



*Creating Safe Connections &
Environments that Promote
Development*

Policy 1

General Operational Policy & Guidelines 2025/2026

Reach Alternative Education

Context

Reach (trading as REACH Alternative Education SW Ltd) by founder Dan Palmer. Originally sole trading and now operating as a limited company (registered number 11032008).

Purpose - Please refer to the Company's Core Offer Document

We provide an alternative education provision to students from all key stages across the South West. Provision can also occasionally be tailored to students of a lower age of 5 years and to young adults up to the age of 25 should the need/additional support be required. Reach is about being different. We are flexible, student focussed, fun & creative. We need to be different to schools, teachers and social workers.

This is delivered using a youth work model, addressing social and emotional needs through group work & 1:1 support sessions which use life skills and outdoor education activities as a tool for engagement. A curricular focus is delivered using the personal attachment objectives which link to the Department for Education Guidelines to schools.

Our aim is to help our students with social and emotional development.

Students to participate 1 day per week (up to max of 2.5 days (12 hours max) per week) with us, in either a 1:1, or small group setting:

- 1:1 (2 hours)
- Group (up to 5 hours)

This forms part of the school student's legal education hours and all delivery of this must fall within school hours of 0830 – 1530pm, term time only. Any provision outside of these hours does not count as school provision.

The Duty Worker has the responsibility every day to ensure the partnered school or Local Authority department is aware by 1300 if a student is ABSENT, earlier if there are safeguarding concerns (please refer to attendance policy for more information. Any absence from us counts as an absence from school for that student. This is held on the student's formal attendance records. This can also be used for attendance contracts with families or court hearings.

Schools and Local Authorities purchase places generally on a termly basis for students. This can be planned or be put in place as an urgent response following a crises or emergency. Many students are placed short term with us to assist in such things as transitions, move of school, support with home, substance misuse and care placement needs. Students are also placed solely for confidence-based opportunities or medical issues. Students remain on the roll of the school or Local Authority whilst with us (even if they are excluded). The law states that students must be on roll with a school or Local Authority. We are not listed as a school and can NOT provide formal education to students. All our students must be part of a partnership between us and the school or Local Authority.

Reach issues a contract to each school for each student which states the agreed terms of the purchased place. We try to only accept students that wish to attend Reach and happily assist seeking other provision for those that do not want to attend / wish to find something different. As a rule we operate a non-reward/non-punishment structure to our students yet seek to negotiate and enable personal development. We do not exclude.

Referrals are made by the Local Authority or schools through the referral form process on our website. We then endeavour to interview student(s) generally within 1 month. We then jointly decide with the school as to whether they form a group or start one to one. Different groups of students are created for different needs. We will then allocate the student to a Reach staff member (Youth Worker) which will include handing over paperwork including a written pen profile. We will then jointly meet the student

with the staff member for handover prior to the staff member carrying out an induction with the student.

It is normally the responsibility of the school or Local Authority to transport students to and from the Reach provision, however some groups/individuals are collected/dropped off through local agreements and in the case of emergency or if there are pre-arranged transport issues.

The Senior Worker team will attend meetings for the student (where possible) whilst the student is on Reach placements. This includes multi agency meetings, Child Protection meetings etc. Reach will work with other organisations as required to best support the student. This could include NHS, Mental Health Teams (CAMHs), Youth Offending Teams, Social Care Teams, Police, Education attendance, Housing and Substance misuse teams. We form part of the professional plans for some students and provide valid input. This can include information to support assessments for students for special needs, police intelligence and information / reports that can be used in court. Staff must co-operate with requests for additional reports / information as requested or to attend and present input to any meeting as requested.

Staff will complete daily reports on all students via the online portal. This form is to be completed no later than 7am on the following Monday. There may be a further request for information about the student on the same day if required (i.e. incident/accident/specific & Safeguarding concerns)

The planned ending for students with us is vital. This is to include as much notice as possible, reflection of learning and discussions / support as to what is next for them.

