill health or other unmet needs.

Staff must report safeguarding concerns linked to attendance to the DSL. Parkside High CIC will follow up unexplained absence promptly, maintain accurate attendance information, work with parents, carers, commissioners and the child's home school where applicable, and make referrals when a child may be missing education or at risk of harm.

Where a child's location cannot be established or there is immediate concern for their safety, emergency and local missing-child procedures will be followed without delay.

12. Prevent and Radicalisation

Parkside High CIC recognises its responsibility to protect children from radicalisation and extremist influence, including online influence. Staff will receive appropriate training to recognise vulnerability, changes in behaviour, extremist narratives and attempts to recruit or isolate children.

Concerns must be reported immediately to the DSL, who will assess the information, consult local Prevent procedures and consider referral to children's social care, the police, Prevent or Channel. An emergency response will be used where there is an immediate risk.

Parkside High CIC will maintain and review a Prevent risk assessment proportionate to its pupils, provision, community and online environment.

13. Children Who May Face Additional Barriers

Parkside High CIC recognises its responsibility to protect children from radicalisation and extremist influence, including online influence. Staff will receive appropriate training to recognise vulnerability, changes in behaviour, extremist narratives and attempts to recruit or isolate children.

Concerns must be reported immediately to the DSL, who will assess the information, consult local Prevent procedures and consider referral to children's social care, the police, Prevent or Channel. An emergency response will be used where there is an immediate risk.

Parkside High CIC will maintain and review a Prevent risk assessment proportionate to its pupils, provision, community and online environment.

Mental Health and Self - Harm

Mental health concerns may be an indicator or consequence of abuse, neglect or exploitation. Significant behavioural change, self-harm, suicidal thoughts or threats must be reported immediately. Staff must not diagnose conditions; the DSL will coordinate safeguarding action and support with relevant professionals. Where there is immediate danger, emergency services will be contacted.

14. Concerns or Allegations About Adults

All safeguarding concerns or allegations about an employee, director, volunteer, trainee, agency worker or contractor must be reported immediately to the designated senior manager identified in Appendix 1. Concerns about that person must be reported to the Chair or another nominated independent person. Advice will be sought from the local authority designated officer where required.

An allegation may meet the harm threshold where an adult has:

- Behaved in a way that has harmed, or may have harmed, a child.
- Possibly committed a criminal offence against, or related to, a child
- Behaved towards a child in a way that indicates they may pose a risk of harm.
- Behaved in a way that indicates they may not be suitable to work with children.

Parkside High CIC will safeguard children, support those involved, maintain confidentiality, avoid compromising enquiries and follow statutory and local procedures.

Low - Level Concerns

A low-level concern is any concern, however small, that an adult may have acted inconsistently with the staff code of conduct, even where the behaviour does not meet the harm threshold. It must be reported promptly, recorded securely and reviewed to identify patterns or wider cultural issues. Where information indicates that the harm threshold may be met, the matter will be escalated immediately.

15. Whistleblowing

Staff and volunteers must raise concerns about unsafe safeguarding practice, failures to act, suppression or alteration of records, or conduct that places children at risk. Concerns should normally be raised with the DSL, senior manager or Chair, according to the circumstances.

No person will suffer detriment for raising a genuine concern in good faith. Where internal reporting is not possible or has not resulted in appropriate action, concerns may be raised through the organisation's whistleblowing procedure or with an appropriate external body. Contact details must be maintained in Appendix 1.

16. Safer Recruitment and Ongoing Suitability

Parkside High CIC will use safer recruitment procedures for every role involving children. Checks will be proportionate to the role and may include identity, right to work, references, employment history, qualifications, appropriate DBS and barred-list checks, prohibition or restriction checks, and overseas checks where required.

No assumption will be made that one generic "full DBS check" applies to all roles. The person responsible for recruitment will determine and record the checks required by law and statutory guidance. Required checks will be recorded on the single central record or other appropriate organisational record.
Arrangements for volunteers, agency staff, contractors and trainees will define who completes checks, how assurance is obtained and how supervision is managed. All adults must disclose information relevant to their suitability and report subsequent concerns in accordance with organisational procedures.

17. Safer Working Practices and Professional Boundaries

All adults must follow the Staff Code of Conduct and maintain clear professional boundaries. One-to-one work, lone working, transport, home visits, physical contact, toilets or changing arrangements and meetings with parents or carers must be planned and conducted in accordance with approved procedures and risk assessments.

Staff must use approved communication channels and must not use personal accounts or devices to form private relationships with pupils. Photography, recording and sharing images require an authorised purpose, lawful basis and compliance with consent and data-protection arrangements.

Gifts, favouritism, secrecy, unnecessary physical contact, sexualised or discriminatory language, and communication that could be misunderstood are prohibited. Any accidental or unavoidable boundary concern must be reported promptly.

Physical Intervention

Physical intervention may be used only when lawful, necessary, proportionate and reasonable, and in accordance with the separate physical-intervention procedure. De-escalation must be prioritised. Every incident must be recorded, reported, reviewed and communicated to parents or carers unless doing so would create a safeguarding risk. Injuries and safeguarding implications must be considered, and staff must receive suitable training.

18. Training, Induction and Safeguarding Culture

All staff and volunteers will receive safeguarding and child-protection induction appropriate to their role and regular updates thereafter. Training will cover this policy, the Staff Code of Conduct, the identity and role of the DSL and deputy, reporting and recording procedures, online safety, Prevent, child-on-child abuse, whistleblowing and any role-specific risks.

Safeguarding understanding will be checked rather than assumed. Leaders will promote an open culture in which concerns are raised early, children are heard and adults can challenge practice without fear of detriment.

19. Activities, Visits, Transport and Use of Premises

Safeguarding arrangements apply to all activities, visits, transport and off-site delivery. Risk assessments must consider supervision, travel, communication, medical needs, behaviour, online contact, missing episodes and emergency arrangements. External providers must provide appropriate safeguarding assurance.

Where premises are used by another organisation, Parkside High CIC will establish who is responsible for safeguarding and what action will be taken if concerns arise.

20. Safeguarding Information When Pupils Join or leave

When a pupil joins Parkside High CIC, relevant safeguarding information will be requested promptly and reviewed by the DSL. Where the service operates alongside a home school or commissioner, roles for holding and updating safeguarding records will be agreed clearly.

When a pupil leaves, relevant child-protection information will be transferred securely and separately from the general record to the receiving setting as soon as required. Significant risks requiring immediate safety planning will be communicated directly to the receiving DSL. Receipt will be confirmed and recorded.

21. Monitoring, Review and Governance

The DSL will monitor safeguarding practice, training, referrals, attendance concerns, low-level concerns, record quality and emerging patterns. The Management Committee will receive regular anonymised safeguarding assurance and will challenge gaps in practice.

This policy will be reviewed at least annually and sooner following changes in law or guidance, a serious incident, learning review, complaint or identified weakness. Updated versions will be communicated to all relevant adults.

Related Policies

- Code of Conduct For Employees & Volunteers
- Positive Behaviour Including Physical Intervention
- Behaviour
- Anti-Bullying
- Prevent
- Health and Safety Including Lockdown Procedure
- First Aid
- Allergy Safety
- GDPR, Data Protection and Confidentiality
- Online Safety
- SEND
- Safer Recruitment
- Lone Working

Appendix 1: Key Contacts

Designated Safeguarding Lead - Michelle Roberts, Operations Manager

michelle@parksidehigh.co.uk

07817 576653 / 0115 9301000

Deputy Designated Safeguarding Lead - Leah Walsh, Youth Leader

leah@parksidehigh.co.uk

0115 9301000

Senior Manager for Allegations - Liam Parker, Founder

liam@parksidehigh.co.uk

0115 9301000

Appendix 2: Immediate Response Guide

1. Recognise the concern and prioritise immediate safety.
2. If there is immediate danger or urgent medical need, call 999.
3. Listen without investigating or asking leading questions.
4. Do not promise confidentiality.
5. Report to the DSL or deputy without delay.
6. Make a clear, factual and timely record.
7. Make a direct referral if necessary; do not wait when a child may be at risk.
8. Continue to monitor, share relevant information and escalate if the response is insufficient.

Appendix 3: National and Local Framework

This policy is informed by Keeping Children Safe in Education 2026, Working Together to Safeguard Children 2026, and the Derby and Derbyshire Safeguarding Children Partnership procedures, including the current Derby City and Derbyshire Threshold Document.

The DSL will verify local contact details, procedures and referral pathways at least termly and update Appendix 1 whenever they change.

Key Contacts

Service	Derby	Derbyshire
Early Help and Early Help Advice	• Derby City Family Hubs and Early Help • Early Help Advisors, see Safeguarding Children Procedures Contacts, advice and further information *(Launched in 2024, the Family Help Service delivers specific, targeted and time-limited support to children, young people and families who have emerging needs.)*	• Family Help Service • For advice contact Starting Point Consultation and Advice Service for Professionals on 01629 535 353

Key contacts continued on next page.

Service	Derby	Derbyshire
Targeted Early Help requests	Locality Vulnerable Children Meeting (VCM) for targeted early help via multi-agency team (MAT) or non-urgent social care referrals via Locality Based Single Point of Access (SPA) Clerks	Requests for support from professionals should be made via the online request for support unless a child is at risk of Significant Harm
Speak to a Social Worker for thresholds, advice and consultation	Children's Services Professional Consultation Line 07812 300329	Starting Point Consultation and Advice Service for Professionals 01629 535353
Referrals to Local Authority Children's Social Care	**Initial Response Team** **Urgent:** 01332 641172 or out of hours via Careline 01332 956606 **Non urgent:** Derby Children's Social Care Online Referral system	Starting Point **Urgent:** 01629 533190 **Non-urgent:** Starting Point Online
Local Autority Designated Officer (LADO)	Derby and Derbyshire LADO referral form **Email:** CPMduty@derby.gov.uk	Derby and Derbyshire LADO referral form **Email:** professional.allegations@derbyshire.gov.uk

Parkside High
Allergy Safety Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
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PARKSIDE HIGH CIC ALLERGY SAFETY POLICY

Purpose

Parkside High CIC is committed to providing a safe, inclusive and supportive environment for all children and young people who access its services.

Parkside High recognises that allergies can range from mild reactions to life-threatening anaphylaxis. The organisation will take reasonable and proportionate measures to reduce the risk of accidental exposure to known allergens and ensure that staff are prepared to respond appropriately to an allergic reaction.

This policy applies across Parkside High's alternative learning, youth work, sport, outdoor learning, Forest School, creative activities, volunteering, holiday activities, trips and community programmes.

Scope

This policy applies to:

- Children and Young People aged 8–18
- Parkside High Employees
- Youth Workers, Tutors and Mentors
- Sports Coaches and Activity Leaders
- Volunteers
- Sessional and Temporary Staff

This policy applies at:

- The POD Youth & Community Centre
- Garden 61 youth & Community Allotment
- All off site venues

Policy Statement

1. Parkside High CIC will:
2. Identify young people with known allergies.
3. Maintain appropriate and up-to-date allergy information.
4. Develop individual allergy/emergency arrangements where required.
5. Ensure relevant staff understand the young person's needs.
6. Take reasonable precautions to minimise accidental exposure.
7. Ensure prescribed emergency medication is accessible.
8. Provide appropriate staff awareness and training.
9. Include allergy considerations within activity and trip risk assessments.
10. Respond promptly to suspected anaphylaxis.
11. Promote an inclusive environment in which allergies are taken seriously and young people are protected from bullying or deliberate exposure.

Responsibilities - Designated Senior Person

Parkside High will nominate a senior member of staff to oversee allergy management.

The designated person will:

- Maintain oversight of this policy.
- Ensure relevant allergy information is recorded.
- Ensure appropriate staff are informed.
- Monitor medication arrangements.
- Coordinate staff training.
- Ensure allergy considerations are included in relevant risk assessments.
- Review incidents and near misses.
- Ensure the policy is reviewed at least annually.

Designated Allergy Lead: Michelle Roberts, Operations Manager - Parkside High CIC

Responsibilities - All Staff

All staff have a responsibility to:

- Take reported allergies seriously.
- Familiarise themselves with relevant allergy information.
- Follow individual emergency plans.
- Know how to summon emergency assistance.
- Report concerns, incidents and near misses.
- Never deliberately expose a young person to a known allergen.
- Maintain appropriate confidentiality.

Responsibilities - Activity Leaders

Activity leaders must consider allergies when planning and delivering activities, particularly:

- Cooking and food activities.
- Forest School.
- Outdoor learning.
- Gardening.
- Sports.
- Residential activities.
- Trips and visits.
- Activities involving animals.
- Activities involving plants, insects or other potential allergens.

Identification of Allergies

Parents/carers should provide accurate information about a young person's allergies when they register with Parkside High.

Information should be recorded where applicable, including:

- Allergen(s).

- Known triggers.
- Previous severe reactions.
- Signs and symptoms.
- Prescribed medication.
- Adrenaline auto-injector requirements.
- Individual allergy action/emergency plan.
- Emergency contacts.
- Relevant healthcare information.
- Any additional precautions required.

Young people aged 16–18 should be appropriately involved in managing their own allergy information and medication, taking account of their individual maturity, capacity and support needs.

Individual Allergy Action Plan

Where a young person has a significant allergy or risk of anaphylaxis, Parkside High should have an individual allergy/emergency plan.

The plan should include:

- Name and date of birth.
- Known allergen(s).
- Symptoms and warning signs.
- Prescribed medication.
- Adrenaline auto-injector information where applicable.
- Where medication is kept.
- Who can administer medication.
- Emergency contacts.
- Emergency procedure.
- Arrangements for activities away from the main venue.

The plan should be reviewed whenever there is a change to the young person's allergy, medication or circumstances.

Medication and Adrenaline Auto - Injectors (AAI)

Where a young person has been prescribed an adrenaline auto-injector (AAI):

- It must be readily accessible.
- Staff responsible for the young person must know where it is kept.
- It must accompany the young person during off-site activities.
- Expiry dates should be monitored.
- Medication should be stored in accordance with the manufacturer's instructions.
- Staff who may need to respond should receive appropriate training.
- The young person's individual allergy action plan must be available to relevant staff.

For older young people who are able to safely carry their own medication, this may be agreed with the young person, parent/carer and relevant professionals.

Medication must not be placed somewhere that creates an unreasonable delay in an emergency.

Allergy UK recommends that people at risk of anaphylaxis have access to two in-date adrenaline auto-injectors and that staff know how to use them.
Allergy UK | National Charity

Emergency Adrnaline

Parkside High will consider whether an emergency/spare adrenaline arrangement is appropriate for its activities and setting.

Any emergency supply must be managed in accordance with the law and applicable guidance for the organisation and location.

Staff must not assume that a spare device replaces a young person's prescribed medication.

Where an emergency AAI is held, the organisation will ensure:

- Its location is clearly identified.
- Relevant staff know where it is.
- Expiry dates are monitored.
- Appropriate procedures are in place for its use.
- Staff receive suitable training.

Recognising Anaphylaxis

Anaphylaxis is a life-threatening allergic reaction that can develop rapidly.

Possible symptoms include:

- Swelling of the lips, mouth, throat or tongue.
- Difficulty breathing.
- Wheezing or persistent coughing.
- Difficulty swallowing.
- Tightness in the throat.
- Dizziness or collapse.
- Confusion or extreme tiredness.
- Pale, blue or grey colouring.
- A widespread itchy or raised rash.

A severe allergic reaction can occur without every symptom being present. Staff should follow the young person's individual emergency plan and act promptly where anaphylaxis is suspected. nhs.uk

Emergency Anaphylaxis Procedure

If a young person is suspected of experiencing anaphylaxis:

STEP 1 – Stay with the young person

Do not leave the young person alone.

STEP 2 – Give adrenaline

If the young person has a prescribed adrenaline auto-injector, use it without delay in accordance with their individual emergency plan and staff training.

STEP 3 – Call 999

State clearly **"This is anaphylaxis / a severe allergic reaction."**

Give the exact location of the young person.

STEP 4 – Position the young person safely

The young person should not stand or walk.

Follow NHS/emergency-service advice regarding positioning. If breathing is difficult, the young person may need to sit with appropriate support; otherwise they should generally remain lying down. nhs.uk

STEP 5 – Second adrenaline device

If symptoms have not improved after approximately five minutes, a second adrenaline auto-injector may be required if available and in accordance with the emergency plan/emergency-service advice. nhs.uk

STEP 6 – Await emergency services

A member of staff must remain with the young person until emergency services take over.

STEP 7 – Contact parent/carer

The designated member of staff should contact the parent/carer as soon as reasonably practicable, without delaying emergency treatment.

STEP 8 – Record and review

The incident must be recorded in accordance with Parkside High's incident and safeguarding procedures. The organisation should subsequently review what happened and whether any changes to the young person's risk assessment or procedures are required.

Food and Eating Arrangements

Parkside High will take reasonable steps to reduce the risk of accidental exposure to food allergens.

Staff will:

- Obtain allergy information before providing food.
- Check food ingredients where appropriate.
- Avoid knowingly providing a young person with their identified allergen.
- Discourage food sharing.
- Encourage handwashing before and after eating.
- Clean food preparation and eating areas.
- Minimise cross-contamination.
- Communicate relevant allergy information to catering or food providers.

Parkside High will not claim that its premises are completely allergen-free.

Cooking and Food Activities

Where young people participate in cooking or food preparation:

- Allergy information must be checked beforehand.
- Ingredients must be checked.
- Suitable alternatives should be provided where reasonably practicable
- Work surfaces and equipment should be cleaned appropriately.
- Cross-contamination should be controlled.
- Young people should be appropriately supervised.

If an activity presents an unacceptable risk to a particular young person, an alternative activity should be considered.

Forest School, Outdoor Learning and Gardening

Parkside High provides outdoor and Forest School-style activities and operates at Garden61 Youth & Community Allotment.

Allergy risks should therefore include:

- Insect stings.
- Plants.
- Pollen.
- Animals.
- Food.
- Outdoor cooking.
- Contact with materials.
- Prescribed medication being inaccessible.

Before outdoor activities, staff should check the relevant young person's allergy arrangements and ensure required medication accompanies them.

Where an allergy to an insect sting or environmental trigger is known, this must be incorporated into the relevant activity risk assessment.

Sport and Physical Activity

Parkside High delivers sports and physical activity programmes, including football and other activities on and off site.

For sports sessions:

- Relevant allergy information must be available to responsible staff.
- Emergency medication must accompany the young person.
- Staff should know how to summon emergency assistance.
- Environmental triggers should be considered.
- Staff should know the exact location of the session.

Off - Site Activities and Educational Visits

Allergy requirements must form part of the risk assessment for trips and activities away from The POD.

- The young person's allergy information;
- Emergency medication;
- Allergy action plan;
- Emergency contact details;
- Venue arrangements;
- Food arrangements;
- Transport arrangements;
- Staff responsibilities;
- Location and access to emergency services.

Emergency medication must travel with the young person.

Transport

Where Parkside High arranges transport:

- Relevant allergy information must be available to responsible staff.
- Prescribed emergency medication must accompany the young person.
- Staff/escorts should understand emergency procedures where appropriate.
- Food consumption during transport should be considered if it presents a foreseeable allergy risk.
- The vehicle's location must be known if emergency services are required.

Residential Activities

For residential activities, staff must complete specific planning for young people with allergies.

This should include:

- Accommodation.
- Catering.
- Food preparation.
- Overnight access to medication.
- Staff awareness.
- Emergency contacts.
- Emergency services.
- Travel arrangements.
- Activities and excursions.

Young People and Allergy Awareness

Parkside High will encourage young people to understand that allergies can be serious.

Age - appropriate education may include

- Not sharing food or drinks.

- Respecting other people's allergies.
- Understanding that deliberate exposure can cause serious harm.
- Recognising when someone may need urgent help.
- Informing a member of staff if someone becomes unwell.
- Understanding that medication must not be interfered with.
- Catering.
- Food preparation.
- Overnight access to medication.
- Staff awareness.
- Emergency contacts.
- Emergency services.
- Travel arrangements.
- Activities and excursions.

The organisation will promote a culture in which young people can disclose allergies without embarrassment or stigma.

Bullying and Deliberate Exposure

Deliberately exposing a young person to an allergen, threatening to do so, interfering with their medication, or using their allergy to bully or intimidate them will be treated as a serious matter.

Such incidents will be dealt with under Parkside High's safeguarding, behaviour and anti-bullying procedures.

Staff should report concerns immediately.

Confidentiality

Allergy and medical information is personal information and must be handled sensitively.

Information should be shared only with those who need it to safeguard the young person.

However, confidentiality must not prevent staff from accessing information necessary to respond safely to an emergency.

Parents and Carers

Parents/carers are responsible for providing accurate and current information about a young person's allergies and medication.

They should:

- Inform Parkside High of any new or changed allergy.
- Provide prescribed medication where required.
- Replace expired medication.
- Provide updated allergy action plans.
- Provide emergency contact details.
- Inform the organisation of relevant changes in medical circumstances.

Parkside High will communicate significant allergy incidents to parents/carers in accordance with its procedures.

Staff Training

Parkside High will provide appropriate allergy awareness training to staff whose roles require it.

Training should cover:

- Common allergic reactions.
- Anaphylaxis.
- Recognising symptoms.
- Emergency procedures.
- Use of adrenaline auto-injectors where appropriate.
- Individual young person's allergy plans.
- Medication arrangements.
- Prevention and cross-contamination.
- Off-site and outdoor considerations.

Training should be refreshed periodically and following significant changes in guidance or organisational arrangements.

Allergy UK recommends regular allergy and anaphylaxis training for staff who work with children and young people. Allergy UK | National Charity

Risk Assessment

Allergy risks will be incorporated into Parkside High's wider health and safety risk-assessment process.

