



*Breaks for youth with learning disabilities*

[www.supertroop.org](http://www.supertroop.org)

# **SUPERTROOP**

# **STAFF HANDBOOK 2021**



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## **Behaviour Management Policy and Procedure**

VERSION NUMBER AND DATE: *version 3, 28.10.2020*

DATE OF BOARD APPROVAL: *October 2020*

DATE DUE FOR REVIEW: *October 2023*

RESPONSIBLE MANAGER: *Support Manager, Practice Manager*

OTHER RELEVANT POLICIES: *Protection of Children and Vulnerable Adults*

This policy has been compiled with reference to relevant guidelines such as:

- British Institute of Learning Disabilities *Code of Practice for the use and reduction of restrictive physical interventions* (2010)
- Department for Education and Skills and Department of Health *Guidance on the use of restrictive physical interventions for staff working with children and adults who display extreme behaviour in association with learning disability and / or autistic spectrum disorder* (2002).

This policy takes account of the *Health and Social Care Standards (Care Inspectorate)*

This policy has been approved by the SuperTroop Board of Trustees.

### **1. Policy Statement**

The holiday makers who attend the SuperTroop residential holidays may sometimes exhibit risk behaviour which may result in harm to themselves or others, or damage to property. At all times, our organisation aims to manage behaviour in a way which is respectful and dignified for the individuals involved. We acknowledge at all times the rights of an individual to be cross or upset, but will support and encourage individuals to express these feelings safely, and in ways acceptable to those around them. A guiding principle throughout is that we should strive to identify precursors to risk behaviour and help individuals to avoid a crisis occurring.

### **2. Procedures in place to minimise risk behaviour:**

- a) The holiday volunteers / staff have clear expectations for appropriate behaviour from holiday makers and these are communicated in a way which is accessible and meaningful to the individual.
- b) Every holiday maker has a personalised plan for their care which notes their likes and dislikes, potential / known triggers for risk behaviour and strategies to prevent this occurring.
- c) These plans are updated on a daily basis to reflect new information, and shared among group leaders, and then disseminated to senior team members and the individual's one-to-one helpers.
- d) Best Practice Guidelines created by SuperTroop emphasise general ways to positively manage behaviour. These include offering choices and giving warnings when a favourite activity is coming to a close.
- e) One-to-one volunteers / staff are encouraged to request support if they feel a holiday maker is feeling anxious or cross, so that a senior team member can offer help or take over.
- f) Senior team members are aware of anxiety and defensive behaviours (which may lead to risk behaviour), and have experienced-based skills to help avert a potential crisis.
- g) The senior team includes volunteers / staff who are trained in MAPA<sup>SM</sup> approaches for the *management of actual and potential aggression* delivered by the Crisis Prevention Institute



- h) The registered manager regularly reviews incident records in order to recommend modifications to future practice.

**3. Procedures in place to respond to risk behaviour as it occurs:**

- a) senior team members step in whenever a serious incident occurs, both in order to manage the event and to allow the one-to-one volunteers / staff to preserve a positive relationship with the holiday maker.
- b) wherever possible holiday makers are given space, time and support in order to calm themselves.
- c) physical interventions are only used in cases where the following three criteria **all** apply:
- there is risk of imminent or immediate danger to self or others
  - there is no other available mechanism to reduce risk – i.e. as a last resort
  - it is judged that the risk associated with inaction is greater than the risk associated with action.
- d) Physical intervention is always terminated at the first safe opportunity, and therefore be sustained for the minimum amount of time.

**4. Procedures in place to respond to risk behaviour after it occurs:**

- a) risk behaviour incidents are recorded in a Risk Behaviour Form, and noted on the holiday maker's individual plan. Parents are informed by the registered manager. First aid may be applied if necessary to anyone involved.
- b) senior team members meet regularly to reflect upon the implementation of future management strategies for holiday makers who have been involved in an incident.
- c) debriefing for individuals (holiday makers and volunteers / staff) involved in an incident is provided by the registered manager with appropriate communication supports as needed. Debriefing will be in three stages;
- Written record
  - Checking volunteers/staff and holiday makers are OK
  - Sharing information with the rest of the volunteers/staff team
- d) Children are given the opportunity to be examined by a medical practitioner if they wish, and to have their views recorded on their personal care plan.
- e) senior team members and group leaders have many opportunities to engage in reflective and solution-focused practice with peers, supported by the registered manager.
- f) counselling and support are available from peers, the senior team and group leaders to anyone who is affected by an incident of risk behaviour.
- g) senior team members carry cards which can be handed out to members of the public who have witnessed or been affected by an incident in a public place. The text of these cards is reproduced below.
- h) in extremis, when it is felt that a holiday maker's behaviour is resulting in significant risk to themselves, others, or the integrity of the holiday, their family may be asked to remove them from the holiday.



Breaks for youth with learning disabilities

[www.supertroop.org](http://www.supertroop.org)

SuperTroop

[www.supertroop.org](http://www.supertroop.org)

[current email]

[current phone number]

*This card has been distributed to ease any distress and to thank you for your concern*

The children and young people who attend our holiday have a variety of special needs. Sometimes these will show themselves in frustration, anger and occasionally aggressive behaviour. They may try to injure themselves or others, abscond and/or seriously damage property during their crisis behaviour. When this happens, we on occasion hold them, using positive handling techniques. Such crisis incidents can be distressing for the general public to witness. We cannot discuss this matter now but will be pleased to answer any questions if you contact us at the address overleaf.



## Communications Policy

VERSION NUMBER AND DATE: *version 1, 18.02.2020*

DATE OF BOARD APPROVAL: *February 2020*

DATE DUE FOR REVIEW: *February 2023*

RESPONSIBLE MANAGER: *Holiday Director, Development manager*

OTHER RELEVANT POLICIES *Complaints procedure, Data storage policy. This policy replaces the former Media policy.*

This policy takes account of the *Health and Social Care Standards* (Care Inspectorate)

The policy has been approved by the Board of Trustees

### 1. Policy Statement

This policy contains information regarding how people should communicate with each other – internally and externally – and provides an overview of systems and processes set out to assist this. It sets out how volunteers / staff are expected to communicate with stakeholders including holiday makers, their families and others (such as via media channels), including when things go wrong. It also covers use of personal devices, use of personal information and how to communicate during a crisis.

Our intention is to promote a safe, friendly and fun atmosphere for holiday makers and their families and therefore all communications must be respectful and mindful of the right to privacy and confidentiality of families.

Our internal stakeholders include staff, volunteers and Trustees and our external stakeholders include young people and their families, policy makers, funders, media and professionals from other agencies.

### 2. General principles of this policy are:

- a) We refer to our holiday makers as ‘children and young people with learning disabilities’ and talk about all stakeholders in a respectful manner.
- b) Staff and volunteers benefit from working in an environment which shares information about how it operates, therefore general information sharing (e.g. approach, ethos, practice) happens with the intention of promoting a joined up, high quality service.
- c) No personal information about an individual must be shared publicly in a way that allows identification (e.g. images, personal circumstances or details) without advance written permission from that person or their representative e.g. parent.
- d) Confidentiality should be maintained at all times and verbal discussions (e.g. on phone or face to face) about an individual must be done so in a discreet location away from the likelihood of being overheard
- e) Personal information is collected, stored and retained confidentially and in line with GDPR and shared on a ‘need to know’ only basis.
- f) SuperTroop takes the greatest care to ensure that the family and holiday makers’ wishes are adhered to at all times.
- g) We expect all staff and volunteers to behave in a way which does not bring the holiday, or the host institution, into disrepute.



### 3. Roles and Responsibilities

Respectful and effective communication matters for everyone involved with SuperTroop. However, key roles for communication are:

- Social Media Officer – responsible for updating social media channels (Twitter, Facebook, Instagram) and the website, delivering an annual communication plan that engages stakeholders and aligns with charity targets (e.g. fundraising)
- Holiday Director – responsible for communication with families before, during and after the holiday week, and for crisis response communications.
- Company secretary – responsible for communication with members of the charity
- Donor Manager – responsible for communication with donors and friends, the “donor journey”

### 4. Context and Characteristics of Effective Communication

Effective and respectful communication covers the following contexts:

- Internal communications, between volunteers / staff (within and across teams) and between managers / volunteers / staff and trustees.
- Stakeholder communications, with holiday-makers and their families, and also with donors, friends and members
- Public communications, with the media including social media
- Professional communications, such as contact with grant-giving bodies, and regulatory authorities.

The following characteristics govern effective, respectful communication:

- Clearly stated organisational ethos and values
- Effective induction, development, supervision and training
- Comprehensive role descriptions and volunteer handbook
- Secure digital file-sharing system and password protection on key documents
- Responsible and restricted use of social media
- Consent-based enrolment on charity mailing lists

*Please reference the Data Storage Policy and associated appendices for information about secure information sharing and approved systems (i.e. dropbox)*

### 5. Communications with Families

We do not generally encourage phone contact between holiday makers and their families during the holiday as this has been found elsewhere to increase distress levels and feelings of loneliness. However, in certain circumstances we recognise this may not be the best approach and will review this as the need arises. Volunteers / staff should discuss with a senior helper if they feel a holiday maker would benefit from such contact.

Staff and volunteers must not enter into personal communication with individual family members except with permission from senior personnel and for the purposes of providing a holiday experience only. Families seeking closer contact with staff or volunteers could usefully be encouraged to join our social media channels (see below) as a way of keeping in regular contact with the organisation.

### 6. Website and Social Media



Our use of these channels is governed by an annual communications cycle, developed and delivered by our Social Media Officer. The Social Media Officer has sole responsibility for all social media channels, but can delegate authority to others for posting. The communications cycle aims to:

- keep our online platforms up to date and active
- promote our work, especially to potential donors and volunteers
- source content for posting from volunteers, trustees and staff
- be compliant with GDPR and relevant guidelines, including securing explicit permission for image-posting from both volunteers / staff and holiday-makers

During the holidays themselves, social media activity may extend to include photos and updates on the progress of the holiday. Only those holiday makers who have given permission are included in any photos shared. Care is taken to ensure that when on trips away from the site, information on the group's exact location is not disclosed.

### **7. Press and other media sources**

We aim to create a family atmosphere on our holidays and therefore do not encourage external media attention unless for a specific purpose e.g. fundraising, celebrations.

Any staff or volunteer approached by media personnel should ask that they put their request in writing and send to [sue@supertroop.org](mailto:sue@supertroop.org) with information on what is required along with the copy deadline.

As noted at the outset, we refer to our holiday makers as "children and young people with learning disabilities". We request anyone reporting on our activities use the same or similar wording.

We request anyone reporting on our activities to send a copy of their draft article for review prior to publishing. Any images must be approved by SuperTroop prior to print. These should be sent to [sue@supertroop.org](mailto:sue@supertroop.org) with a time/date given for a response and an indication of when it is likely to be published.

### **8. Crisis communications**

In exceptional cases it will be necessary for the senior team to make quick decisions on a communications strategy, both external and internal. These arrangements are set out in more detail in Appendix 2. It is impossible to think of every crisis scenario that SuperTroop could face, but this plan should offer a framework for effective communication, both internal and external. The aim of this plan will be to minimise the risk of escalation, or misreporting, of any incident relating to SuperTroop.

### **9. Duty of candour**

Every volunteer and staff member must be open and honest when something goes wrong with a holiday maker's experience or care, or has the potential to cause, harm or distress.

- Volunteers or staff who find that something has gone wrong must immediately inform their group leader who should inform a member of the senior team.
- A member of the senior team will inform the holiday maker and their family when something has gone wrong and apologise to them. This should involve fully explaining to the holiday maker and family the short- and long-term effects of what has happened.
- If appropriate, they should offer an appropriate remedy or support to put matters right.





Volunteers and staff must also be open and honest with their colleagues, employers and relevant organisations and take part in reviews and investigations as required. They must support and encourage each other to be open and honest, and not stop someone from raising concerns. If a complaint is received, this should be handled in line with the SuperTroop complaints procedure.

#### **10. GDPR compliance**

We will adhere to the following when communicating with stakeholders over time:

- Permission for ongoing contact will be sought from individuals
- Communications sent to a mailing list will offer an 'opt out' option in each form of correspondence sent
- Communications will be targeted with the intention of being relevant to the person in receipt
- Generic communications will be sensitive to the communication and accessibility preferences of the individual (e.g. via email, post, phone) where this is feasible and practicable.
- Where possible, if a person requests material in an accessible format, we will endeavour to meet this request.

In some cases, special and specific permission may be sought for use of a particular image or piece of footage for publicity purposes and where this happens the family and holiday maker will always be given time to review the image or footage in question in advance.

In the event of non-compliance with GDPR we will refer to the Data Breach processes as described in the Data Storage Policy.



## **Appendix 1: communications guidelines for holiday staff and volunteers**

### ***General Principles***

When communicating with families, volunteers / staff must not:

- accept or make friend requests on social media
- share personal phone numbers with holiday makers or their family members.
- make or receive personal phone calls or text messages
- solicit or engage in contact outside of SuperTroop business

### ***Use of devices and equipment including mobile phones***

It is recognised that some staff and volunteers may require to use their personal IT equipment, including phones, in undertaking their roles at SuperTroop. However, this must be done so mindfully in the following ways:

- Personal devices and equipment used in connection with SuperTroop business must be operated in an appropriate and acceptable manner;
- Mobile phones must not detract from SuperTroop business e.g. not used during a working shift unless in cases of emergency
- Mobile phones must not be used when driving and should be switched to voice-mail, call diversion or silent, with any calls retrieved when it is safe and practical to do so.
- Under no circumstances should the use of mobile telephones detract from the duty of care to service users.
- If volunteers receive inappropriate calls or text messages this should be reported to the holiday director immediately.
- SuperTroop will not be responsible for any fines incurred by volunteers improperly using mobile telephones

### ***Use of images and photos***

During the holiday a large number of photos and films are taken by the volunteers / staff and holiday makers, as on any holiday. It is not possible to fully control this large volume of film and photo data but we require staff and volunteers adhere to the following:

- Demonstrate an awareness of personal responsibilities in the context of safeguarding vulnerable service users and maintain high standards of personal conduct and strict professional boundaries at all times.
- Demonstrate an awareness that use of camera phones represent a potential threat to the privacy and dignity of holiday makers.
- Do not share their photos and films outside the holiday (and encourage holiday makers to do the same)
- Photos taken on the week should be uploaded to the SuperTroop central system and deleted from individual devices.
- Volunteers / staff and holiday makers may not publish photos via the internet e.g. on websites, including their personal Facebook page, Instagram or Twitter. Reposting any SuperTroop original posts is permitted.



