



## OPS024 CHALLENGERS – GUIDE TO OUR SCHEMES

### About Challengers

We provide pre-schools and play and leisure for disabled children and young people. Our headquarters is based at Challengers Guildford Playcentre and we have permanent sites at Challengers Farnham Play and Youth centres as well as 'pop up' schemes across Surrey, Hampshire, Berkshire, West Sussex, Kingston and Richmond.

We want everyone who comes to Challengers schemes to feel that we have an attitude and approach that is caring, intelligent and practical.

Challengers is committed to challenging the barriers to play and increasing choices for all disabled young people through sport, art and leisure and we will never exclude any child or young person. Most importantly, Challengers is a place where children and young people can have fun playing and being together.

Challengers receives funding from local authorities, but as well as this we fundraise from companies, trusts and individuals. For more detail about fundraising for Challengers go to [www.disability-challengers.org/youcanhelp](http://www.disability-challengers.org/youcanhelp) or call 01483 230 060.

### Useful contacts at Challengers

- Main address: Challengers, Stoke Park, Guildford, Surrey, GU1 1TU
- Bookings: **01483 230 930** or [playandleisureteam@disability-challengers.org](mailto:playandleisureteam@disability-challengers.org)
- Challengers website: [www.disability-challengers.org](http://www.disability-challengers.org)
- Challengers booking website: <https://challengers.force.com/bookings/>
- To contact schemes on the day while they are running please look at your 'Project Guide' which will also have the leader's name, scheme telephone number and full address of the venue.

### Pre-School for children age 2-4

Challengers Pre-schools are inclusive Early Years settings for disabled and non-disabled children to play and learn through the Early Years Foundation Stage framework. Challengers staff make sure that children have someone to play and learn with while they enjoy our lovely playcentres. There are spaces every session for disabled children who may need 1:1 support and we will never exclude a child because of their impairment.

**Find out more** at <http://disability-challengers.org/what-we-do/pre-school/>

### Playschemes for children age 4-12

Our playschemes are venue based. Each venue will have 'areas' set up for play, including an art area, noisy/active play area, outside space for bikes, trikes, ball games, sand and water play and a quiet inside space. Playstaff encourage children to make free choices about the friends they make, the areas they use and the activities they take part in – we call this 'free play'.

**Find out more** at <https://disability-challengers.org/what-we-do/playschemes/>

### Youthschemes for teenagers age 13-18

Challengers youth schemes run from venues that are appropriate for teenagers. Each scheme will have a programme of organised activities and exciting trips out. The programme for each youth scheme will be available to young people in advance so that you can choose the day and activity you prefer. Challengers youth schemes are relaxed and friendly places where disabled young people can be teenagers with support from lots of Challengers youth staff.

**Find out more** at <https://disability-challengers.org/what-we-do/youthschemes/>

### Challengers staff

Our staff are energetic, enthusiastic and fun – all are committed to making Challengers the best and safest place for all children and young people. As well as the support that staff receive at the Challengers scheme, they also attend training sessions through the year delivered by senior Challengers staff and external trainers. All staff employed by Challengers complete a full recruitment procedure, including an 'enhanced clearance' from the Disclosure Baring and Vetting Service (DBS).

### More information

OPS001 Challengers Safeguarding Arrangements

HR008 Challengers Safer Recruitment Policy

## Children and Young People's Information

Before a child comes to Challengers the staff team need information about the child including their likes and dislikes. We ask that parents fill in a Child and Young Person's Information Sheet during their 'first visit' and provide any other useful 'care plans' or information developed by the family or other professionals for the child before they start.

## Giving the right support

We provide 2:1, 1:1 and non 1:1 support. The level of support that each child needs is continually reviewed and monitored by staff. Lots of children who come to play at Challengers schemes have a 'complex impairment' and are provided with a high level of care and support by Challengers staff. For example: nursing support, 'two-to-one' care and trained staff able to administer routine 'medical procedures'. Play and youth staff will need information about the care that a child or young person needs, including an up-to-date Children and Young Person's Information Sheet.

## First Visits

When families contact Challengers for the first time we will arrange an introductory 'First Visit' for a young person and their family which will last up to 1 hour. A first visit will offer the child and family the chance to look around the scheme and get a feel for what we do and how we do it.