Relevant risk assessments should cover:

- Individual allergies.
- Food.
- Cooking.
- Sports.
- Outdoor learning.
- Forest School.
- Gardening.
- Animals and insects.
- Trips.
- Transport.
- Residential activities.
- Medication.
- Staffing.
- Emergency access.

Where a young person has a severe allergy, an individual risk assessment should be completed where appropriate.

Incident Reporting

Any significant allergic reaction, suspected anaphylaxis, accidental exposure, medication error or near miss must be reported using Parkside High's incident-reporting procedures.

Following an incident, management should consider:

- What happened.
- Whether the emergency response was effective.
- Whether medication was accessible.
- Whether staff were adequately trained.
- Whether the risk assessment remains suitable.
- Whether additional controls are required.

Equality, Inclusion and Participation

Parkside High will make reasonable adjustments where necessary to enable young people with allergies to participate safely in activities.

Allergy management should not unnecessarily prevent participation.

Where an activity presents a particular risk, staff should consider whether the activity can be adapted or an equivalent alternative provided.

Monitoring and Review

This policy will be reviewed at least annually and following:

- A significant allergic reaction.
- A safeguarding incident involving an allergy.
- A medication incident.
- A significant change in provision.
- Relevant changes to legislation or guidance.
- Concerns raised by young people, parents/carers or staff.

Related Parkside High Policies

This policy should read alongside:

- Safeguarding and Child Protection Policy.
- Health & Safety Policy.
- First Aid Policy.
- Medication Policy.
- Educational Visits/Trips Policy.
- Risk Assessment Policy.

- Food Safety/Hygiene procedures.
- Behaviour Policy.
- Anti-Bullying Policy.
- Equality and Inclusion Policy.
- Data Protection/Privacy Policy.
- Emergency Procedures.

Appendix 1 - Individual Allergy Information Record

Young Persons Name:		
Date of Birth:		
Allergy/Allergies:		
Known Triggers:		
Previous Severe Reaction:	**Yes:**	**No:**
Signs & Symptoms:		
Prescribed Medication:		
Adrenaline Auto - Injector:	**Yes:**	**No:**
Number of Devices (AAI's):		
Location of Medication:		
Individual Allergy Action Plan Provided:	**Yes:**	**No:**
Parent/Carer Contact:		
Emergency Contact:		
Any Additional Information:		
Date Reviewed:		
Reviewed by:		

Appendix 2 - Staff Allergy Awareness Checklist

Staff Member Name:	
REQUIREMENT	**COMPLETED:**
Aware of young person's allergy:	
Know's known alergens/triggers:	
Know's symptoms of anaphylaxis:	
Know's location of medication:	
Knows emergency procedure:	
Knows how to contact 999:	
Aware of individual allergy plan:	
Received AAI training where required:	
Understands arrangements for off-site activities:	
Understands confidentiality requirements:	
Staff Signature:	
Date:	

Appendix 3 - Emergency Allergy Poster

SUSPECTED ANAPHYLAXIS

1. GIVE ADRENALINE

Use the young person's prescribed adrenaline auto-injector without delay, following their individual plan and staff training.

2. CALL 999

Say: **"ANAPHYLAXIS / SEVERE ALLERGIC REACTION."**

3. DO NOT LEAVE THEM ALONE

4. KEEP THEM IN AN APPROPRIATE POSITION

Do not allow them to stand or walk.

5. SECOND DOSE

If symptoms have not improved after approximately 5 minutes, a second adrenaline device may be required if available and appropriate.

6. WAIT FOR THE AMBULANCE

7. CONTACT PARENT/CARER

8. REPORT AND RECORD THE INCIDENT

NHS guidance states that anaphylaxis is a medical emergency and requires a 999 call.

Policy Approval

Approved By:	Michelle Roberts
Position:	Operations Manager/DSL
Signature:	
Date:	24th September 2026
Review Date:	September 2027

Parkside High
SEND Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027
Approved by Local Governing Board	

PARKSIDE HIGH CIC SEND POLICY

Introduction

This policy complies with the statutory requirements laid out in the Special Educational Needs and Disability Code of Practice: 0 to 25 years which came into force in September 2014.

The definition of Special Educational Needs from the Special Educational Needs and Disability Code of Practice (Children and Families Act 2014):

A child of compulsory school age has a learning difficulty or disability if he or she:
Has a significantly greater difficulty in learning than the majority of children of the same age;
or
Has a disability which prevents or hinders them from making use of educational facilities of a kind generally provided for children of the same age in schools within the area of the local education authority.

Many children and young people who have SEN may have a disability under the Equality Act 2010 – that is: "A physical or mental impairment which has a long term and substantial adverse effect on their ability to carry out normal day to day activities."

This definition includes children and young people with long term medical conditions such as asthma, diabetes, epilepsy and cancer. Children and young people with such conditions do not necessarily have SEN, but where a child requires special educational provision over and above the adjustments, aids and services required by the Equality Act 2010, they will additionally be covered by the SEND definition. In addition, we are required to also have regard to statutory guidance regarding supporting pupils with medical conditions (DfE 2014).

Legislation and Guidance

This policy is based on the statutory ***Special Educational Needs and Disability (SEND) Code of Practice*** and the following legislation:

Part 3 of the Children and Families Act 2014, which sets out educational settings' responsibilities for pupils with SEN and disabilities.

The Special Educational Needs and Disability Regulations 2014, which sets out educational settings' responsibilities for education, health and care (EHC) plans, SEN coordinators (SENDCOs) and the SEND information report.

Aims and Objectives

- To identify and assess all children with SEND and, through the implementation of a graduated response in accordance with the Code of Practice, to match provision to the nature of the child's needs.
- To record the SEND identified together with the action taken to meet these needs and the outcomes of those actions.
- To ensure the SEND policy is implemented consistently by all Parkside High staff.
- To provide an opportunity to celebrate the achievements of pupils with SEND.
- To identify barriers to learning and participation and provide appropriately to meet a diversity of needs.
- To work in partnership with parents/carers for the benefit of the pupil.
- To guide and support all staff and parents in SEND issues.
- To foster maximum independence in educational, social and emotional terms and to promote lifelong learning for pupils with special educational needs.
- To work within the guidance provided in the SEND Code of Practice, 2014.
- To involve pupils actively in decisions about their SEND provision.
- To provide a Special Educational Needs and Disabilities Co-ordinator (SENDCo).

- To ensure a high level of staff expertise to meet pupil need, through well-targeted continuing professional development.
- To involve parents actively in their child's SEND provision.
- To work in cooperative and productive partnership with the Local Authority and other outside agencies, to ensure there is a multi-professional approach to meeting the needs of all vulnerable learners.

We endeavour to make every effort to achieve maximum inclusion of all pupils whilst meeting pupil's individual needs. We recognise the entitlement of all pupils to a balanced, broad curriculum. Our SEND policy reinforces the need for teaching that is fully inclusive.

Responsibilities of the Local Governing Body

The Local Governing Body has:

- Delegated powers and responsibilities to the Project Manager to ensure all project personnel and visitors to the project are aware of and comply with this policy.
- Ensured that provision of special educational needs is of a high standard.
- Responsibility for ensuring pupils with SEND have access to all activities.
- Responsibility for ensuring pupils with SEND have access to all project facilities.
- Due regard to comply with the SEN Code of Practice when undertaking its responsibilities.
- Responsibility for having in place an admissions policy.
- Responsibility for admitting any child whose statement/EHCP names the school.
- Responsibility for publishing a SEND information report.
- Responsibility for having in place an accessibility plan outlining what improvements need to be made to the project facilities so that disabled pupils can access the curriculum.
- Responsibility for regularly reviewing funding for resources.
- Responsibility for ensuring that the academy complies with all equalities legislation.
- Responsibility for ensuring funding is in place to support this policy.
- Responsibility for the effective implementation, monitoring and evaluation of this policy.

Responsibilities of Parkside High

Parkside High staff will:

- Ensure all Parkside High personnel, pupils and parents are aware of and comply with this policy.
- Ensure that the daily management of SEND provision is effective.
- Work closely with the SENDCo, the Local Governing Body, teaching and support staff
- Keep the Local Governing Body informed of all matters relating to its responsibilities for the provision of SEND.
- Ensure that all relevant personnel receive the appropriate information regarding the special needs provision for pupils with SEND.
- Inform parents when SEND provision has been made for their child.
- Be responsible for supervising the statutory assessment, EHC Plans and annual review process for pupils with SEND.
- Ensure all pupil records are sent and received by schools whose pupils with SEND transfer to
- Monitor the quality of learning for pupils with SEND.
- Monitor the progress made by pupils with SEND.
- Agree with the Local Authority the arrangements for assessing and identifying pupils as having SEND
- Provide leadership and vision in respect of equality.

- Make effective use of relevant research and information to improve this policy.
- Provide guidance, support and training to all staff.
- Monitor the effectiveness of this policy.

Role of The DSL and Learning Co-ordinator

The learning co-ordinator will:

- Ensure the detailed implementation of support for children with SEND.
- Ensure the implementation of this policy.
- Ensure all staff personnel understand their responsibilities to children with SEND.
- Work with the Project Manager to oversee the day-to-day provision for pupils with SEND including those with education, health and care (EHC) plans.
- Identify the barriers to learning and what special educational needs provision the pupil requires.
- Provide advice and teaching strategies to support staff.
- Inform parents of their child's special educational needs.
- Organise in-house and external support for a pupil with SEND.
- Keep parents up to date with the special educational needs provision for their child.
- Ensure pupils with SEND are included in all activities and events.
- Arrange in-service training for project personnel and members of the Local Governing Body.
- Track the progress of children with SEND.
- Maintain records of all children with SEND
- Keep up to date with new developments and resources.
- Make effective use of relevant research and information to improve this policy.
- Liaise with parents and carers.
- Organise annual reviews.
- Meet with outside agencies.
- Provide information for the SEND Information Report.

Areas of Need

Children will have needs and requirements which may fall into at least one of four areas, many children will have inter-related needs. ***The areas of need are:***

Communication and Interaction

Children and young people with speech, language and communication needs (SLCN) have difficulty in communicating with others. This may be because they have difficulty saying what they want to, understanding what is being said to them or they do not understand or use social rules of communication. The profile for every child with SLCN is different and their needs may change over time. They may have difficulty with one, some or all of the different aspects of speech, language or social communication at different times of their lives. Children and young people with ASD, including Asperger's Syndrome and Autism, are likely to have particular difficulties with social interaction. They may also experience difficulties with language, communication and imagination, which can impact on how they relate to others.

Cognition and Learning

Support for learning difficulties may be required when children and young people learn at a slower pace than their peers, even with appropriate differentiation. Learning difficulties cover a wide range of needs,

including moderate learning difficulties (MLD), severe learning difficulties (SLD), where children are likely to need support in all areas of the curriculum and associated difficulties with mobility and communication, through to profound and multiple learning difficulties (PMLD), where children are likely to have severe

and complex learning difficulties as well as a physical disability or sensory impairment. Specific learning difficulties (SpLD), affect one or more specific aspects of learning. This encompasses a range of conditions such as dyslexia, dyscalculia and dyspraxia.

Social, Emotional and Mental Health Difficulties

Children and young people may experience a wide range of social and emotional difficulties which manifest themselves in many ways. These may include becoming withdrawn or isolated, as well as displaying challenging, disruptive or disturbing behaviour. These behaviours may reflect underlying mental health difficulties such as anxiety or depression, self-harming, substance misuse, eating disorders or physical symptoms that are medically unexplained. Other children and young people may have disorders such as attention deficit disorder, attention deficit hyperactive disorder or attachment disorder.

Sensory and or Physical Needs

Some children and young people require special educational provision because they have a disability which prevents or hinders them from making use of the educational facilities generally provided. These difficulties can be age related and may fluctuate over time. Many children and young people with vision impairment (VI), hearing impairment (HI) or a multisensory impairment (MSI) will require specialist support and/or equipment to access their learning. Children and young people with an MSI have a combination of vision and hearing difficulties. Information on how to provide services for deafblind children and young people is available through the Social Care for Deafblind Children and Adults guidance published by the Department of Health. Some children and young people with a physical disability (PD) require additional on-going support and equipment to access all the opportunities available to their peers.

Identification of Needs

The principal sources of information for identifying and assessing pupil's special educational needs are:

- Information from parents provided by the referring bodies.
- If a medical problem is likely to affect the child's ability to learn, such as Hearing/Visual Impairment, the DSL/Learning lead will record the details and ensure that staff are aware of the likely problems.
- Educational, Health and Care plans and other records of SEN and provision from pupil's previous schools.
- Information from previous school and education provider.
- Liaison with external agencies involved with individual pupils such as Social Care, SALT, OT, Nurse Practitioners etc.
- Pupils will have a portfolio and bespoke learning plans to meet SEND needs - this will be a collaborative process with the young person heavily involved.

Education, Health and Care Plans (EHCP)

Following statutory assessment, an EHCP may be provided by Derbyshire County Council, if it is decided the pupil's needs are not being met by the support that is ordinarily available. Parkside, the referring boby and the pupils' parents will be involved in developing and producing the plan. Parents have the right to appeal against a decision not to issue an EHCP.

Parents have the right to appeal against the content of the EHCP. They may also appeal against the school named in the plan if it differs from their preferred choice.

Monitoring Pupil's Progress

Adequate progress is that which:

- Narrows the attainment gap between pupils and peers.

- Prevents the attainment gap widening.
- Equals or improves upon the pupil's previous rate of progress.
- Ensures full curriculum access.
- Shows an improvement in self-help and social or personal skills.
- Shows improvements in the pupil's behaviour.
- Shows improvement in the pupil's mental health and well being.

In order to achieve the best possible educational and other outcomes for pupils, the views, wishes and feelings of pupils and their parents/carers will be taken into account. This is particularly important at transition points to ensure appropriate decisions are made and pupils are prepared effectively for adulthood.

Effective planning should help parents/carers and young people with SEND express their needs, wishes and goals, and should:

- Focus on the young person as an individual, not their SEND label.
- Be easy for young people and their parents/ carers to understand.
- Highlight the young person's strengths and capabilities.
- Enable the young person, and those who know them best, to say what they have done, what they are interested in and what outcomes they are seeking in the future.
- Bring together relevant professionals to discuss and agree together the overall approach. If an assessment or referral indicates that a pupil has additional learning needs the parents and the pupil will always be consulted with regards to future provision.

Parents are invited to attend meetings with external agencies regarding their child and are kept up to date and consulted on any points of action drawn up in regards to the provision for their child.

Involvement of Pupils

We recognise that all pupils have the right to be involved in making decisions and exercising choice. All pupils are involved in monitoring and reviewing their progress by encouraging them to:

- State their views about their education and learning.
- Identify their own needs and learn about learning through self-assessment and self evaluation.
- Share in individual target setting.
- Self-review their progress and set new targets.

Links With Outside Agencies

Advice may be sought from external agencies regarding strategies to best meet the specific needs of a pupil. This will only be undertaken after parent permission has been obtained and may include referral to:

- Behaviour Support Service
- Dyslexia Centres or Autism Outreach Team
- Hearing Impairment team
- Visual Impairment team
- Educational Psychologist Service
- Educational Welfare Officers
- Physical and Disability Support Service
- Social Services
- School Nurse
- Child & Adolescent Mental Health Service

Further information regarding the Derbyshire County Council's Local Offer for children and young people

with SEND can be found at: www.localoffer.derbyshire.gov.uk/home.aspx

Complaints

If a parent/carer has concerns about the way Parkside High is responding to the special needs of his/her child then initial contact should be made with the DSL/Leasrning Co-ordinator/Project Manager.

Parents/ carers may seek advice on resolving disagreements from the Local Authority. The Derbyshire Information, Advice and Support Service for SEND is a free, impartial service which provides support, guidance and information about education issues to parents/carers of children who have Special Educational Needs and/or Disabilities. Further information can be found at: www.derbyshireiass.co.uk/home.aspx

In order to make consistent continuous progress in relation to SEND provision the school encourages feedback from staff, parents and pupils during the academic year. Parental engagement and participation are considered key elements of successful provision to support our pupils with SEND.

Reviewing the SEND Policy

This policy will be reviewed by the DSL/Learning Lead/ Project Manager every year. It will also be updated if any changes to the information are made during the year. It will be approved by the Local Governing body.

Parkside High
Positive Behaviour Support Including Physical Interventions Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

PARKSIDE HIGH CIC POSITIVE BEHAVIOUR SUPPORT POLICY

This Policy on Positive Behaviour Support (including physical Intervention) runs in line with the local authority and the government guidelines.

In this respect the local authority is aware that Section 93 of the Education and Inspections Act 2006 outlines the powers of "authorised staff" to use reasonable force. This policy aims to give all members of the Parkside High clear guidance so that any physical intervention that they undertake is carried out in a way that supports the values and principles described above. In particular, it aims to describe the circumstances in which restrictive physical intervention is an appropriate response and how staff at Parkside High will fulfil their responsibilities in those circumstances. The Safeguard lead (Michelle Roberts) will be responsible for ensuring that staff adhere to, and parents are aware of, the policy. He/she will ensure that any necessary training/awareness-raising takes place so that staff know their responsibilities.

Responsibilities of Designated Safeguarding Lead (DSL)

The Designated Safeguard Lead is responsible for the implementation of this policy. This includes ensuring that the culture at Parkside High reflects the overarching policy and guidance.

In order to effectively discharge this responsibility, the Safeguard Lead should ensure that:

1. A Positive Behaviour Support (including Physical Intervention) policy is in place and approved by the governing body, in line with the Local Authority Policy and guidelines.
2. The policy is understood and adhered to by all staff.
3. Best practice is kept up to date and modelled by the Safegaurding Lead.
4. All staff know the physical intervention procedures, including who to report them to and where and how they should be recorded.
5. Relevant staff are authorised to carry out Physical Interventions.
6. Adequate resources are available to ensure this policy is implemented.
7. Practice relating to Physical Interventions is monitored.
8. Training is available to staff relating to the use of Physical Interventions.
9. Risk assessments are in place and the use of Physical Interventions is planned, wherever possible.
10. All incidents where a physical Intervention has been used are recorded and followed up.

Responsibilities of Employees

All employees have responsibilities as outlined by the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 to comply with this policy. The responsibilities of employees are as follows.

Whilst at work all employees will:

- Make themselves familiar with and adhere to the schools Positive Behaviour Support (including Physical Intervention) Policy.
- Be aware of safe systems of work and risk assessments, including control measures relevant to their area of work.
- Point out any shortcomings in the policy to their Headteacher as appropriate.
- Record any incidents of Physical Interventions.

Statement on the Use of Physical Touch

At Parkside High, adults may well use touch to prompt, to give reassurance or to provide support, but this must be used sensitively and appropriately, in line with our Child Protection protocols and the unique needs,

To use touch/physical support successfully, staff will adhere to the following principles.

It must:

- Be non-abusive, with no intention to cause pain, injury or use power.
- Be in the best interests of the child and others.
- Have a clear supportive purpose for the pupil/young person.
- Take account of gender and cultural issues.
- Take account of specific known historical experiences of the young person.
- Be within the principles of the law.

What is Positive Behaviour Support (PBS)?

The BILD (British Institute of Learning Disabilities) International Journal of Positive Behaviour Support. (Gore et al 2013) has defined positive behaviour support as a framework:

- That enhances the quality of life for the for the individual and others involved in their life.
- For developing an understanding of the challenging behaviour displayed by an individual, based on an assessment of their social and physical environment and the broader context within which it occurs.
- That is developed with the full inclusion and involvement of the individual (child or young person) being supported, their family members and/or their advocate.
- To develop, implement and evaluate the effectiveness of a personalised and enduring system of support.
- PBS is an approach which incorporates the safe use of reactive strategies (possibly including restrictive practices) alongside proactive primary and secondary preventative approaches.

Reactive strategies are required to make a situation safe and return a person to a state where they can resume their regular activities and lifestyle. A considerable evidence base has emerged over recent decades that shows the clear benefits of PBS as a strategy in terms of improving the quality of life of individuals who use services and in reducing challenging behaviour.

What is Physical Intervention?

There is a difference between Physical Intervention and Restrictive Physical Intervention. At Parkside High these are defined as follows:

Type:	Definition:	Example:
Non restrictive physical interventions.	Where physical touch is used to support the young person and they have a choice to move away from the touch or where a cause of distress can be removed without the need to touch the young person.	At Parkside High this includes but is not restricted to the following: - Guiding a young person from A to B with a hand on their shoulder or with the young person voluntarily taking the adults hand . - Removal of a cause of distress, such as a nearby object or asking another child to leave the vicinity. - Providing consensual emotional support. (Continued)

Type:	Definition:	Example:
Restrictive physical interventions.	Where the adult takes control of the young person and their actions to prevent, impede or restrict movement or mobility.	At Parkside High this includes but is not restricted to the following: - Holding a pupil back. - Blocking a child or YP from leaving the room or walking past. - Interpositioning. - Specific interventions as per the childs individual plan. - Separating children involved in a physical altercation. - Removing an object from a child by force.

When May a Restrictive Physical Intervention be Used?

Restrictive physical intervention is rarely used at Parkside High. However, it may be necessary to use such force as is reasonable in the circumstances in order to:

1. Prevent a pupil injuring themselves or others, (e.g. rough play, stopping a young person from running towards traffic).
2. Prevent a young person causing serious damage to property.
3. Prevent a child/young person committing an offence (or for any child/young person under the age of criminal responsibility, what would be considered an offence for an older child/young person).
4. Prevent a pupil prejudicing the maintenance of good order and discipline at the school or among any pupils receiving education at Parkside High, whether during a teaching session or otherwise, whilst always being mindful of:
5. The seriousness of the incident or potential incident, assessed by the effect of the injury, damage or disorder.
6. The chances of achieving the desired result by any other means.
7. The relative risks of intervening compared with using other strategies. These are examples of circumstances when we, at Parkside High, may consider the use of a restrictive physical intervention to break up or prevent a fight or attack.
8. To remove an object which could be used to cause damage or harm.
9. To prevent a child from self-harming or from putting themselves in danger.

