



POLICIES & PROCEDURES HANDBOOK 2026

TK's Fun & Games – Policies & Procedures Handbook

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1. Safeguarding & Child Protection Policy

Statement of Commitment

TK's Fun & Games is committed to safeguarding and promoting the welfare of children. The safety and wellbeing of every child is our highest priority.

Key Principles

- The child's welfare is paramount.
- All children have the right to protection from harm.
- Concerns will be taken seriously and acted upon.

Safeguarding Leads

Designated Safeguarding Lead (DSL): Samantha Little (Co-founder)

Deputy Safeguarding Lead: Timothy Little (Founder)

Staff Checks

- Enhanced DBS checks obtained where required.
- References obtained where applicable.
- Safeguarding awareness maintained.

Ratios

- Minimum 1:8 (KS1).
- Minimum 1:10 (KS2).
- Two adults present wherever possible.

Responding to Concerns

If a child discloses abuse: listen calmly, do not promise confidentiality, record facts accurately, and contact the appropriate safeguarding authority if necessary.

Serious concerns may be referred to East Sussex Children's Services or the NSPCC Helpline.

Physical Contact

Only appropriate, minimal contact is permitted. No child is ever alone in a closed space with one adult.

Photography

Written parental consent is required. Images are used only for agreed purposes.

2. Health & Safety Policy

Commitment

We are committed to providing a safe environment for children, staff and visitors.

Risk Assessments

Risk assessments are carried out for activity areas, equipment use, outdoor movement (if applicable), and toilet procedures.

First Aid

- Basic first aid kit available.
- Emergency contact details collected.
- Accident book maintained.

Toilet Procedure

- Adult escorts children to toilet area.
- Adult waits outside cubicles.
- No adult enters cubicle unless emergency.
- Second adult supervises main group.

If only one adult is present momentarily, the group is kept together in clear line of sight, toilet visits are brief, and the activity room door remains open.

Partnership Support

Where appropriate, DBS checked volunteers from Orange Tool Box may provide additional visible presence, though responsibility remains with TK's Fun & Games leaders.

3. Behaviour Policy

Philosophy

We believe positive reinforcement is more effective than punishment.

We Encourage

Respect, teamwork, listening, kindness and good sportsmanship.

If Behaviour Falls Short

1. Gentle verbal reminder
2. Clear warning
3. Short time out (2–3 minutes maximum)
4. Reset conversation
5. If repeated, discussion with parent

Physical punishment is never used.

Persistent Issues

May result in a parent meeting or temporary suspension if necessary.

4. GDPR & Data Protection Policy

Data We Collect

Child name, parent contact details, medical/allergy information, emergency contacts, attendance records, and media consent.

How We Store Data

Secure cloud storage (e.g., Google Drive or iCloud), password protected devices, and two factor authentication where possible.

Sensitive data should not be stored solely on a phone without backup.

Photos & Videos

Only taken with written consent, stored securely, used only for agreed purposes, and deleted upon request.

5. Missing Child Policy

If a child is discovered missing:

- Staff will immediately supervise the remaining group.
- One adult will check the immediate area and last known location.
- The activity will stop and all children will be gathered safely.
- The venue staff and parents will be informed if the child is not located quickly.

- Emergency services may be contacted if necessary.

An incident record will be completed and reviewed to prevent recurrence.

6. Fire & Emergency Procedure

- Leaders will familiarise themselves with the venue's fire exits and assembly point.
- In the event of a fire alarm, activities stop immediately.
- Children are calmly escorted to the nearest safe exit.
- A register is checked at the assembly point.
- Children remain supervised until the building is declared safe or parents collect them.

7. Complaints Procedure

We welcome feedback and aim to resolve concerns quickly and fairly.

- Parents should first speak to a TK's Fun & Games leader.
- If the issue is not resolved, a formal complaint can be submitted in writing.
- Complaints will be reviewed and responded to within a reasonable timeframe.