## Managing data and information about you

We will look after all the data and information about you and your family carefully, keep it securely and only share it with your permission in these ways:

When/why we share data/information about children and families	Who we share it with	What we share	Where and how the information is stored
<b>Safeguarding – keeping children safe from harm</b>	<p>Local authority children’s services.</p> <p>Local authority safeguarding professionals.</p> <p>The child/young person or their legal parent/guardian – <u>unless doing so puts the child at risk of harm.</u></p>	<p>Details of the harm seen and the concern or incident.</p> <p>Child and their family’s contact details, date of birth, care detail.</p> <p>Names, date of birth, address, postcode, ratio of care, ethnicity, gender.</p> <p>Attendance data – when, where, how often.</p> <p>Care plans and impairment/ disability</p>	<p>Incident forms.</p> <p>Emailed securely to local authority and Challengers Operations staff.</p> <p>Stored on electronic register.</p> <p>Stored in secure archive boxes and archival service.</p>
<b>Child information, care plans, instructions, care instructions</b>	<p>Challengers Operations/scheme staff.</p> <p>Legal parent/guardian</p> <p>Consent is required from the child/young person or their legal parent/guardian to share elsewhere.</p>	<p>Child and their family’s contact details</p> <p>All care plans and instructions necessary so staff can provide the right care.</p>	<p>On Challengers database, network on site and online.</p> <p>Stored in secure archive boxes and archival service.</p> <p>Secure containers at scheme.</p>

<p><b>Images – printed, online, electronic, photos (still) and films (moving)</b></p>	<p>On information and care plans.</p> <p>Challengers promotional material – printed leaflets, online – eg. Website and social media platforms.</p> <p>External documents – print and digital media.</p> <p>Third Parties such as supporters of Challengers to help with fundraising projects.</p> <p>Consent required from the child/young person or their legal parent/guardian.</p>	<p>Images taken on scheme</p> <p>Video taken on scheme</p> <p>General public using Challengers printed and electronic/online sites.</p> <p>All images will be anonymised – will not have full names next to the image.</p>	<p>On Challengers database, network on site and online.</p> <p>On a Challengers secure hard drive (video)</p> <p>Challengers mobile equipment/devices.</p>
<p><b>Information updates, bookings and news</b></p>	<p>Legal parent/guardian</p> <p>Allocated social worker.</p> <p>Consent required from the child/young person or their legal parent/guardian to share elsewhere</p>	<p>Updates of contact details.</p> <p>Booking confirmation.</p> <p>News and information that is relevant and helpful to the child/family.</p>	<p>On Challengers database, network on site and online.</p> <p>Challengers mobile equipment/devices.</p>

<b>Monitoring contracts with commissioning local authorities</b>	Local authority commissioners.  Local authority short break teams.  Child's allocated social workers.	Names, date of birth, address, postcode, ratio of care, ethnicity, gender.  Attendance data – when, where, how often.  Child information, care plans and impairment/disability.	On Challengers database, network on site and online.  Emailed securely to local authority and Challengers Operations staff.
<b>All other reasons/requests to share will be referred to the Challengers Data Protection Leader (DPL).</b>		DSL is CEO and is defined in FIN003 Challengers Data Policy and is guided by ICO data protection principles. Consent required from the child/young person or their legal parent/guardian.	

### More information

FIN003 Challengers Data Policy

OPS001 Challengers Safeguarding Arrangements

Information Commissioners Office: <https://ico.org.uk/>

## How to book

- To register for the first time as a Parent or Carer with Challengers go to <https://disability-challengers.org/bookings/parent-form/>
- If you have never been to Challengers before your daughter or son will need to complete a 'First Visit' to book this call our Booking Line 01483 230 939
- Once families have had a first visit they can book online at <https://challengers.force.com/bookings/s/login> or by calling the Challengers Booking Line 01483 230 939.
- Key booking periods are promoted through the year and follow the school terms and holidays.
- During a booking period families will have a week to give availability for the dates they are interested in, we will then allocate sessions and notify families via email of their bookings.
- Booking Periods can be up to 3 months in advance of the event.