It is important that examples of the rare circumstances that would justify the use of physical intervention are defined and discussed with the staff on a regular basis to come to a school consensus on circumstances which may necessitate appropriate action. In this school this is done via training and reviewing provision.

Risk Assessments

Risk assessments will focus on the significant risks involved in carrying out a Physical Intervention and the actual circumstances. Therefore, it is impossible to cover all eventualities in this policy. Risk Assessments will be carried out by competent staff, authorised by the Safegaurding Lead or Project Manager and may involve a Behaviour Support mentor or other specialist staff.

There are many things to consider in both a planned and a dynamic risk assessment and the following are examples of factors which must be taken into account when evaluating the risk and in determining the strategies and if necessary, control measures to be employed.

- Any known SEND including; social, emotional, communication, physical or medical needs.

- The age, relative physique, and known medical conditions of both the adult and the child or young person.
- The relative genders of staff and child or young person.
- The presence of a second adults available to assist, monitor and witness the physical intervention.
- The availability of a second, or other adult.
- Spectacles, hearing aids, jewellery and clothing worn by the child or young person.
- The adults capacity to act calmly and systematically.
- The location of the incident and the potential for the physical intervention to be carried out safely.
- The potential outcomes of not intervening.
- Whether other techniques not involving force have been tried.
- The presence of other pupils/bystanders who could escalate risk to staff or any child or young person.

The purpose of the risk assessment is to outline the likelihood of challenging behaviour or an incident.

Methods of Restrictive Physical Intervention

When a restrictive physical intervention is justified, staff will use "reasonable force". This is the degree of force "warranted by the situation". It will be 'proportionate to the circumstances of the incident and the consequences it is intended to prevent'. Any force used will be the minimum degree and time needed to achieve a safe outcome.

The physical intervention must;

- Not involve hitting the child or young person.
- Not involve "punitive" acts such as deliberately inflicting pain on the child or young person.
- Not restricting the child or young person's breathing, e.g. throat or chest holds or pressing the child or young person's face into soft furnishings.
- Avoid the genital area, buttocks or breasts of the child or young person.
- Avoid the adult putting weight upon the child or young person in any way.
- Avoid holding joints or pulling on joints.

During any incident of physical intervention adults must, seek to;

- Minimise the need for, or length of, any physical intervention.
- Lower the child or young person's level of anger or distress during the physical intervention by continually offering verbal re-assurance and avoid fear of injury in the child or young person.
- Cause the minimum restriction of movement of limbs consistent with the level of risk to safety and welfare. Take account of the potential for accidental injury during the physical intervention by using a method appropriate for the environment in which it is taking place.
- Work together as a team, with one member taking the lead.
- Exclude any other child or young person from assisting with the physical intervention.

In circumstances where force is necessary and there is no alternative, the following basic points should be considered when undertaking a physical intervention;

- Stabilise or redirect as quickly and as safely as possible.
- Hold clothes instead of skin where possible.
- Do not hold on a joint.
- Avoid pressure on vulnerable areas such as neck, diaphragm and stomach.
- Avoid pressure on areas which will restrict blood flow.
- Avoiding contact with sexual areas.
- Be sensitive to the child or young person so that control can be returned to her/him as soon as possible.

Staff who have received specific training on physical restraint must always act in accordance.

Induction and Training

All staff will be restraint trained, staff will be made aware of the policy , its ethos around Parkside High and the reporting procedure.

Incident Reports

The Safeguard Lead will establish procedures to ensure that all significant incidents of physical intervention are reported and recorded by the member(s) of staff involved as soon as possible after the event. This will be before the staff leave the building at the end of the day but after they have had time to calm down following the incident. The recording will be factual include any key triggers to the incident, any strategies or preventive to be included. The incident should be recorded on the attached incident report form (see Parkside High shared file) . A copy of this form will be kept securely and confidentially at filed accordingly, along with the schools contact being informed directly.

Follow Up Action

1. All Senior staff to be involved, feedback accordingly.
2. Revisit and discuss with young person (s) involved.
3. Update risk assessment, accordingly, discuss with school how this can be completed.
4. Staff check back – ensure all team members are ok on a personal level and with the induvial.

Parkside High
Behaviour Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

PARKSIDE HIGH CIC BEHAVIOUR POLICY

Each young person accessing the mentoring provision agrees to adhere to the Parkside High Agreement. The agreement promotes positive behaviour and engagement during sessions (see Appendix). The agreement is carried out in the initial meeting with the Parkside High manager, young person and referring agency.

Procedures for Dealing with Incidents

The response to negative behaviour outside of the Parkside High Agreement such as constant low-level disruption, verbal abuse and deliberate disruption is a leveled intervention process, which has 3 clear steps: -

1. A reminder of the Parkside High agreement and agreed behaviours for positive engagement.

2. A warning to quickly return to agreed behaviours for engagement.

3. Removal from that session to a quiet supervised area.

Reflective Sessions

A removal will result in a reflective session with the young person, the member of staff concerned, and the manager. The session will be guided by the manager and will take place as soon as possible following the incident. This will provide the opportunity for all concerned to calmly express how the incident impacted learning, themselves and others to then agree a clear strategy of how to move forward and modify behaviour. Reflective sessions may include:

- A verbal apology.

- A letter of explanation and apology from the young person.

- Revisiting the Parkside High Agreement.

A young person will not be permitted to take any future part in the session they have been removed from on that day and until a 3 way meeting has taken place. Behaviour both positive and negative, will be monitored, recorded and fed-back to the relevant professional, school or other setting.

In exceptional circumstances exclusion from Parkside High will be considered. All incidents involving situations where a young person, member of staff or visitor has been put at risk of serious harm will be formally recorded and dealt with at the discretion of the Manager.

Responsibilities of Schools and Referrers:

- That they contact Parkside High quickly whenever any problem occurs.

- To fully support Parkside High with all areas of positive discipline, including interventions and sanctions.

- To work together with Parkside High when requested with regards to behaviour and progress. (e.g. attendence at meetings, open discussion)

- To support Parkside High with our unwavering commitment to promote positive behaivour to facilitate learning and social and emotional development.

Parkside High
Anti Bullying Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
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PARKSIDE HIGH CIC ANTI BULLYING POLICY

Parkside High's anti-bullying policy sets out how we feel about bullying as an organisation, what we'll do to tackle it and how we'll support children and young people who experience or display bullying behaviour.

Bullying

- All forms of bullying will be acted upon.
- Everybody at Parkside High has a responsibility to work together to stop bullying.
- Bullying can include online as well as offline behaviour.

Bullying Behavior Can Include:

- Physically pushing, kicking, hitting, pinching etc.
- Name calling, spreading rumours, persistent teasing and humiliation or the continual ignoring of others.
- Posting of derogatory or abusive comments, videos or images on social media.
- Racial, homophobic, transphobic or sexist comments, taunts or gestures.
- Sexual comments, suggestions or behaviour.
- Unwanted physical contact.

Parkside High will:

- Recognise its duty of care and responsibility to safeguard all involved from harm.
- Promote and implement this anti-bullying policy in addition to our safeguarding policy and procedures.
- Ensure that bullying behaviour is not tolerated or condoned.
- Require all staff and volunteers to sign this policy.
- Take action to investigate and respond to any reports of bullying from children and young people.
- Encourage and facilitate children and young people to play an active part in developing and adopting a code of conduct for behaviour.
- Ensure that staff and volunteers are given access to information, guidance and training on bullying.

Parkside High Staff & Volunteers will:

- Encourage individuals to speak out about bullying behaviour.
- Respect every child's need for, and right to, an environment where safety, security, praise, recognition and opportunity for taking responsibility are available.
- Respect the feelings and views of others.
- Recognise that everyone is important and equal, and that our differences make each of us special and worthy of being valued.
- Show appreciation of others by acknowledging individual qualities, contributions and progress.
- Ensure safety by having rules and practices carefully explained and displayed for all to see.
- Report incidents of bullying behavior they see.

PARKSIDE HIGH CIC ANTI BULLYING POLICY

Supporting Children

- Parkiside high will let children and young people know who will listen to and support them.
- We'll create an "open door" ethos where children and young people feel confident to talk to an adult about bullying behaviour or any other issue that affects them.
- Potential barriers to talking (including those associated with a disability or impairment) will be acknowledged and addressed at the outset to enable children and young people to speak out
- We'll make sure children and young people are aware of helpline numbers.
- Anyone who reports an incident of bullying will be listened to carefully and reports will be taken seriously.
- Any reported experience of bullying behavior will be investigated and will involve listening care fully to all those involved.
- Children and young people experiencing bullying behavior will be supported and helped to uphold their right to continue to feel safe at Parkside High.
- Those who display bullying behaviour will be supported and encouraged to develop better relationships.
- We'll make sure that sanctions are proportionate and fair.

Support to the Parents/Guardians

- Parents or guardians will be advised on Parkside High's bullying policy and practice.
- Any experience of bullying behaviour will be discussed with the child's parents or guardians.
- Parents will be consulted on action to be taken (for both victim and bully) and we'll agree on these actions together.
- Information and advice on coping with bullying will be made available.
- Support will be offered to parents, including information from other agencies or support lines.

Useful contacts

NSPCC Helpline 0808 800 5000
Childline 0800 1111 / www.childline.org.uk
Kidscape www.kidscape.org.uk
Anti-Bullying Alliance www.antibullyingalliance.org
Parkside High info@parksidehigh.co.uk / 0115 9309142

Parkside High
Equality & Diversity Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
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PARKSIDE HIGH CIC EQUALITY & DIVERSITY POLICY

1. Introduction

This policy aims to outline Parkside High's commitment to ensuring equality of opportunity and equal treatment for staff, workers, partners, contractors, directors, volunteers, members and service users in terms of employment and access to services; and to provide guidance on anti-discriminatory practice.

2. General Statement of Intent

Parkside High is committed in its pursuit of excellence in service; to equality of opportunity and to a pro-active and inclusive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture; celebrates and values diversity and eliminates unlawful direct and indirect discrimination.

Parkside High will provide equality of opportunity and equal treatment as an integral part of good practice. The organisation is committed to a working environment in which the contribution and needs of everyone are fully valued and recognised. We will support our staff, workers, directors, volunteers and contractors in not tolerating any inappropriate, violent or abusive behaviour from colleagues, other organisations, service users or young people.

Parkside High aims to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

Parkside High recognises that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions. This policy seeks to value and harness these differences and to make our services relevant and approachable for everyone. We aim to draw upon the widest possible range of views and experiences in order to meet the changing needs of our service users, staff, volunteers, partners and supporters.

Parkside High believes in equality of opportunity and values all individuals regardless of any collective identity. However, we recognise that individual and institutional discriminatory practise has meant that some groups have not had equal access to services and fair employment practices, nor to opportunities in volunteering. We aim to remove any barriers, bias or discrimination that prevents individuals or groups from realising their potential and contributing fully to our organisation's performance and to develop an organisational culture that positively values diversity.

Parkside High is committed to providing an environment free of stereotyped and oppressive beliefs, attitudes and practices. We seek to promote, diversify and to respond to the needs of all individuals in a fair and equitable manner. We work to reduce unfair discrimination in society and seek to eliminate such practices within the organisation.

Discrimination can be direct, associative, perceptive, indirect, harassment (including by 3rd parties) or victimisation. All forms of discrimination are unacceptable, regardless of whether there was any intention to discriminate or not. Employees have a duty to co-operate with Parkside High to ensure that this policy is effective in ensuring equal opportunities and in preventing discrimination. Employees should draw the attention of their line manager to suspected discriminatory acts, practices or cases of bullying or harassment.

Parkside High recognises that the promotion of equal opportunities requires more than passive opposition to discrimination; we are therefore committed to taking positive action towards equality of opportunity. We further recognise that the limited resources and the operational needs of Parkside High may impose justifiable restrictions upon our ability to take such action. However, we will undertake regular monitoring and review the effectiveness of this policy.

3. Scope

The policy applies specifically to discrimination and equality of opportunity in respect of 'protected characteristics' as defined in the Equalities Act 2010:

- Age
- Disability
- Race
- Sex
- Religion or cultural beliefs
- Gender reassignment
- Marital status and civil partnership
- Sexual orientation
- Pregnancy and maternity

The policy applies across the range of employment policies and practice, including those relating to Anti Bullying, Disciplinary, Complaints and the Code of Conduct.

4. Responsibilities

Parkside High values its staff, contractors, workers, directors, volunteers, members and service users and young people, and expects them to be treated in a respectful manner. Accordingly, all have a responsibility to treat others with dignity and respect.

Liam Parker, Head Mentor has overall responsibility for ensuring that this policy is put into practice. In particular Liam Parker will ensure that:

- There is effective monitoring of Parkside High Equal Opportunities and Diversity Policy in relation to existing staff and volunteers and the recruitment of new staff and volunteers.
- The objectives of this policy are reflected at all levels through the organisation.
- Advice and guidance on equality and diversity issues is provided.
- The policy document is kept up to date.
- Team leaders amongst the staff at Parkside High complete appropriate diversity and equalities training.
- All directors, paid staff and volunteers will be expected to make this policy work and contribute to its on-going development.

4.1 General Purpose

Parkside High practices will ensure that staff, workers, directors, volunteers, members, service users and young people will not be discriminated against on any grounds including age, disability, race, sex, religion or cultural beliefs, gender reassignment, marital status and civil partnership, sexual orientation, pregnancy and maternity.

Parkside High's commitment to anti-discriminatory practice relates to all kinds of discrimination, as set out below:

- Direct discrimination – where someone is treated less favourably than another because they have a protected characteristic.

- Indirect discrimination – when a requirement or a condition is applied which has a detrimental
- effect on a particular group or individual. This applies even if there was not a deliberate intention to discriminate.
- Associative discrimination – direct discrimination against someone because they associate with another person who has a protected characteristic.
- Perceptive discrimination – direct discrimination against someone because others think they have a protected characteristic even if they do not possess that characteristic.
- Harassment – unwanted conduct related to a protected characteristic which violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. This applies even if the conduct is not directed at the individual or if they do not have the protected characteristic.
- Third party harassment – potential liability for the harassment of staff by others such as young people service users and visitors.
- Victimisation – when someone is treated badly because they have made or supported a complaint under the Equalities Act or it is thought that they have done so.

5. Employment – Recruitment and Selection

5.1 Reviewing Vacancies

As vacancies to paid posts and voluntary roles arise, all appointing officers must review the Job Description and Person Specification to ensure that it meets the requirements of this policy.

No arbitrary restrictions will be placed on vacancies. Where restrictions are applied they must be reasonably justifiable. All applicants should be made aware that general life experience and voluntary as well as paid work are valued.

All paid posts will be advertised externally. An application process and timetable will be determined and applicants will be measured against the skills criteria on the person specification.

'Acting Up' – on occasion vacant posts may be filled temporarily using 'acting up' arrangements, the process will be open to all qualifying existing personnel and the terms and conditions for which will be set down in writing to the successful candidate.

5.2 Advertising

Advertisements for job vacancies should be widely accessible and distributed through appropriate external media.

Specifically advertisements should ensure:

- that there are no requirements or criteria which are unnecessary to the post and which might
- exclude applicants from any particular section of the community.
- that emphasis is placed on the availability of flexible working arrangements and/or job share opportunities where appropriate.
- no artificial age barriers are introduced.
- all advertisements state that The Thanet is working towards equal opportunities and values diversity.
- all advertisements state accessibility in relation to working environments.

5.3 Short-listing and Interviewing

All applicants will be given equal consideration for appointments. Criteria for short listing must be clearly established by the preparation of Person Specifications and equally applied to all candidates. An appropriate job application form should be used and Parkside High should not accept personal CVs. The personal details section of the application form shall not be viewed by shortlisting panel until the process has been completed. Each individual should be assessed according to his/her personal capability to carry out a given job. General assumptions must not be made about individual applicants.

Overseas qualifications, degrees and diplomas, which are comparable with UK qualifications, will be accepted as equivalents.

When a job involves irregular or unsocial hours or travel, the full facts should be referred to in the Job Description or other recruitment literature.

More than one person will carry out short listing and interviewing. Interview questions must not be of a discriminatory nature.

Selection decisions must not be influenced by factors such as the traditional profile of the current post holder, unless for genuine occupational qualification reasons.

The selection must not be influenced by the perceived prejudices of other staff.

At both the short listing and appointment stage, brief notes shall be made on each application indicating clearly why the applicant has not been short listed or appointed. A form will be drafted for this purpose.

Any recruitment records, which monitor the appropriate information to enable equal opportunity analysis must be kept for 12 months.

5.4 Age Restrictions

In all recruitment and employment matters, age limits must not be applied in a way that is artificial or arbitrary. Age restrictions in employment at Parkside High are only applied where reasonably justified. Nothing in this policy can over-ride any statutory provisions (e.g. on minimum ages in employment matters). Where age restrictions are proposed, managers must be able to show reasonable justification for imposing such a limit.

Career Development And The Provision Of Training

6.1 Training Opportunities

Relevant training opportunities will be published widely to all employees. Training will be available to directors, paid staff and volunteers without discrimination and with regard to individual circumstances.

6.2 Career Breaks

Consistent with the needs of the organisation, Parkside High will encourage initiatives designed to help staff and/or volunteers who wish to return to work after a career break, or who wish to combine their pursuit of a career with raising a family.

6.3 Cultural and Religious Needs

Where employees and/or volunteers have particular religious or cultural needs which may conflict with work requirements, managers will consider whether it is reasonably practicable to vary or adapt these requirements to enable such needs to be met (e.g. where annual leave is sought on a religious festival it should not be un

reasonably withheld).

In dealing with such matters managers must seek to balance the operational needs of their department with the cultural and religious needs of employees.

6.4 Disabled Employees

The organisation will support employees who are disabled or become disabled to work within the organisation and wherever possible will assist with their rehabilitation and retraining. The aim is to maintain disabled staff in employment wherever practicable. Reasonable steps to achieve this may involve adjusting working conditions and practices as well as redeployment to alternative work.

6.5 Individual Support / Communities of Interest

All employees and volunteers should have access to support. If for example, a group of workers sharing a collective identity wish to set up a support group then this should be encouraged. If a worker feels isolated then provision should be made for external support.

7. General Behaviour / Code Of Conduct

All staff members and volunteers should respect other members of staff and realise that behaviour that they may find acceptable may not be so regarded by others.

Harassment at work in any form is entirely unacceptable and each member of staff and volunteer carries responsibility for their own behaviour under the policy.

The policy aims to prevent all forms of offensive behaviour but where there is a breach of this policy the person(s) responsible will be liable for disciplinary action. Some harassing behaviour may also be unlawful.

Harassment can take many forms and may be directed in particular against minority groups or individuals (e.g. because of a person's physical appearance or other characteristic).

It may involve action, behaviour, comment, or physical contact, which is found objectionable or which causes offence, it can result in the recipient feeling threatened, humiliated or patronised and it can create an intimidating work environment as well as interfere with the employee's job performance and undermine their job security.

Managers shall act and react with dignity and respect towards employees and volunteers and they shall ensure that all those involved work in a similar way in their relationships with each other.

8. Complaints And Grievance Procedure

8.1 Informal Procedure

Wherever possible employees and volunteers who believe that they have been the subject of harassment, should tell the person responsible that they find their behaviour offensive and ask them to desist. If the individuals feel unable to do this themselves they may ask another colleague or their line manager to do it for them.

If the alleged harassment continues, or the complainant feels unable to speak directly to the alleged harasser, the complainant will be encouraged to write to the harraser clearly indicating what is considered to be unacceptable behaviour.

In the event that this fails, the individual is to be encouraged to follow the procedures set out in Parkside High's Complaints Procedure.

8.2 Victimisation

Employees will not be victimised in any way for complaining about discrimination or harassment and for giving evidence about such a complaint.

9. EQUAL OPPORTUNITIES AND DIVERSITY IN SERVICE DELIVERY

9.1 Consultation

Parkside High aims to actively encourage the views of groups, which experience discrimination in order to improve our service delivery. This should cover all aspects of our service including: management practice, recruitment, employment, volunteer involvement, training and development, publicity/publications and access to resources.

9.2 Access to Membership and Services

Parkside High will aim to ensure that its membership and services are accessible to all and reflect the needs of the various communities of people who may need them with particular reference to the needs of under-represented groups.

Parkside High will make every effort to make its buildings and meeting venues as accessible as is possible to people with disabilities (including sensory impairment and learning difficulties).

Parkside High will make every effort to take account of the needs of people and groups on low income using our services.

Parkside High aims to ensure that all people will receive a positive and sustained welcome from their first point of contact with the organisation and staff will monitor consumer feedback to develop a better service in relation to diversity.

Parkside High will ensure that an accessible complaints procedure is available to ensure against discrimination in service allocation and delivery.

9.3 Marketing, Publicity, and Public Relations

In order to promote equality of access to our service, Parkside High will ensure that the organisation's services are well publicised. Publicity will include statements about our commitment to diversity and equal opportunities.

The marketing of Parkside High will strive to provide information and resource materials which are written free from jargon, as well as from racist, ageist, disabling, homophobic, sexist images, language or attitudes and any other discriminatory practices.

9.4 Communication

Parkside High aims to create a climate of communication, which reflects the needs of different linguistic and cultural groups by providing interpreters and signers as appropriate. Parkside High will attempt where possible to provide information in a variety of formats (e.g. audio tape or large print) on request.