## **Appendix 2: Emergency Communications Plan**

Instances where this plan would be required include, but are not limited to:

- Any RIDDOR or potential RIDDOR reportable incident;
- Death, or serious injury of a holiday maker(s) or member(s) of volunteers / staff;
- Substantial fire in a venue being utilised by SuperTroop;
- Loss of a child or vulnerable adult for any significant period of time and/or involvement of emergency services in the incident;
- Forced removal of any member(s) of volunteers / staff, if it requires the emergency services and/or is likely to create any adverse publicity for SuperTroop;
- Involvement of the emergency services in any significant issue on, or related to, SuperTroop;
- Any other issue likely to lead to significant adverse publicity for SuperTroop.

### ***Quick Reference Guide***

- a) Management, plus others as necessary, meet in person. Holiday Director, or appointed proxy, to inform next of kin, and public statement prepared, subject to approval from police, if they are involved.
- b) Written public statement offered to enquiries from media, on a reactive basis only. Uploaded to SuperTroop website if published elsewhere.
- c) No SuperTroop staff or volunteer to be offered as a single spokesman on behalf of the charity.
- d) Holiday Director to inform SuperTroop volunteers / staff en masse as soon as possible. Remind to not engage with anyone outside of the holiday on the issue, to not post to social media and to refer any queries to senior team.
- e) Senior Team to continue to meet regularly to update/amend communications strategy if required.

### ***Emergency Communications Procedure at Management Level:***

Once an issue has been escalated to the management team, the following procedure will be in place. In almost all instances, the SuperTroop policy will be to not proactively engage with the media, however, in some instances reactive engagement may be required:

- a) Management team (Holiday Leader, House Leaders, Medical Liaison) will meet;
- b) If required, relevant senior team members will be asked to join;
- c) The Chair of Trustees or their deputy will be informed at the earliest opportunity
- d) The senior team will decide on any comments or reaction for the media. For clarity, this should preferably be offered in the form of a written statement, and signed-off by the Chair of Trustees, or their deputy;
- e) It may be necessary to inform members of staff from the host school (if the incident directly relates to SuperTroop property). They should not take any active involvement if the incident relates to any personnel connected with SuperTroop.
- f) Senior team to meet regularly to update on agreed communications strategy, as necessary.
- g) OSCR may need to be notified, once the event is over, if the event or response is likely to bring the charity into disrepute



**Communication with the media:**

Communication with the media should be done in a considered and agreed, but swift, manner. Due to the volunteer-run nature of the charity, **no member of the team should be offered as a spokesman.**

On the instance of death, or serious injury of a holiday maker(s) or personnel, contact to the next of kin should be treated as a priority. Reaction to any media requests, however, should also be made swiftly to avoid undue speculation or false reporting.

- Any comment made be in the form of an agreed, written statement.
- Requests for broadcast (radio/television) should not be taken, and a written statement offered.
- Any further media requests should, in the first instance, be referred back to the written statement.

**Online Updates**

Once agreed, and if publicised previously, the agreed statement from the senior team should be made available on the SuperTroop website ([www.supertroop.org](http://www.supertroop.org)).

If the incident is serious enough to require an instant response to confirm SuperTroop is dealing with the issue(s) variations, as appropriate, of the following messages can be put out on twitter, from SuperTroop:

*“We are aware of XXX and are dealing with the situation/incident/events [at xxx venue] and will provide a further update as soon as we can.”*

- In the most extreme cases an emergency contact number may need to be provided.
- At no point should any member of volunteers / staff post or comment on the incident via personal social media platforms.

**Internal Communication for SuperTroop staff and senior team:**

The House Leaders will be responsible for delivering any internal communications required to SuperTroop with agreement from the Senior Team. This will most likely occur via a group meeting at the earliest available opportunity.

Volunteers / staff must be reminded to:

- Refer any questions from members of the public regarding the incident to the Holiday Director.
- Not to post anything related to the incident onto their social media.
- Not to engage with any media and to refer them to the Holiday Director for comment.



## Complaints Procedure

VERSION NUMBER AND DATE: *version 2, 01.12.2018*

DATE OF BOARD APPROVAL: *January 2019*

DATE DUE FOR REVIEW: *January 2022*

RESPONSIBLE MANAGER: *Holiday Director*

OTHER RELEVANT POLICIES: *Protection of Children and Vulnerable Adults*

This policy takes account of the *Health and Social Care Standards* (Care Inspectorate)

This policy has been approved by the Board of Trustees

### 1. Policy Statement

Everyone has a right to express their views or complain about a service provided by SuperTroop. This includes complaints from our holiday-makers, who may not be able to express themselves via traditional communication routes. By inviting comments and encouraging feedback, SuperTroop aims to ensure that its services are continually reviewed and meet the needs of users.

### 2. Policy Details: Addressing and Recording Concerns

A concern is an issue raised by a volunteer, holiday maker, parent or other person that is resolved quickly and informally. Most concerns are resolved by the person to whom the concern is addressed e.g. the volunteer / staff, or (more probably) their group leader or a nearby senior helper. The guidelines for recording and responding to concerns are:

- Listen carefully to the person raising a concern. Provide communication aids if necessary to allow them to share their views
- Provide clear feedback on how you intend to respond to the concern. e.g. by taking action immediately, and/or by sharing it with a more senior staff member
- If immediate action is not possible, give a timeline on when the individual can expect to hear a response to their concern e.g. after lunch, tomorrow.
- Ensure that the individual receives feedback on action taken in response to their concern
- Record the concern and action taken on the individual's care plan, or in the holiday log book.
- Ensure that lessons learned from the concern and its resolution are distributed throughout the organisation

### 3. Policy Details: Addressing and Recording Complaints

A complaint arises when someone identifies (or believes they have identified) a breach of the duty of care and / or a failure to adhere to our organizational policies and industry standards. SuperTroop will inform the Care Inspectorate about all formal complaints.

### 4. General Principles:

- this procedure is intended to guide you in raising a complaint relating to SuperTroop, or the services that it provides
- SuperTroop aims to adopt a mediation model for all complaints, working with the complainant to identify breaches and make a satisfactory response



- an anonymous complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- to allow for a proper investigation, complaints should be brought to the attention of the organisation as soon as possible. We consider a reasonable time frame to be within 2 months to allow for a resolution and implementation of any changes before the next holiday scheme takes place.
- This policy should be read in conjunction with the SuperTroop policy on disciplinary procedures for staff, which may be applicable to certain complaints

### **5. Procedure, Stage 1, Mediation**

If a complaint arises, complainants should refer details of their concern to the holiday director, Sue Fletcher-Watson, either in person or by writing to:

Holiday Director, SuperTroop, 28 Shandon Crescent, Edinburgh, EH11 1QF

Or by email to [sue@supertroop.org](mailto:sue@supertroop.org)

Complaints from holiday-makers may require the holiday-maker to be supported by a trusted individual to express their complaint. As far as possible, the written version of the complaint should provide clarity on

- who originated the complaint (e.g. holiday maker, or holiday maker's parent)
- which aspects of the written complaint are verbatim records of the holiday maker's own words and which aspects are interpretations of their words, signs or behaviours made by the scribe

If a complaint is made in person or by telephone, the recipient should attempt to make a record the details and have a witness to note the nature of the complaint and their holding response. The recipient should encourage the complainant, if their complaint is serious or insistent, to put their comments in writing. If the recipient is not the holiday director, they should transfer details of the complaint and the complainant to the holiday director at the earliest available opportunity.

The holiday director will address the complaint to the best of their ability, within thirty days of receiving the complaint, wherever possible working with the complainant to clarify problems and identify solutions. Any lessons learned from the complaint and its resolution will be distributed back through the organization, via email from Holiday Director to Senior Team and Board.

### **6. Procedure, Stage 2, Formal**

If the matter is not resolved satisfactorily within the mediation procedure described above, the matter should be referred to the SuperTroop Chair of the Board in writing:

Cathy Abbot, SuperTroop, 28 Shandon Crescent, Edinburgh, EH11 1QF

The complainant should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

Where the Chair receives a formal complaint, it should be acknowledged within ten working days and a commitment made that the complaint will be investigated and the outcome of the investigation notified to the complainant in due course.



It is essential that there is a clear understanding of the complaint. The Chair will collect such evidence as is deemed necessary. Where necessary, the Chair may meet with the complainant to clarify the complaint, the complainant may wish to be accompanied by a friend at this meeting. It might also be possible for the complaint to be resolved at this time. The Chair will further discuss the matter confidentially at an extraordinary meeting of the Trustees.

The investigation will begin as soon as possible and when it has been concluded, the complainant, and the SuperTroop staff concerned, will be informed in writing of the outcome. This may be to the effect that:

- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld
- The complaint is not substantiated by the evidence
- The complaint was substantiated in part or in full. Some details may then be given of action the organisation may be taking to review procedures etc. but details of the investigation or of any disciplinary procedures will not be released
- The matter has been fully investigated and that appropriate procedures are being followed, which are strictly confidential (e.g. where disciplinary procedures are being followed).

The complainant will be told that consideration of their complaint by the Chair is now concluded.

If the complainant is not satisfied with the manner in which the process has been followed, they may forward the details of their complaint and the SuperTroop response to:

Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY

Online complaints form: <http://www.careinspectorate.com/index.php/online-complaint-form>

Telephone: 0345 600 9527

### **7. A further note on complaints by holiday makers**

SuperTroop acknowledges that children and young people who attend our holiday schemes also have the right to make a complaint, but may lack the communication or other skills needed to do so as proposed in this policy document. The organisation adopts a number of principles and strategies to provide opportunities for such individuals to raise concerns and have these rightfully addressed. These include:

- institutionally embedded beliefs in the rights of children and of all individuals with disabilities
- creation of a communal environment in which all opinions are respected and valued
- support for communication, including feedback to holiday makers at a suitable level for their understanding
- close monitoring of holiday makers for signs of dissatisfaction or upset
- involvement of holiday makers in making choices: support to try new things without pressure to do so if that is clearly against the wishes of the individual
- detailed recording of preferences and experiences on an active and effectively-shared personal care plan for each holiday maker
- encouragement for all holiday makers to be active participants in their holiday experience.



## Data storage policy

VERSION NUMBER AND DATE: *version 4, 18.02.2020*

DATE OF BOARD APPROVAL: *February 2020*

DATE DUE FOR REVIEW: *February 2023*

RESPONSIBLE MANAGER: *Holiday Director*

OTHER RELEVANT POLICIES: *Recruitment Policy, Protection of Children and Vulnerable Adults Policy*

This policy takes account of the *Health and Social Care Standards* (Care Inspectorate) and the *General Data Protection Regulations*.

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop is committed to the safe and secure storage of records where these are necessary for the running of our holiday schemes. We keep records in order to meet our legal and social obligations and to support best practice in all our activities. We are likewise committed to the safe disposal of records once these are no longer useful and aim in particular not to retain personal data where this is not absolutely necessary.

An Appendix to this Policy applies to PVG Scheme Records, PVG Scheme Record Updates, Standard and Enhanced Disclosures.

### 2. Data Collection

SuperTroop collects and stores a number of documents containing personal or sensitive information. These can be split into information about:

- a) holiday makers and their families
- b) holiday volunteers
- c) staff and officers (long-term volunteers)
- d) management records, including information about trustees, members, donors & friends of the organisation.

These documents may exist in electronic and/or paper form. The accompanying Data Retention Spreadsheet lists all relevant types of data held by SuperTroop, noting identifiable content.

Primary routes for data collection are:

- SuperTroop email
- Survey Monkey or Better Impact online forms
- Google Docs (for volunteer induction and training)
- Postage / paper correspondence

It is our intention to collect the minimum amount of personal information required and to only retain it for as long as is necessary to protect individual's right to privacy.





### 3. Data Storage

The accompanying Data Retention Spreadsheet lists the primary location, security measures, purpose, and main period of use for each data source. A nominated person is ultimately responsible for correct management of each listed data source.

The usual storage procedure for sensitive documents (in both paper and electronic form) is as follows:

- a) Paper documents
  - All paper copies shall normally be kept securely at the holiday scheme registered address or the home address of a holiday manager or officer
  - During a SuperTroop holiday, some such documents may also be kept on-site in a lockable office, accessible only to members of the holiday's senior team.
  - When it is necessary to carry documents off-site, these will be kept in the charge of a member of the senior team.
- b) Electronic documents
  - All electronic copies of documents containing personal information shall be kept in a password protected online Dropbox ,shared with relevant team members.
  - Separate folders are used to share different categories of document. Sensitive and identifiable information will be shared only with a minimum number of staff and volunteers at any one time on a need to know basis.
  - New Dropbox folders should always be created and 'owned' by the SuperTroop account so that membership of folders can be revoked as necessary, such as when staff move roles or leave the organisation
  - Dropbox maybe accessed from multiple personal devices, so all users are required to ensure both Dropbox *and* their personal devices are password-protected.
  - Receipts are scanned and uploaded to Dropbox – there is no requirement to keep paper copies

See Appendix 2 for the dropbox protocol which ensures a balance of security and effectiveness in use of this platform.

