# A red and white logo Description automatically generatedLCA Policy and Procedures

**Positive Behaviour Management**

Here at LCA Group we ensure our approach is engaging and positive. We create a safe space for all with our ‘L-C-A-G-R-O-U-P’ expectations. This is an important part of welcoming children, establishing rules and communicating essential behaviour expectations.

* L – Love, Respect and Kindness
* C– Case of Emergency
* A– Adults (coaches)
* G – Grab a Buddy
* R – Really bright – Hi-Viz (if required)
* O – Own your mistakes
* U – speak **U**p
* P – Party!

Our staff will always provide praise and reinforce good behaviour in class/camp.

If a child displays poor or unacceptable behaviour our staff will use different techniques to manage the poor behaviour and discuss the behaviour with parents to learn new ways in which to improve the behaviour. We always ask parents to be as open and transparent with us about their child’s behaviour details to ensure our team are equipped to manage the behaviour. Should a child display poor or unacceptable behaviour continuously, we will ask for the child to take a temporary break from classes/camp. This time frame will be decided by LCA Group.

Please note we are a non-violence or bullying tolerated group, and LCA Group have the right to ask members to be immediately collected, should this not be adhered to.

Where the action should be necessary, LCA Group will not allow a member to return to class/camp if a behaviour is displayed in which is violent, bullying or risk to safeguarding.

Please note rules in each of our building may differ due to layout etc, however children will be made aware of boundaries/ rules at the beginning of each session. Our rules include inside and outside playing.

All steps taken will be communicated with the parents and incident forms completed.

**Additional Support Policy**

Some children and young people require additional support due to special educational needs (SEND) or other factors, and in line with the Equality Act 2010, we can make reasonable adjustments to provide a stimulating and inclusive environment for most children, regardless of their specific needs. Please speak to our team on 07864250336 or email lca.group@outlook.com if you have any questions or would like to discuss the suitability of classes/camp for your child.

* We collect personal information about all children at the point of booking or prompt parents to provide this if booking online. Data is used solely for the child’s care and is stored safely and confidentially and with access limitations
* To meet the needs of all children, we require parents and guardians to be honest and transparent regarding any additional support a child may require at the point of booking. This is especially important when a child requires a higher level of supervision than we’re able to offer within our standard ratios and where their behaviour has the potential to detract from the welfare of other children
* In the case of additional support or needs and for children with SEND, our team will contact you by phone to understand the support required. Following this LCA Owner will review the details to determine the suitability of our programme and what, if any, adaptions we can reasonably make that ensures the correct level of support for your child
* Providing detailed information regarding expected behaviours or triggers for children with SEND or additional support needs helps our staff to understand how best to support your child on camp and provide the best experience for them.
  + Failure to provide information requested within 14 days (or the Friday before the first day of booking, if the booking is made less than 14 days prior to class/camp) will result in the cancellation of the child’s place(s)
* For children with a high level of SEND, attendance is considered on an individual basis. We expect children that require 1:1 care at home or at school to be accompanied by their regular carer or welcome the attendance of an adult support.
* Additional Support is considered on an individual basis and is reviewed by our Behaviour and Support Team prior to attendance
* We reserve the right to contact parents and guardians at any point to collect their child when we believe it necessary, to protect the welfare of their child, or other children and staff
* We reserve the right to decline a booking or prevent a child attending a programme if we believe that we are unable to safely meet the needs of the child within our standard ratios and without detracting from the welfare of all children and staff. Or if incorrect or incomplete information has been provided by a parent or carer at the point of booking, that could or does detract from the welfare of the child or other children.

**1:1 Support Process**

We are unable to provide 1:1 support for children but welcome the attendance of an adult support when a child’s family or carer fund and source this. Supporting adults must complete a suitability check prior to attending classs/camp.

* A 1:1 supporting adult is defined as an adult who is above the age of 18 and has a personal or professional commitment to the support and development of a child who may need provision on a regular basis. Please get in touch with our membership team for further details on the criteria for 1:1.
* 1:1 supporting adults are not responsible for any other children and they will not be left alone with any other children.
* 1:1 supporting adults are there solely for a specific child and will provide such support to enable the child to participate on camp without detracting from the welfare and safety of other children.

**Child Safeguarding Policy**

LCA Group is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are expected to share our commitment to safeguarding, always creating an environment where young people feel safe and can thrive.

We acknowledge that all children have a right to grow up in an environment that is not abusive. We are aware that child abuse occurs to children of both sexes, at all ages and in all cultures, religions, social classes and to children with and without disabilities.

We have a responsibility to our members and to the authorities to report suspected child abuse. Procedures will be followed sensitively but absolutely. Our loyalty in such circumstances remains with the child.