## Length of day and cost of schemes

- Playscheme (10am – 4pm): £30
- Guildford Sunday Playscheme (10am – 4pm): £30
- Farnham Sunday Playscheme (10am – 4pm): £30
- Youthscheme (*normal time* 10am – 4pm): £30
- Youthscheme evening (*normal time* 6.30pm – 8.30pm): £10
- Payment should be made in advance by credit/debit card.
- If the cost of sessions creates any problems speak to a member of the Finance Team in confidence 01483 230 589

## Paying for bookings

- Families pay for sessions at time of booking by debit or credit card.
- Families can pay using vouchers, for example Accor and Busy Bees.
- You will receive a Booking Confirmation Email from the Challengers Play and Leisure Team with the scheme, activity, date, time and cost.
- You will also receive a Booking Invoice by email from the Challengers Finance Team with the cost of the bookings.
- If you would like to speak to a member of our Finance Team please call 01483 230 589 or email [finance@disability-challengers.org](mailto:finance@disability-challengers.org)

## 50% off the price if families need it

- If families receive Income Support, Job Seekers Allowance or Employment and Support Allowance you may be eligible for a 50% concession on the price of our schemes.
- Challengers also run a Bursary scheme to offer families short-term financial support towards the cost of sessions.
- For more information or if you are having difficulty paying please speak to a member of our Finance Team on 01483 230 589 or email [finance@disability-challengers.org](mailto:finance@disability-challengers.org).

### Cancellations

Challengers will charge for any booked session that is missed, unless we have sufficient notice – at least 5 days. Cancellations can be made here <https://challengers.force.com/bookings/s/previous-bookings>

If you need to cancel a session while the scheme is running please contact the Leader directly using the scheme mobile number on the 'Scheme Guide'. This will mean that we can offer the space to another child or young person.

### Useful information

- **FOOD AND DRINKS** Young people need to bring a packed lunch with them each day – unless told otherwise. Food or the container must be clearly marked with the young person's name. Please come with a healthy range of food for lunch. Diluted fruit juice and water is available through the day at Challengers. **Please do not send in any nut products as Challengers is a nut free zone in order to keep children and young people with nut allergies safe.**
- **POCKET MONEY** Young People may wish to bring a small amount of pocket money to trips out, this can be handed to the Leader if you wish.
- **CLOTHES** Bring spare clothing for the day if this is what your daughter or son needs. Name and label all clothing.
- **ON ARRIVAL** report to the Challengers leader who will record young people's names for the Fire Register as well as a record of attendance. We will require a telephone number to contact families in the event of an emergency. Upon arrival all medication should be handed to the Leader.
- Challengers is staffed so that you can leave your daughter or son for the day. However parents, family and carers should always feel welcome to stay with their child for as long as they wish.
- Do not to send anything to Challengers which may be a hazard to others.



- The Leader will know who the First Aider is and where the **FIRST AID** box is located. All injuries and accidents must be reported to the leader and an Incident Form completed.

### Parent and carers role in managing medication

If any aspects of this policy are not met Challengers will not accept the medication or the child/young person on to the scheme.

#### Information

All information and medicine administration must be done with the 'Designated Medication Person' at each Challengers scheme. If necessary the Leader will direct the parent/carer to the Designated Medication Person.

For every child and young person who needs medication while at Challengers a medication administration record (OPS014D Challengers Parental Agreement for Challengers to Administer Medication and Administration Record), recording parental consent to give medicine, instructions how to administer and every dose of medication given (and not given) must be completed.

Parents must provide clear information about their son or daughter's medical requirements whilst he or she is attending a Challengers scheme. Parent/carers must inform Challengers immediately of any changes relating to the medication, care or medical condition of their child particularly those which may have a direct effect on the child's health using:

- OPS015 Challengers Children and Young Peoples Information Sheet or;
- OPS014D Challengers Parental Agreement for Challengers to Administer Medication and Administration Record.

#### Bringing medication to Challengers

Instructions on OPS014D Challengers Parental Agreement for Challengers to Administer Medication and Administration Record must match the pharmacy label.

Medicines brought to Challengers must be handed in to the 'Designated Medication Person' - they will be stored in the 'Designated Medication Area' locked and away from children and young people.

Medicines brought into the scheme must be:

- in an original container with a pharmacy label;
- with the name of the child;
- the name and dose of the medicines;
- the time and dosage to be administered;
- where practicable, only the tablets/medication to be administered whilst in Challengers care on that particular day should be brought to the centre.

Challengers staff are not permitted to accept medication in an old container or a container on which the label has been altered or when the medicine is passed its expiry date.

#### Household medicines

'Household' medications (antiseptic or antihistamine creams etc.) must be prescribed by a prescribing nurse or doctor. The only exception is paracetamol.