Staff structure

Employed

- Director
 - Dan Palmer (line manager to all staff) Safeguarding Governance
- Leadership Team
 - Steve Issacs – Service Lead & Safeguarding Deputy
 - Kate Hooker – Therapeutic Mental Health Lead
 - Harry Meaden – Business Lead

- Senior Youth Workers
 - Kelly Cridland – Senior Youth Worker & Operational Designated Safeguarding Lead
 - Nick MacBean – Senior Youth Worker & Safeguarding Deputy
 - Rich Harris – Senior Youth Worker, Duty & Safeguarding Deputy
 - Harry Serle – Senior Youth Worker & Safeguarding Deputy
 - Kirsten Lacey – Senior Youth Worker & New Allocations Lead
 - Kelly Andrews – Senior Youth Worker [Currently on maternity leave]
- Admin Team
 - Kellie Hamill – Admin Lead
 - Madi McConville Lawrey – Admin Assistant
 - Sophie Knight – Admin Assistant
 - George Wood – Admin Assistant
- Compliance Team
 - Joe Snowdon – Compliance Lead
- Team of Youth Workers (full and part time)
- Team Assistants – to support tasks for team and the building and driving of students (part time)
- Team of Cleaners – Jennifer Shaw & Laura Barrett (part time)
- Caretaker – Simon Howard (part time)

Self-Employed / Contractors

- HR Support – Rachel Wynn (Contractor)
- Accountancy Support – H & H Accountants – Taunton (Contractor)
- Health & Safety Support and nominated person – Atlas Safety Management Ltd (Contractor)
- Consultant Senior Psychologist – Julia Severn (Contractor)

Staff Guidelines

There is a clear requirement that all staff read and study this document.

Failure to abide by any of the guidelines in this document may result in disciplinary action being taken against an individual member of staff, which could include dismissal (please refer to the Company's Disciplinary Procedure)

These guidelines form part of policy in place to ensure high standards, the best possible learning outcomes for students, and safe practice for staff. This document is to be read in conjunction with the main policy file, risk assessments and individual student information.

There is a clear expectation on staff to be able to:

- Accept students for where they are at (the issues they face) and support the needs, behaviours and gaps they have
- For staff to be able to positively problem solve and make good judgements during their working day
- For staff to have a positive outlook on supporting a positive journey with students based on the relationship being built

Staff Professional Conduct

All staff are expected to always adhere to the Company's Code of Conduct, as outlined in the Workforce Development Policy Section 2.6

Recruitment / Induction Processes

(as part of Safer Recruitment Process - see Staff Vetting Policy)

All prospective staff are to complete an application form which will detail experience, qualifications, 2 references and an outline of why they want to work for the organisation. Upon appointment, following a fair recruitment and selection process, successful candidates will agree and sign a contract.

There will be an induction period of 1 month and a 6-month probationary period following appointment as outlined in the Workforce Development Policy section 2.4. An induction review is completed with the Director at the end of the 6-month probation period to agree to sign off of probation. If not agreed, then probation can be extended by the Director.

DBS

All staff are to complete a 3 yearly Enhanced DBS check. This will be funded by the Company. The Company will use its discretion as required to request a renewal at any time prior to the 3-year renewal. Please see the Staff Vetting Policy for further information. This is part of our safer recruitment procedure. Staff will complete an annual self-declaration each September.

Data Protection

Reach is registered as a data handler for both young people and adults. This is an annual membership to the Information Commissioner. Reach will do everything reasonably possible to protect information held on staff and students. This is included in the Confidentiality and Communications Policy. The office will be secured using security systems and all devices will be password protected. All staff are to be full briefed handling and storing information and hold legal responsibilities for this. Any mismanagement of this could result in disciplinary action being taken. All buildings will operate a clear desk policy. Please also see GDPR Notice & Privacy Notice.

Staff Behaviour Policy

The allocated worker is responsible for the day-to-day front-line support and work with the student. This is backed by the duty and cover worker. All staff will meet the required expectations regarding safety of the student / other students and staff and the wider public.