Dealing With Third Parties

Parkside High will not unlawfully discriminate in dealings with third parties. This applies to dealing with other legal service providers and general procurement.

Data Collection

Parkside High complies with the requirement of the Data Protection Act. Any data, either qualitative and or

quantitative, required in order to monitor the requirements or the impact of the Equalities Act 2010, will be collected where it is reasonable, proportionate and practical to do so. Any such requirements will be notified to Parkside High's staff, workers, directors, volunteers, members , service users and young people and will follow a common data format.

Legislation

We will take all reasonable steps to ensure that we and our staff do not unlawfully discriminate under:

The Rehabilitation of Offenders Act 1974;
The Employment Rights Act 1996;
The Human Rights Act 1998;
The Part-Time Workers (Prevention of Less Favourable Treatment) Regulations 2000;
The Fixed-Term Employees (Prevention of Less Favourable Treatment) Regulations 2002;
The Civil Partnership Act 2004
The Work and Families Act 2006;
The Equality Act 2010; and any other relevant legislation in force from time to time relating to discrimination in employment and the provision of goods, facilities or services.
Induction.

Parkside High will ensure that all new employees, volunteers and directors will receive induction on the policy.

Complaints and Sanctions

Parkside High will treat seriously any complaints of unlawful discrimination on any of the stated grounds made by employees, volunteers, directors, members, service users, young people or other third parties and will take action where appropriate.

All complaints made by external parties will be investigated in accordance with Parkside High's Complaints Procedure and the complainant will be informed of the outcome.

Complaints will be monitored regularly and any outcomes/action recorded.

Review

The effectiveness of this policy in achieving the stated aims will be monitored and evaluated. This process shall be undertaken at least annually, shall include the review of each component of the policy and shall aim to seek the views of organisations representing the interests of those groups referred to in this policy.
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Glossary

Direct Discrimination

Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have (see perceptive discrimination below), or because they associate with someone who has a protected characteristic (see associative discrimination below).

Associative Discrimination

This is direct discrimination against someone because they are linked or associated with another person who possesses a protected characteristic.

Perceptive Discrimination

This is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic.

Protected Characteristics

The protected characteristics as listed in the Equality Act 2010 are sex, sexual orientation, marriage or civil partnership, gender reassignment, race, religion or belief, age, disability, pregnancy and maternity.

Disability

Under the Equality Act 2010, a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse affect on their ability to carry out normal day-to-day activities.

Gender Reassignment

A transsexual person is someone who proposes to, starts or has completed a process to change his or her gender. The person does not have to be under medical supervision.

Race

Race includes colour, nationality and ethnic or national origins. A racial group can be made up of two or more different racial groups (eg Black Britons).

Religion Or Belief

Under the Equality Act 2010, religion includes any religion. It also includes lack of religion, in other words employees or jobseekers are protected if they do not follow a certain religion or have no religion at all. Additionally, a religion must have a clear structure and belief system. Belief means any religious or philosophical belief or a lack of such belief. To be protected, a belief must satisfy various criteria, including that it is a weighty and substantial aspect of human life and behaviour.

Sexual Orientation

Includes bisexual, gay, heterosexual, and lesbian people.

Indirect Discrimination

Indirect discrimination can occur when you have a condition, rule, policy or even a practice in your company that applies to everyone but particularly disadvantages people who share a protected characteristic and which cannot be justified in relation to the job.

Harassment

Harassment is “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”.

Third Party Harassment

Parkside High has a duty to prevent harassment of employees by people (third parties) who are not employees of your company, such as clients. Parkside High has a duty to prevent harassment and may be liable if aware that harassment has occurred on at least two previous occasions and does not take reasonable steps to

prevent it from happening again.

Victimisation

Victimisation occurs when an employee is treated badly because they have made or supported a complaint about discrimination or harassment, or raised a grievance under the Equality Act; or because they are suspect ed of doing so. An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint.

Positive Action

Some people with protected characteristics are disadvantaged or under-represented in some areas of life, or have particular needs linked to their characteristic. They may need extra help or encouragement if they are to have the same chances as everyone else. The new positive action provisions held within the Equalities Act 2010 enable service providers to take proportionate steps to help people overcome their disadvantages or to meet their needs.

Parkside High
Online Safety Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
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PARKSIDE HIGH CIC ONLINE SAFETY POLICY

Introduction

This online safety policy has been written by Parkside High, involving staff and learners and with guidance from the Derbyshire County Council Children's Safeguarding Board.

It takes into account the DfE statutory guidance 'Keeping Children Safe in Education' 2018, 'Working Together to Safeguard Children' 2018 and the Derbyshire Safeguarding Children Board procedures.

Purpose

- Safeguard and protect all members of Parkside High community online.
- Identify approaches to educate and raise awareness of online safety throughout the community.
- Enable all staff to work safely and responsibly, to role model positive behaviour online and to manage professional standards and practice when using technology.
- Identify clear procedures to use when responding to online safety concerns.

Parkside High identifies that the issues classified within online safety are considerable, but can be broadly categorised into three areas of risk:

- Content: being exposed to illegal, inappropriate or harmful material.
- Contact: being subjected to harmful online interaction with other users.
- Conduct: personal online behaviour that increases the likelihood of, or causes, harm.

Policy Scope

- Parkside High believes that online safety is an essential part of safeguarding and acknowledges its duty to ensure that all learners, volunteers and staff are protected from potential harm online.
- Parkside High identifies that the internet and associated devices, such as computers, tablets, mobile phones and games consoles, are an important part of everyday life.
- Parkside High believes that learners should be empowered to build resilience and to develop strategies to manage and respond to risk online.
- This policy applies to all staff including the governing body, leadership team, teachers, support staff, external contractors, visitors, volunteers and other individuals who work for, or provide services on behalf of the setting (collectively referred to as "staff" in this policy) as well as learners, parents and carers.
- This policy applies to all access to the internet and use of technology, including personal devices, or where learners, staff or other individuals have been provided with setting issued devices for use off-site, such as a work laptops, tablets or mobile phones.

Links with other policies and practices

This policy links with several other policies, practices and action plans including:

- Anti-bullying policy
- Code of conduct policy
- Behaviour policy
- Safeguarding and Child protection policy
- GDPR and Data Protection policy

PARKSIDE HIGH CIC ONLINE SAFETY POLICY

Monitoring and Review

Technology in this area evolves and changes rapidly. Parkside High will review this policy at least annually.

- The policy will also be revised following any national or local policy requirements, any child protection concerns or any changes to the technical infrastructure.
- We will regularly monitor internet use and evaluate online safety mechanisms to ensure that this policy is consistently applied.
- To ensure they have oversight of online safety, the Safeguarding Lead will be informed of on line safety concerns, as appropriate.
- Any issues identified via monitoring will be incorporated into our action planning.

Roles and Responsibilities

The Designated Safeguarding Lead (DSL) Michelle Roberts, Head of Youth Development has lead responsibility for online safety. Parkside High recognises that all members of the community have important roles and responsibilities to play with regards to online safety.

The leadership and management team will:

- Ensure that online safety is viewed as a safeguarding issue and that practice is in line with national and local recommendations and requirements.
- Ensure there are appropriate and up-to-date policies regarding online safety; including a staff code of conduct and behaviour policy .
- Ensure that suitable and appropriate filtering and monitoring systems are in place and work with technical staff to monitor the safety and security of our systems and networks.
- Ensure that online safety is embedded within a progressive curriculum, which enables all learners to develop an age-appropriate understanding of online safety.
- Support the DSL by ensuring they have sufficient time and resources to fulfil their online safety responsibilities.
- Ensure there are robust reporting channels for the community to access regarding online safety concerns, including internal, local and national support.
- Ensure that appropriate risk assessments are undertaken regarding the safe use of technology.
- Audit and evaluate online safety practice to identify strengths and areas for improvement.

The Designated Safeguarding Lead (DSL) will:

- Act as a named point of contact on all online safeguarding issues and liaise with other members of staff or other agencies, as appropriate.
- Ensure all members of staff receive regular, up-to-date and appropriate online safety training.
- Access regular and appropriate training and support to ensure they understand the unique risks associated with online safety and have the relevant knowledge and up to date required to keep learners safe online.
- Access regular and appropriate training and support to ensure they recognise the additional risks that learners with SEN and disabilities (SEND) face online.
- Keep up-to-date with current research, legislation and trends regarding online safety and communicate this with the community, as appropriate.
- Work with staff to coordinate participation in local and national events to promote positive online behaviour, such as Safer Internet Day.
- Ensure that online safety is promoted to parents, carers and the wider community, through a variety

of channels and approaches.
- Maintain records of online safety concerns, as well as actions taken, as part of the Parkside High's safeguarding recording mechanisms.
- Monitor online safety incidents to identify gaps and trends, and use this data to update the education response, policies and procedures.
- Report online safety concerns, as appropriate, to the manager.
- Work with the leadership team to review and update online safety policies every 12 months.

It is the responsibility of Parkside High team members.

- Contribute to the development of online safety policies.
- Read and adhere to the online safety policy and acceptable use policies.
- Take responsibility for the security of setting systems and the data they use or have access to.
- Model good practice when using technology and maintain a professional level of conduct in their personal use of technology, both on and off site.
- Embed online safety education in curriculum/mentoring delivery, wherever possible.
- Have an awareness of a range of online safety issues and how they may be experienced by the children in their care.
- Identify online safety concerns and take appropriate action by following Parkside High's safeguarding policies and procedures.
- Know when and how to escalate online safety issues, including signposting to appropriate support, internally and externally.
- Take personal responsibility for professional development in this area.

It is the responsibility of learners to:

- Engage in age appropriate online safety education opportunities.
- Contribute to the development of online safety policies.
- Read and adhere to the acceptable use policies.
- Respect the feelings and rights of others both on and offline.
- Take responsibility for keeping themselves and others safe online.
- Seek help from a trusted adult, if there is a concern online, and support others that may be experiencing online safety issues.

It is the responsibility of parents and carers to:

- Read the acceptable use policies and encourage their children to adhere to them.
- Support our online safety approaches by discussing online safety issues with their children and reinforcing appropriate and safe online behaviours at home.
- Role model safe and appropriate use of technology and social media.
- Abide by the home-school agreement and/or acceptable use policies.
- Identify changes in behaviour that could indicate that their child is at risk of harm online.
- Seek help and support from the Parkside High, or other appropriate agencies, if they or their child encounter risk or concerns online.
- Contribute to the development of the online safety policies.
- Take responsibility for their own awareness in relation to the risks and opportunities posed by new and emerging technologies.

Education and Engagement Approaches

Education and engagement with learners:

- Parkside High will promote a progressive online safety to raise awareness and promote safe and responsible internet use amongst learners by:
- Ensuring education regarding safe and responsible use precedes internet access.
- Reinforcing online safety messages whenever technology or the internet is in use.
- Educating learners in the effective use of the internet to research; including the skills of knowledge location, retrieval and evaluation.
- Teaching learners to be critically aware of the materials they read and shown how to validate information before accepting its accuracy.
- Parkside High will support learners to read and understand the acceptable use policies in a way which suits their age and ability by:
- Informing learners that network and internet use will be monitored for safety and security purposes and in accordance with legislation.
- Rewarding positive use of technology.
- Seeking learner voice when writing and developing online safety policies and practices, including curriculum development and implementation.
- Using support, such as external visitors, where appropriate, to complement and support our internal online safety education approaches.

Vulnerable Learners

- Parkside High recognises that some learners are more vulnerable online due to a range of factors. This may include, but is not limited to children in care, children with Special Educational Needs and Disabilities (SEND) or mental health needs, children with English as an additional language (EAL) and children experiencing trauma or loss.
- Parkside High will ensure that differentiated and ability appropriate online safety education, access and support is provided to vulnerable learners.

Training and engagement with staff

We will:

- Provide and discuss the online safety policy and procedures with all members of staff as part of induction.
- Provide up-to-date and appropriate online safety training for all staff on a regular basis, with at least annual updates.
- This will cover the potential risks posed to learners (Content, Contact and Conduct) as well as our professional practice expectations.
- Recognise the expertise staff build by undertaking safeguarding training and managing safeguarding concerns and provide opportunities for staff to contribute to and shape online safety policies and procedures.
- Make staff aware that their online conduct outside of the setting, including personal use of social media, could have an impact on their professional role and reputation.
- Highlight useful educational resources and tools which staff should use, according to the age and ability of the learners.
- Ensure all members of staff are aware of the procedures to follow regarding online safety concerns

affecting learners, colleagues or other members of the community.

Awareness and engagement with parents and carers:

- Parkside High recognises that parents and carers have an essential role to play in enabling children and young people to become safe and responsible users of the internet and associated technologies.

We will build a partnership approach to online safety with parents and carers by:

- Providing information and guidance on online safety in a variety of formats.
- Requesting that they read online safety information as part of joining our community, for example, within our home school agreement.

Reducing Online Risks

Parkside High recognises that the internet is a constantly changing environment with new apps, devices, websites and material emerging at a rapid pace.

We will:

- Regularly review the methods used to identify, assess and minimise online risks.
- Examine emerging technologies for educational benefit and undertake appropriate risk assessments before use in the setting is permitted.
- Ensure that appropriate filtering and monitoring is in place and take all reasonable precautions to ensure that users can only access appropriate material.
- Due to the global and connected nature of the internet, it is not possible to guarantee that unsuitable material cannot be accessed via our computers or devices.
- All members of the community are made aware of our expectations regarding safe and appropriate behaviour online and the importance of not posting any content, comments, images or videos which could cause harm, distress or offence to members of the community. This is clearly outlined in our code of conduct policy and highlighted through a variety of education and training approaches.

Safer Use of Technology

Classroom Use

Parkside High uses a wide range of technology. This includes access to:

- Computers, laptops and other digital devices
- Internet which may include search engines and educational websites.
- Email
- Games consoles and other games-based technologies
- Digital cameras, web cams and video cameras

All of Parkside High owned devices will be used in accordance with our acceptable use policies and with appropriate safety and security measures in place. When learners are using devices this is under close supervision and with the guidance of staff. Along with a passcode/firewall for visitors to access the projects internet whilst on site.

- Members of staff will always evaluate websites, tools and apps fully before use in the session or recommending for use at home.

- Parkside High will use age appropriate search tools following an informed risk assessment, to identify which tool best suits the needs of our community.
- Parkside High uses Google Safe Search.
- We will ensure that the use of internet-derived materials, by staff and learners complies with copyright law and acknowledge the source of information.
- Learners will use age-appropriate search engines and online tools.
- Learners will be directed by staff to online materials and resources which support the learning outcomes planned for the learners age and ability.

Managing Internet Access

- We will maintain a written record of users who are granted access to our devices and systems.
- All staff, learners and visitors will read and sign an acceptable use policy before being given access to our computer system, IT resources or internet.
- We will carry our regular audits and audit activity to help identify pupils trying to access sites to establish any vulnerabilities and offer advice, support and react accordingly.

Decision Making

Parkside High's leadership team have ensured that our setting has age and ability appropriate filtering and monitoring in place, to limit learner's exposure to online risks.

- The leadership team are aware of the need to prevent "over blocking", as that may unreasonably restrict what can be taught, with regards to online activities and safeguarding.
- Our decision regarding filtering and monitoring has been informed by a risk assessment, considering our specific needs and circumstances.
- Changes to the filtering and monitoring approach will be risk assessed by staff with consent from the leadership team.
- The leadership team will ensure that regular checks are made to ensure that the filtering and monitoring methods are effective and appropriate.
- All members of staff are aware that they cannot rely on filtering and monitoring alone to safeguard learners; regular education about safe and responsible use is essential.

Filtering

- Education broadband connectivity is provided through BT at the company office.
- Our IT Systems are provided and monitored by ACE IT Monarch House, Chrysalis Way Nottingham, NG16 3RY.
- We use parental controls which blocks sites which can be categorised as: pornography, racial hatred, extremism, gaming and sites of an illegal nature.
- The filtering system blocks all sites on the Internet Watch Foundation (IWF) list.

If learners discover unsuitable sites, they will be required to:

- Turn off the monitor/screen and report the concern immediate to a member of staff.
- The member of staff will report the concern (including the URL of the site if possible) to the DSL or manager.
- The breach will be recorded and escalated as appropriate.
- Parents/carers will be informed of filtering breaches involving their child.

- Any material believed to be illegal will be reported immediately to the appropriate agencies.

Monitoring

We will appropriately monitor internet use on all setting owned or provided internet enabled devices. This is achieved by:

- Detail how this will be achieved by physical monitoring (supervision), monitoring internet and web access (reviewing logfile information).

If a concern is identified via monitoring approaches we will:

- Report to the DSL or Manager and Parkside High will respond in line with the child protection and safeguarding policy.
- All users will be informed that use of our systems can be monitored and that all monitoring will be in line with data protection, human rights and privacy legislation.

Managing Personal Data Online

- Personal data will be recorded, processed, transferred and made available online in accordance with General Data Protection Regulations and Data Protection legislation.

Security and Management of Information Systems

We take appropriate steps to ensure the security of our information systems, including:

- Virus protection being updated regularly.
- Encryption for personal data sent over the Internet or taken off site (such as via portable media storage) or access via appropriate secure remote access systems.
- Not using portable media without specific permission; portable media will be checked by an anti-virus /malware scan before use.
- Not downloading unapproved software to work devices or opening unfamiliar email attachments.
- Regularly checking files held on our network,
- The appropriate use of user logins and passwords to access our network.
- All users are expected to log off or lock their screens/devices if systems are unattended.

Password policy:

- All members of staff will have their own unique username and private passwords to access our systems; members of staff are responsible for keeping their password private.
- If using on line recording systems eg a CP record system restricted access will be granted per job role and responsibility with regular reviews of who has access.

We require all users to:

- Use strong passwords for access into our system.
- Always keep their password private; users must not share it with others or leave it where others can find it.
- Not to login as another user at any time.

Managing the Safety of our Website

- We will ensure that information posted on our website meets the requirements as identified by the Department for Education (DfE).

We will ensure that our website complies with guidelines for publications including:

- Accessibility; data protection; respect for intellectual property rights; privacy policies and copyright.
- Staff or learner's personal information will not be published on our website; the contact details on the website will be our setting address, email and telephone number.
- The administrator account for our website will be secured with an appropriately strong password.
- We will post appropriate information about safeguarding, including online safety, on our website for members of the community.

Publishing Images and Videos Online

- We will ensure that all images and videos shared online are used in accordance with the associated polices, including (but not limited to) the: cameras and image use, data security, acceptable use policies, codes of conduct/behaviour, social media and use of personal devices and mobile phones.

Managing Email

- Access to our email systems will always take place in accordance with data protection legislation and in line with other policies, including confidentiality, acceptable use policies and the code of conduct/ behaviour policy.
- The forwarding of any chain messages/emails is not permitted.
- Spam or junk mail will be blocked and reported to the email provider.
- Any electronic communication which contains sensitive or personal information will only be sent using secure and encrypted email.
- Parkside High email addresses and other official contact details will not be used for setting up personal social media accounts.
- Members of the community will immediately tell Michelle Roberts (DSL) if they receive offensive communication, and this will be recorded in our safeguarding files/records.
- We will have a dedicated email sarah@parksidehigh.co.uk for reporting wellbeing and pastoral issues. This inbox will be managed by Michelle Roberts (DSL).

Staff email:

- Members of staff are encouraged to have an appropriate work life balance when responding to email, especially if communication is taking place between staff, learners and parents.

Learner email:

- Learners will not be using personal or Parkside High email addresses while at the project. If a Learner is required to send an email this will be dictated to the member of staff during the session.

Educational use of Video conferencing

- Parkside High recognise that video conferencing can be a challenging activity but brings a wide range of learning benefits and is a beneficial tool when staff are remote working.
- All videoconferencing apps will be switched off when not in use and will not be set to auto-answer.

Users:

- Parents/carers consent will be obtained prior to learners taking part in video conferencing activities.
- Learners will ask permission from a member of staff before making or answering a video conference call or message.
- Video conferencing will be directly supervised.

Management of Applications (apps) used to Record Children's Progress

- We use the ASDAN online portal to track learners progress.
- The leadership team is ultimately responsible for the security of any data or images held of children. As such, they will ensure that the use of tracking systems is appropriately risk assessed prior to use, and that they are used in accordance with data protection legislltion, including the General Data Protection Regulations (GDPR) and Data Protection legislation.
- To safeguard learner's data:
- Only the leadership team have the passwords to the portal.
- Personal staff mobile phones or devices will not be used to access or upload content to any apps which record and store learners' personal details, attainment or images.
- Devices will be appropriately encrypted if taken off site, to reduce the risk of a data security breach, in the event of loss or theft.
- All users will be advised regarding safety measures, such as using strong passwords and logging out of systems.

Social Media Expectations

- The expectations' regarding safe and responsible use of social media applies to all members of the Parkside community.
- Members of staff will refer to and adhere to the social media policy and any other policy where the staff use of social media is referred to.
- We will control learner and staff access to social media whilst using Parkside High provided computers.
- Concerns regarding the online conduct of any member of the Parkside High community on social media, should be reported to the DSL and will be managed in accordance with our anti-bullying, behaviour and child protection policies.

Learners Personal Use of Social Media

- Safe and appropriate use of social media will be taught to learners as part of an embedded and progressive education approach, via age appropriate sites and resources.
- We are aware that many popular social media sites state that they are not for children under the age of 13, therefore we will not create accounts specifically for learners under this age.

- Any concerns regarding learner's use of social media will be dealt with in accordance with existing policies, including anti-bullying and behaviour.
- Concerns will be shared with parents/carers as appropriate, particularly when concerning underage use of social media sites, games or tools.