### 4. Data Processors

- a) Some data are captured via Survey Monkey. As a rule, following the period of data collection data will be downloaded and then deleted from the Survey Monkey platform
- b) Some data are shared via the website (powered by Squarespace) and on social media and SmugMug. Any data shared in this way has consent for sharing.
- c) Where correspondence is by email this will be kept indefinitely. Every effort is made not to share sensitive or identifiable information by email and secure documents should not be shared by email attachment.

### 5. Data Disposal

The accompanying Data Retention Spreadsheet lists the retention period for each type of data. SuperTroop conducts an annual purge of its paper and digital records, within two months of the end of each holiday, to ensure compliance with these data retention timelines.

All paper documents containing sensitive or confidential information should be shredded before disposal.



Where departures from this policy occur, the registered persons should keep and maintain a record of what these departures are, why they have occurred and (if applicable) when they were rectified to adhere to the policy.

One anticipated departure would occur if a safeguarding concern is raised, in which case SuperTroop will keep that staff member's record indefinitely, even if the concern is not pursued or found to be a problem.

## **6. Data Breaches, and GDPR**

Individuals can request a copy of their own personal data stored by SuperTroop by emailing [secretary@supertroop.org](mailto:secretary@supertroop.org). Such individuals will receive a response from SuperTroop to their request within one month.

In the event of a data breach, where personal / identifiable information is lost or accidentally shared, the incident should be recorded by email to [secretary@supertroop.org](mailto:secretary@supertroop.org) within 24 hours of detection, and then follow-up with a phone call to confirm receipt. Any individuals concerned should be notified at the earliest possible opportunity. The secretary then reports to the Information Commissioners Office within 72 hours of the original breach being detected.

SuperTroop provides GDPR-compliant privacy notices for all staff & volunteers, holiday makers, donors and friends at the first point of any collection of identifiable information (beyond mere email correspondence).

For members, a privacy notice is circulated following approval of the member's application by the Board, along with an email confirming their membership.

For staff and volunteers, a privacy notice is circulated before, or shortly after, their first induction or training meeting.

For holiday-makers, a privacy notice is circulated when their parent / guardian completes a preliminary online application form.

For friends, a privacy notice is circulated when they complete the online application to become a friend, at which point their details are also added to the database of friends and donors.

For donors, the process is as follows:

- a) Donation received, either via JustGiving, post or in person
- b) If any contact details are available (e.g. shared via JustGiving, donation accompanied by headed notepaper, donor known to the SuperTroop staff) then they are temporarily added to our donor register and a thank you post-card is sent out. This normally happens within 30 days of receipt of the donation.
- c) Approximately one month later, the donor is sent a copy of our privacy notice and a request to consent to remain on our database. They may also be sent a gift aid claim form.
- d) Donors need only reply by email if they wish to remain on the database. Any such emails are saved in a 'donor consent' folder.
- e) Any donors not replying within a suitable timeframe (e.g. 30 days) have their identifiable details removed from the donor list.

A general privacy notice is available on the website: [www.supertroop.org/policies-and-procedures](http://www.supertroop.org/policies-and-procedures)



### **Appendix 1: Secure Handling, Use, Storage and Retention of Disclosure Information**

For the purpose of this Appendix, PVG Scheme Records, PVG Scheme Record Updates, Standard and Enhanced disclosures will be referred to as Disclosure Records.

This policy is for Volunteer Scotland Disclosure Services enrolled organisations accessing Disclosure Records for the purpose of assessing individual's suitability for paid and/or unpaid work.

In accordance with the Scottish Government Code of Practice, for registered persons and other recipients of disclosure information, SuperTroop will ensure the following practice.

1. Disclosure records will only be requested when necessary and relevant to a particular post and the information provided on a disclosure record will only be used for recruitment purposes.
2. SuperTroop will ensure that an individual's consent is given before seeking a disclosure record and will seek their consent before using disclosure information for any purpose other than recruitment. Furthermore, SuperTroop will ensure that all sensitive personal information that is collated for the purposes of obtaining a record will be managed confidentially at all times by those involved in the Disclosure process.
3. Disclosure information will only be shared with those authorised to see it in the course of their duties.
4. Disclosure information will be stored in a locked non-portable container and we will not retain such information for longer than it is relevant to our needs (see above for details).
5. Only those authorised to see this information in the course of their duties will have access to this container.
6. Disclosure information will be destroyed by shredding. No image or photocopy of the disclosure information may be retained.
7. SuperTroop will, however, keep a record of the following:
  - Date of issue of disclosure record
  - Name of subject
  - Disclosure type
  - Position for which the disclosure was requested
  - Unique reference number of disclosure
  - Recruitment decision taken
8. SuperTroop will ensure that all volunteers / staff with access to disclosure information are aware of this policy and have received relevant training and support. SuperTroop undertakes to make a copy of this policy available to any applicant for a post with SuperTroop that requires a Disclosure.



### **Appendix 2: Dropbox Protocol**

SuperTroop uses Dropbox as a convenient way to share information between volunteers / staff who are distributed between many locations and need instant, easy access to the latest versions of information.

Dropbox ensures:

- Volunteers / staff always have access to the latest version of each document, reducing the chances of people making decisions based on out-of-date information
- Documents are accessible on a range of devices, permitting people to access important information when “out and about” during the holiday
- Documents are available to everyone who needs them, permitting greater autonomy and preventing ‘bottle necks’ while people wait for information to be shared
- Documents are backed-up at all times, reducing the chances of data loss

To maximise the benefits and minimize the risks of using Dropbox, SuperTroop adopts the following procedures for using Dropbox:

<b>Action</b>	<b>Reason</b>
Use 2-step authentication for web access: requires a password and authentication via text message to access dropbox in a web browser	Increases security and eliminates the possibility of leaving a shared device logged in to dropbox <a href="https://help.dropbox.com/security/enable-two-step-verification">https://help.dropbox.com/security/enable-two-step-verification</a>
Use a passcode / fingerprint recognition to access dropbox on a mobile device	Increases security and reduced possibility of someone getting into your dropbox if your device is stolen or lost <a href="https://help.dropbox.com/mobile/passcode">https://help.dropbox.com/mobile/passcode</a>
Use a password / passcode on any and all devices with dropbox installed	Increases security and reduced possibility of someone getting into your dropbox if your device is stolen or lost
Install dropbox on your device: this allows you to access files directly via the Dropbox App (mobile devices) or via a folder on your desktop (PCs etc.)	Automatically synchronises your files with the latest versions edited by other people, minimizing chances of accessing out of date information. <a href="https://help.dropbox.com/desktop-web/download-dropbox">https://help.dropbox.com/desktop-web/download-dropbox</a>
Edit documents <i>within</i> the dropbox folder on your device	Other users will be notified if they open a document that you are already editing. You and the other volunteers / staff will always have access to the latest version of a document on all devices.
Create separate dropbox folders for different volunteer groups	Minimise risk of confusion when accessing information. Ensure that any sensitive information (e.g. board minutes) is shared only with relevant people.
Separate active holiday documents into General and Restricted folders. Share the latter only with key members of the staff team (i.e. Holiday Director, Practice Manager, Care Manager, Recruitment Manager, Logistics Manager)	General access folders contain essential information for the day to day operation of the holiday such as risk assessments, timetables and invoices. They may contain single, unlinked pieces of identifiable information, such as first names of staff in team rotas.



*Breaks for youth with learning disabilities*

[www.supertroop.org](http://www.supertroop.org)

	Restricted access folders contain complete volunteers / staff details and family / holiday-maker information.
Remove content from shared dropbox folders as soon as it is no longer needed	Reduces risk of data loss



## Disciplinary Policy

VERSION NUMBER AND DATE: *version 2, 01.12.2018*

DATE OF BOARD APPROVAL: *January 2019*

DATE DUE FOR REVIEW: *January 2022*

RESPONSIBLE MANAGER: *Holiday Director*

OTHER RELEVANT POLICIES: *Protection of Children and Vulnerable Adults*

This policy takes account of the *Health and Social Care Standards* (Care Inspectorate)

This policy has been approved by the Board of Trustees

### 1. Policy Statement

Every effort will be made to recruit volunteers / staff who will prioritise the safety, security and welfare of the children and young people in our care. In addition, SuperTroop policies and procedures aim to ensure that volunteers / staff on our scheme have the necessary skills and attitudes to deliver on the holiday scheme mission statement. However it is possible that breaches of our duty of care may occur, or that complaints may be raised which concern volunteers / staff (though these may not always be upheld).

If a child protection concern is raised, that should be handled according to the terms of the PCVA policy and not this document.

### 2. Policy Details

We identify two potential categories of disciplinary action against volunteers / staff on SuperTroop holidays.

#### *a) Minor concerns*

Examples of minor concerns could be a member of volunteers / staff who is failing to model best practice, but without incurring risk to holiday-makers or volunteers / staff. This could include: wearing inappropriate clothing; using unprofessional language; otherwise showing a lack of due respect or caution.

Volunteers / staff behaving in this way will be identified to the Practice Manager who will meet with the volunteers / staff concerned to explain why the behaviour is unacceptable and make a clear statement about our expectations. If necessary, we will issue a formal warning: multiple warnings will result in suspension of the individual concerned and they will not be permitted to join the holiday scheme in future years.

#### *b) Major concerns*

Examples of major concerns include any breaches of official policy or procedure without good reason, or any behaviour which does not adhere to the standards expected of volunteers / staff, as laid down in the handbook, and to the ethos of the scheme. Such behaviour may be directed against holiday-makers, against other volunteers / staff or against the property of the scheme.

When a complaint of this nature is raised, the staff member concerned will meet with the Practice Manager, School Manager and Holiday Director (or their deputies). The volunteers / staff member has



the right to bring a friend or companion to the meeting. Following discussion of the situation the management team will select appropriate action which may include:

- Remedial action to make amends for any damage caused
- Temporary or permanent restriction of the volunteers / staff member's role within the holiday
- Temporary or permanent suspension of the volunteers / staff member from the holiday

While these actions are being taken, the management team may also instigate a fuller investigation, especially where the volunteers / staff concerned challenges the decision. They have a right to appeal, via the organisation's Complaints Policy and will be given a copy for reference.



## Equalities Policy

VERSION NUMBER AND DATE: *version 2, 01.12.2018*

DATE OF BOARD APPROVAL: *July 2020*

DATE DUE FOR REVIEW: *July 2023*

RESPONSIBLE MANAGER: *Practice Manager*

OTHER RELEVANT POLICIES: *Recruitment Policy*

This policy takes account of the *Health and Social Care Standards* (Care Inspectorate)

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop supports inclusion of holiday makers and volunteers regardless of race, gender, sexuality, religious belief or any other potential discriminatory characteristic.

Inclusion for SuperTroop means:

- Promoting access and inclusion for young adults and children with disabilities
- Promoting care and voluntary work
- Improving public attitudes to learning and physical disability
- Striving to create a holiday which provides for the needs of young adults and children with a range of disabilities and, where possible, to overcome barriers which may have excluded holiday makers from other residential holidays.
- Cultivating an organisation in which equality of opportunity is culturally embedded

### 2. Procedures

These inclusion aims are fulfilled by the following endeavours:

- Not discriminating between candidate holiday makers or volunteers on the basis of characteristics such as race, gender, sexuality or religion
- Making places available for any child or young adult who we feel may benefit from our activities
- Providing suitably medically trained volunteers / staff for those holiday makers with complex needs, to ensure that they can access the holiday
- Providing a dedicated, experienced one-to-one carer for holiday makers who exhibit extensive risk behaviours, to ensure that they can access the holiday
- Striving to improve our service and facilities, through providing a wide and varied program of activities which match the range of holiday makers' needs on the holiday.
- Recruiting young people as volunteers who can learn from the experience and enter their adult lives with a positive attitude to disability
- Including a number of trips to public places in the holiday timetable, during which we aim to provide positive examples of voluntary work, care and disability to the public.





## Families Policy

VERSION NUMBER AND DATE: *version 2, 01.12.2018*

DATE OF BOARD APPROVAL: *July 2020*

DATE DUE FOR REVIEW: *July 2023*

RESPONSIBLE MANAGER: *Practice Manager*

OTHER RELEVANT POLICIES

This policy takes account of the *Health and Social Care Standards* (Care Inspectorate)

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop is indebted to its volunteers / staff and wishes to accommodate young families as far as possible, while maintaining the integrity and safety of the holiday scheme.

### 2. Policy Details

The inclusion of the partners and children of volunteers / staff on the holiday is at the holiday leaders' discretion, and on a case by case basis. Specific guidelines to be taken into account include:

- Volunteers / staff with children aged 6 months or less should not take on active, responsible roles on the holiday and will not normally be offered accommodation on site
- Volunteers / staff with children who have started school (i.e. from the summer at the end of their P1 year and beyond) will be asked to make other arrangements for childcare during the holiday week
- Volunteers / staff wishing to bring children / partners to the week must agree with the senior management team a clear delineation of responsibilities, which should demonstrate that the volunteer can make a meaningful contribution to the holiday while also caring for their own family.
- Volunteers / staff who wish to bring children or partners on site during the week may be asked to make a financial contribution to the holiday or to find alternative accommodation for their families during the week

Further to the above guidelines, these additional points will apply

- Volunteers / staff with children who have started school are welcome to invite their families to join the holiday group when on trips out in public places.
  - In these circumstances, visiting families do not fall under the jurisdiction of the holiday and may interact with holiday makers and volunteers / staff as any other members of the public might do.
  - Volunteers / staff must be clear with their families that their first responsibility when out on a trip is to the holiday scheme
- Family members who are not holiday volunteers / staff are never permitted to take one-to-one responsibility for a child, even if they have a clear PVG check
- All adults staying in house, including volunteers's / staff's partners, must have an up to date and valid PVG check
- All the children of volunteers / staff remain the parents' own responsibility



## Finance Policy

VERSION NUMBER AND DATE: *version 3, 28.10.2020*

DATE OF BOARD APPROVAL: *October 2020*

DATE DUE FOR REVIEW: *October 2023*

RESPONSIBLE MANAGER: *Holiday Director, Development Manager, Treasurer*

OTHER RELEVANT POLICIES: *Data Storage*

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop understands the importance of responsible financial management, including the accumulation of suitable levels of reserves, in order to secure the future of the organisation and continue to meet its charitable goals. We also strive to provide our service at a very low cost which is easily affordable by families, and to offer free places, discounts or structured payments where this is required.