When any person has knowledge or suspicion that a child is either being abused, or is at risk of abuse, or that a carer has seriously neglected or failed to protect a child, he/she has a personal duty to report this to:

1. The LCA Owner on site; or
2. Head Office on 07864250336; or
3. Safeguarding Partners, Intake and Assessment, Health and Social Care

We will investigate and act quickly if there is any suspicion of discrimination towards any child.  Any allegations against staff will be reported and appropriate action taken immediately.

**Complaints Policy**

We are always happy to listen so please feel free to call us on 07864250336. Our staff are trained to process your comments and pass them on to the appropriate department and management level. If a complaint is received at head office, we will always reply within 24 hours.

Our complaints process;

1. An investigation is undertaken in accordance with the principle that the welfare of the child is safeguarded and promoted
2. We always record full details of any complaint, including any subsequent information, action taken and whether the complaint is complete
3. If necessary, it will be investigated and a verbal or written report will be returned to the complainant within seven days or, by agreement, it will be extended by a further 14 days
4. If the response is not satisfactory, stage two of the process will be entered, and the complainant will be asked to put the complaint in writing
5. Further consideration will be given and a written response, including investigation findings and action taken, will be forthcoming within 28 days
6. If another agency, such as the police or an inspection authority investigates, we will consult with them on how to proceed and inform the complainant of progress. A written record of complaints will be kept and is available upon request.

In Scotland, contact the Scottish Public Services Ombudsman at 4 Melville Street, Edinburgh EH3 7NS.

**Equal Opportunities Statement**

We welcome children of all religious beliefs, faiths, cultures and abilities and believe that each child attending the camp is of equal value.

The activities we run strive to provide equal opportunities for all children whatever their race, religion, language, culture, gender, health, disability, personality or lifestyle as set out by the characteristics listed in the Equality Act 2010.

LCA Group recognises that there are inequalities within our society and that many people suffer discrimination on the grounds of sex, race, colour and religion. We never tolerate discrimination of this nature within our organisation.

Education and understanding of other people’s need and backgrounds will be fostered to promote positive behaviour and attitudes. Discriminating behaviour, attitudes and comments will be challenged, regardless of whether they are from members, staff, parents or carers and we will investigate and act quickly if there is any suspicion of discrimination towards any person on camp, or employee of LCA Group

We will regularly review our policy and amend it where necessary.

**Mobile Phone Policy**

We recognise that children are increasingly familiar with the use of mobile phones in society, and many have their own device. We also recognise the potential risks involved with owning and using a mobile phone. LCA Group instils a love for activity where children can feel safe, have fun and learn together. We create programmes that are fun and inspiring and support a healthy lifestyle.

To support this mission, LCA Group enforces that any electronic devices can only be used during Kids Station sessions. LCA Group staff allow for a set period, in which will be no longer than 30 minutes.

Across all classes, children will be aware no camera should be open or used.

**Finances & Attendance**

LCA Group customers will be provided with a monthly invoice in which it will detail the amount for payment and a due date. Should a payment not be made on or before such date a £10 late payment fee will occur. Refunds, (Camps Only) will be accepted 3 weeks prior to a date booked. Should you wish to cancel or change bookings after this time, payment will still occur. If a child can not make a session, the cost of the session will be payable to allow for space to be held.

Our sessions are on set days and times to allow for our customers to choose which suits them best. You have a confirmed space in our LCA sessions so please let us know should your child not be able to make it along. If you wish to cancel your attendance, please see the below timeframe to do so:

* Kids Station – we require 4 weeks written notice should you wish to cancel one or more day(s).
* Drama Classes – you can cancel with immediate effect, however, please note if cancelling mid-month, there will not be a refund for remaining weeks.
* Camps – We will require 3 weeks’ notice of cancellation prior to booking start date.

**Late pick up**

If you know you will not make pick up on time, you must let LCA Group know immediately, along with an approximate timeframe in which you will arrive.

Please note a £10 fee per every 5 minutes will occur, per child. This will be invoiced to you.

**Toileting**

For a child to attend ANY session of LCA Group’s, they need to be able to use the toilet completely independently and have 6 months with little to no accidents. Should toilet accidents occur, LCA Group will call home and ask for the child to be collected immediately. If two or more accidents happen in week, LCA Group have the right to request a child to take a break from attending sessions.

**Understanding & Declaration**

**I am the parent or guardian of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**I have read and understood LCA Group’s policy and procedures.**

**I have acknowledged, I am responsible to ensure my child(ren) understand LCA Group’s policy and procedures where appropriate.**

**Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed \_\_\_\_\_Carly King (owner) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_\_\_\_16/12/2024\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Thank you – LCA Group Management.