Learners will be advised:

- To consider the benefits and risks of sharing personal details on social media sites which could identify them and/or their location.
- To only approve and invite known friends on social media sites and to deny access to others by making profiles private.
- Not to meet any online friends without a parent/carer or other responsible adult's permission and only when a trusted adult is present.
- To use safe passwords.
- To use social media sites which are appropriate for their age and abilities.
- How to block and report unwanted communications.
- How to report concerns both within the setting and externally.

Official Use of Social Media

Parkside High's official social media channels are Facebook and Instagram and we have a website parksidehigh.co.uk.

- The official use of social media sites only takes place with clear educational or community engagement objectives, with specific intended outcomes.
- The official use of social media as a communication tool has been formally risk assessed and approved and controlled by the manager.
- Leadership staff have access to account information and login details for our social media channels, in case of emergency, such as staff absence.
- Official social media channels have been set up as distinct and dedicated social media sites or accounts for educational or engagement purposes only.
- Staff use setting provided email addresses to register for and manage any official social media channels.
- Official social media sites are suitably protected.
- All communication on official social media platforms will be clear, transparent and open to scrutiny.
- Parents/carers and learners will be informed of any official social media use, along with expectations for safe use and action taken to safeguard the community.
- Only social media tools which have been risk assessed and approved as suitable for educational purposes will be used.
- Any official social media activity involving learners will be moderated possible.
- Parents and carers will be informed of any official social media use with learners; written parental consent will be obtained, as required.
- We will ensure that any official social media use does not exclude members of the community who are unable or unwilling to use social media channels.

Use of Personal Devices and Mobile Phones

Parkside High recognises that personal communication through mobile technologies is an accepted part of everyday life for learners, staff and parents/carers, but technologies need to be used safely and appropriately within the setting.

Staff Use of Personal Devices and Mobile Phones

Members of staff will refer to and adhere to the Parkside High's code of conduct policy and any other policy where the staff use of personal devices and mobile phones is referred to.

Learners Use of Personal Devices and Mobile Phones

- Learners will be educated regarding the safe and appropriate use of personal devices and mobile phones and will be made aware of boundaries and consequences.
- Parkside High expects learners' personal devices and mobile phones to be kept in a secure place, switched off, kept out of sight during the sessions.
- If a learner needs to contact his/her parents or carers they will be allowed to their own phone.
- Parents are advised to contact their child via the session leader. Exceptions may be permitted on a case-by-case basis, as approved by the session leader.
- Mobile phones or personal devices will not be used by learners during sessions unless as part of an approved and directed curriculum-based activity with consent from a member of staff.
- The use of personal mobile phones or devices for a specific education purpose does not mean that blanket use is permitted.
- If members of staff have an educational reason to allow learners to use their mobile phones or personal devices as part of an educational activity, it will only take place when approved by the manager or DSL.
- If a learner breaches the policy, the phone or device will be confiscated and will be held in a secure place.
- Staff may confiscate a learner's mobile phone or device if they believe it is being used to contravene our behaviour or bullying policy or could contain youth produced sexual imagery (sexting).
- Searches of mobile phone or personal devices will only be carried out in accordance with DfE guidance and our policy.
- Learners mobile phones or devices may be searched by a member of the leadership team, with the consent of the learner or a parent/ carer. Content may be deleted or requested to be deleted, if it contravenes our policies.
- Mobile phones and devices that have been confiscated will be released to parents or carers at the end of the session
- If there is suspicion that material on a learner's personal device or mobile phone may be illegal or may provide evidence relating to a criminal offence, the device will be handed over to the police for further investigation.

Visitors' Use of Personal Devices and Mobile Phones

- Parents/carers and visitors (including volunteers and contractors) must use their mobile phones and personal devices in accordance with our acceptable use policy and other associated policies, such as:

anti-bullying, behaviour, child protection and image use.
- Members of staff are expected to challenge visitors if they have concerns and will always inform the DSL or manager of any breaches to our policy.

Responding to Online Safety Incidents and Concerns

- All members of the community will be made aware of the reporting procedure for online safety concerns, including: breaches of filtering, youth produced sexual imagery (sexting), cyberbullying and illegal content.
- All members of the community must respect confidentiality and the need to follow the official procedures for reporting concerns.
- Learners, parents and staff will be informed of our complaints procedure and staff will be made aware of the whistleblowing procedure.
- We require staff, parents, carers and learners to work in partnership to resolve online safety issues.
- After any investigations are completed, we will debrief, identify lessons learnt and implement any policy or curriculum changes as required.
- We will refer to the flow chart on responding to incidents, made available.
- Where there is suspicion that illegal activity has taken place, we will follow the local safeguarding procedures which will include Police using 101, or 999 if there is immediate danger or risk of harm.
- If an incident or concern needs to be passed beyond our community (for example if other local settings are involved or the public may be at risk), the DSL or manager will speak with Call Derbyshire/ Derbyshire Police first to ensure that potential investigations are not compromised.

Concerns about Learners Welfare

- The DSL will be informed of any online safety incidents involving safeguarding or child protection concerns.
- The DSL will record these issues in line with our child protection policy.
- The DSL will ensure that online safety concerns are escalated and reported to relevant agencies in line with the Derbyshire Safeguarding Children Board thresholds and procedures.
- We will inform parents and carers of online safety incidents or concerns involving their child, as and when required.

Procedures for Responding to Specific Online Incidents or Concerns

Online Sexual Violence and Sexual Harassment between Children:

- Parkside High has accessed and understood "Sexual violence and sexual harassment between children in schools and colleges" (2018) guidance and part 5 of 'Keeping children safe in education' 2018.
- Parkside High recognises that sexual violence and sexual harassment between children can take place online. Examples may include; non-consensual sharing of sexual images and videos, sexualised online bullying, online coercion and threats, unwanted sexual comments and messages on social media, and online sexual exploitation.
- Full details of how we will respond to concerns relating to sexual violence and sexual harassment between children can be found within our child protection and anti-bullying policy.
- Parkside High recognises that internet brings the potential for the impact of any sexual violence

and sexual harassment concerns to extend further than the local community, and for a victim or alleged perpetrator to become marginalised and excluded by online communities.

- Parkside High also recognises the potential for repeat victimisation in the future if abusive content continues to exist somewhere online.
- Parkside High will ensure that all members of the community are made aware of the potential social, psychological and criminal consequences of online sexual violence and sexual harassment between children by implementing a range of age and ability appropriate educational methods as part of our PSHE and RSE curriculum.
- We will ensure that all members of the community are aware of sources of support regarding online sexual violence and sexual harassment between children.
- We will respond to concerns regarding online sexual violence and sexual harassment between children, regardless of whether the incident took place on our premises or using our equipment.

If made aware of online sexual violence and sexual harassment, we will:

- Immediately notify the DSL and act in accordance with our child protection and anti-bullying policies.
- If content is contained on learners electronic devices, they will be managed in accordance with the DfE 'searching screening and confiscation' advice.
- Provide the necessary safeguards and support for all learners involved, such as offering specific advice on blocking, reporting and removing online content, as well as providing appropriate counselling/pastoral support.
- Implement appropriate sanctions in accordance with our behaviour policy.
- Inform parents and carers, if appropriate, about the incident and how it is being managed.
- If appropriate, make a referral to partner agencies, such as Children's Social Work Service and/or the Police.
- If the concern involves children and young people at a different educational setting, work in partnership with other DSLs to ensure appropriate safeguarding action is taken in the wider local community.
- If a criminal offence has been committed, the DSL will discuss this with our local Police first to ensure that investigations are not compromised.
- Review the handling of any incidents to ensure that best practice was implemented, and policies/ procedures are appropriate.

Youth Produced Sexual Imagery ("Sexting")

- Parkside High recognises youth produced sexual imagery (known as "sexting") as a safeguarding issue; all concerns will be reported to and dealt with by the DSL.
- We will follow the advice as set out in the non-statutory UKCCIS guidance: 'Sexting in schools and colleges: responding to incidents and safeguarding young people' and KSCB guidance: "Responding to youth produced sexual imagery".
- Parkside High will ensure that all members of the community are made aware of the potential social, psychological and criminal consequences of 'sexting' by implementing preventative approaches, via a range of age and ability appropriate educational methods.
- We will ensure that all members of the community are aware of sources of support regarding youth produced sexual imagery.
- We will respond to concerns regarding youth produced sexual imagery, regardless of whether the incident took place on site or using setting provided or personal equipment.

We will not:

- View any images suspected of being youth produced sexual imagery, unless there is no other possible option, or there is a clear need or reason to do so.
- If it is deemed necessary, the image will only be viewed by the DSL and their justification for viewing the image will be clearly documented.
- Send, share, save or make copies of content suspected to be an indecent image of a child (i.e. youth produced sexual imagery) and will not allow or request learners to do so.

If made aware of an incident involving the creation or distribution of youth produced sexual imagery, we will:

- Act in accordance with our child protection policies and the relevant Derbyshire Safeguarding Child Board's procedures.
- Ensure the DSL responds in line with the 'Sexting in schools and colleges: responding to incidents and safeguarding young people' guidance.
- Store the device securely.
- If an indecent image has been taken or shared on our network or devices, we will act to block access to all users and isolate the image.
- Carry out a risk assessment which considers any vulnerability of learners involved; including carrying out relevant checks with other agencies.
- Inform parents and carers, if appropriate, about the incident and how it is being managed.
- Make a referral to Children's Social Work Service and/or the Police, as deemed appropriate in line with the UKCCIS : 'Sexting in schools and colleges: responding to incidents and safeguarding young people' guidance.
- Provide the necessary safeguards and support for learners, such as offering counselling or pastoral support.
- Implement appropriate sanctions in accordance with our behaviour policy but taking care not to further traumatise victims where possible.
- Consider the deletion of images in accordance with the UKCCIS: 'Sexting in schools and colleges: responding to incidents and safeguarding young people' guidance.
- Images will only be deleted once the DSL has confirmed that other agencies do not need to be involved; and are sure that to do so would not place a child at risk or compromise an investigation.
- Review the handling of any incidents to ensure that best practice was implemented; the leadership team will also review and update any management procedures, where necessary.

Online Child Sexual Abuse and Exploitation (including child criminal exploitation)

- Parkside High will ensure that all members of the community are aware of online child sexual abuse, including: exploitation and grooming; the consequences; possible approaches which may be employed by offenders to target children and how to respond to concerns.
- Parkside High recognises online child sexual abuse and exploitation (including criminal exploitation) as a safeguarding issue and, as such, all concerns will be reported to and dealt with by the DSL.
- We will implement preventative approaches for online child sexual abuse and exploitation (including criminal exploitation) via a range of age and ability appropriate education for learners, staff and parents/carers.
- We will ensure that all members of the community are aware of the support available regarding online child sexual abuse and exploitation (including criminal exploitation), both locally and nationally.

- We will ensure that the CEOP website is available to learners and other members of our community. https://www.ceop.police.uk/Safety-Centre/

If made aware of incident involving online child sexual abuse and exploitation (including criminal exploitation), we will:

- Act in accordance with our child protection policies and the relevant Derbyshire Safeguarding Child Board's procedures.
- If appropriate, store any devices involved securely.
- Make a referral to Children's Social Work Service (if required/appropriate) and immediately inform our local police via 101, or 999 if a child is at immediate risk.
- Carry out a risk assessment which considers any vulnerabilities of learner(s) involved (including carrying out relevant checks with other agencies).
- Inform parents/carers about the incident and how it is being managed.
- Provide the necessary safeguards and support for learners, such as, offering counselling or pastoral support.
- Review the handling of any incidents to ensure that best practice is implemented; leadership team will review and update any management procedures, where necessary.
- We will respond to concerns regarding online child sexual abuse and exploitation (including criminal exploitation), regardless of whether the incident took place on our premises or using setting provided or personal equipment.
- Where possible, learners will be involved in decision making and if appropriate, will be empowered to report concerns such as via the Click CEOP report: www.ceop.police.uk/safety-centre/
- If we are unclear whether a criminal offence has been committed, the DSL will obtain advice immediately through the Derbyshire police by using 101.
- If made aware of intelligence or information which may relate to child sexual exploitation (on or offline), it will be passed through to the Derbyshire police using 101 unless immediate concerns and 999 will be used by the DSL (or deputy).
- If learners at other setting are believed to have been targeted, the DSL will seek support from Derbyshire Police first to ensure that potential investigations are not compromised.

Indecent Images of Children (IIOC)

- Parkside High will ensure that all members of the community are made aware of the possible consequences of accessing Indecent Images of Children (IIOC).
- We will respond to concerns regarding IIOC on our equipment and/or personal equipment, even if access took place off site.
- We will seek to prevent accidental access to IIOC by using an internet Service provider (ISP) which subscribes to the Internet Watch Foundation block list and by implementing appropriate filtering, firewalls and anti-spam software.
- If we are unclear if a criminal offence has been committed, the DSL will obtain advice immediately through the Derbyshire Police using 101.

If made aware of IIOC, we will:

- Act in accordance with our child protection policy and the relevant Derby City & Derbyshire Safeguarding Child Boards procedures.
- Store any devices involved securely.

- Immediately inform appropriate organisations, such as the Internet Watch Foundation (IWF), Derbyshire police or the LADO.

If made aware that a member of staff or a learner has been inadvertently exposed to indecent images of children, we will:

- Ensure that the DSL is informed.
- Ensure that the URLs (webpage addresses) which contain the suspect images are reported to the Internet Watch Foundation via www.iwf.org.uk .
- Ensure that any copies that exist of the image, for example in emails, are deleted.
- Report concerns, as appropriate to parents and carers.

If made aware that indecent images of children have been found on provided devices, we will:

- Ensure that the DSL is informed.
- Ensure that the URLs (webpage addresses) which contain the suspect images are reported to the Internet Watch Foundation via www.iwf.org.uk .
- Ensure that any copies that exist of the image, for example in emails, are deleted.
- Inform the Derbyshire police via 101 (999 if there is an immediate risk of harm) and Children's Services using Call Derbyshire (as appropriate).
- Only store copies of images (securely, where no one else has access to them and delete all other copies) at the request of the police.
- Report concerns, as appropriate to parents and carers.

If made aware that a member of staff is in possession of indecent images of children on setting provided devices, we will:

- Ensure that the manager is informed immediately and without any delay.
- Inform the Local Authority Designated Officer (LADO) and other relevant organisations.
- Quarantine any devices until police advice has been sought.

Cyberbullying

- Cyberbullying, along with all other forms of bullying, will not be tolerated at Parkside High.
- Full details of how we will respond to cyberbullying are set out in our anti-bullying policy.

Online Hate

- Online hate content, directed towards or posted by, specific members of the community will not be tolerated at Parkside High and will be responded to in line with existing policies, including anti-bullying and behaviour.
- All members of the community will be advised to report online hate in accordance with relevant policies and procedures.
- The Police will be contacted if a criminal offence is suspected.
- If we are unclear on how to respond, or whether a criminal offence has been committed, the DSL will obtain advice through the Derbyshire police and or the safer Derbyshire website: **https://www.saferderbyshire.gov.uk/home.aspx**

Online Radicalisation and Extremism

- We will take all reasonable precautions to ensure that learners and staff are safe from terrorist and extremist material when accessing the internet on site. We have adopted the Derbyshire Extremism and Radicalisation Policy 2017
- If we are concerned that a child or parent/carer may be at risk of radicalisation online, the DSL will be informed immediately, and action will be taken in line with our child protection policy and Derbyshire prevent pathway which may include a referral into Channel.
- If we are concerned that member of staff may be at risk of radicalisation online, the manager will be informed immediately, and action will be taken in line with the child protection and allegations policies.

Useful Links

Support and Guidance for Educational Settings

- Derby City & Derbyshire Safeguarding Childrens Board on line procedures: DSCB: http://derbyshirescbs.proceduresonline.com/
- Derbyshire Police: In an emergency (a life is in danger or a crime in progress) dial 999. For other non-urgent enquiries contact Derbyshire Police via 101

LADO

- By referral into Professional.Allegations@derbyshire.gov.uk
- Form found here http://derbyshirescbs.proceduresonline.com/docs_library.html
- Call Derbyshire (Starting Point)
- Immediate risk of harm phone 01629 533190
- For all other referrals complete an online form https://www.derbyshire.gov.uk/social-health/children-and-families/support-for-families/starting-point-referral-form/starting-point-request-for-support-form.aspx
- For professional advice phone 10629 535353

National Links and Resources for Educational Settings

CEOP:

- www.thinkuknow.co.uk
- www.ceop.police.uk
- Childnet: www.childnet.com
- Internet Matters: www.internetmatters.org
- Internet Watch Foundation (IWF): www.iwf.org.uk
- Lucy Faithfull Foundation: www.lucyfaithfull.org
- NSPCC: www.nspcc.org.uk/onlinesafety
- ChildLine: www.childline.org.uk
- Net Aware: www.net-aware.org.uk
- The Marie Collins Foundation: www.mariecollinsfoundation.org.uk
- UK Safer Internet Centre: www.saferinternet.org.uk
- Professional Online Safety Helpline: www.saferinternet.org.uk/about/helpline
- 360 Safe Self-Review tool for schools: www.360safe.org.uk

National Links and Resources for Parents/Carers

- Action Fraud: www.actionfraud.police.uk
- CEOP: www.thinkuknow.co.uk and www.ceop.police.uk
- Childnet: www.childnet.com
- Get Safe Online: www.getsafeonline.org
- Internet Matters: www.internetmatters.org
- Internet Watch Foundation (IWF): www.iwf.org.uk
- Lucy Faithfull Foundation: www.lucyfaithfull.org
- NSPCC: www.nspcc.org.uk/onlinesafety
- ChildLine: www.childline.org.uk
- Net Aware: www.net-aware.org.uk
- The Marie Collins Foundation: www.mariecollinsfoundation.org.uk
- UK Safer Internet Centre: www.saferinternet.org.uk

Parkside High
GDPR, Data Protection & Confidentiality Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

GDPR, DATA PROTECTION & CONFIDENTIALITY POLICY

Purpose

The Policy sets out the obligations of Parkside High with regard to data protection and the rights of individuals with respect of their personal data under the Data Protection Act 1998.

This policy is intended to ensure that personal information is dealt with properly, securely and in accordance with the Data Protection Act. It will apply to information regardless of the way it is used, recorded and stored and whether it is held in paper files or electronically.

Scope of the Policy

Personal data relates to any data or information held by Parkside High that can be used to a identify a living individual. This applies if it is filed, electronically stored or processed. It also applies to personal data held visually in photographs or video clips (including CCTV) or as sound recordings.

In some circumstances, we may be required to process 'sensitive personal data'. Sensitive personal data is classified in the act as information relating to a person's racial or ethnic origin, political opinions, religious (or similar) beliefs, physical or mental health, trade union membership, sexual orientation, commission or alleged commission of any offence or information concerning to related criminal proceedings and outcomes. Parkside High will ensure that explicit consent is given to any collection of sensitive personal data.

Parkside High only holds personal data which is directly relevant to its dealings with a given data subject. That data will be held and processed in accordance with the data protection principles and with this Policy.

The Data Protection Principles

This Policy aims to ensure compliance with the Act. The Act sets out eight data protection principles. Parkside High will comply with these principles and make sure that personal information is:

1. Processed fairly and lawfully.
2. Obtained only for one or more specific and lawful purposes.
3. Adequate, relevant and not excessive in relation to the purpose(s) for which it is being processed.
4. Accurate and where necessary kept up to date.
5. Not kept for longer than is necessary for that purpose.
6. Processed in line with the individual's rights.
7. Secure with appropriate technical and organisational measures taken against unauthorised or unlawful processing and against accidental loss, destruction or damage.
8. Not be transferred to other countries without adequate protection.

GDPR, DATA PROTECTION & CONFIDENTIALITY POLICY

Responsibilities

Parkside High has a legal responsibility for making sure that personal data is managed in accordance with the Data Protection Act. The day to day management of this is delegated to the Business Manager but all staff are responsible for ensuring that they read this policy and comply with it and the Data Protection Act 1998. All staff are responsible for ensuring that:

- Any personal data that they hold is kept securely.
- Personal information is not disclosed either orally or in writing or via web pages or by any other means, accidentally or otherwise, to any unauthorised third party.

Where a member of staff has a responsibility for handling personal data, they should make sure they understand their role and refer to this policy. Staff are made aware that knowingly or recklessly disclosing personal data may be a criminal offence and that internal disciplinary procedures will be followed if a member of staff commits a data breach.

Parkside High is committed to maintaining the eight principles at all times. This means it will:

- Inform data subjects why they need their personal information, how they will use it and with whom it may be shared.
- Check the quality and accuracy of the information held.
- Apply the records management policies and procedures to ensure that information is not held longer than is necessary.
- Ensure that when information is authorised for disposal it is done appropriately.
- Only share personal information with others when it is necessary and legally appropriate to do so.
- Train all staff so that they are aware of their responsibilities and relevant policies and procedures of Parkside High.

Data Protection Procedures

Parkside High shall ensure that all of its employees, contractors, partners or other parties working on behalf of the project comply with the following when processing and/or transmitting personal data:

- All emails containing personal data must be encrypted.
- Personal data may be transmitted over secure networks only – transmission over unsecured networks is not permitted in any circumstances.
- All hardcopies of personal data should be stored securely in a locked drawer, cabinet or similar.
- All electronic copies of personal data should be password protected both on a local hard drive and on a network drive.
- All passwords used to protect personal data should be changed regularly and should not use words or phrases which can be easily guessed or otherwise compromised.

All contractors, consultants, partners or other parties working on behalf of Parkside High handling personal data must ensure that any of their employees who are involved in the processing of personal data are held to the same conditions as employees of Parkside High arising out of this Policy and the Act.

Any loss of personal data should be reported to the Operation Manager Michelle Grey.