This policy includes information on:

- Accounting and insurance
- Purchasing
- Cash security
- Handling money and valuables on behalf of holiday makers
- Volunteer / staff expenses and reimbursement
- Reserves
- Acceptance / refusal of donations

### 2. Accounting & Insurance

- a. Financial matters are the responsibility of the SuperTroop Treasurer, assisted by the Holiday Director, Development Manager, Finance Officer, and Logistics Manager.
- b. All payments and receipts are passed to the Finance Officer who, in conjunction with the Development Manager, retains responsibility for the overall management of QuickBooks online accounting system. They ensure transactions are uploaded regularly, coded and categorised correctly and all receipts attached to relevant records via Dropbox.
- c. QuickBooks access is limited to five individuals - this must include the Finance Officer, Development Manager and at least one Grants/Fundraising volunteer
- d. The Treasurer, Holiday Director, Logistics Manager and Finance Officer should ensure that accurate records of all income expenditure are kept, independently examined, submitted to OSCR, and presented at the AGM.
- e. Receipts for all purchases should be saved in the relevant Dropbox folder (bank payments or petty cash) – scanned receipts or photos are acceptable.
- f. It is the responsibility of the Development Manager to ensure payroll is run monthly via QuickBooks Online and that all pay-slips are received by employees and the FPS is submitted to HMRC
- g. It is the responsibility of the Holiday Director to ensure that all activities of the group are covered by appropriate insurance, including: Public liability, Employer's liability, Trustee Indemnity Insurance, Insurance cover for administration of medication. The Treasurer provides oversight and guidance of this process as needed.



### **3. Purchasing**

- a. All items listed in an approved budget do not require further approval before purchasing
- b. Items costing more than £500 should be bought after seeking three price quotations
- c. As an alternative to the above, items may be bought without seeking quotations where expert advice has instead indicated a preferred supplier, in which case advice should be recorded and saved in the Accounts folder
- d. Purchasing should balance cost against quality with a view to purchasing equipment of sufficient quality to ensure durability and safety

### **4. Cash security**

SuperTroop needs to withdraw and store fairly large cash reserves during the holiday to use for incidental expenses, especially 'pocket money' costs for holiday makers. To minimise the risk associated with this, the following measures should be followed:

1. Petty cash is stored in a locked cash box which is kept in locked residential accommodation overnight
2. Wherever possible, cash is split between senior staff to prevent any one location holding too much cash; as with all cash, such distribution and subsequent use will be recorded.
3. When volunteers / staff and holiday makers leave the holiday site, the cash box is left in the locked admin room on site.
4. The holiday aims never to hold more than £500 cash in a single location.

### **5. Handling Money and Valuables on Behalf of Holiday Makers**

- a. The holiday provides pocket money for all children to buy small gifts, postcards or refreshments and this is administered centrally and equally between all children.
- b. Holiday makers are not encouraged to bring pocket money. If pocket money is brought this will be checked in as a valuable item.
- c. Holiday makers are discouraged from bringing valuables to the holiday. Where valuables are nevertheless brought, we state clearly to holiday makers and their parents / guardians that these items are not covered on our insurance policy and anything held is at the owner's risk. Parents are asked to sign a form to this effect.

### **6. Volunteer expenses**

It is the policy of SuperTroop to reimburse volunteers/ staff for all reasonable expenses properly and necessarily incurred by them in helping to plan and execute holiday schemes run by the charity. Volunteers/ staff are expected in return to exercise good judgement and prudence with regard to expenses. Such expenses are typically to be reimbursed on the production of appropriate receipts or supporting documentation and with the authorisation of either the Holiday Director or the Treasurer. SuperTroop reserves the right not to pay expenses where no receipt is produced.

- Where possible, all expenses claims should be submitted within 90 days of the relevant activity.
- Expenses should only be claimed later than 90 days with prior approval from the Trustees.
- We aim to reimburse volunteers/ staff within 30 days of a submission being received.
- SuperTroop reserves the right to amend this policy, including rates and allowances, without notice.

#### *On-Holiday Expenses*

SuperTroop does not expect volunteers / staff to cover any holiday-related costs themselves. Any direct purchase for a service user (e.g. drinks, activities etc.) should be first claimed via a Group Leader or via



the Logistics Manager. For larger purchases, prior approval and a cash advance may be sought. SuperTroop expect any purchase of greater than £20 to have an associated receipt.

#### *Travel Expenses*

SuperTroop intends to reimburse travel expenses for travel undertaken to attend a holiday scheme, to attend a planning meeting, or any other reasonable travel incurred.

- When a private car is used, a mileage allowance will be paid. Mileage should be claimed for the portion of the journey which relates to SuperTroop's activities. Car mileage will be reimbursed at 45p per mile, as per HMRC's recommended mileage rate.
- Where public transport is used, the cost of that travel will be reimbursed, including the cost of a taxi where this is necessary. Individuals must obtain a receipt wherever possible or retain the ticket.

#### *Subsistence*

Subsistence costs can be claimed when a volunteer / staff incurs reasonable costs whilst volunteering for SuperTroop. Such costs are assumed to include:

- *Meals / Catering* – This may include reasonable restaurant / take-away charges, or food and drink purchased and prepared in the home. Where someone is hosting a planning event, or SuperTroop-related event in their home, SuperTroop fully intends the individual to claim relevant catering costs.
- *Accommodation* – where an overnight stay is necessary to conduct volunteering activities, reasonable costs in providing or obtaining said accommodation may be sought. Where wishing to claim the cost of a hotel or equivalent, prior approval should be sought from the Treasurer on behalf of the Trustees. Where an individual's home is used to provide necessary accommodation for other volunteers / staff, reasonable reimbursement may be sought for costs relating to that overnight stay. Accommodation and meal costs should be reasonable, i.e. claimants should be able to prove that claimed costs are mid-price range. All claims for subsistence must be supported by receipts.

#### *Administration*

Volunteers / staff may claim for expenditure relating to postage, telephone calls, stationery needs, photocopying, parking etc. when these are incurred in the course of their voluntary responsibilities.

#### *Training Expenses*

Training costs, when prior authorisation has been granted by the Holiday Director or Treasurer on behalf of the Trustees, and travel associated with attending training will be reimbursed.

### **7. Reserves Policy**

"Reserves" refer to any funds beyond those required for the operation of the charity in the 12 months subsequent to any chosen date.

It is prudent to build up the charity's reserves so as to:

- fund shortfalls in income, when income does not reach expected levels;
- fund unexpected expenditure, for example when projects overrun or unplanned events occur;
- create a pool of expendable income in the event of promised funding from a particular source being unexpectedly cut.

We aim to have in reserves a sum equivalent to but not exceeding the full cost of one year of operation. When reserves reach the full cost of one year of operation, the first stage should be to review recent



income and expenditure and examine predictions for the coming 12 months. It may not be prudent at any stage to use reserves for this purpose.

Options if the reserves do begin to exceed the amount stated include:

- a. Offering free or assisted places to children from low-income households.
- b. Replacing and upgrading large and long-term equipment, e.g. marquees, sports equipment,
- c. Hiring or buying a storage facility for equipment to be held in year-round
- d. Expanding the holiday either to include a larger number of children (and volunteers / staff) or to run more holidays.
- e. Donating excess reserve funds to other charities with similar aims who are in need of support
- f. Investing some funds using an endowment model, so that the annual return on investment can be disbursed back into the charity

#### **8. Acceptance and Refusal of Donations Policy**

- As per the Scheme of Delegation, the ultimate responsibility for accepting or refusing donations lies with the SuperTroop Board of Trustees, even where some of the decision making has been delegated to others.
- SuperTroop staff and volunteers / staff will act in the best interests of the charity and do their utmost to solicit and accept funds to further our charitable objectives, with the assumption that donations are given in good faith and refusal must be only be on the strongest grounds.
- In soliciting funds from individuals or organisations SuperTroop will act with integrity and honesty, will not put undue influence or pressure on those from whom we are soliciting funds and will not mislead or knowingly give false information.
- Trustees can refuse a donation where:
  - a) The activities of a donor are directly opposed to the interests of children and young people with learning disability.
  - b) The cost to the charity of accepting a donation will be greater than the value of the donation itself (including the possible effects of negative publicity and/or reputational risk).
  - c) The offer of support is dependent upon the fulfilment of certain conditions placed upon the charity which are deemed to be onerous, unreasonable or contrary to the interests of children and young people.

#### Procedure

- In line with best practice, donations will be considered for acceptance or refusal on a case by case basis.
- Volunteers / staff who feel that a donation has a risk to the organisation (as outlined above) will in the first instance alert the Development Manager.
- Where the Development Manager identifies a significant risk to the organisation they will raise this with Board of Trustees.
- A register of donations which have been refused will be kept with the reasons identified.
- All accepted donations are recorded in QuickBooks Online and where a discussion regarding the appropriateness of the donation has been held this will be recorded in the 'Memo' tab.



## Fire Evacuation Policy and Procedure

VERSION NUMBER AND DATE: *version 3. 20.11.2018*

DATE OF BOARD APPROVAL: *January 2019*

DATE DUE FOR REVIEW: *January 2022*

RESPONSIBLE MANAGER: *Logistics Manager*

OTHER RELEVANT POLICIES: *Fettes College fire policy and procedure*

This policy takes account of the *Health and Social Care Standards (Care Inspectorate)* and the *Fire (Scotland) Act 2005*

This policy has been approved by the Board of Trustees.

### 1. Policy Statement

SuperTroop takes seriously the risk of fire, especially given the mobility and communication needs of many holiday makers. We work with our host organisation and local services to meet high standards of fire safety and rehearse a fire evacuation drill at the start of every holiday.

Our procedures for the prevention and response to fire are as described below.

### 2. Fire Prevention

- a. SuperTroop volunteers / staff are all directed to comply with host organization (Fettes College) regulations for the prevention of fire, and to avoid any hazardous activity on or off site.
- b. No smoking is permitted anywhere within or close to the residences, or in the holiday play area.
- c. Any areas, such as the 'sensory room', which houses a large amount of electrical equipment (albeit low voltage) is checked by an electrician and all equipment turned off whenever the room is left vacant for a period of time.
- d. Volunteers / staff are also instructed to ensure that any hazardous materials (e.g. cigarette lighters) are stored safely and in a location which cannot be accessed by holiday makers.
- e. Holiday makers are supervised one-to-one at all times, with the exception of the period from approx 9pm – 11.30pm when they are in their bedrooms with duty personnel in the corridors outside.

### 3. Fire Readiness

- a. Fire Safety induction training is carried out before the Holiday week. Local instructions and arrangements will be highlighted on the first day of the Holiday.
- b. Three Senior Helpers will be trained in the operation of the Fire Panel and be able to interpret the information being displayed thereon.
- c. The premises of the host organisation are non-smoking and have suitable precautions such as hard-wired fire alarm systems, smoke alarms, fire extinguishers and fire blankets, and clearly signed fire exits.
- d. The fire alarm system is tested at the start of each holiday.
- e. On the first day of each holiday, all volunteers / staff and holiday makers have a fire drill in which they start in their bedrooms – i.e. the hardest location from which to leave the building.
- f. Each holiday maker has a Personal Emergency Evacuation Plan written as part of their individual risk assessment. Holiday makers with mobility problems and / or a particular aversion to the fire



drill procedure are assigned a senior volunteer who will help to ensure their safe evacuation in the event of a fire.

- g. Other senior helpers are assigned an area of the building to check and clear in the event of a fire.
- h. During the evening 'duty' period (9pm – 11.30pm) a minimum of twelve volunteers / staff (3 volunteers / staff to 4 holiday makers) are present in the building at all times to manage evacuation if needed.

#### **4. Action in the event of a fire**

- a. Any member of staff (volunteer or member of Management team) will raise the alarm.
- b. All holiday volunteers / staff and holiday makers are instructed to leave by the nearest exit and assemble at the designated area for a roll call.
- c. Volunteers / staff are to respond to their own name and that of the holiday maker for whom they currently have one-to-one responsibility at the roll call, since holiday makers can not always be relied upon to respond to their own name.
- d. Volunteers / staff are instructed to prioritise leaving the building and, if they are unable to assemble in the designated area, to attempt to pass a message to the group that they are safely out of the building.
- e. If an in-person roll-call is not possible (e.g. some groups have left for the cafeteria while others are still in-house) a roll-call over the radios via group leaders will be carried out
- f. No volunteers / staff or holiday maker is permitted to re-enter the building in the event of the fire.
- g. While volunteers / staff have a responsibility to take reasonable steps to ensure the safe evacuation of the holiday maker they are with, they should not put themselves in danger to do so.