All these medications must be must be labelled with the child's name and a OPS014D Challengers Parental Agreement for Challengers to Administer Medication and Administration Record used. Prior to administration it must be established when the last dose was given and how many doses have been given in the last 24 hours. This is to ensure the maximum dosage is not exceeded. A child will not be accepted onto the scheme if they do not attend with the correct medication as it appears on the OPS014D Challengers Parental Agreement for Challengers to Administer Medication and Administration Record.

#### Emergency medication

If a child or young person needs to use emergency medication they must have an 'emergency care plan/protocol' that describes and instructs staff how and when to use the medication. This plan/protocol must no older than 2 years. A child or young person will not be accepted onto the scheme if they do not attend with their emergency.

#### Changing the form of or mixing the medication

We know it is helpful sometimes to crush medication or disguise medication in food or drink in order to encourage children to take them. This, however, can alter how

the drug works. So when we are asked to alter the form of the drug (e.g. crush a tablet or empty a capsule) Challengers must have a doctor's letter to describe this. We need doctor's permissions if we are to mix more than one drug together, to ensure they are compatible.

### **More information**

<https://disability-challengers.org/information-guidance/challengers-policy-procedure/>

### **If a child or young person is unwell**

Children and young people who are unwell, should not be brought to Challengers. We aim to minimise infection of other children. We reserve the right to refuse admission to a child or young person who is unwell and to ask the parents/carers to take them home. If a child or young person becomes ill while at Challengers the Leader or their Deputy will decide the best course of action for the young person, as well as others attending Challengers. This may mean that the parents/carers are asked to collect the young person from the scheme.

For any infectious condition we will get advice and use Challengers policy. For common conditions (diarrhoea and vomiting) the child or young person can return to Challengers 48 hours after the last episode.

### **More information**

HS006 Challengers Infection Control Policy

### **Tell us what you think**

We hope that you will always feel able to talk to Challengers Leaders or members of the Play and Leisure Team about Challengers schemes. However, you can always write to or ask for an appointment with **Chief Executive Officer, Laura Sercombe** ([CEO@disability-challengers.org](mailto:CEO@disability-challengers.org)). If you have any particular concerns, they will initiate an inquiry on your behalf. Our mainline phone number is 01483 579 390.

## Ofsted

Challengers is registered with Ofsted who are the national government body who register and inspect all settings providing childcare. To contact Ofsted go to [www.ofsted.gov.uk](http://www.ofsted.gov.uk), email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or call 0300 123 1231 or write to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

## More information

Ofsted: <https://www.gov.uk/government/organisations/ofsted>

## Safeguarding - keeping children and young people safe

We have a duty to keep all children and young people who come to Challengers safe from harm. This means that if Challengers staff think a child or a young person is in danger or at risk we will get advice from or make a referral to a local authority (Social Services). We will always try to tell the family if we decide to do this but only if doing so does not put the child or young person at more risk. If you think a child or young person is in danger at Challengers you must tell:

- Challengers designated safeguarding lead;
- A local Multi Agency Safeguarding Hub;
- The NSPCC.

## Our Vision

An environment where facilities are provided for disabled and non-disabled children and young people to play and have fun together, thereby changing the way that society regards and treats disabled young people generation after generation.

## Our Mission

To provide a broad range of play, leisure, respite and short breaks thus giving support to disabled children and young people, their family and friends.

## The Challengers Approach

- To enable children to challenge their impairments through Play in a stimulating and safe environment.
- To provide suitable care for disabled children and young people whatever their impairment with appropriate knowledge, skill, competence, initiative and sensitivity.
- To create an atmosphere where self-expression, co-operation, learning and sharing are encouraged, nurtured and supported.
- To create a welcoming and supportive environment and proactively enable young people and their families who use Challengers to participate in the planning and development of our services.
- We never exclude a child on the grounds of the severity of their impairment and we do not set geographical limits - play and leisure opportunities for disabled young people are few and disabled people seldom have a local resource.
- To positively discriminate in favour of disabled young people while inequality of provision exists.
- To uphold and encourage freedom of choice for the individual and so we aim to provide both Exclusive and Inclusive programmes in the communities in which we work.
- To treat each other with respect and consideration.
- To accept responsibility for one's own actions.
- To conduct all our affairs with regard to individual differences.
- To be sensitive to everyone's right to privacy and confidentiality.
- To examine what we do and continually try to improve.