Please refer to the Behaviour Policy

Staff Dress Code

The expectation is that staff wear what they feel most comfortable in and appropriate to the day's activity. However, where possible we would request that this is generally stepped up to smart casual or

smart to represent the professional level of practice that we deliver. School Staff Dress Codes are to be adhered to including where required, removal of piercings and wearing of long sleeves and trousers.

I.D. Tags

Staff ID to be worn at all times except when participating in hazardous activity. Please ensure ID is stored safely and securely when not being worn.

Staff are not to wear branded lanyards. Any lost ID should be notified to the Director/Administrator on the same working day so that it can be reported as missing and new I.D ordered. It is permitted on some 1:1 occasions for ID to be hidden if you feel it is to the detriment of the new student. When out however, it **must** be kept in person.

Meetings

Staff Briefings – occur daily and are attend by those staff who end up at the base as the ending of their day and are alternatively lead/recorded and information from them sent to the Director within 1 hour of the meeting or immediately in case of an emergency

Full Team Briefings - occur every Monday morning 0800 – 0900 (term time only) and all staff are required to attend unless a prior arrangement with the Director has been made.

Full Team Meetings – occur fortnightly (term time only) on Tuesday's 1600 – 1730 and all staff are required to attend unless a prior arrangement with the Director has been made. Staff are required to give regular input and share good practice during these sessions. Meeting locations may vary.

Cars / Transporting of Students

(please see Workforce Development Policy item 6.1)

Individual staff hold ultimate legal responsibility for the safe and legal driving of their vehicle including the vehicle itself and always following the Highway Code. Annual copies of car insurance and breakdown cover will be requested from staff, and we will utilise <https://www.gov.uk/check-vehicle-tax> to check tax and MOT status. We will also ensure that driving licences are renewed once expired and

that they have the correct address. All staff must hold business insurance to be able to permit students within the vehicle.

Staff must hold a clean valid full UK driving license. A waiver can be permitted by the Director of up to 2 x separate 3 points on the license within 3 years. Anything over this (or higher than 3 points in one event) will discredit permission to carry students and will therefore affect employment. Staff must not incur any points nor undertake any other illegal driving activity whilst travelling with students. This includes travelling with students in a car that is not legal (i.e. tyres worn past legal limit). Disciplinary action will be taken for any offence committed whilst driving with a student in transit.

Regular checks of the following will be carried out (unannounced):

- Breathalyser & drug test
- Visual car check by Director
- Independent garage car check (funded by the Company)

A child booster seat must be used for any students until they are 12 years old or 135cm tall. This must be either company owned by Reach or approved by the Leadership Team for use.

Staff are to ensure that the car is always in a reasonably clean state and reflects a professional approach to the work. Nothing can be placed or hanging in the front windscreen (e.g. air freshener, phone holders or Satellite Navigation devices. It **must** be fully clear.

Staff cars are ideally equipped with driver and passenger air bags.

Staff must ensure they adhere to the 20mph speed restriction whilst near any bases and park in the main car park. Staff and students must walk out of the car park and along the path through the rec area to the base. Students must be accompanied at all times along this walk to and from the base.

In addition to the above all staff must comply with the requirements detailed in the Outdoor & Off-Site Working Policy on Transporting Young People section 6.1

Staff Personal Belongings

Please ensure you keep all your personal belongings safe and in sight. It is recommended for staff to lock possessions away in the store at the youth centre, and in the boot of the car when travelling with young people. Our insurance does **not** cover your belongings. Your wallet, sunglasses or Sat Nav etc could prove easy pickings if left lying around.

Staff must not carry any cigarettes, alcohol or other similar items on them whilst working. No alcohol or dangerous objects to be carried in car boots at any time. Also ensure no documents are on view identifying your address/personal information.

Car keys **MUST** always be kept on your person as well as your work phone and person phone. The student emergency information must be kept stored safe in the boot (locked cabinet).

Staff must never identify where they or family/friends live.