## Governance Policy

VERSION NUMBER AND DATE: *version 3, 28.01.2021*

DATE OF BOARD APPROVAL: *January 2021*

DATE DUE FOR REVIEW: *January 2024*

RESPONSIBLE MANAGER: *Chair of the Board, Charity Secretary*

OTHER RELEVANT POLICIES: *Appendix of Notifiable Events, Membership, Constitution*

This policy takes account of the *OSCR* and *SCVO* guidelines on charity governance

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop is dedicated to the care and well-being of holiday makers and also to providing opportunities to young volunteers. Our governance systems are designed to ensure that we meet the highest standards not just on our holidays but in our organisational management. Good governance can secure the future of the organisation and help to achieve continuity of respite care for families.

### 2. Governing Groups: the Board of Trustees

*The Chair of the Board is marked with an asterisk*

Role	Responsibilities
Governance	Leadership, oversight, strategy
Business	Staff recruitment and training, strategic planning
Treasurer	Financial management, accounts sign-off
Charities	Governance, OSCR compliance, fundraising
Education	Representing pupil volunteer perspectives
Families	Representing family perspectives
Holiday-makers	Representing holidaymakers: social care, safeguarding
Company Secretary	Agendas and minutes, annual returns and external reporting
Learning Disability	Learning disability service provision; decision-making input from people with learning disabilities

The Chair of the Board is drawn from among the other trustees and a new Chair should normally be appointed from within the Board every two years.

#### *Appointment of New Trustees*

The process for selection and appointment of new trustees is as follows

- Members of the charity, existing board members and holiday volunteers / staff are requested to circulate an invitation to suitable candidates, which will specify the desired skill-set and experience





- Candidates should express an interest by contacting the Chair of the Board explaining their interest in and suitability for the role
- The Chair and one other trustee should meet with any selected candidate for an informal discussion
- The Chair should then nominate a candidate by email to the board and, in the absence of concerns, the candidate should be invited to the next board meeting
- The candidate should have an opportunity to introduce themselves to the board, before having their role formally confirmed.
- The board induction checklist should be completed to ensure the new board member is aware of their role and responsibility.

*Trustee Responsibilities:*

Trustees take responsibility for the management of the charity including: appropriate disbursement of funds towards charitable ends; oversight of fundraising activities; compliance with OSCR regulations; oversight of affiliation relationship with and host schools; formulation and monitoring of policies; oversight of managers.

*Trustee Training and skills:*

Trustees undertake to monitor and update their relevant training and skills in order to satisfactorily manage the organisation and meet the responsibilities of their role. They regularly seek information from relevant bodies including the Care Inspectorate, the UK Department for Education, the UK Department of Health and the British Institute for Learning Disabilities. In addition, they may invite expert consultation from friends of the organisation as and when need arises. All of these sources provide input to ensure that SuperTroop continues to meet the highest possible standards, within its capacity as a volunteer organisation.

*Trustee Decision-making:*

Trustees endeavour to reach consensus in all decision making and acknowledge a quorum of four, or 50% of the board (whichever is the larger) as adequate for most matters. In the event of a split vote the Chair shall have the casting vote. Trustees meet approximately four times per year. All trustees are unpaid for their trustee duties.

*Trustee Terms of service:<sup>1</sup>*

Board members may be co-opted outside the usual cycle of AGMs. Board members serve a term of 4 years. They have the option of requesting a second term of the same length by submitting a brief statement for consideration by the board which a) summarises their contribution to date, b) reiterates their relevant credentials and any new training or qualifications and c) states their intended contribution to the Board in a second term. If this is accepted by the Board the member will be eligible for re-election for a second term (nomination and second).

No board member will be able to serve for more than two consecutive terms. In exceptional cases, such as to prevent the simultaneous resignation of large numbers of board members at once, or during a period of organisational vulnerability, terms may be extended by an additional year if necessary. An further six month period for apprenticeship of a new board member may also be authorised at the discretion of the board.

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<sup>1</sup> These apply from the first Board meeting following the first holiday held by the organisation, in August 2018



Former board members are permitted to re-join the board if a full term (four years) has elapsed since they previously served as a trustee.

Board members may also be holiday managers (though conflict of interest conditions may apply).

### 3. Advisors

The trustees are supported draw on specific expertise in domains such as finance, law and medicine via invitations to attend board meetings / provide advice as and when required. Experts should not only be called in after a crisis but should be invited to comment on on-going practices at regular intervals to ensure best practice / compliance with relevant standards.

### 4. Management Teams

Management teams are appointed by the Trustees to oversee each holiday. Managers are required to have suitable qualifications for their specific role, and practical experience in working with children and management of staff. The managers undertake to monitor and update their relevant training and skills in order to satisfactorily fulfil the role. They work closely with the Board to ensure policies and procedures are fit for purpose and effectively used.

Managers have responsibility for the administrative responsibilities associated with the holiday schemes including key issues such as: recruitment of holiday-makers and relationships with families; development of personal and activity-based risk assessments; collation and organisation of confidential records; development of holiday activities and timetables.

In the event that a manager is not present at a holiday, their responsibilities will be assigned to a named member of the senior team.

One manager will be designated Holiday Director and will have ultimate responsibility for co-ordinating the management team and reporting to the Board. This person will normally also be the Registered Manager with the Care Inspectorate.

Role	Responsibilities
Practice Manager	All volunteers / staff supervision and support, CI representative, practice oversight
Support Manager	Family support and holiday-maker recruitment, communication, behaviour management,
Care Manager	Medication, medical care, special diets, physical aids
Logistics Manager	On-site activities, visiting providers, off-site trips, buses, tickets, budgets & cash
Recruitment Manager	Helper recruitment and support

*\*current Registered Manager and Holiday Director*

Among the managers, named individuals will also have responsibility for Child Protection (plus a deputy) and Health & Safety reporting. These roles will be assigned according to relevant expertise and specific training.



The managers will be supported on the holiday week(s) by a senior team of 6 who will not have management roles but will be available to provide active helper support, and may also be 'apprenticed' to manager as part of a succession planning system.

*Oversight of managers:*

Trustees undertake to ensure that one trustee visits every holiday run by SuperTroop. This trustee should be 'external' – i.e. not also a volunteer member of staff on that specific holiday. The trustee should evaluate the holiday focusing on: management expertise and style; holiday-maker well-being and quality of experience; volunteer well-being and quality of support. In addition the trustee will normally specifically inspect the practice in two or three domains previously agreed and specified by the Board.

The Holiday Director will attend all board meetings to report on progress. Other Managers will attend board meetings as required in order to directly report on holiday planning, volunteer recruitment and so on. The managers will submit a joint written report to the Board not less than three months after the end of any holiday run by SuperTroop. This will specify the activities of each holiday, any reportable events and action taken, and describe plans for improvement. This is also an opportunity to evaluate staff and make recommendations for additional training, support or promotion and to request new or replacement resources.

*Notifiable Events:*

A number of potential events are reportable to the Board. Reporting should normally be direct to the Chair, who will pass on information to other board members and interested parties (e.g. host institutions). Urgent events will be reported by phone with a written report provided at a later date. Some events may also be reportable to external oversight bodies such as the Care Inspectorate. A list of notifiable events is included below in Appendix 1 together with an estimate of the level of urgency with which these should be reported. If in doubt, holiday managers should err on the side of caution by contacting the Chair of the Board at the earliest available opportunity.

## **5. Members and Affiliates**

These can be divided into four groups. While they do not take responsible roles within the organisation, each of these groups is invited to attend our AGM and their opinions are regularly consulted in our work.

### *a. Members*

Members are people who have been influential and supportive of SuperTroop Scotland and may include: parents of holiday-makers; donors; former staff / volunteers; local community members; representatives of host organisations.

### *b. Volunteers*

Volunteers attend the holidays and many also play a part in supporting SuperTroop Scotland more generally year-round.

### *c. Beneficiaries*

Our main beneficiaries are the holiday makers. These are children and young people with learning disabilities, and sometimes also physical disabilities. In addition in this category we include their families and friends (including carers, foster families, etc.) as beneficiaries.

### *d. Other interested parties*



This group includes representatives of our partner organisations including Fettes College. SuperTroop does not own any of the premises in which its holiday schemes take place. Thus it is reliant on the co-operation of members of host organisations. A host-school representative will normally form part of the management team for that holiday. However additional individuals may help to co-ordinate the relationship between SuperTroop and hosts, and may also oversee recruitment where this is also associated with the host (i.e. recruitment of pupil helpers, from a school which also provides a holiday site).

#### **6. Policy Review Procedure**

The Company Secretary holds a database of policies recording all documents, including dates of approval, date of next review and a record of which policy documents were active at the time of each holiday. All policy and procedural documents and their appendices are reviewed at least every three years by the Board. In practice, many policies may be reviewed more frequently, in response to issues which arise during holidays or external requirements. For example, policies may be updated: to reflect changes in practice; in response to incidents, observed patterns or complaints; to comply with recommendations and legislation.

The process for a policy revision is usually:

- a. Policy for potential amendment is identified by a Trustee or Manager (either in response to a change or because 3 years have elapsed since the last revision) or another member of the senior team
- b. Recommendations for changes are brought to the Board for consideration and discussed at a meeting
- c. A nominated trustee / manager undertakes to draft a revision of the relevant policy and circulate to the Board for approval
- d. Trustees may provide comments and additional drafts may be circulated
- e. The final policy can be approved by a quorum of trustees, normally at the annual general meeting

Any process of review and revision is normally completed within the space of a year so that policies remain up to date and fit for purpose for the annual holiday schemes.



## Health and Safety Policy

VERSION NUMBER AND DATE: *version 2, 01.12.2018*

DATE OF BOARD APPROVAL: *January 2019*

DATE DUE FOR REVIEW: *January 2022*

RESPONSIBLE MANAGER: *Logistics Manager*

OTHER RELEVANT POLICIES: *Fire Evacuation Policy, Medications Policy, Infection Control Policy*

This policy takes account of

- the *National Care Standards* (Care Inspectorate)
- *Health & Safety at Work Act (1974)*
- *Manual Handling Operations Regulations (1992)*

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop takes all reasonable steps to secure the health and safety of holiday makers, volunteers / staff and visitors. All holiday makers, volunteers / staff and visitors have the right to feel safe and secure, and to enjoy safety, but not be over-protected. We adopt any health and safety guidelines issued by our host organisation (Fettes College) and, when necessary, sponsor training for volunteers / staff so that we can draw on their skills during the holidays.

### 2. Responsibilities

The SuperTroop holiday has a designated health and safety officer, who is usually the Logistics Manager. This person has general oversight of all health and safety issues.

*Managers/Senior Helpers will:*

- Effectively manage the health and safety risks in the workplace
- Carry out risk assessments as required
- Provide clear instructions and information, and adequate training, to ensure staff / volunteers are competent to do their work
- Engage and consult with staff / volunteers on day-to-day health and safety conditions
- Implement emergency procedures – evacuation in case of fire or other significant incident
- Maintain safe and healthy working conditions, including equipment and storage of hazardous materials

*Group Leaders/Helpers will:*

- Take reasonable care of the Health and Safety of themselves and others
- Co-operate on all matters relating to Health and Safety.
- Familiarise themselves with policies, procedures, protocols and guidance or preventative and protective measures relating to Health and Safety that have been brought to their attention.
- Report any hazards or defects in the equipment, arrangements or procedures and systems of work
- Report any incident occurring to them or brought to their attention



### **3. Activity risk assessment procedure**

A named individual is responsible for undertaking a static risk assessment for each holiday. The risk assessment is written with consideration of:

- The hazards that may occur
- The people or groups that may be affected
- The risk i.e. the likelihood and severity
- The control measures
- knowledge of the workings of the holiday (including activities planned), the volunteers / staff & holiday makers, the equipment, and the environment.

The risk assessment is documented and reviewed at least annually. Review of risk assessments takes into account any accidents or near misses that were reported on the previous holiday.

Where trips and activities occur in a new setting, SuperTroop seeks risk assessments from the host organisation and, where reasonably practicable, the site is visited in advance of the holiday to judge its suitability and assess risks.

Dynamic risk assessments will be carried out during daily activities and will be evaluated based on holiday makers' needs and level of risk.

### **4. Individual Risk Assessments**

Individual information sheets describe a personal care plan and risk assessment for each holiday maker, highlighting the particular risks they may pose and reasons that they may be at higher risk.

In the case of new holiday makers, information about their specific needs comes from the application form. This is then elaborated upon and clarified via telephone conversations with parents/carers and/or a face-to-face meeting with the parent/carer (and ideally the holiday maker) where appropriate.

### **5. Risk Management**

The risk assessment is mandatory reading for all senior helpers and group leaders and is circulated to them in advance of the week to allow time for careful study and clarification if necessary. It is also available on site for the duration of the holiday where it is accessible for all to read. Group leaders are responsible for disseminating the information to the volunteers / staff in their group.

The day-to-day implementation of the measures to minimise risk is the responsibility of all volunteers / staff and this is overseen by the senior helpers, health and safety officer, and ultimately the registered manager.

### **6. Specific Risk Categories**

*Fire Safety:* See Fire Safety Policy and Procedure

*First Aid and Medications:* See Medical Policy and Procedure

*Food Handling & Special Diets*



- SuperTroop provide properly-prepared meals and snacks, which are nutritious and varied. This includes catering to reasonable dietary requirements, and preparing and serving parent-provided foods where these are required within a tightly restricted diet.
- All volunteers / staff who handle food for holiday makers undergo food hygiene training.
- Main meals are catered for by catering staff at host institution (Fettes College) who are catering professionals and will be subject to training by the host institution.
- See the Infection Control policy for further details.

#### *Insured Activities*

- SuperTroop hold comprehensive insurance, including Public Liability, Employers' Liability, and for general activities (e.g. art and crafts, music, wide games etc.).
- Any other physical activities (e.g. swimming, rock climbing) will only be carried out when specialist insurance is in place, either by the host institution / venue, or by SuperTroop.
- Any damage to property on site at the host institution (Fettes College) will be covered by insurance provided by the host institution.