Right to Access your Personal Data

Where a person wishes to access their own data, they must make a subject access request in writing for the attention of the Business Manager. Upon receipt of a subject access request, Parkside High has 30 calendar days to respond. The following information will be provided in response to a data subject:

- Whether or not Parkside High holds any personal data on the data subject.
- A description of any personal data held on the data subject.
- Details of what that personal data is used for.
- Details of any third-party organisations that personal data is passed to.

GDPR POLICY (General Data Protection Regulation 2016/679)

Introduction

The General Data Protection Regulation was agreed upon by the European Parliament and Council in April 2016 replace the Data Protection Directive 95/45/ec in Spring 2018 as the primary law, regulating how companies protect EU citizens' personal data.

Application

Personal Data

The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. The definition provides for a wide range of personal identifiers to constitute personal data, including name, identification number, location data or online data, reflecting changes in technology and the way organisations collect information about people. The GDPR applies to both automated personal data and to manual filing systems where personal data are accessible according to specific criteria. This could include chronologically ordered sets of manual records containing personal data. Personal data that has been pseudonymised-eg key coded- can fall within the scope of the GDPR depending on how difficult it is to attribute the pseudonym to a particular individual. (gov.co.uk)

Sensitive Personal Data

The GDPR refers to sensitive personal data as 'special categories of personal data". The special categories specifically include genetic data, and biometric data where processed to uniquely identify as an individual. Personal data relating to criminal convictions and offences are not included, but similar extra safeguards apply to its processing. (gov.co.uk)

GDPR, DATA PROTECTION & CONFIDENTIALITY POLICY

Compliance

Parkside High management will ensure compliance by committing to the following:

- Taking responsibility for GDPR.
- Incorporating data protection risk onto the corporate risk management and internal control frame work.
- Identifying which entities will be in scope; business units, territories, jurisdictions.
- Bringing data protection policies and privacy notices in line with GDPR.
- Ensuring quality of consent (where required) meets new requirements.
- Reviewing and updating employee and client contracts in line with new requirements.
- Ensuring all data is stored securely and correctly in line with GDPR.

Parkside High maintains a 'Record of Processing Activities (ROPA) tool'. This covers the 'legal basis' for holding personal data, how it is processed and with whom it is shared.

Summary

Employees, visitors and associates will received continued training on GDPR and any changes that may occur. The manager will schedule regular audits of data processing activities and security controls and keep records of personal data processing up to date.

Parkside High
Privacy Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

PARKSIDE HIGH CIC PRIVACY POLICY

Privacy Notice for Parkside High

At Parkside High we are committed to protecting and respecting your privacy.

This notice explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

Any questions regarding this notice and our privacy practices should be sent by email to info@parksidehigh.co.uk or by writing to Parkside High CIC The POD 17 Summerfields Way South Ilkeston Derbyshire DE7 9JJ . Alternatively, you can telephone 0115 9301000. Our Data Protection Officer/Lead is Liam Parker

Who are we?

Parkside High are a local youth and community organisation. We are committed to protecting your personal information and to being transparent about what information we hold. Parkside High understands its obligations to you to help you understand how and why we process your personal data. We will only do so in accordance with all applicable UK data protection legislation, including the General Data Protection Regulation. In this notice 'Parkside High', 'we', 'us' or 'our' means:

- Parkside High are community interest company limited by guarantee
- Company no. 11036081
- Registered office: The POD 17 Summerfields Way South Ilkeston Derbyshire DE7 9JJ

Information for service users

How do we collect information from you?

Information you give us directly

We collect information about you, professionals, young people, parents and carers when they register with us for any of our services and also when they start to receive our services. We collect information when you voluntarily complete service user surveys, provide feedback and participate in events.

Information from our staff

Our staff will create records about you while delivering services, for example by way of notes added to your case file

Information we receive from other sources

Your information may be received by us from third parties, which might include:

- agencies who are referring you to us;
- professionals and other support agencies, such as health visitors, social care professionals, other voluntary organisations or charities
- members of your family who are using our services

What type of information is collected and used about you?

The information we collect and use will include personal data and sensitive data (known as 'special category data' in data protection law).

These records may include the following information relevant to you, young people, parents and carers and professionals:

- your name and contact details (including postal address, email address and telephone number)
- your date of birth;
- contact details and background information of other members of your family
- your Next of Kin, GP and Health Visitor contact details
- contact we have had with you, including home visits
- income and financial details
- employment information
- children's information may include schools or nursery attended
- information from people who are involved with your family, such as; schools, health professionals, social services and relatives and whether any children are subject to child protection/child in need plans or have other assessment needs
- information about lawyers or other representatives we may encounter in the delivery of services
- information about your use of our website and about the device used to access it, for instance
- your IP address and geographical location;
- any other personal information shared with us.

Data protection laws recognise certain categories of sensitive personal information as 'special category' and therefore requiring greater protection, for example information about your health, ethnicity and religion.

We may collect and use the following types of special category information:

- disabilities, special educational needs or health condition
- details and records of medical treatment and medications
- your race, religion or beliefs or political views
- information about an individual's sex life or revealing an individual's sexual orientation
- criminal convictions that have been committed against an individual or which an individual has committed

How and why is your information used?

We will only collect and use the minimum necessary information needed for us to provide you with our services and for staff to deliver and provide appropriate support to meet your needs.

We use this information only to the extent necessary to provide the services to you that you have requested from us unless there are exceptional circumstances, such as when the health or safety of a child or others is at risk, or other situations where the law requires the disclosure of information.

If you do not provide us with information that we ask for and that we require, we may not be able to provide services to you. If you are uncomfortable about disclosing certain information to us or if you have any concerns or queries about why we require certain information, we are happy to discuss this in further detail with you.

In limited circumstances, we may ask for your consent to use your information (for example, for your experience with us to be used in Parkside High materials or on our website). In these circumstances, we will always ask for your explicit consent beforehand, and we will tell you how you can withdraw your consent if you change your mind (which you can do at any time).

Receiving communications from us by Email/text/Phone/Post

You have a choice about whether or not you wish to receive information from us. If you want to receive direct marketing communications from us about the vital work we do for families and the products and services available to you, then you can select your choices by ticking the relevant boxes situated on the form used to collect your information.

We will only send you marketing communications by email, text and telephone if you have explicitly provided your prior consent. You may opt out of our marketing communications at any time by clicking the unsubscribe link at the end of our marketing emails. We may send you marketing communications by post unless you have told us that you would prefer not to hear from us.

We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted and will retain your details on a suppression list to help ensure that we do not continue to contact you. However, we may still need to contact you for administrative purposes like where we are notifying you of an office closure or a change to your appointment time.

Where is your information kept and long is it kept for?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. Our guiding principle is that we are holding your information in strict confidence and in accordance with the law.

We keep your information for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for depends on our requirements to provide our services and run our business or to comply with the law. Case records are generally kept on our live system for up to 1 years, after which time they are deleted. In certain circumstances we may be required to keep records for a longer period, depending on the nature of the case and whether or not we are subject to separate legal obligations which require us to do this.

Who has access to your information?

In order to provide you with our services, we will share your information internally within Parkside High on a need to know basis, to ensure we are providing you with a good service. We may also share your personal information with some or all of the following parties, but we will always do this in compliance with data protection law:

- other charities and public sector organisations that may have referred you to us, may be providing services to you or that we may be working in partnership with
- health and education professionals (such as health visitors or head teachers)
- other family members (where you are comfortable with this)
- local council social work departments
- the Police, Courts or Charity Commission
- safeguarders and other parties in connection with child or adult protection
- lawyers or other representatives that may be acting on your behalf
- statutory bodies in connection with legal and formal processes.
- third parties working on our behalf (for example, to support our IT systems, or to send you mailings). However, when we use these third parties, we disclose only the personal information that is necessary to deliver the services and we have a contract in place that requires them to keep your information secure and prevents them from using it for their own purposes.

We do not sell or rent any of your information to third parties.

We do not share any of your information with third parties for marketing purposes unless you have requested us to do so.

We will only share special category information with other organisations where that is necessary for legal reasons, or where there are other substantial public interest grounds.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

Legitimate interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights).

We consider our legitimate interests to be running Parkside High as a Youth and community organisation in pursuit of our aims and ideals. For example to:

- provide our services to support you and your family;
- send postal communications which we think will be of interest to you;
- conduct research to better understand our customers and supporters and to improve the relevance of our fundraising;
- understand how people choose/use our services and products;
- determine the effectiveness of our services, promotional campaigns and advertising;
- monitor who we deal with to protect the charity against fraud, money laundering and other risks;
- enhance, modify, personalise or otherwise improve our services /communications for the benefit of our customers; and
- better understand how people interact with our website.

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our interests are overridden by the impact on you, for example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

Specific Consent
Where you have provided specific consent to us using your personal information in a certain way, such as to send you email, text and/or telephone marketing.

Legal obligation
Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where we are ordered by a court or regulatory authority like the Companies House, or we are required to report a crime.

Vital interests
Where it is necessary to protect life or health (for example in the case of medical emergency suffered by an individual) or a safeguarding issue which requires us to share your information with the emergency services.

Our lawful grounds for processing Special Category data
When we use special category (sensitive) personal information, we require an additional legal basis to do so under data protection law. Our basis for using such information is normally to provide our services of counselling, social care, and safeguarding children and individuals at risk of neglect or physical, mental or emotional harm and for protecting their economic well-being. Sometimes we may use another route available to us at law (for example, if we need to process it for social protection purposes, vital interests, or, in some cases, if it is in the public interest for us to do so).

Your Rights
Under UK data protection law, you have certain rights over the personal information that we hold about you. Here is a summary of the rights that are likely to apply to you when we are processing your personal information.

Right of access
You have a right to request access to the personal data that we hold about you.
You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.
If you want to access your information, please contact the address provided below, or telephone or e-mail.

Right to have your inaccurate personal information corrected
You have the right to have inaccurate or incomplete information we hold about you corrected. If you believe any of the information we hold is inaccurate or out of date, please contact us via email, telephone or post (see below).

Right to restrict use
You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

Right of erasure
You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to by law. In many cases, we will anonymise that information, rather than delete it.

Right for your personal information to be portable
If we are processing your personal information (1) based on your consent, or in order to enter into or carry out a contract with you, and (2) the processing is being done by automated means, for example, when you shop from our website, you may ask us to provide it to you or another service provider in a machine-readable format.

Right to object
You have the right to object to processing where we are using your personal information based on legitimate interests, (or for statistical/research purposes). In these circumstances we will consider your request against our legitimate reasons for continuing to process your information.

You have an absolute right to object to direct marketing. If you wish to opt-out of receiving marketing materials from us at any time, please contact the address below.

If you want to exercise any of the above rights, please contact us. We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published by the UK's Information Commissioner's Office.

For further information on each of these rights, including the circumstances in which they apply, visit the Information Commissioner's Office ("ICO") website at https://ico.org.uk/for-the-public

If you would like to exercise any of the rights, please email, call or write to us using the details in 'How to contact us' below, let us have enough information to identify you, let us have proof of your identity and address, and let us know the information to which your request relates.

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it, such as Firewalls, anti-virus protection and encryption. Parkside High has developed a set of security policies that include device security, authentication requirements, acceptable usage of resources, data storage requirements. We undertake regular reviews of who has access to informa-

tion that we hold to ensure that your personal information is only accessible by appropriately trained staff, volunteers and contractors, on a need to know basis.

Keeping your information up to date

We take reasonable steps to ensure your information is accurate and up to date. Where possible we use publicly available sources to identify deceased records or whether you have changed address. We really appreciate it if you let us know when your contact details change.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission before you provide us with personal information.

Vulnerable circumstances

We are committed to protecting vulnerable supporters, customers and volunteers, and appreciate that additional care may be needed when we use your personal information. In recognition of this, we observe good practice guidelines in our interactions with vulnerable people.

Changes to this notice

Any changes we may make to this privacy notice in the future will be posted on our website so please check the website occasionally to ensure that you're happy with any changes.

Review of this Privacy Notice

We keep this privacy notice under regular review. This notice was last updated in September 2026

How to complain

Please report any complaint to the details set out in 'How to contact us' below. We hope we can resolve any query or concern you raise about our use of your information. You also have the right to lodge a complaint with the ICO who may be contacted at https://ico.org.uk/concerns or telephone: 0303 123 1113.

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information we hold about you at info@parksidehigh.co.uk The POD 17 Summerfields Way South Ilkeston Derbyshire DE7 9JJ, 0115 9301000

Parkside High

Health & Safety Including Lockdown Procedure Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

HEALTH & SAFETY INCLUDING LOCKDOWN PROCEDURE POLICY

Purpose

Parkside High notes the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 2000. Parkside High is responsible for the monitoring and review of all Health & Safety Policy's related to their projects, and agrees to comply with Health & Safety at Work Act 1974 & Work Regulations 2000 by taking reasonable steps to ensure that policies are enforced so as to mitigate risk of harm.

It is the responsibility of every employee, volunteer, representative and those in attendence of Parkside High, to ensure they conduct themselves so as not to increase any risks to their personal Health & Safety. Parkside High accepts no liability relating to injuries that may occur due to irresponsile conduct.

The arrangements outlined in this statement and the various other safety provisions made by Parkside High cannot prevent accidents or ensure safe and healthy working conditions. Parkside High believes that only the adoption of safe methods of work and good practice by every individual can ensure everyone's personal health and safety.

Parkside High will take all reasonable steps to identify and reduce hazards to a minimum, but all staff, volunteers and young people must appreciate that their own safety and that of others also depends on their individual conduct and vigilance while taking part in Parkside High activities. This is an obligation to:

- Take reasonable care of their own and others health and safety.
- Co-operate with Parkside High management by following the Health & Safety Policy.
- Carry out their activities in accordance with any training and instruction given.
- Inform Parkside High management of any serious risk in matters of health and safety.

The Duties of Parkside High

In the discharge of its duties Parkside High will:

- Make itself familiar with the requirements of the Health and Safety at Work Act 1974 and other major health and safety legislation and codes of practices which are relevant to the work of Parkside High.
- Ensure that there is an effective and enforceable policy for the provision of health and safety in Parkside High.
- Periodically assess the effectiveness of this policy and ensure that any necessary changes are made.
- Identify and evaluate all risks relating to: (i) accidents (ii) health (iii) Parkside High activities.
- Identify and evaluate risk control measures in order to select the most appropriate means of minimising risk to staff, volunteers, young people and others.

In particular Parkside High endeavours to provide:

- A safe place for staff, volunteers and young people to work including safe means of entry and exit.
- Equipment and systems of work which are safe.
- Safe arrangements for the handling, storage and transport of articles and substances.
- Safe and healthy working conditions that take account of all appropriate: (i) statutory requirements, codes of practice whether statutory or advisory (iii) guidance whether statutory or advisory.
- Supervision, training and instruction so that all staff, volunteers and young people can perform their project activities in a healthy and safe manner.
- Necessary safety and protective equipment and clothing together with any necessary guidance, instruction and supervision.
- Adequate welfare facilities.

All staff and volunteers will be offered the opportunity to receive health and safety training which is appropriate to their duties and responsibilities and which will be given before an employee commences any

relevant work. Wherever training is required by statute or considered necessary for the safety of staff, volunteers, young people and others, Parkside High will ensure, within the financial resources available, that such training is provided. The young people accessing the projects/activities will receive such training as is considered. All training will be regularly updated.

The Duties of The Manager

As well as the general duties which all members of staff and volunteers have, the Manager will have responsibility for the day to day maintenance and development of safe working practices and conditions for employees, volunteers, young people and any other person engaged in activities delivered by Parkside High.

The Manager is required to take all necessary and appropriate action to ensure that the requirements of all relevant legislation, codes of practice and guidelines are met in full at all times.

In particular, the Manager is expected to:

(a) Be aware of the basic requirements of the Health and Safety at Work, etc. Act 1974 and any other health and safety legislation and codes of practices relevant to the work of Parkside High.
(b) Ensure at all times, the health, safety and welfare of the staff, volunteers and young people and others using Parkside High premises or taking part in Parkside High activities.
(c) Ensure safe working conditions for the health, safety and welfare of all accessing Parkside High.
(d) Ensure safe working practices and procedures throughout Parkside High including those relating to the provision and use of equipment and other apparatus, so that each task is carried out to the required standards and so that all risks are controlled.
(e) Consult with members of staff and volunteers including the safety representatives, about health and safety issues.
(f) Arrange systems of risk assessment to allow the prompt identification of potential hazards.
(g) Carry out periodic reviews and safety audits on the findings of the risk assessment.
(h) Identify the training needs of staff, volunteers and young people and ensure, within the financial resources available, that all members of staff, volunteers and young people who have identified training needs receive adequate and appropriate training and instruction in health and safety matters.
(i) Encourage staff, volunteers and young people and others to promote health and safety.
(j) Ensure that any defects in the premises, its plant, equipment or facilities which relate to or may affect the health and safety of anyone accessing Parkside High are made safe without delay.

This includes:

- Seeing that all machinery, apparatus and equipment is adequately guarded.
- Seeing that all machinery, apparatus and equipment is in good and safe working order.
- Not making unauthorised or improper use of machinery, apparatus and equipment.
- Use the correct equipment and tools for the job and any protective equipment or safety devices which may be supplied.
- Ensuring that toxic, hazardous and highly flammable substances are correctly used, stored and labelled.

(k) Encourage all employees and volunteers to suggest ways and means of reducing risks.
(l) Collate accident and incident information and, when necessary, carry out accident and incident investigations.
(m) Monitor the standard of health and safety of all Parkside High activities; encourage staff, volunteers and young people to achieve the highest possible standards and discipline those who consistently fail to consider their own well-being or the health and safety of others.
(n) Monitor first aid and welfare provision.

Training

Training needs will be assessed every year by Parkside High management and adequate resources will be made available to ensure identified training needs are addressed effectively. The timescale for any training to be completed will be identified as part of the risk assessment process.

Health & Safety Inspections

Competent persons must inspect and examine equipment, machinery and apparatus at appropriate intervals. The information will be in the possession of the manager.

The manager will arrange for additional inspections and risk assessments to be carried out as and when required.

Risk Assessment

The Manager will ensure that risk assessments of the premises, methods of work and all Parkside High activities, where there is a significant risk, are conducted annually (or more frequently, if necessary). This will identify all defects and deficiencies, together with the necessary remedial action or risk control measures.

When necessary Parkside High will then assess more specific risks, either arising from particular hazards or as identified by legislation, in accordance with policy.

The legislation also requires Parkside High to establish written procedures to deal with foreseeable situations that could present serious and imminent danger to those on Parkside High premises. Written evacuation procedures are therefore needed. Fire risk is the main matter to be considered and all evacuations will be conducted in accordance with the written instructions prepared by the Fire Officer. Other risks include any bomb threats. Procedures are required to be written, kept up-to-date and need to include statements on the responsibilities of individuals delegated to take action. All procedures will be well practised.

Fire Precautions

Fire prevention is part of everyone's duties. In particular attention should be paid to checking the premises before leaving at night to ensure nothing has been left which could lead to a fire developing whilst the premises are unoccupied. All electrical equipment that need not be left on are to be switched off. Equipment needed to be left on should be kept clear of combustible material in case of a fault developing when unattended. The volume of combustible rubbish must be kept to a minimum in order to reduce the risk of fire. Arrangements must be made to have any large amounts of combustible rubbish removed from the premises.

The manager is responsible for ensuring that:

- Regular fire evacuation practices are carried out.
- Fire alarms are tested on a weekly basis.
- Tests are to be recorded.

The manager is responsible for ensuring that all fire extinguishers and fire blankets are in the correct place. The manager must ensure that the extinguishers and fire alarm are inspected and maintained annually.

Emergency Evacuation Procedure

The emergency evacuation procedure notice and escape routes will be displayed in every room as close as convenient to the normal entrance. On hearing the fire alarm all those accessing Parkside High will leave the project area. The person in charge of the young people accessing the project will instruct them to leave by the nearest safe exit, check everyone has left and close the doors behind them (where possible). The member of staff will then escort the young people to the fire evacuation point keeping an orderly manner.

Fire Emergency Arrangements

Staff should instruct children and young people and practice with them what they should do in the event of a fire, and ensure they are aware of the evacuation routes and procedures. In particular, if the alarm sounds, the buildings should be evacuated as quickly as possible. There must be no return to the buildings under any circumstances. Doors should be closed as you leave wherever possible. Staff should accompany the childven and young people under their supervision to the assembly point where Parkside High staff will carry out fire evacuation registration. If a fire is discovered, the nearest alarm should be activated. Staff should stay with their group and check for any absentees. They will then check absentees against the registration document.

REPORTING OF ACCIDENTS
(Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 RIDDOR)

All accidents to staff, volunteers, young people and visitors must be recorded. It is the responsibility of the member of staff or volunteer who first dealt with the accident (not the first aider) to make sure all sections of the accident form are completed. All major injuries and dangerous occurrences must be reported to the manager. In all cases the manager is responsible for ensuring that remedial action is taken to avoid a repetition of the incident. An accident is any injury that requires first aid treatment. If the First Aider assesses that no treatment is required a note may be placed on the young persons record. The management team will review the accident reports to identify any patterns that indicate action is required to reduce likely reoccurrence.

Emergency Planning

The Manager will ensure that an emergency plan is prepared to cover foreseeable major incidents which could put at risk the users of Parkside High. This plan will indicate the actions to be taken in the event of a major incident so that everything possible is done to:

(a) save life
(b) prevent injury
(c) minimise loss

This sequence will determine the priorities of the crisis plan.

The plan will form part of the Health & Safety Policy document.

In icy conditions, and especially when snow has fallen, the manager will endeavour to clear, and maintain a safe environment so far as reasonably practical. Footpaths and routes around the premises will be maintained in a safe condition. In these conditions work will commence as early as possible so the main areas willbe cleared as quickly as possible. individuals are reminded to wear approriate footwear in snowy and icy conditions and avoid high risk areas where possible. Gritting and snow clearing will take priority over all other tasks unless there is an emergency situation.