Reach Bases

Reach operates out of two sites located in South Petherton and North Curry.

Please ensure you are fully familiar with the health and safety of the youth centre building. This is to include the fire escape routes, the fire plan, including using the fire alarm, the assembly point, the safe storage of knives and cleaning chemicals (COSHH). The Compliance Lead is responsible for the checks on the premises including all the above which includes annual inspection of Fire extinguishers, COSHH, PAT testing and of risk assessments.

Staff are not to permit students access to the storeroom, any keys or alarm/lock codes at any time.

Activities that we run including games and activity at the youth centre and on the recreational ground fall under our insurance and risk assessment procedures. Therefore, we can only run activities that are previously risk assessed. We are not permitted or insured to run our own hazardous activities i.e. mountain biking, hill walking, climbing.

Staff that change their programme on the day or who are completing a 1:1 **must** WhatsApp the Duty desk the location of this **before** leaving. This will ensure you are protected and that your location is known.

Any absence of students on collection must be notified before travelling i.e. if collecting 3 but only 2 are present, then a message to the Duty desk **must** state who is absent before travelling. The Duty Desk will assume that all students are present if they do not hear from staff. **Communication is vital.**

General supervision at the Youth Centre - Base

The pool table must be supervised with special attention to the use of pool cues and the balls. A number of near miss accidents have been logged with the pool cues and therefore we must ensure students use appropriately and safely. A lock for the hole is hung up ready to be locked in case of incidents and risk of pool balls being thrown. If required, quickly, discreetly put all balls down the pockets and lock the hole.

The rear room must also be kept a close eye on as also the sensory room.

Staff supervision of students at the base is imperative but levels may vary. Certain students will always require full supervision, and these needs will be highlighted and have a planned response.

The Recreational Ground

Students are permitted to use the rec, however; they must be made aware of the boundaries of where they are permitted to go, and a member of staff must always remain outside with students on the rec. Particular note must be taken to ensure Reach students do not disturb the playgroup / sports groups using the Pavilion.

Please be aware that it is not uncommon for broken glass, beer bottles, drugs paraphernalia etc to be found on the rec especially from the evenings / weekends, so a prior risk assessment of the area is advised.

Cooking and Food Preparations

This forms a key part of our work and is a great tool to engage students / share food together afterwards. If preparing food, then a member of staff must be present with a valid Level 2 Food Hygiene Award Certificate.

All young people must be observed when using the kitchen, with strict observations of use of knives and safe storage, the use of the kettle, cooker and any cleaning chemicals. Staff must ensure strict observations and safety at all times in the kitchen. Knives must be locked away at the end of the session and a strict counting out and back in of knives must be adhered to at all times. Staff must put knives back immediately, locking the cupboard - **not left in sink or dryer**.

A clean working and safe environment must be maintained and taught to students when using the kitchen at all times. It is paramount that all food is checked to ensure it has been thoroughly cooked before serving. All cooked food must be logged following a temperature check.

Daily kitchen checks are required for staff to check and sign the safety folder in the kitchen. This includes all opening checks and fridge & freezer temperatures.

Staff must take note of the student allergy list locked under the sink to ensure this is observed, in addition to monitoring each allocated students medical and allergy needs.

Visits Out

Visits to the agreed activity sites for the programme are already included in our risk assessed list. Once we visit a site and handover to an instructor then the students become insured on the company that is running the activity. However, we are still responsible for the students conduct at all times and must always have a member of staff present for the duration. For example, if mountain biking or caving – at least one member of staff must go on the activity to back up the instructor. It is not permitted to leave a group without prior consent.

Where we carry out visits to sites without instructors – i.e. Ham Hill or the beach – then this is on our insurance. Therefore, these require the strictest of conduct and observations. We recognise these sites provide huge value but staff ratios to students must be high and any visit must be agreed with the Director beforehand.

Restaurants, cafes and shops are all fine as long as strict supervision. If any young person is known to shoplift then please take into careful consideration before going into any shop. Students must be made aware that if there is an issue then we will call the police if a student shoplifts. Students under no circumstances are to enter a bar or pub.