#### *Lifting and Handling*

- Some of the holiday makers may require specialist manual handling, treatment or facilities. All volunteers / staff receive on-going support and tailored training, taking into account holiday makers' needs, for lifting and handling.
- There should be a balance between the health and safety considerations of employees and individual children's rights to dignity, autonomy and privacy.
- At all times SuperTroop will take into account; the child's ability to communicate, weight, ability to weight bear, ability to co-operate and follow instructions; the volunteer's capabilities and conditions that may affect/inhibit manual handling,(including pregnancy), level of competence, training needs; environmental factors, such as constraints of space, poor floors / variations in levels, poor conditions (weather), equipment availability.

#### *Maintaining equipment*

- Equipment is stored securely and appropriately.
- All items are visually inspected prior to use on each holiday.
- Where appropriate, items are cleaned and, if necessary, disinfected before use.
- Where it is the policy of the host school, electrical equipment is PAT tested. Where this is not the practice of the host school, electrical equipment is inspected and trialled before use.
- Equipment and resources that may be hazardous (e.g. scissors) are used only under adult supervision and kept in a safe place when not in use.
- Where equipment shows signs of damage it is repaired by a person with the necessary skills or disposed of safely.
- Volunteers / staff who notice signs of wear or damage to equipment report it immediately to a senior member of staff.
- When volunteers / staff and holiday makers bring personal electrical devices to the holiday it will be the policy that these should not be left plugged in when a room is unoccupied

#### *Training*

- All volunteers / staff receive annual training appropriate to their role.
- In-house training includes manual handling, personal care, fire safety awareness, communication, managing behaviour etc. for all.



- We may support individuals to seek additional, external training for in areas such as first aid, administration of emergency medications, managing actual and potential aggression etc.
- Additional training is arranged where review of the current knowledge, skills and training of volunteers / staff indicates that it would benefit holiday makers and/or the organisation.
- Where a volunteer's / staff's role requires them to have specific training, we request documentary evidence of this.

#### *Documentation and record keeping*

- Forms are provided for the recording of all accidents and near misses (as well as first aid, seizures, risk behaviour episodes and safeguarding concerns).
- Accident/near miss forms should be completed as soon as is reasonably possible after the event and within 24 hours in all cases, in order that preventative measures can be instigated.
- The registered manager(s) is/are informed in the event of any accident or near miss and coordinates any immediate action that is required e.g. contacting of parents, alteration of risk assessment.
- Forms are reviewed at the end of the holiday to identify any changes that should be made to reduce the chance of future incidents.
- Records are stored and destroyed according to the Data Protection Policy and Procedure.
- Please note that in the event of a serious incident, the Duty of Candour policy outlined in the Protection of Children & Vulnerable Adults policy may apply.

#### *Driving*

- Any journey by car or minibus undertaken with a holiday-maker as passenger and SuperTroop volunteers / staff as driver shall adhere to this policy.
- All drivers shall strictly abide by general rules of the road (alcohol, drugs, insurance etc).
- Journeys by car shall only be made in those that are covered by business insurance.
- Journeys by minibus shall only be made in appropriately hired or purchased vehicles, with requisite insurance.
- Minibus drivers shall have had sufficient training in handling the vehicle and wheelchair restraints in minibuses shall only be fitted by individuals with appropriate training.
- For longer (over two hours) morning journeys, the driver should not be on call the prior evening. For long journeys at any time, the driver will ensure adequate rest prior to the journey.
- Drivers should not normally complete more than 3 hours of driving per day.
- An annual check should be made of drivers' documents including MOT, insurance and driver's license, in good time before the holiday dates
- Drivers are responsible for basic maintenance of their vehicles and a safety check before each journey

#### *Other*

- Insurance: All SuperTroop activities are fully insured. A list of activities is provided for insurers and can be made available to holiday makers and their families if they wish.
- Welfare Facilities: Welfare facilities are provided for all, including, drinking water, toilets and somewhere to rest and eat.
- Healthy Environment: Sites used by SuperTroop are maintained by the host organisation such that they provide a healthy environment. For example, they have good ventilation, reasonable temperature, enough light, enough space, appropriate waste containers and are clean.





*Breaks for youth with learning disabilities*

[www.supertroop.org](http://www.supertroop.org)

- **Safe Environment:** Premises and equipment used by SuperTroop are maintained by the host organisation such that they provide a safe environment, for example, floors, corridors and doorways are free from obstruction, windows open, and doors are secured appropriately.
- **Substances hazardous to health:** Substances that may be hazardous to health such as glue, paint, disinfectant etc. are stored away from the main activity areas, to make them inaccessible to children when not in use.



## Infection Control Policy and Procedure

VERSION NUMBER AND DATE: *version 2, 01.12.2018*

DATE OF BOARD APPROVAL: *January 2019*

DATE DUE FOR REVIEW: *January 2022*

RESPONSIBLE MANAGER: *Care Manager*

OTHER RELEVANT POLICIES: *Medications Policy, Health & Safety Policy*

This policy takes account of *Health and Social Care Standards* (Care Inspectorate) and the *Health & Safety at Work Act (1974)*

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop takes all reasonable steps to secure the health and safety of holiday makers, volunteers, staff and visitors. This includes a robust approach to infection control during the holiday week. Everyone who is part of the holiday - volunteers / staff and holiday-makers - will be educated about the standard principles of infection prevention and control. This includes training in correct hand decontamination, the use of personal protective equipment as required, and the safe disposal of waste and sharps.

### 2. Procedures

#### *Personal Protective Equipment*

All volunteers / staff should assess for likely exposure and ensure PPE is worn to provide adequate protection against the risks associated with the procedure or task. PPE will be located close to the point of use, with PPE taken away from site as part when trips are planned. PPE will be stored to prevent contamination and in a clean and dry area on the holiday. Expiry dates will be adhered to. Single use items will be used in line with manufacturer's guidance. PPE will be disposed of correctly into healthcare waste.

Gloves will be worn by volunteers / staff when exposure to body fluids is likely and changed immediately after each client or following completion of a task. They will also be changed if perforation or puncture is suspected. Gloves will be appropriate for use, fit for purpose and well-fitting.

Aprons will be worn by volunteers / staff to protect clothes when contamination is anticipated or likely due to the task and changed following completion of the task or between clients.

Should any clothes and footwear be contaminated, then a 40°C wash will occur of the contaminated items. This will be the responsibility of a designated member of staff.

#### *Hand hygiene/decontamination*

Hand hygiene is the first line of defence in infection control. Volunteers / staff training includes the importance of hand hygiene throughout the day but especially: before and after holiday-maker personal care; before snacks and meals; after going to the toilet; after handling waste.

Hand washing will occur with soap and water, with holiday-makers supervised by one-to-one helpers, using the following local procedure:



- wet hands first with water, apply the amount of product recommended by the manufacturer to your hands, and rub hands together vigorously for at least 15-20 seconds, covering all surfaces of the hands and fingers.
- Rinse hands with water and use disposable towels to dry. Use towel to turn off the faucet
- Avoid using hot water, to prevent drying of skin.

Holiday volunteers / staff will ensure that their hands can be decontaminated by:

- being bare below the elbow when delivering care
- removing wrist and hand jewellery
- making sure that fingernails are short and clean
- covering cuts and abrasions with waterproof dressings.

Alcohol hand rub is also provided in personal care and clinical care areas and in off-site changing kits, though the use of soap and water is preferred to ensure highest standards of hygiene. The local procedure for using alcohol hand rub is:

- Put product on hands and rub hands together
- Cover all surfaces until hands feel dry
- take around 20 seconds

If volunteers / staff encounter irritation or broken skin on their hands, this will be alerted to the medical team where first aid will be applied and advice given. Volunteers / staff will be informed if hands become broken down to contact medical team for advice.

#### *Medical care*

All first aid is carried out by one of the designated medical team. These volunteers / staff will all have minimum approved first aid training, which includes basic information about infection control.

#### *Food Handling & Special Diets*

Designated volunteers / staff with responsibility for handling food for holiday makers undergo food hygiene training, with key information cascaded to all volunteers / staff as part of standard training.

Main meals are catered for by catering staff at the host institution (Fettes College) who are catering professionals and will be subject to training by the host institution.

#### *Disposal of Waste*

Waste and sharps will be safely disposed of with all volunteers / staff aware of the different procedures. Clinical/Healthcare waste is that produced as a direct result of activities related to client care e.g. toileting, changing incontinence products or washing. Such waste will be placed in designated bins with yellow refuse sacks. These will be emptied daily by volunteers / staff wearing personal protective equipment (gloves and aprons). Waste will be stored in a designated safe area while awaiting specialist uplift at the end of the holiday week.

Sharps boxes will be stored and used by the medical team only. They will be temporarily closed when the box is not in use. These will be labelled with date of closure and disposed of when the fill line is reached.



*Breaks for youth with learning disabilities*

[www.supertroop.org](http://www.supertroop.org)

*Healthy Environment*

Sites used by SuperTroop are maintained by the host organisation such that they provide a healthy environment. For example, they have good ventilation, reasonable temperature, enough light, enough space, appropriate waste containers and are clean.



## Lone Working Policy

VERSION NUMBER AND DATE: *version 1, 01.12.2018*

DATE OF BOARD APPROVAL: *January 2019*

DATE DUE FOR REVIEW: *January 2022*

RESPONSIBLE MANAGER: *Holiday Director, Logistics Manager*

OTHER RELEVANT POLICIES:

This policy takes into account the *Health and Social Care Standards* (Care Inspectorate) and the *Health and Safety at Work Act (1974)*

This policy has been approved by the Board of Trustees.

### 1. Policy Statement

The following policy outlines the manner in which SuperTroop will address Lone Working within the service. Its aim will be to provide guidance for volunteers / staff to employ whilst carrying out lone working on behalf of SuperTroop, and so reduce the level of risk to an acceptable level.

SuperTroop has a legal duty under Section 2 of the Health and Safety at Work Act (1974) to ensure, so far as is reasonably practicable, the health, safety and welfare at work of its employees / volunteers / staff and extends to their personal protection. However, volunteers / staff also have a duty to take reasonable care of their own health and safety and those who may be affected by any of their actions.

It is recognised that occasionally volunteers / staff will operate within a one-to-one environment, for example when undertaking home visits to meet new holiday-makers. Management arrangements will therefore be established to support and reassure lone workers in these circumstances. SuperTroop is responsible for developing procedures to help to control the risks associated with lone working and making sure that volunteers / staff know what these are.

Lone working is not the chance occurrence of finding oneself on one's own, for example, when someone arrives first at the office or leaves last or where an individual has to go unaccompanied to another part of the workplace. Lone working is specifically intended to be unaccompanied work, or work without immediate access to another person for assistance. Lone working is likely to be extremely rare on SuperTroop holidays.

This policy applies to all volunteers / staff. The policy applies to all situations involving lone working arising in connections with the duties and activities of our service.

### 2. Policy Aims

This policy aims to:

- Increase awareness of safety issues relating to lone working
- Make sure that the risk of working alone is assessed in a systematic way and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable
- Make sure that appropriate support is available to anyone who has to work alone
- Ensure full reporting and recording of all adverse incidents relating to lone working



- Minimise the number of incidents (including allegations) and injuries to volunteers / staff related to lone working

### **3. Responsibilities and Arrangements**

Super Troop will ensure that a risk assessment is conducted and that arrangements are in place prior to volunteers working alone.

The Holiday Director will ensure that:

- Lone working is avoided as far as is reasonably practicable
- A risk assessment is completed by a person competent to do so prior to working alone
- Arrangements are in place to facilitate someone else knowing the lone worker's whereabouts at all times
- Emergency 'on-call' procedures are in place so that volunteers / staff working alone can obtain assistance if required
- Persons working alone are provided with adequate information to understand the potential risks and the safe working procedures associated with working alone
- They have read the Lone Working Policy and the Health & Safety Policy
- They are informed of the 'on-call' arrangements

Volunteers / staff working alone must:

- Follow the safe working arrangements developed by Super Troop for lone working
- Take reasonable steps to ensure their own safety
- Inform the Holiday Director or Practice Manager of any incidents or safety concerns
- Agree and comply with the lone working policy
- Use mobile telephones when it is provided in the manner in which has been instructed and for its intended purpose
- Inform Managers of any deficiencies in the procedure

### **4. Reviewing**

In order to monitor the implementation and effectiveness of this policy all associated local protocols and serious incident reports should be reviewed regularly. The SuperTroop Board of Trustees will monitor and review this policy in partnership with relevant personnel to make sure that the aims of the policy are achieved.



## Medications Policy

*Policy and Procedure for the administration of medication, first aid and other medical care*

VERSION NUMBER AND DATE: *version 3, 13.05.2021*

DATE OF BOARD APPROVAL: *May 2021*

DATE DUE FOR REVIEW: *May 2024*

RESPONSIBLE MANAGER: *Care Manager*

OTHER RELEVANT POLICIES: *Health & Safety, Infection Control, PCVA (including Duty of Candour)*

This policy takes account of the

- *Health and Social Care Standards (Care Inspectorate)*
- *The Children (Scotland) Act (1995), Protecting Children & Young People – The Charter, Protecting Children & Young People – The Framework for Standards*

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop will provide adequate first aid, seizure response and medical services to children and volunteers / staff, specifically including:

- Sufficient appropriately trained volunteers / staff,
- Adequate and well-maintained equipment,
- Safe storage and appropriate administration of medication,
- Clear communication and documentation,

whilst striving to maintain the privacy and dignity of those using these services at all times.