First Aid

The arrangements for first aid provision will be adequate to cope with all foreseeable major incidents.

The number of certificated first aiders will not, at any time, be less than the number required by law.

All staff and volunteers will be given such training in first aid techniques as is required to give them a basic, minimum level of competence. Such trained but uncertificated first aiders will be determined to meet the needs of all foreseeable circumstances.
Supplies of first aid materials will be held at various locations used by Parkside High. These locations will be determined by the Manager. They will be prominently marked and all staff will be advised of their position. The materials will be checked regularly and any deficiencies made good without delay.

A record will be made in the accident book of each occasion when any member of staff, volunteer or young

person or other receives first aid treatment either on Parkside High premises or as part of a related activity to a level deemed as serious. A copy of the accident form will be handed to that person to take home.

Evacuation and Lockdown

We have recently reviewed our fire drill evacuation procedures at Parkside High. Alongside this, for your information, children/young people at Parkside High will be taking part in lockdown drills following updated Derbyshire guidance (detailed below). These practices will be taking place over the next few days - along with further planned drills.

Due to recent events - some quite local to our Derbyshire Schools - Derbyshire actively encourages schools to practice/rehearse their lockdown plan to make sure staff and pupils understand what to do if an event or attack happens on their premises.

Thankfully, situations were sites need to operate a lockdown are rare. However, as with any emergency situation, it is strongly advised that sites have a procedure in place to deal with this.

Lockdown procedures should be seen as a sensible response to any external or internal incident which could prove a threat to the safety of the children/young people and staff at the site/setting.

Like a fire drill, they are an emergency procedure which it is hoped will never be used in earnest. However, as with a fire drill, it is essential that they are practiced appropriately so that all staff know how to react, and their roles should it ever have to be activated.

Some examples of when lockdown procedures may be activated are given below:

- A reported incident/civil disturbance in the local community with the potential to pose a risk to staff and children/young people.
- An intruder on the site (with the potential to pose a risk to staff and children/young people).
- A person who is known to the site and known to pose a risk to staff and/or children/young people enters the site uninvited.
- A warning being received regarding a risk locally of air pollution (smoke plume, gas cloud) or chemical, biological, or radiological contamination.
- A major fire close to the site.
- A dangerous animal roaming loose in the vicinity of the site.

Visitors

There are occasions when visitors are invited to a Parkside High project. Whilst extending the expected courtesies, it is important that security is maintained and that sensitive or confidential information is not compromised.

The following procedure should be adopted for pre-arranged visitors:

Names, dates and times of visits should be entered into the member of staff's diary who will be receiving the visitor. This will ensure that the information is available to other staff to identify visitors appropriately.

Review

Parkside High will review this policy statement biannually and update, modify or amend it as it considers necessary to ensure the health, safety and welfare of staff, young people and service users.

Parkside High
First Aid With Medical Procedure Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

PARKSIDE HIGH CIC FIRST AID WITH MEDICAL PROCEDURE POLICY

Definition of First Aid

First aid at work covers the arrangements that establishments must make to ensure that people at work who suffer an injury or fall ill (whether work related or not), receive immediate attention and that an ambulance is called in serious cases. First aid can save lives and prevent minor injuries becoming major ones. It is designed to prevent situations getting worse and where necessary promote healing until suitably qualified medical attention can be sought if necessary. It does not include diagnosing medical conditions or giving tablets or medicines to treat illness. Although the regulations are intended to cover employees, the same level of treatment should be provided for any other person on or off site (e.g. children / young people, staff, visitors, contractors, service users) and are a requirement for Early Years Providers.

Provisions

Within each workplace, there must be adequate and appropriate equipment, facilities, and competent persons to carry out first aid. The decision on the level of provision should be based on a risk assessment of the first aid needs appropriate to the circumstances of each individual workplace.

Establishments must decide on the following: -

- The need for and the number of First Aiders and / or Appointed Persons required.
- The number of and distribution of first aid boxes.
- The provision of a designated area to administer first aid.

Assessment

The factors to be considered in the assessment of first aid requirements, which should be reviewed regularly include:

- Workplace hazards and risks (e.g. dangerous equipment, hazardous substances, etc).
- The size of the establishment, layout of establishment (split site, distance of hazardous area from first aider etc).
- The establishment's history of accidents.
- The age range and needs of those at the establishment.
- The remoteness of the site from emergency medical services.
- The needs of travelling, remote and lone workers.
- Employees working on shared or multi-occupied sites.
- Annual leave and other absences of First Aiders and Appointed Persons.
- Activities carried out off site or at remote locations on site.

The absolute minimum provision for any workplace is:

- One first aid box.
- One Appointed Person (someone who is designated to take charge of a first aid situation).

It is however strongly recommended that all youth establishments taking the above into account should consider having at least one fully trained First Aider who holds the First Aid at Work Qualification.

Those establishments who cater for Early Years Foundation Stage must have at least 1 Paediatric First Aider on site when children/young people are present and off site or on any trip to ensure compliance with the Statutory Framework for the Early Years Foundation Stage.

In establishments where there are higher risk activities such as design and technology, Forest Schools, cooking, sports, craft activities in education venues or where the age or needs of pupils / young people may increase the likelihood of injury, consideration should be given to the number and locations of first aiders. It would be sensible to have some form of first aid provision and trained first aider readily available close to these areas to avoid any delay in treatment. This may mean appointing more than 1 first aider for the establishment and the assessment should be used to identify the numbers required.

First Aid provision must be always readily available. Establishments should therefore ensure that the arrangements they make for the provision of first aid following the risk assessment are adequate to cover their operations and that the risk assessment is recorded and is reviewed periodically or if there is a change in circumstances.

First Aid Personnel

Where the assessment has identified a need for people to be available for rendering first aid, enough First Aiders / Appointed Persons should be provided to enable first aid to be administered without delay.

The selection of First Aiders depends on several factors including an individual's:

- Willingness to undertake the role.
- Reliability, disposition, and communication skills.
- Aptitude to absorb more knowledge and learn new skills.
- Ability to cope with stressful and physically demanding emergency procedures.
- Normal duties ~ these should be such that they may be left to go immediately and rapidly to an emergency

It is recommended that establishments have a minimum of one trained First Aider on the full-time staff with an Appointed Person to cover for absences unless the assessment justifies otherwise. For Alternative Learning/ Youth Provisions where the risk has been assessed as lower due to a lower capacity an alternative to the above would be to have several of the staff trained as appointed persons (1 day emergency first aid course), to give a wider coverage of available first aiders. This is acceptable as an alternative strategy however there will need to be designated roles outlined such as who is responsible for checking and replenishing first aid supplies.

The same cover should also be provided at lunchtime and so a similar arrangement will be required for the lunchtime supervisory staff. Establishments which operate outside normal office hours, or which are residential should ensure that they have adequate first aid cover whenever they are open.

Adequate provision of first aid must be always available. Establishments should therefore ensure that the arrangements they make for the provision of first aid are adequate to cover for any absences of their first aiders or appointed persons.

Defibrillators in schools

Many schools now have or are considering having Automatic External Defibrillators (AED's). These are extremely good pieces of equipment, but we would advise the following for sites who have them.

- You should have sufficient staff who have suitable first aid training, so it is covered at all times that Parkside High is open. The times the machine is available should be published.
- You should have a means to summon the defibrillator operator to where it is needed in a timely fashion.

- You should ensure everyone knows how to summon the defibrillator if required and when it would be required.
- The AED needs to be readily available, i.e. not locked away and regularly checked.

Training

First Aiders

To be a First Aider, an employee must hold a valid certificate in First Aid at Work issued by an organisation whose training and qualifications are approved by the Health and Safety Executive. This certificate is valid for three years.

Pediatric First Aider

This is a person who has undergone a course of training which meets the requirements of the Statutory Framework for the Early Years Foundation Stage and Ofsted. This is usually a 2-day course delivered by an approved provider (NB the HSE approved First Aid at Work Course is not classed as appropriate to meet the requirements of Pediatric First Aider).

****All Parkside High staff are Pediatric First Aiders*

Appointed Person

****Parkside High Appointed Person - Michelle Roberts michelle@parksidehigh.co.uk*

It is recommended that the Appointed Persons attend an emergency First Aid Course which will give them the skills necessary to provide appropriate emergency treatment. This certificate is valid for three years. Please note an appointed person is not a First Aider and should only give treatment for which they have been trained.

Accident Reporting Procedures

First Aiders and appointed persons must be made fully aware of the Children's Services accident reporting procedures and ensure all accidents are recorded in line with this and the establishment's procedures.

Training Records

Establishments need to ensure that First Aiders and Appointed Persons are retrained at the appropriate intervals, currently every three years. Training records should be maintained.

Information

Establishments must ensure that all employees and others within the workplace are aware of the first aid arrangements. First aid notices should be displayed in prominent positions, detailing the location of equipment, names of First Aiders / Appointed Persons and contact numbers. All staff must be aware of who the First Aider(s) is and how to contact them.

First Aid Equipment

First aid boxes must be identified by a white cross on a green background and should be easily accessible and contain appropriate first aid material. When the contents are used, the box should be refilled as soon as possible afterwards. Sufficient stocks of each item should be included. There is no standard list of items to put in a first-aid box. It depends on what establishments assess the needs to be. However, as a guide, and

where there is no special risk in the workplace, a minimum stock of items would be: -

1. Guidance card giving general advice on first aid e.g. HSE leaflet 'Basic advice on first aid at work' 20 plasters – assorted sizes – individually wrapped and sterile
2. Sterile eye pads
3. Individually wrapped triangular bandages 6 safety pins
4. 6 medium wound dressings (sterile) 2 large wound dressings (sterile)
5. 2 extra large wound dressings (sterile) Disposable gloves and aprons
6. Moist cleaning wipes – not alcohol based (individually wrapped and sterile)
7. Where mains tap water is not readily available for eye irrigation, at least one litre of sterile water or sterile saline (0.9%) solution in sealed, disposable containers should be provided. These need to be checked regularly to ensure they are not used after the expiry date.
8. ***Additional items, e.g. blankets where they are required should be stored nearby.***

Travel Kits

Where provided these should contain:

1. A leaflet giving general guidance on first aid.
2. 26 Individually wrapped sterile adhesive dressings (plasters).
3. 1 large sterile un-medicated dressing–approximately 18 x 18cm.
4. 2 triangular bandages.
5. 2 safety pins.
6. Individual wrapped moist cleansing wipes 1 pair of disposable gloves.

A member of staff usually the First Aider or appointed person should be designated to periodically check the contents of the first aid box and replace any missing contents. This check should be recorded.

Employee Guidelines

You should be aware of the location of first aid equipment and First Aiders / Appointed Persons within your workplace.

If you receive an injury whilst at work, you should seek assistance from your First Aider / Appointed Person who will then administer first aid and / or seek further assistance as appropriate.

An accident report form should be completed in accordance with Parkside high CIC accident reporting procedures.

If you have any concerns regarding the provision of first aid facilities at your workplace, you should contact Michelle Roberts - Operations Manager/Appointed Person.

The HSE publish a basic first aid information leaflet that contains useful first aid information which can be downloaded free from their website by clicking the following link: **www.hse.gov.uk/pubns/indg347.htm**

The prime responsibility for a child/young person's health lies with the parent/gaurdian who is responsible for the child/young person's medication and should supply Parkside High with information.

Advice & guidance we follow:

PARKSIDE HIGH CIC FIRST AID WITH MEDICAL PROCEDURE POLICY

www.localoffer.derbyshire.gov.uk/site-elements/documents/education-and-learning/derbyshire-supporting-children-with-medical-needs.pdf

Our Aims

Parkside High CIC aim to:

- Assist parents in providing medical care for their children.
- Educate staff and children in respect of special medical needs.
- Adopt and implement the LA policy of Medication in Schools.
- Arrange training for volunteer staff to support individual pupils.
- Liaise as necessary with medical services in support of the individual pupil.
- Ensure access to full education if possible.
- Monitor and keep appropriate records.

Entitlement

Parkside High accepts that pupils with medical needs should be assisted if possible and that they have a right to the full education available to other pupils. We believe that pupils with medical needs should be enabled to have full attendance and receive necessary proper care and support. Parkside High accept all employees have rights in relation to supporting pupils with medical needs as follows:

- Choose whether or not they are prepared to be involved;
- Receive appropriate training;
- Work to clear guidelines;
- Have concerns about legal liability;
- Bring to the attention of management any concern or matter relating to supporting pupils with medical needs.

Staff Training

All staff undertaking first aid duties will be given full training in accordance with current legal requirements. Any appointed persons will attend a basic four-hour course. (Epi-pen training will take place annually.) Training by the diabetic specialist nurse, will take place as and when the treatment for or condition of the child or young person changes.

Informing Parents/Carers of Protocol Surrounding Illness and Exclusion

Illness

- Initially, parent/carers are made aware of illness and sickness procedures on child's consent form prior to starting Parkside High or attending activities.
- Parents/carers are asked to remember your child needs to be well to attend Parkside High. We expect all our parents/carers to respect this.
- We ask all parents/carers to remember that no child is able to return to Parkside High before 48 hours has relapsed since the last episode of vomiting or diarrhoea.
- Children/young people are expected to manage their own personal hygiene when they have a cold e.g. blowing their own nose and wiping it with a tissue.
- Any necessary information regarding infectious diseases will be relayed to parents in the event that this becomes necessary.

- If a child arrives at Parkside High and is clearly unwell or is known not to have had the required exclusion time from school, staff reserve the right to ask the parent/carer to take the child home until they are fit to attend.

Dealing with Illness at Parkside High

If a child becomes ill whilst at Parkside High a member of staff will comfort and reassure the child/young person (minimising the risk of cross infection with member of staff and other children), while another member of staff (ideally the child/young person's mentor/youth leader) will contact the child/young person's parent/gaurdian or known contact and ask them to collect the child/young person as soon as possible.

If there is no response from the child/young person's parent/carer or known contacts staff will keep trying to make contact whilst the child/young person is kept comfortable and safe whilst at Parkside High.

The main first aid boxes will be checked regularly, half-termly, and refilled by either the person nominated to check them, a senior manager or Health and Safety officer, any missing items will be noted and replaced as soon as possible.

A first aid kit is taken on all outings:

If first aid is given it must be recorded on the first aid sheet and stored with the accident/incident form it relates to. All first aid kits are checked on a monthly basis by a nominated person or the health and safety representative. There is always at least one first aider on site at all times. We aim to have all permanent staff trained in first aid as soon as possible. All accidents are recorded on a sheet, which includes details of the injury and a body map.

A record sheet containing name & date of all accidents/incidents is kept in the accident/incident file. All accidents and incidents are reviewed to see if anything can be done to prevent the accident/incident happening again.

****All our staff are First Aid trained at Level 3*

Parkside High
Complaints Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

PARKSIDE HIGH CIC COMPLAINTS POLICY

Introduction

Scope

Parkside High aims to provide a high-quality, responsive service. We welcome opportunities to monitor and improve our services. We aim to work in an open and accountable way. We have a compliments, concerns and complaints policy and procedure to support transparency, fairness and a culture of continuous improvement. It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure.

Complimenting Our Service

Compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded. Compliments enable us to:

- Understand that our service is being provided to the satisfaction of all third parties.
- Provide positive feedback to our staff and volunteers.
- Influence our organisational and service development.
- Inform our quality assurance programme.

It is good practice to acknowledge compliment.

Concerns and Complaints About Our Service

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important.

A complaint may be defined as 'a situation or instance where either an individual or organisation considers that Parkside High has fallen short of their reasonable expectations and the complainant wishes to express their dissatisfaction about the action or a lack of action'.

Raising a concern or complaint provides Parkside High with an opportunity to learn and improve. The Board of Trustees need to know about concerns and complaints. We will always take your concerns or complaints seriously and record or respond to these as set out in the procedure which forms part of this policy.

Who Can Raise a Concern or Make a Complaint About Parkside high CIC

Anyone who encounters Parkside High can raise a concern/make a complaint, this could include:

- Families who use Parkside High services.
- Carers or friends of people using a Parkside High service.
- People who volunteer for Parkside High or another organisation.
- People who work for partner agencies.
- Contractors or third parties which come into contact with Parkside High.
- Funders, grant making bodies.
- Members of the public.

This policy does not apply to any of the following:

- A safeguarding or child protection concern. Please see our Safeguarding Policy on how to raise concerns.
- An allegation against a member of staff or a volunteer in relation to safeguarding or child protection. Please see our Safeguarding Policy.
- Employees of Parkside High: The complaints policy and procedure is separate and distinct from the grievance and disciplinary procedures which enables employees to raise grievances in connection

with their condition of employment and other employment-related matters.

- The disciplinary procedure: is used by the employer when an employee may be in breach of the terms of employment. However, an investigation following a complaint may lead to disciplinary issues.

Our Approach

We undertake to ensure that:

- The process is as straightforward as possible to make a compliment, raise a concern or a complaint.
- Procedures are as fair, easy and transparent as possible for people who want to raise a concern or make a complaint.
- Staff and volunteers are sensitive and helpful to the complainant, and those acting on their behalf.
- Concerns and complaints are dealt with promptly, courteously, and discreetly (and are confidential where appropriate).
- Concerns and complaints will be recorded and reported to the Board of Trustees.
- Concerns or complaints made in good faith do not harm or prejudice the service that is given to the person who made the complaint.
- Concerns and complaints are dealt with efficiently, appropriately and are investigated within the agreed time frames set out in the policy.
- We respond decisively with an explanation, an apology where we have been at fault, or with information on the outcome.
- We learn from complaints and use them to make improvements in the way Parkside High and the wider Parkside High network, work.

If you have a complaint or compliment about Parkside High, it can be submitted in any of the following ways:

- By telephone 01159 301000
- By email info@parksidehigh.co.uk or safe@parksidehigh.co.uk

Parkside High hope that the majority of concerns/complaints can be dealt with informally, but if they are not resolved to the satisfaction of the person raising the matter, they can progress to Stage 2 and Stage 3 are available to support complainants.

Please provide a full explanation of the problem, how and when it occurred and the effect on you and what you think Parkside High should do to put things right.

Concerns and Complaints Procedure

Stage 1 - Informal Stage

- To raise a concern or make an initial complaint (Stage 1), please contact the service to speak to the individual(s) concerned or the senior staff member at the service.
- If you are unsure who to contact or do not wish to speak to the person concerned or senior staff member, please email safe@parksidehigh.co.uk and your concern/complaint will be directed to the appropriate person.
- Please provide your contact details and whether you are raising a concern or making a complaint and explain the situation as clearly and as fully as possible. We may need to contact you to obtain further details about what happened. We aim to resolve the issue as promptly as possible.
- If you have asked someone else to pursue your concern/complaint on your behalf, you will need to inform Parkside High that you give your consent for this individual to pursue the matter.
- All complaints will be acknowledged by the member of staff responsible for complaints within 10 working days, and where possible will aim to resolve it within this timeframe.

- We will look into your concern/complaint and let you know of any remedial action that will be taken to avoid a similar situation occurring in future.
- If the person/organisation raising the matter did not make it clear if it was a concern or complaint someone from Parkside High will ask for clarification as to whether you are raising the matter as a concern or a complaint.

Stage 2 - Formally Registering a Complaint

- If you are not satisfied with the response at Stage 1 to a complaint you raised it can move to Stage 2.
- At this stage your complaint may require us to complete a more detailed investigation.
- If you have not already done so, we ask that you put your complaint in writing to: safe@parksidehigh.co.uk - If you have already put the matter in writing but are not satisfied with the outcome of Stage 1 then please notify us that you want to move to Stage 2 of the complaints process.
- We will acknowledge a complaint which has moved to Stage 2 within 10 working days and we will try to resolve it within these timeframes.
- If your complaint needs further investigation and cannot be resolved within 10 working days we will provide you with an expected timescale for our response and keep you up to date at regular intervals throughout our investigation. We will also tell you who is managing your complaint so you have a point of contact should you need to get in touch with us. You should expect a full response from us within 20 working days from the date we received your complaint.
- If you are not satisfied with the response at Stage 2 your complaint can be moved to Stage 3.

Stage 3 - Appeal

- If you are not satisfied with the way the complaint was managed at Stage 2 you have the right to ask us to review your complaint.
- Please outline the reasons for your dissatisfaction in writing.
- At Stage 3 your letter will be acknowledged within 10 working days of receipt and we aim to provide a full written response within 25 working days. If there are delays, you will be informed about the timeframes.
- This is the final stage in the complaints procedure. If, following completion of Stage 3, you are still not satisfied this does not affect your right to contact the Trustee's , or, in the case of fundraising complaints, the Fundraising Regulator.
- If your complaint is about a fundraising issue you can also contact the Fundraising Regulator to access their independent complaints procedure **www.fundraisingregulator.org.uk** or Scottish Fundraising Adjudication Panel.

Monitoring of Concerns and Complaints

All concerns and complaints will be recorded in a concerns/complaints log regardless of whether or not the complaint was upheld or not. This is to enable us to analyse concerns and complaints and whether there is any learning arising from them.

Complaints will be tracked and a report will be prepared by the member of staff responsible for concluding the complaint providing an overview of the complaint and how it was resolved. The report will also set out the findings and recommendations for measures to be taken to prevent further complaints of this nature or to improve/adapt/adjust our services to minimise the likelihood of any further complaints.

Quarterly reviews of any concerns/complaints will be considered by the senior leadership team and trustees to consider if there is any learning from the complaint or any further actions needed to prevent further complaints and to continually improve our services.