If you are buying items for students, please ensure receipts are monitored. Please do not **ever** give cash to students.

Anything purchased for a student **must** be consented by parent or carer first (except food and drink).

Staff are not to purchase any energy drinks for students, and we need to avoid permitting students bringing them into sessions. This is the same for fizzy drinks although discretion can be applied on occasion for fizzy. A balance of healthy food and drink should constitute each session.

We do not encourage students to bring their own money to sessions and therefore they are not permitted to purchase energy drinks using their own money.

Staff Mobile Phones

Staff are to carry a work phone and their personal mobile phones as a backup. All work phones will be tracked by the Duty for safety management. All phones, if being used for work email **must** have a passcode that is managed strictly to ensure private and sensitive data is protected. A passcode must also be used (where possible) for the phone sim card.

Please ensure that your personal mobile phone number is not given out to any students/young people. Students and families are permitted to have the Duty number.

All staff **must** have a working fully charged work phone. This is a Health & Safety requirement.

All Reach owned mobile phone will be used for work related use only (unless in case of an emergency) If you have a PAYG mobile expenses in relation to these phones will be reimbursed by means of a receipt through Zoho Expenses.

Hands free

The use of mobile telephones as handheld devices when driving is strictly prohibited. The use of an official hands-free kit is also not permitted when students are in transit with you. You must only take calls when you have pulled over. Any call from the Duty Lead during the working day will be an urgent matter and therefore will require you to **stop** the car at the earliest possible point for you to return the call. This could include emergency information relating to a student that is with you.

Trackers

All staff must have Life 360 switched on during the day so Duty can know your location for safety. If you wish to turn this off at the end of the working day, you must ensure that it is turned back on prior to leaving the following day.

Staff Social Networking

Staff profiles must be locked down and checked regularly. Staff are not able to accept any student, past or present as a friend on Facebook or any other social networking site. No post, photo or comment shall be of any distaste or cause offence whether public or private. Checks will be made by the Company on staff personal sites and comments made online by staff. Do not have pictures of any of your own children as profile pictures.

Union

Staff are advised to join and be part of a union as a professional back up for themselves. Please ask for further information.

Student Emergency Information

No paperwork for daytime Reach students is to be left on the Youth Club premises. Youth club evening registration forms must be completed on the first session that any new young person arrives. A parental consent form must be issued and returned within 1 month maximum. Young people are to be made aware that if they do not get the form in, then they will no longer be permitted to attend.

Student Medication and Inhalers

Staff can look after medication and inhalers for young people but are not permitted to administer the medication without prior agreement. If you are holding it for a young person on activity, then you must ensure safe storage of it. Clear instructions must be sought from the young person about the medication and purpose, to ensure we have a clear understanding of the issue. We have a protocol form to be used for individual student's medication. This must be used, and duty **must** consent to medicine usage first.

We are not permitted to issue out Paracetamol (or like) to any young people at any time.

All students must be fit and well to participate in an activity. Staff need to ensure they feel confident that any student with a medical issue or one that is overly tired possesses no significant risk to themselves or others if they were to take part. If they are not meeting this standard, then they are **not** to participate.

No student under the influence of any drugs or alcohol is to be permitted to take part in any activity. Students who arrive having had a night of consuming drugs or alcohol the night before may also possess a risk – staff need to feel confident that they are now fit to take part and are not still under the influence. The Duty is to be notified at the time to make the decision if the student is to be sent home.

Films / Videos / Music

Students are only permitted to watch videos and films at Reach to the age that the youngest member of the group is currently at. There must be **no** exception to this rule. This includes cinema visits.

No music shall be permitted in cars or at the Base with any explicit lyrics.

DVDs of 12yrs or older are always to be locked away.

Student mobile phones

Students are permitted to bring mobile phones to Reach, however they are not permitted to be used on activities. Our insurance does not cover for student personal belongings of any kind and students need to know that they bring items at their own risk.