Our holiday is not a medical services provider, though the holiday-makers who attend may sometimes present with complex medical needs (e.g. epilepsy) or complications arising from their learning disability (e.g. inability to personally monitor or report on their well-being). Our goal is to replicate care which would normally be provided by parents / guardians in the home including:

- management of long-term medical conditions;
- administration of routine and PRN medications;
- administration of basic first aid
- escorting and supporting holiday makers who require external medical services (e.g. local GP; Accident & Emergency)

An appendix to this policy document is included in the Policies and Risk Assessments file, held on site during SuperTroop holiday dates (see blank copy below). This appendix notes the names of all individuals who are permitted to administer medication and/or first aid, and their relevant qualifications.

### 2. Staff in Charge of Medical Procedures

The medical team are responsible for checking medications in, administering medications, and overseeing management of medical conditions of holiday makers, they will adhere to these aspects of the policy and not diagnose and prescribe to holiday makers despite their professional roles. They are



also the primary seizure responders for the holiday. They may have a professional medical qualification (e.g. qualified doctors or nurses) but, when that is not the case, as a minimum, members of this team will have completed a 3-day first aid in the workplace course<sup>2</sup> or equivalent within the last 3 years. In addition, we aim to have at least one volunteer / staff present who has received specific training in emergency paediatric first aid<sup>3</sup> within the last 3 years. Any volunteer / staff with a medical qualification should act during the holiday and not in accordance with their medical role elsewhere – e.g. offering diagnosis or treatment recommendations.

Additional first aiders have a specific relevant qualification below that expected of our medical team, such as a basic first aid course<sup>4</sup> completed within the last 3 years and are permitted to administer first aid as and when this is needed.

We aim to have a medical team ratio of 1 medical team member to 8 holiday-makers at a minimum. Adding additional first aiders to this, we aim to have 1 qualified staff / volunteer member to 4 holiday-makers. For a holiday of 16 children, that means 2 medical team members and 2 additional first aiders. These ratios may increase if specific holiday-makers are identified with medical needs which cannot safely be covered by these volunteer / staff numbers (see below for more detail.) At an absolute minimum, the holiday would require at least 1 medical team member and 1 additional first aider to be on the staff team. A member of volunteer / staff will be allocated to be on call in case a medical team member or volunteer / staff member is unavailable e.g. off sick. These ratios, together with decisions about the amount of first aid equipment to have on site, are made with reference to the St John's Ambulance online calculator<sup>5</sup>.

### 3. First aid Procedure

In advance of every holiday, a first aid needs assessment is carried out. This assesses the holiday's first aid requirements considering:

- The type of holiday
- The number, and attributes, of volunteer / staff and children
- The likely distribution of volunteer / staff and children
- The possibility of a first aider being called away e.g. through illness or bereavement
- Any anticipated remoteness from the emergency services.

It is then ensured that there are sufficient first aiders to meet the need. Designated first aiders are drawn only from the senior team, even when helpers or group leaders have a relevant qualification. This is for various reasons including the fact that helpers are unable to respond quickly as they have one-to-one responsibility for a child.

A list of first aiders is recorded and a copy of their up-to-date (within 3 years) certificate is viewed and stored on record. The first aiders are advised of their responsibilities and the limits of these: e.g. the recording of all first aid interventions, whether they are a medical team member or a first aider.

Information regarding first aid is communicated to the volunteers / staff. This includes:

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<sup>2</sup> <https://www.redcrossfirstaidtraining.co.uk/Courses/First-aid-at-work-courses-uk-mainland/Scheduled-courses/First-aid-at-work.aspx>

<sup>3</sup> <https://www.redcrossfirstaidtraining.co.uk/Courses/First-aid-at-work-courses-uk-mainland/Scheduled-courses/Emergency-paediatric-first-aid.aspx>

<sup>4</sup> <https://www.redcrossfirstaidtraining.co.uk/Courses/First-aid-public-courses/First-aid-for-adult.aspx>

<sup>5</sup> <http://www.sja.org.uk/sja/training-courses/requirements-calculators/calculator.aspx>





- Advising them that they should not perform any first aid including the application of plasters.
- Introducing them to the first aiders and letting them know how to find them.
- Explaining the role of other medical team members.

A list of first aiders is kept in the policy folder, displayed in the medical room, and provided for all senior helpers and group leaders. The care manager ensures that, when groups of children are visiting different locations, there are first aiders available for all.

#### *First Aid Kits*

- First aid kits are provided. The number varies according to the first aid needs assessment and with reference to the St John's Ambulance online calculator.
- First aid kits are kept stocked and in date by the medical team.
- When off site, first aid kits are carried by a number of nominated first aiders, usually the medical team. On site, at least one is available in the medical room.

#### *Permissions and Recording*

- Parents or carers are asked in advance to give permission for SuperTroop volunteers / staff staff to administer a small range of over the counter preparations if deemed appropriate by a first aider or a member of the medical team. These over the counter preparations typically include, paracetamol, ibuprofen, bite and sting relief, antiseptic, sun-cream etc. Before any of these items is administered to a child their permissions and allergy status must be checked. In the case of paracetamol and ibuprofen, a check of the child's routine and as-needed medications, as well as recent first aid forms, must also be made to ensure that a dose has not recently been given.
- First aid record forms are provided and are kept in the medical room. These must be completed for every first aid intervention e.g. application of a plaster. At the end of the holiday, they are reviewed by the care manager and holiday director (alongside other forms, e.g. accident forms) to establish where any improvements or changes should be made to our practices, copies will be kept and made available to parents when appropriate.

#### **4. Management of children's pre-existing medical conditions**

*NB: For further detail about the procedures for the administration of prescribed medications - see below.*

- The parent or carer of each child is asked to list any medical conditions the child may have on the application form. These have included diagnoses such as epilepsy, diabetes, hypothyroidism, and mechanical heart valves.
- Information from parents is reviewed to ensure that the medical team has sufficient knowledge, expertise and resources to manage each condition.
- For those children who need medical care that is more than administration of a fixed dose of medication (e.g. diabetes, intermittent catheterisation, supra pubic catheters, PEG feeding), parents or carers are called and/or met in advance of the holiday for detailed information.
- Where appropriate and reasonable, further training is taken by one or more members of the medical team to enable children with more complex medical requirements to attend the holiday.
- Once details of the care required for a particular complex medical condition is agreed between the medical team and the parent/carer, a care plan is written and signed by both parties. This serves several functions including preventing miscommunication, highlighting areas where the child's care may differ from routine practice, and avoiding the reliance on memory alone from one year to the next. Both parties are asked to sign the care plan each year, this helps to highlight any changes that



might have occurred in that year.

- There may be circumstances in which the medical needs of the child outweigh the skills or experience of the medical team. In this case, we would recognize the limits of safety and may be unable to offer the child a place. Every effort to avoid this would be made e.g. considering allowing the parent or carer or one of the healthcare professionals normally managing the child's condition to attend, as necessary, as a visitor, to perform medical procedures.

## 5. Epilepsy

- Those children who have epilepsy are identified in advance through the application form. At this stage, their parent or carer also completes the epilepsy information form. This gives details on several aspects of their epilepsy including the type(s) of seizures (which helps us to identify them), their frequency (which helps us to plan care and risk assess), and the use of emergency medication and when to call emergency services. The completed information form acts as a care plan where this child does not have a pre-existing epilepsy care plan or is used alongside their own care plan.
- Children who have had prolonged, frequent or recent seizures may bring emergency medication in the form of rectal diazepam or buccal midazolam. Please see below for details of the administration of this medication and its storage.
- The number of volunteers / staff members required to provide adequate coverage in response to seizures is identified in advance of the holiday as part of the first aid needs assessment.
- Medical team members also act as a seizure response team. They are trained by a relevantly-qualified and experienced medical professional (e.g. specialist epilepsy nurse) in advance of the week in the administration of relevant emergency medications (rectal diazepam, buccal midazolam) in line with the normal emergency medication regime for each holiday-maker.
- Seizure response staff are on-call during the day. Nominated staff are assigned to an overnight rota to provide continuous night cover whilst avoiding over tiredness and allowing rest nights.
- When on-call, staff carry radios at all times in order to be able to hear a call for help.
- Clear information is provided to the volunteers at the beginning of the week so that the following is understood by all:
  - What to do in the case of seizure i.e. call for help, record the time and protect child from danger
  - What not to do in case of a seizure e.g. put anything in their mouth or try to restrain them
  - Who to call for help, how to do it and the importance of doing it straight away
  - The importance of having emergency medication immediately available and an appointed medical responder within a few minutes at all times
  - How to avoid precipitating seizures including avoidance of overheating, over tiredness, strobe lighting etc.
- Seizure forms are provided and kept in the medical room. All seizures (with the exception of absences) must be recorded.

## 6. Administration of medication

- Prescription medications must be supplied by parents/carers either in boxes with pharmacy labels bearing the child's name or accompanied by a copy of a recent prescription. Each family is advised of this in advance of the holiday.
- Where pharmacy labels are not present, medications are clearly marked with the child's name.
- At check-in, each child's parent/carers (or their nominated responsible adult) gives details of all medications to a member of the medical team. This includes details of the name, dose, times, route and mode of administration of every drug. The member of the medical team receiving that



information records it on a drug chart/medication administration record and the parent/carer signs next to each entry to confirm it is accurate. They also ensure that sufficient quantities of each medication have been provided (Including excess in case of error eg. spillages).

- If there is any conflict between parent instructions and pharmacy labeling, the child's GP will be called for confirmation by the care manager or their appointed deputy. The result will be recorded on the holiday makers record of administration.
- After check-in, each member of the medical team reviews the drug chart for each child they have checked-in with the other members of the medical team so that all members of the team are clear about the details of each child's medication.
- The administration of a particular child's routine medication is made the primary responsibility of one member of the medical team. Except in exceptional circumstances (e.g. medical team member taken ill) that person will be responsible for administering that child's medication. This ensures that no child is omitted and that no child receives medication twice in error.
- SuperTroop staff will not force administration of medications but will prompt, assist or administer medicines, in line with parental advice about administration at home.
- Covert administration of medication will be considered, if it is in line with how medication is administered at home.
- The majority of medications are administered at daily 'clinics' in the morning and evening. When a child attends clinic for their medications, their drug chart is checked to identify which drugs are due to be given at that time. For each drug that is given the name, dose, route and mode of administration of each drug on the chart is checked against the drug being dispensed and administered. A check is also made to ensure that the drug has not already been given.
- Bedtime helpers support their child to go to the medical room for their medication at the correct times (when these times are morning and/or evening). The times that the child should attend are listed on their individual care plan and the child's bedtime helper remains the same – these factors help to ensure that the children attend promptly and reliably when their medications are due.
- A member of the medical team will attend to a child (along with another member of volunteers / staff) in their room or in the bathroom, as appropriate, for medical interventions that should be discreet e.g. some cream applications. Members of the medical team will be specified in an appendix.
- For medications needed outside clinic times, the medical team member will seek out the child e.g. at lunch.
- Each medication is initialled on the drug chart when it is given.
- At the end of every clinic, a checklist of children with medication is checked by the on-site Care Manager to ensure they have all attended and the drug charts are reviewed to ensure that every child has received the medications that are due.
- Also at the end of morning clinic each member of the medical team checks the charts of the children for whom they are responsible, to identify any drugs that may need to be given during the day (e.g. lunchtime doses) so that, if necessary, they can pack them securely to take on trips.
- The medical team coordinates to ensure that, when children who may require emergency medication are visiting different locations, there is always someone available who is able to administer the medication if needed.
- The helper of any child with emergency medication carries a radio at all times so that they can contact a member of staff trained to give the medication if necessary.

## **7. Storage of medication**

- All children's medication is transferred from the parent/carer (or their nominated adult) who drops



the child off at the holiday to the medical team at check in.

- At check in, medications are placed directly into lockable boxes. The boxes are locked by means of combination locks so that they can be accessed by all members of the medical team without the need for several keys and so that there is no danger of a key being lost and the medicines becoming inaccessible.
- A member of the medical team of other senior volunteers / staff stays with the box and is directly responsible for it until all children have arrived at which time the locked boxes are moved to the medical room.
- At times during the holiday when medications are not being used they remain in locked boxes in the medical room (with the exception of emergency medications – see below). Further the medical room is locked when the holiday staff are off-site.
- Emergency medication (e.g. midazolam, diazepam, salbutamol, epi-pens), which needs to be immediately accessible at all times, is kept in the medical room, in unlocked labelled containers in a designated location, well out of reach of children. The medication will be clearly labelled, preventing incorrect administration.
- Children are closely supervised at all times during the holiday and as such are unable to access the medical room unsupervised.
- When off site, 'PRN/as required' medications are kept by a member of the medical team and remain on their person at all times so that they are secure.
- When off site or more than a few minutes run from the medical room, emergency medication is held by the helper who is providing one-to-one care to the child concerned. It remains on their person at all times so that it is secure.
- When a helper takes responsibility for emergency medication, the medication is signed out by their group leader and signed back in again when it is returned so that the medical team know who has the medication and are able to ensure that it has gone out with the child and is returned to the correct place on return to the site.
- Medication is stored according to the manufacturer's instructions e.g. at the correct temperature.

#### **8. Staff medication and medical conditions**

- volunteers / staff are asked to give details of medical conditions and medications on their database form in case of emergency.
- The routine care of all medical problems is left entirely in the hands of the volunteer / staff unless they ask for support.
- Volunteers / staff sharing rooms with children are required to store medications in a locked box in the medical room to prevent them being taken accidentally by a child.
- If a volunteers / staff member has a condition for which they carry emergency medication or may need emergency care they are asked to inform the medical team in confidence.
- Over-the-counter medication (e.g. paracetamol, Piriteze) is available for volunteers / staff in the medical room.
- The medical team is also available to support any volunteer / staff who has any concerns about their health.
- Where a volunteer / staff member becomes unwell the medical team will discuss the best course of action with the holiday lead. It may be, especially in the case of infectious disease, that a period of isolation or departure from the holiday could be necessary.