PARKSIDE HIGH CIC COMPLAINTS POLICY

Parkside High is a none profit youth organisation; we are community interest company with its own board of trustees that are responsible for handling complaints in relation to Parkside High.

Retention of Concerns and Complaints

Concerns and complaints and supporting documentation relating to these should be retained for a period of 7 years. This information should be confidential. If the complaint involves a staff member and involves a family being supported the information should be retained here and deleted elsewhere when the relevant retention period has been reached.

Parkside High
Recruitment Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

PARKSIDE HIGH CIC RECRUITMENT POLICY

Introduction

Parkside High employs adults and volunteers to work with children. We adopt a consistent and thorough process of safe recruitment in order to ensure that those recruited are suitable and this includes an enhanced Disclosure and Barring (DBS) check. This also extends to any person(s) or organisation(s) subcontracted. This document refers to paid members of staff and volunteers both of which are governed by the same guidance in respect of safer recruitment.

These procedures comply with the safe recruitment recommendations of the Bichard inquiry published in 2004. Our selection practice refers to the following government guidance and legislation;

- Disqualification under the Childcare Act 2006 - Statutory Guidance for Local Authorities, maintained schools, independent schools, academies and free schools (Department for Education, February 2015)

- Guidance for Safer Working Practice for those Working with Children and Young People in Education Settings (Safer Recruitment Consortium, 2015)

Training

Parkside High has ensured that employees that are responsible for the recruitment of staff and volunteers have undertaken safer recruitment training and have the necessary skills to draw out any child protection issues when interviewing candidates.

Parkside High ensures that each new member of staff or volunteer undertakes a thorough induction process and training. This specifically educates and relates to Parkside Highs policies in;

- Health and Safety
- First Aid
- Safeguarding
- Lone Working
- Code of Conduct
- Conflict resolution
- Whistle Blowing
- Complaints procedures
- All staff and volunteers have regular supervision for monitoring and to identify training needs.

Advertisements and Information for Applicants

Parkside High demonstrates our commitment to safeguarding and protecting children by ensuring that all recruitment advertising material contains a policy statement to this effect. Parkside High's website in respect of 'Volunteering for us' stipulates that there is a rigorous selection process.

All staff and volunteers complete the application form referring to the person specification

The person specification states:

- The qualifications and experience needed for the role;
- The competences and qualities that the applicant should be able to demonstrate and;
- How these will be tested and assessed during the selection process.

The application form asks the applicant to provide:

- Full personal information, including any former names by which the person has been known in the past.
- A full history of employment, both paid and voluntary, since leaving school, including any periods of further education or training.
- Details of any relevant academic and/or vocational qualifications; and
- A declaration whether the person has any convictions, cautions, reprimands or final warnings and details as relevant.

The references received are scrutinised and followed up to ensure their validity.

References

The application form requests both professional and character references, one of which should be from the applicant's current or most recent employer. Additional references may be sought where appropriate. For example, where the applicant is not currently working with children, but has done so in the past, a reference from that employer will be sought in addition to that from the current or most recent employer if this is different.

References contain objective verifiable information and in order to achieve this, a reference pro-forma with questions relating to the candidate's suitability for the role is provided. The references received are to be scrutinised and followed up to ensure their validity.

Other Checks before Interview

If the applicant claims to have specific qualifications or experience relevant to working with children which may not be verified by a reference, the facts are verified by making contact with the relevant body or previous employer and any discrepancy explored during the interview.

Selection of Candidates - Short Listing

All applicants are assessed equally against the criteria contained in the person specification without exception or variation.

Safe recruitment means that all applications are additionally:

- Checked to ensure that they are fully and properly completed. Incomplete applications are not be accepted and should be returned to the candidate for completion;
- Scrutinised for any anomalies or discrepancies in the information provided;
- Considered with regard to any history of gaps, or repeated changes, in employment, or moves to supply work, without clear and verifiable reasons.

Successful candidates will be required to provide documentary evidence of their identity, either a full birth certificate, passport or photo card driving license and additionally a document such as a utility bill or bank statement that verifies the candidates' name and address. Where appropriate, change of name documentation must also be provided.

Candidates should also be asked to bring original or certified copies of documents confirming any necessary or relevant educational and professional qualifications. If the successful candidate cannot produce original

documents or certified copies written confirmation of his/her relevant qualifications must be obtained from the awarding body.

Interviewing Short-Listed Candidates

Questions are set which test the candidate's specific skills and abilities to carry out the job for which they have applied (normally set against the criteria in the person specification).

The candidate's attitude toward children and young people in general is tested along with evidence of their commitment to safeguarding and promoting the welfare of children.

Any gaps and changes in employment history are fully explored during the interview, as any discrepancies arising from information supplied by the candidate or by the referee.

Offer of Appointment to Successful Candidate

An offer of appointment is conditional upon pre-employment/volunteer checks being satisfactorily completed, including:

- References.
- A Disclosure and Barring Service check, appropriate to the role (including checks against the relevant Barred List).
- Verification of the candidate's medical fitness.
- Verification of any relevant professional status and whether any restrictions have been imposed by a regulatory body such as the National College for Teaching and Leadership or the Health and Care Professions Council.

All checks are confirmed in writing and retained on the candidate's personnel file, together with photocopies of and documents used to verify his/her identity and qualifications. A record is kept of:

- The date the disclosure was obtained and who by;
- The level of the disclosure and the unique reference number; and
- On what basis was any decision made in respect of information about offences and the risk to children.

A record is kept of evidence to show that such checks have been carried out in respect of supply staff and volunteers whether recruited directly by Parkside High or through an agency.

Satisfactory references are kept on the candidates/volunteers personnel file.

Where information gained by the employer from either references or other checks calls into question the candidate's suitability to work with children, or where the candidate has provided false information in support of the application the facts must be reported to the Police and/or the DBS.

Induction and Supervision of Newly Appointed Staff and Volunteers

The induction of all newly appointed staff/volunteers include an introduction to the organisation's child protection policies and procedures. This includes being made aware of the identity and specific responsibilities of those staff with designated safeguarding responsibilities. The named Designated Safeguarding Lead for Parkside High is Michelle Roberts.

New staff/ volunteers are provided with information about safe practice and given a full explanation of their role and responsibilities and the standard of conduct and behaviour expected.

They are also made aware of the organisation's personnel procedures relating to disciplinary issues and the Parkside High's whistle blowing policy.

The programme of induction includes attendance at child protection training at a level appropriate to the member of staff's work with children.

As a pre-requist of becoming a volunteer with Parkside High, all volunteers are required to complete the 'Volunteer Passport' program with Derbyshire County council.
Senior managers ensure that all staff and volunteers are adequately and appropriately supervised and that they have ready access to advice, expertise and management support in all matters relating to safeguarding and child protection.

Any concerns that arise through this process of continuing supervision, which call into question the person's suitability to work with children, will be managed according to the procedures for the management of allegations against staff as outlined in Allegations Against Staff, Carer and Volunteers Procedure. (http://derbyshirescbs.proceduresonline.com/p_alleg_staff_carer_volunteer.html)

DBS Checks and Regulated Activity

All eligable staff and volunteers are requested an to complete an enhanced DBS check with barred list check to help determine their suitability for the position they are applying for prior to engaging them.

Regulated Activity covers anyone working closely with children or vulnerable adults, paid or unpaid, not part of a family or personal arrangement, on a frequent or intensive basis.

Regulated activity is considered frequent if it is carried out once a week or more and intensive if it occurs on four days or more in a single month.

Parkside High may also request applicants (who do not meet the definition of regular or intensive activity) to undertake a Disclosure and Barring Service Enhanced check without Barring, where the applicant will nevertheless have contact with children as part of their role (e.g. where they are on a rota which provides regulated activity but the individual's rota schedule is less frequent than indicated above).

Use of Volunteers

Volunteers are appointed following the same principles as paid staff whereby all the necessary identity and background checks are completed. Volunteers are supported in the same way as paid employees, ensuring that they are clear about their role and Parkside High's expectations.

Performance will be monitored and volunteers are provided with the appropriate training. As part of their induction volunteers are informed that they are covered by the Complaints, Capability and Disciplinary policies of the organisation.

Before a volunteer is taken on, references are taken up and their suitability tested against set criteria outlined within their role/job description. Where applicable, Disclosure and Barring checks are completed.

A thorough induction is completed with volunteers (as specified in 2.Training) to ensure they are familiar with local arrangements re first aid procedures, fire regulations including drills, exits and assembly points, data protection, and specific policies and procedures relevant to the placement, etc.

Use of Agency Staff

From time to time it may be necessary to use Agency Staff. When appointing Agency staff, the requirement for completing the relevant checks for professional qualifications and registration membership resides with the Agency. It is essential that confirmation is obtained from the Agency in writing and that a record of these checks is maintained by Parkside High. The Agency is responsible for completing the Disclosure and Barring Check but should share any relevant information with Parkside High so we can make the necessary risk assessments to determine whether we deem the worker suitable to carry out the duties of the post.

A thorough induction is completed with the Agency worker to ensure they are familiar with local arrangements re first aid procedures, fire regulations including drills, exits and assembly points, data protection, and specific policies and procedures relevant to the placement, etc.

While there is an expectation that training is provided by the Agency, it is still important that agency staff are clear about their role within Parkside High and this may require the provision of some training. Any concerns about the performance of an agency worker will be referred to the agency and where the concern brings into question their suitability to work with children, the matter referred to the Local Authority Designated Officer.

Parkside High
Lone Working Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

PARKSIDE HIGH CIC LONE WORKING POLICY

Principles

These guidelines intend to protect young people, staff and volunteers from any potential risk that working together one to one might expose them to physical, emotional, medical or other difficulties, and that lone working sessions are well-planned and positive.

1. Training & Support

- All relevant staff and volunteers attend the Introduction to Parkside High training session which includes training related to lone working.
- Volunteers are supervised on a monthly basis where issues relating to lone working are raised as an agenda item.
- Staff who are involved in lone working with young people receive regular supervision from the Youth Engagement worker. Any issues relating to lone working are raised as an agenda item.

2. Lone Working - One to One With Children & Young People

Unusually for an organisation working with children and young people, the work of Parkside High requires some degree of one-to-one working to allow the child to talk openly about sensitive issues and for the purpose of their program. For the protection of children and adults, the settings chosen and behaviours adopted must be carefully considered.

- Staff and volunteers are trained to choose public areas such as cafes instead of secluded or remote meeting places, only to meet a child or young person for the purpose of mentoring, and only with the knowledge and consent of Parkside High and parents/carers.
- Staff and volunteers obtain appropriate background knowledge of the young person in advance of the session. This includes their personal risk assessment including medical information. This information is applied when planning for a session with a young person, in the choices made, consents sought and preparation for meeting the young person's needs throughout the session. If longer or high-risk activities are planned, this is shared in advance with the Youth Engagement worker and advice followed.
- Sessions should not be for extensive lengths of time. We recommend a session per week of no longer than 4 hours. Longer sessions or greater regularity than this must be agreed with the Project Cooridnator.
- When meeting in a setting such as a school, staff and volunteers ensure that other staff are aware of their meeting, its purpose and duration. Rooms offering privacy from being overheard but where individuals are visible to others e.g. through glass doors, are always used where possible.
- When lone working, staff and volunteers ensure they have a charged mobile phone with them at all times, that somebody knows where they are and for how long, and they are aware of the following contact numbers - project office, project staff mobiles, emergency contacts.
- All lone working activities undertaken must be age-appropriate and meet requirements outlined in the Health & Safety Policy. Any exceptions to this are agreed and risk assessed in advance with the Youth Engagement or Project Cooridinator. It is the responsibility of staff/volunteers to ensure that they and the young person have appropriate clothing, food, drink or equipment for any activities undertaken.
- Any incidents or accidents must be reported in accordance with our Health & Safety Policy. All accidents or incidents are to be recorded in the session evaluation and in the accident book in the office.
- Staff/Volunteers will not engage in lone work if either party is under the influence of drugs or alcohol. If the young person appears to be under the influence during the session, the adult ends it immediately and ensures the young person is safely returned home/ to school in the most appropriate manner. It is a requirement that the staff/volunteer calls the Youth Engagement worker in this instance.
- If the young person behaves inappropriately in a way likely to expose themselves, staff, volunteers or third parties to offence or harm, the adult must inform the Youth Engagement worker immedi

ately by phone and takes their instructions.

- If during a lone working session a child or young person makes any allegations about the adult present or another Parkside High volunteer or staff member, the adult must ensure the young person is safely returned home in the most appropriate manner and then immediately informs the Youth Engagement worker or Project Coordinator.
- If a child or young person becomes distressed or angry in a lone working situation, this must immediately be reported to the Youth Engagement worker who will take appropriate risk assessment action.

It is sometimes necessary to collect or return a young person to their home. No home visits should be made other than that necessary to carry out mentoring. Visits are never without prior arrangement with the family, and are always recorded. Staff and volunteers must never remain alone with the young person in their home, or visit private areas such as a bedroom.

Parkside High assesses and mitigates any risk to staff or volunteers of visiting the young person's home prior to such an arrangement being made.

3. Transporting Children and Young People

Car journeys are an example of a setting which may unavoidably require a secluded one-to-one situation. These should be undertaken only with a specific purpose relevant to the work of Parkside High, by prior arrangement and with the permission of the young person and their parent/carer.

- In the case of a child or young person urgently needing a lift without prior arrangement, the journey and the reason for it should be immediately reported to the Youth Engagement worker or Project Coordinator and parent/carer.
- Staff/Volunteers who use their own vehicles for transporting children must ensure that the vehi cle is roadworthy, appropriately insured*, that the maximum capacity is not exceeded, and that they are fit to drive. The driver is legally responsible for ensuring all passengers wear seat belts and that younger/shorter children use car seats where required under current legislation**.
- Where adults transport children in a vehicle which requires a specialist license/insurance e.g. PCV or LGV6, staff must have an appropriate licence and insurance to drive such a vehicle.
- If behaviour by a young person is sufficiently inappropriate to be putting staff, volunteers or other passengers at risk whilst driving, the driver should park the car at the first safe opportunity, take the keys out of the car, and step out of the car in order to call project staff and take their instructions.

- Staff/volunteers will not be asked to drive more than 60 miles or for more than 3 hours in any one day in the supporting or collecting of young people.
- Staff/ volunteers may drive a maximum of three young people. If a car can accommodate more e.g. a 7-seater, an additional adult must also be present throughout the time the young people are being transported.

** We are advised that most motor insurers will consider driving a young person as part of a voluntary arrangement falls under social, domestic and pleasure, provided that driving is not described as the main purpose of volunteering and they are not paid for driving other than to reclaim costs. Volunteers should check with that this is the case with their insurance provider.*

***Currently a child must use a booster seat until they are 12 years old or 135cm in height, whichever comes first, but check for any updates.*

Parkside High
Record Retention Policy

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
Reviewed:	September 2026
Review Date:	September 2027

PARKSIDE HIGH CIC RECORD RETENTION POLICY

Record Retention Periods at Parkside High	
Employment In general the personnel file should be retained for 6 years, but need only contain sufficient information in order to provide a reference. Copies of any reference given should be retained for 6 years after the reference request. ***Exception:*** *if an allegation has been made about the member of staff or trustee the personnel record should be retained until they reach the normal retirement age or for 10 years, if that is longer.*	
Application Forms	Duration of employment, shred when employment ends. ***Exception: With the same exception as detailed for a volunteer below).***
References Received	Can destroy 1 year after received, otherwise shred at end of employment.
References Given/Information to enable a reference to be given (including sck records)	6 years from end of employment.
Passport/Driving Licence/Eligibility to work in the UK	Duration of employment and for a further two years after employment ends.
Sickness Records	3 years (i.e. at the end of employment, the previous 3 year's records will be in the file, assuming they have been employed for at least that period of time).
Annual Leave Records	2 years.
Unpaid Leave/Special Leave Records	3 years.
Accident/Injury at Work Records	12 years.
Recruitment & Selection Material	6 month after decision.
Disciplinery Records	6 years after employment ends.
Trusee Files	6 years after standing down as trustee. ***Exception: With the same exception as detailed for a volunteer below).***
Volunteer Files	The volunteer file is retained for 12 months after the volunteer has ceased to be a volunteer at Parkside High. Sufficient information in order to provide a reference may be retained. ***Exception: if an allegation has been made about the volunteer, the volunteer file should be retained until the volunteer reaches normal retirement age or for 10 years if that is longer.***

PARKSIDE HIGH CIC RECORD RETENTION POLICY

Record Retention Periods at Parkside High	
DBS Checks	Documented record of each as received and satisfactory (or otherwise) then destroy securely in compliance with DBS guidance.
Potential Employees & Volunteers	Disclosure Information will not be kept for any longer than is absolutely necessary once a decision has been made about a potential applicant (staff, volunteer or trustee). Normally this will be for up to a period of 6 months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure Information for longer than six months, the scheme will consult the DBS about this and will give full consideration to the Data Protection Act. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.
Disclosure Information	A record will be maintained of all those to whom disclosures or Disclosure Information has been revealed. ***Disclosure information requested under the PVG scheme:*** Under the PVG scheme (Scotland) and in accordance with the Data Protection Act, the original paper or electronic image of the disclosure information will not be retained and should be destroyed in line with the Safe Storage and Handling of Disclosure Information Policy (Scotland). However, prior to disposal of the original document, schemes should record the date of issue, the individual's name, the disclosure type, purpose for which it was requested, the unique reference number and details of the disclosure information. The information recorded by the scheme should be held for the period of time that the employee/volunteer remains in paid or unpaid work for Parkside High.
Young Person, Family and Volunteer Records	
Young Person/Family Records where no safeguarding concern	The young person/family file is retained for 12 months from the date of ending provision/support. The file is stored securely and is marked with the date (month/year) it should be destroyed.
Young Person/Family Records, where a safeguarding concern was referred by Parkside High, or the young person was subject to a child protection plan or a Child in Need Plan and any files containing a Record of Concern and Action	The Young person/family file is retained for 6 years from the date of ending provision/support. The file is stored securely and is marked with the date (month/year) it should be destroyed and stored securely. The file will be securely destroyed at the appropriate date.

PARKSIDE HIGH CIC RECORD RETENTION POLICY

Record Retention Periods at Parkside High	
Financial Records	
Financial Records	6 years.
Payroll & Tax Information	6 Years.
Corporate Records	
Employers Liability Certificate	40 Years.
Insurance Policies	Permanently.
Certificate of Incorporation	Permanently.
Minutes of Board of Trustees	Permanently.
Memerandum of Association	Original to be kept permanently.
Articles of Association Variations to the Governing Documents	Original to be kept permanently. Original to be kept permanently.
Statuary Registers	Permanently.
Membership Records	20 years from commencement of membership register.
Rental or Hire Purchase Agreements	6 years after expiry.
Other	
Deeds of Title	Permanently
Leases	12 years afte lease has expired.
Accident Books	12 years from the date of the last recorded accident, see also records of injuries/accidents at work (above).
Health & Safety Records	12 years.

Parkside High
Code of Conduct For Employees & Volunteers

Author(s) of Policy	Michelle Roberts - Safegaurding Lead/Operations Manager Liam Parker - Founder
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CODE OF CONDUCT FOR EMPLOYEES & VOLUNTEERS

Introduction

Everyone who accesses or comes into Parkside High is expected to have the highest standards of conduct from Parkside High employees, volunteers and those on work placement on behalf of Parkside High. Parkside High is responsible for delivering a high quality service. To achieve this you must, whilst at work:

- Act fairly, honestly and objectively and to the best of your ability.
- Not allow personal or private interests to influence your work.
- Not do anything as an employee or volunteer that may discredit Parkside High.

If you don't act in accordance with this Code of Conduct, whether intentionally or not, you may be in breach of your volunteer or employment and your actions may be investigated which could result in disciplinary action being taken.

Personal Behaviours

Parkside High expects certain standards of behaviour from it's employees and volunteers. You should ensure that:

- You treat colleagues, service users and members of the public and dignity and respect.
- You are committed to delivering quality services at all times and working within Parkside Highs' Policies and Procedures.
- You communicate openly and honestly with colleagues.
- You carry out your duties in the best interests of our clients.
- Your conduct is not discriminatory to others.
- You do not use offensive or abusive language or behaviour
- You arrive for work punctually, approrpriately dressed and fit to carry out your duties, this includes wearing your ID badge.
- You do not use your mobile phone during session time unless agreed by the manager.
- You take reasonable care of your own health and safety and others that may be affected by your work activities.

Maintaining Standards

If you are concerned about any practices you see at work and feel they come into conflict with this code, you should discuss it with your manager.

Disclosure of information

You may have access to restricted or confidencial information in the course of your work. You must protect the information and you must not disclose that information or use it for your own purposes, benefit or gain. You are responsible for ensuring that you process all information in accordance with Parkside High Policies and all confidential information is kept secure.

CODE OF CONDUCT FOR EMPLOYEES & VOLUNTEERS

Equalities

Parkside High is committed to preventing unlawful discrimination and advancing equality of opportunity and providing fair access and treatment in employment, volunteering and when delivering service.

You are expected to comply and support Parkside Highs' Equality and Diversity Policy and you must familiarise yourself with this document.

Corruption, Gifts and Hospitality

It is a serious criminal offence for you to offer, provide or receive something of value- such as cash, gifts, loans, as an inducement or reward for doing or not doing something, or for showing favour or disfavour as part of your job.

You should not accept gifts from clients. Token items maybe accepted but reported to your manager. Typically this might include chocolates etc. You must not accept cash or gift vouchers in any circumstances.
Employees and Volunteers in additional employment.

If you are working over 48 hours per week in your combined roles you must inform your manager, as this is in contravention of the Working Time Regulations, and you may be required to sign an opt out agreement.
If there are any conflicts between your roles or overlaps of duties, discuss this with your line manager.