Please ensure that student's usage of phones is kept appropriate to your best ability, especially when students are watching videos and sharing pictures.

Any inappropriate usage must be challenged, and the Duty informed. Do not permit students to take photographs/videos/snapchat of you or any other staff member or students. If this does occur, then appropriate action is to be taken with the student including notification to the school.

Students who choose to view or share inappropriate material at Reach risk having the police called by staff. This information will be shared to the relevant professional bodies/agencies.

Report Writing

Sessional write up forms are to be completed on Confluence by 7am by the following Monday. The purpose of this is to evidence learning and 'tell the story' of the day. Give a balance of the story of the day, your reflection on this and then outline of your next session (balanced in thirds). This form will then be uploaded onto a platform which the school can access and therefore students and family may get to see this feedback at reviews etc. Student initials are to be used and not full names. The SENSE system (online reporting) is to be used for Tor area students and the SKY system for their students. The Duty will advise on this. Reports are not to be sent directly to families or carers. They are the property of the school.

First Aid / General Emergencies

Staff are to hold a minimum of a basic Emergency First Aid 1 Day Course, renewable every 3 years.

In the first instance of any general emergency, it is the lead workers responsibility to call the emergency services if deemed required (999/112). Always ensure full accurate information is given and that someone is nominated (where possible) to meet the services upon their arrival / aiding finding you.

All staff must download the Panic Button App on work mobile phones. This is to be pressed only in an emergency. It is to be used if you are calling 999/112 puts you in a higher level of danger. On pressing, Duty will call 999/112 and direct police to your location. Duty will not ring you.

Duty must be notified by immediate telephone call who will in turn then notify the school / families. An IR1 form must be completed on the same working day which is to be signed by the student (where possible).

Staff are responsible for the monitoring of their own First Aid Kit and refilling of any used item.

The Compliance Lead will monitor the Base First Aid Kit.

Staff must carry disposable gloves in cars to be used in an incident. All staff are to carry first aid book.

Supporting students, inductions and student needs

We are here to deliver education as our primary objective. Staff are to use the CORE OFFER document as a layout of what students and schools will expect from us. Staff are to work individually and collectively to achieve the best learning, support and positive, fun opportunities for young people. We are here to offer new experiences through the outdoors and a range of life skills. This will include staff and Reach taking pre-risk assessed risks to create real life learning. Staff are required to carry out dynamic risk assessments throughout sessions as part of normal working. The personal attachment objectives provide the curriculum focus.

Staff management of students including setting safe and realistic boundaries with students is vital from the offset. Staff are to hold adult to student boundaries in a professional manner at all times. Boundaries, discussions and actions **MUST** all be justifiable and for the best outcome for the young person. Staff will be asked to justify actions at times including conversation content both to Reach Director and external schools / inspectors.

All staff are to implement the non-negotiables for all students. Breaches of these by any students must result in a call to the Duty desk and are required by policy. Includes (car safety, walking off, drugs & alcohol, violence, roof climbing, possession of weapons or inappropriate materials and illegal actions). Team meetings will be held to support levels of need and to talk through scenarios. Also, our escalation process when behaviour is heightened.

Reach does **not** use positive handling / restraint as part of its behaviour policy. In an emergency it is up to individual staff as to whether they choose to make contact with a student (for example if student runs into the road). Discussions and training will take place for this. Factors including age of the student will influence decision making. Any incident that uses force, contact or restraint will be investigated by the Director and if required, by external agencies. This could include the police and courts. Please see the Company's Disciplinary Procedure. Vulnerable students will be discussed, and individual plans will be agreed with staff. De-escalation training will also be implemented to staff to try to best support students.

Allegations

Any allegation made by any student, parent or colleague regarding a Reach staff member will formally be investigated by the Director and relevant Local Authority Designated Officer on the same working day. Please see the Company's Disciplinary Procedure for further information on this. Any allegations

against the Director are to be referred direct to the Local Authority Designated Officer by any staff member. Staff can also whistle blow confidentially, direct to the NSPCC. See poster in the Base office.

Quality Assurances

Staff will be individually and collectively observed by the Director and external organisations including Somerset County Council and OFSTED. Staff are to be co-operative and to support the best learning / best practice sharing from this. These will be both announced and unannounced and at least annually.

Quality assurance is the responsibility of all Reach staff. The base staff and the Director will complete regular interviews with students/families and selected schools to review and feedback practice. Where observation/feedback is poor or is deemed as requiring improvement then discussions in the first instance will be held directly with the staff member/s involved.

External partners will continue to be used for training as deemed required by the Director.

The Leadership Team will carry out an annual check on of all activity premises to ensure safe / risks are assessed.

Absconding

Risk assessments should be written for any students known to abscond. Staff are to read this as part of the student's allocation to a group. Also, locations that certain students are not permitted to travel to, due to formal no contact arrangements must be adhered to. This will be made known to you by the Director.

If a student absconds then staff need to make a judgement on whether best to follow the student or not. This will depend on the student themselves, their previous absconding and the location of the incident. On all occasions the Director is to be notified at the time and if deemed a risk i.e. on main road / threat of harm then call 999/112. The Director will ensure school and family are notified and will lead the decision making. Do not ever put young people in danger by leaving them.

Risk Assessments

Staff are responsible for reading and following risk assessments for all practices. This includes the Base, driving and activities. Risk assessments will be reviewed annually by the Director. Any questions about the risk assessments are to be raised directly to the Director. These will be reviewed at staff training sessions every Autumn. They will be scrutinised by our safety management company. Staff must read and operate dynamic risk assessment procedures.

Policy File

The Policy File is to be read, studied and signed. This requires a strong level of understanding and strict guidance. This is to be completed as part of the induction and to be revisited annually by staff.

COSHH

All staff are to have basic awareness of the COSHH system and ensure that all liquids in the Base are locked safely in the cleaning cupboard or cupboards under the sink. No liquids are to be carried in staff cars. Tesco branded products only to be stored on premises with relevant safety cards available should an incident take place.

PAT Testing

The Director will be responsible for annual PAT Testing commissioning. Staff are not permitted to use any device that is portable until it has been checked and labelled as passed.

Safeguarding / Disclosure / Welfare Concerns

Any disclosure during the day **must** be dealt with as per the Safeguarding Policy. Staff **must** notify the Duty at the time to ensure guidance is given and enough time is given to contact for help / CSC / Police before the session ends. The Director is the safeguarding lead, but all safeguarding **must** go direct to the Duty desk first.

Morning Collection / Arrival of Students

Any absence of students must be notified to Duty by 10.30am or if 1:1 at the time. Duty will communicate with the family / school where required.

Staff are to monitor taxi arrivals and departures to ensure a safe transition for students as they walk back from the base and get into the correct taxis. Staff should speak to every taxi driver to ensure the correct allocations take place and that details are logged on the daily taxi recording sheets.

Activity / Programmes

Staff are to be prepared (plan their sessions and ensure they arrive at work knowing what they are doing). Ensure you allow time for prep of spare clothes / breakfast / packed lunch and journey time. Certain activities require you to ring ahead and check it is still on i.e. because of the weather. Please ensure that you have sufficient water supplies for the activity and the weather conditions – see use of water protocol.

Photos of students

Staff are expected to take photos of students as part of the programme. Photos must be taken using the camera supplied or if on staff mobile phone then they must be sent using work email address. Photos must not be given to students without prior checking, nor can they be sent through SMS or personal email addresses as this is not secure. No photo is to be placed by Reach onto the internet, any website or given to family. Photos remain our property and will be sent to the schools.

When taking photos – ensure that groups are only taken if from the same school. A photo that includes mixed students cannot be sent to a school unless all the students are from the same school.

Staff must delete photos when sent to office and must not be kept by staff.

Photos must only be taken appropriately and when students fully dressed.

There may be occasions where photography of a student is not permitted. This information will be given to staff on handover. See use of Photograph Protocol.

Activity Budgets

Staff will be issued with cash for their Group and 1:1 work. There is a £17 budget for 1:1 work. Group spend is £360 per term for a group of 3 students (£240 for 2 students). It is expected that it is the norm for the group to have breakfast and lunch at the club base and that this forms part of the programme

for the day. Budget monies will be issued according to the number of students you are allocated. Staff are expected to collect receipts and submit these via Zoho Expense every Thursday; and will be liable for any loss of money / non-receipt. A reimbursement will be made on return of a completed submission with full receipts on the Monday morning of each week. The majority of our activity providers invoice our office and therefore activities are not requiring payment at the time.

Safe Food

When eating out with students please visit establishments with a 3* rating or above for food hygiene where possible. This list will be on the relevant local council website and the rating should be displayed at most food outlets themselves. If there is no sign displayed, then please question whether they have reached this threshold.

Email Usage, Confidentiality & GDPR

Email communications for Reach business must only be conducted on your official email address. The Director reserves the right to observe all communications between and from staff. (See policy for further details)

Daily Opening/Briefing & Closures

All staff are to arrive daily at the base for a short briefing session at 9.00am prompt (8am on Mondays) unless deployed elsewhere.

Briefing is to be led by the Leadership Team. Briefing must include the sharing of updates/information and offer the opportunity for all staff to talk, ask questions and to gain support.

The focus is to present what work was completed by staff and reflection of this, support and challenge methods will be used.

Staff are to support and help each other at all times. Support and challenge. Staff will be supported in positive challenge to each other on actions and reflections as part of the reflective practice. Staff are to ask for help at any point to colleagues and expect relevant help back. Staff are to use the method 'Help is available' and 'There is a phone call in the office for you' to provide staff with additional help.

Staff must ensure that the Base premises are cleaned prior to securing the building for the evening. This must include the following:

- Opening & closing for doors/windows
- Turning off/on all relevant lights & heating
- The Kitchen checks food/work surfaces/sinks etc
- Empty of bins
- Setting the Alarm

Visitors to Reach

Any visitors attending the Reach provision (during opening hours) must do so only with the Leadership Team's permission. All visitors must sign in and out via our digital system, be chaperoned by staff at all times and wear a visitors' badge. This includes the following visitors:

- Any Contractors (electricity/plumbers/builders etc)
- Parents/Family members to either visit or collect
- Staff friends/family
- Staff Partners
- Ex-Reach Students
- Friends of current Students

Fire Procedure

If you discover a fire, break the glass of the nearest fire alarm call point – these are in the main area, back room or front office.

On hearing the alarm or after sounding the alarm: Evacuate the premises immediately and ensure that everyone assembles at the Fire Assembly point located outside the Pavilion building next door. If a confirmed fire (or suspected fire), dial 999, ask for the Fire Service giving the following address: South Petherton Youth Centre, Lightgate Lane, South Petherton, TA13 5AU the What3Words are: "hunches, weeds, larger".

Only use a Fire Extinguishers if it is safe to do so and a requirement to escape. Please study instructions prior to use.

Outdoor cooking gas storage

When cooking outdoors with young people make sure to follow safety procedures for storing gas cannisters. Please do not keep gas in your car for any longer than needed and do not leave in cars on hot days. No gas is currently stored at base and is purchased by staff/admin team as and when needed.

Lockdown Procedures

Please familiarise yourself with the lockdown procedure sheet in front office.

Use of water for swimming or activities

During sessions at Reach, entering the sea or body of water is not permitted without a lifeguard present, please check beaches for which areas are lifeguarded and when. All water-based activities such as kayaking and paddleboarding require an instructor during the session. Please make sure that all students have consent obtained for swimming prior to any activities.

Any further questions regarding guidelines in this policy then please contact one of the leadership team.

To ensure the effectiveness of this document our 'General Operational Policy & Guidelines' will be reviewed annually.

Signed:



Date: 02/09/2025

Dan Palmer

Founder / Director