#### **9. Contacting external medical services**

- Phones with sufficient charge are carried by members of the medical team and/or holiday lead with



each group of children in case the need to contact the emergency services arises.

- In the case of children with increased probability of needing an emergency ambulance (e.g. poorly controlled epilepsy or severe allergies) the possibility of being in a rural area with no phone signal or ambulance access is anticipated and avoided.
- A list of the names, addresses and contact numbers of nearby medical facilities is kept in the medical room and carried out on trips so that if it is necessary to access a doctor no delay is encountered.
- The details of medical conditions and parent/guardian contact details for each young person and volunteer / staff is taken out on all trips in case of a hospital trip or other unexpected event. This information is kept secure and confidential at all times by a member of the senior team.
- Where time allows, contacting GP surgeries etc. and parents is done only after consultation with the holiday lead. This is not the case where it would delay an urgent or emergent call e.g.112/999 call.

#### **10. Clinical waste and sharps disposal**

- Rubbish that is soiled with body fluids (inc. urine, vomit, blood, faeces etc.) is disposed of via the clinical waste (yellow bag) system where this is the advice of the local authority.
- Clinical waste bags are obtained and their collection arranged in advance of the week.
- Where clinical waste facilities are not available (e.g. out on trips) small quantities of clinical waste (e.g. a used incontinence pad) may be disposed of in the domestic waste in the same way as families will be doing at home.
- Where the use of 'sharps' (sharp items contaminated with bodily fluids e.g. lancets used for testing blood sugar in diabetes) is anticipated, the provision, correct use and disposal of one or more sharps boxes is arranged in advance.



## Membership Policy

VERSION NUMBER AND DATE: *version 3, 28.01.2021*

DATE OF BOARD APPROVAL: *January 2021*

DATE DUE FOR REVIEW: *January 2024*

RESPONSIBLE MANAGER: *Chair of the Board, Charity Secretary*

OTHER RELEVANT POLICIES: *Governance, Mission Statement*

This policy takes account of *OSCR* and *SCVO* guidelines on charity constitutions and membership

This policy has been approved by the Board of Trustees

### 1. Policy statement

This policy defines the membership of SuperTroop, outlining the rights and responsibilities of members. In particular, members have voting rights over membership of the Board of Trustees and hence play an importance governance role in the organization.

### 2. Definition of Membership

- a. The following groups of people (aged 16 years or over) are eligible for membership of SuperTroop
  - Parents / guardians of children and young people currently attending the holiday (up to a maximum of ten such members)
  - Former volunteers / staff (having volunteered with the organisation for at least 3 years)
  - Representatives of associated organisations including host schools, and charities with similar aims
  - Friends and supporters of the organization including advisors to the Board
- b. The key criterion to determine membership shall be whether the individual has a vested interest in the well-being of the charity and achievement of its aims, such that voting rights over Board membership are warranted and will be applied to achieve the furtherance of the aims of the charity.
- c. Members shall complete an application for membership via an online form.<sup>6</sup> Membership applications shall be subject to review by the Board and admittance to the membership shall be entirely at their discretion, in accordance with this policy.
- d. No membership subscription will be payable
- e. The charity will hold a register of members including name, contact details and date of registration. Names and dates of cessation of membership will further be retained for a period of 6 years after membership has expired.

### 3. Rights of Members

- Members will be invited to attend the Annual General Meeting of the charity.
- The date, timing and location of the AGM will be announced via email and online with a minimum of one month's notice
- Members will be invited to vote on elections to the Board, in accordance with the Constitution of the charity
- Members will be kept informed of charity news and developments at approximately quarterly intervals and will receive a copy of the Annual Report.
- Members, and only members, are eligible for election to the Board.

<sup>6</sup> <https://www.surveymonkey.co.uk/r/6Y2WWF5>



*Breaks for youth with learning disabilities*

[www.supertroop.org](http://www.supertroop.org)

#### **4. Responsibilities of Members**

- Members are expected to do nothing which would bring the charity into disrepute, and to act always in accordance with the Mission Statement of the charity
- Members are expected to engage with the business of the charity by attending the AGM and contributing to decisions on which they have voting rights.



## Missing Child Policy

VERSION NUMBER AND DATE: *Version 2, 01.12.2018*

DATE OF BOARD APPROVAL: *January 2019*

DATE DUE FOR REVIEW: *January 2022*

RESPONSIBLE MANAGER: *Practice Manager*

OTHER RELEVANT POLICIES: *Behaviour Management Policy; Health & Safety Policy*

This policy takes account of the *Health and Social Care Standards* (Care Inspectorate).

This policy has been approved by the Board of Trustees

### 1. Policy Statement:

SuperTroop has the highest regard for the safety of the children and young people in our care. Volunteers will always be extremely aware of the potential for children to go missing during our holidays. Even when all precautions are properly observed, emergencies can still arise.

### 2. Prevention of children going missing

SuperTroop supports all children and young people on its children's holidays one to one during waking hours. This is stressed at all times to volunteers / staff and managed by group leaders, who are responsible in the first place for the whereabouts of a child and their individual volunteer / staff. All group leaders and senior team carry radios. Radios are also given to volunteers / staff supporting individuals with high level medical needs or behavioural needs (especially if there is a known risk of absconding). Group leaders will undertake periodic head counts, especially at the transition points between activities. All volunteers / staff are vigilant to any potentially suspicious behaviour or persons in and around the holiday venue. Once children are in bed, there is a minimum ratio of 3 staff to 4 holiday makers in the building, with teams of staff on duty to support children.

### 3. Procedure in the event of a child being reported as missing:

If for any reason a volunteer / staff cannot account for a child's whereabouts, the following procedure will be activated:

- The volunteers / staff will immediately inform the nearest group leader or senior helper
- The group leader or senior helper will communicate to the rest of the staff using the radios by asking "Has any one seen [child name] and their helper Pluto". This code word, 'Pluto' will immediately alert the senior team that a child is missing
- A thorough search of the entire site will commence immediately, including informing local security or staff teams. Where possible this will be coordinated across the radio by a member of the senior team who can access a map of the area promptly and/or has a good knowledge of the area
- The senior team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The registered manager(s) must be informed immediately about any episode concerning a child reported as missing.

### 4. Procedure in the event that a missing child is not quickly found

- If after 30 minutes of thorough searching the child has not been found, the registered manager (or their deputy for that trip) will inform the police and then the child's parents, as well as the Chair of the Board. At this point the child is considered officially missing.





- As the children in our care are highly vulnerable, they would be in danger if they were out in a public place unsupervised and therefore we would contact the police via 999
- While waiting for the police to arrive, searches for the child will continue. During this period, other volunteers / staff will maintain as normal a routine as is possible for the rest of the children on the holiday
- The registered manager (or their deputy for that trip) will be responsible for meeting the police and the missing child's parents. The registered manager (or their deputy for that trip) will co-ordinate any actions instructed by the police, and attempt to comfort and reassure the parents

#### **5. Responding to the event after it is resolved**

- Once the incident is resolved, the registered manager and the senior team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the risk assessment for that particular venue and for the personal risk assessment for that child).
- All incidents of children going missing during the holiday will be recorded on a Risk Behaviour Form, and in cases where either the police or social care have been informed, the Care Inspectorate will also be informed, as soon as is practicable. The incident will also be included in the Annual Return with the Care Inspectorate.



## Mission Statement

VERSION NUMBER AND DATE: *version 3, 28.01.2021*

DATE OF BOARD APPROVAL: *January 2021*

DATE DUE FOR REVIEW: *January 2024*

RESPONSIBLE MANAGER: *Holiday Director; Chair of the Board*

OTHER RELEVANT POLICIES: *Governance, Constitution*

This policy has been approved by the Board of Trustees

### 1. Policy statement

The goal of SuperTroop is to provide excellent holidays for children and young people with learning (and sometimes also physical) disabilities. At a minimum, the people in our care should be:

- Safe
- Happy
- Respected
- Nurtured

In particular, we aim to achieve a convivial environment in which holiday makers feel surrounded by peers and friends.

### 2. Policy Details

The focus of our organisation is not just on the children and young adults who attend our holiday schemes. We also aim to have an impact on three groups of individuals, as described below.

#### *Families and friends of holiday makers:*

- by offering respite that they can rely on year after year
- by offering high quality care at an affordable rate
- by tailoring care to the individual needs (communication, activity, physical, medical, dietary) and preferences of their son or daughter

#### *Volunteers / staff*

- by giving them a chance to demonstrate kindness, patience and acceptance
- by teaching valuable team working and leadership skills which provide an educational or professional advantage
- by providing a framework in which to give back to society while maintaining a demanding career / education experience

#### *Members of the public*

- by challenging perceptions of the capabilities of both people with disabilities and our young volunteers / staff
- by providing a model of what an engaged, dedicated volunteer team can achieve.

In order to achieve these goals, while meeting the highest standards in the care of and experience of holiday makers, our holidays are structured around a large and reliable volunteers / staff body. The recruitment of our volunteers / staff and their well-being while contributing to the scheme (and as they move on) is therefore paramount to our success and longevity.



*Breaks for youth with learning disabilities*

[www.supertroop.org](http://www.supertroop.org)

The principal governing document of SuperTroop is our Constitution which lays out our over-arching aims. For a copy please email [secretary@supertroop.org](mailto:secretary@supertroop.org) In addition, more about our management structure can be found in the Governance policy included in our handbook.



### Protection of Children and Vulnerable Adults

VERSION NUMBER & DATE: *version 3, 28.10.2020*

DATE OF BOARD APPROVAL: *October 2020*

DATE DUE FOR REVIEW: *October 2023*

RESPONSIBLE MANAGER: *Practice Manager, School Manager*

OTHER RELEVANT POLICIES: *Disciplinary Policy; Complaints Policy*

This policy takes account of

- *Health and Social Care Standards* (Care Inspectorate)
- *GIRFEC* principles
- Disclosure Scotland guidelines
- The Children (Scotland) Act (1995), Protecting Children & Young People – The Charter, Protecting Children & Young People – The Framework for Standards and the National Guidance for Child Protection in Scotland 2014

This policy has been approved by the Board of Trustees

#### 1. Policy Statement

We believe that every individual in our care, regardless of age culture, racial origin, disability, gender, language, sexual orientation, gender reassignment, religion or belief have a right to protection. They also have a right at all times and in all situations to feel safe and protected from any situation or practice that results in a holiday maker being physically or psychologically damaged. In our group, if we have suspicions about a holiday maker's physical, sexual or emotional wellbeing, we will take action to implement the relevant Protection Guidelines. Protecting children and vulnerable adults is everyone's responsibility SuperTroop takes this responsibility very seriously. All volunteers and staff should share concerns or suspicions with the society's committee member who has agreed to monitor holiday maker protection issues (the SuperTroop Protection Officer).

#### 2. The aims of this Policy for the Protection of Children and Vulnerable Adults are based on the following principles :

- a. The welfare of every holiday maker involved in SuperTroop activities is paramount;
- b. All holiday makers involved in SuperTroop activities, without exception, have the right to protection from all forms of abuse;
- c. To ensure that such protection is adequately provided by SuperTroop; staff and volunteers will be provided with training and support so they know what to do should they have concerns regarding any holidaymaker's welfare or protection;
- d. All suspicions and allegations of abuse will be taken seriously and responded to timeously and appropriately;
- e. All the SuperTroop volunteers / staff have a responsibility and an opportunity to report concerns about holiday makers' welfare and safety;
- f. All holiday makers should be listened to, respected and responded to.
- g. All holiday makers have a right to express views appropriate to their age and level of understanding on all matters which affect them should they wish to do
- h. SuperTroop will work in partnership with parents and carers to promote their child's welfare, health and development



Unless otherwise stated the holiday child protection officer will always be the practice manager and their deputy will be the care manager.

To fulfil these aims, the following procedures are to be used / made available during all SuperTroop activities.

### **3. Best practice guidelines**

SuperTroop publishes a best practice leaflet for all personnel outlining the following:

- A statement of rights for every holiday maker: to be treated as an individual; to be treated with respect and dignity; to be listened to, to be loved and cared for; to be kept safe.
- A description of the meaning of these rights
- Definitions of different types and possible signs of abuse
- Rules to enhance the safety of each holiday maker
- Reminders of where junior volunteers / staff can seek help
- Guidelines for good practice in intimate care
- Tips for managing difficult behaviour without adopting a negative relationship or attitude to the holiday maker concerned
- Guidance on ways to communicate effectively with a holiday maker

SuperTroop activities are designed such that a holiday maker **is** rarely alone with a single volunteers / staff. One-to-one private care is only given when it is in the interests of preserving a holiday maker's dignity and privacy (e.g. intimate personal care situations), is part of a risk assessment and done with the consent of parents and the consent of the holiday maker (relevant to their age and understanding).

Training in communication, appropriate personal care, lifting and handling as well as other care techniques is given to all volunteers / staff. In addition, designated volunteers / staff are trained in specialist techniques to meet each holiday maker's individual needs. If necessary, parents and carers offer direct training to volunteers / staff to ensure that they can cater to a holiday maker's personal needs and tastes.

### **4. Unsanctioned practices**

The above best practice booklet also outlines those behaviours which are never sanctioned by SuperTroop. Categories of abuse are listed and include: physical abuse, emotional abuse, sexual abuse (including child sexual exploitation), financial abuse and neglect. We provide examples of unacceptable behaviours including; shouting, threatening, using physical punishment, depriving a holiday maker from food or drink or letting them over-eat, using sarcasm or teasing, belittling or shaming a holiday maker, neglecting a holiday maker.

### **5. Recruitment and selection systems for all SuperTroop personnel**

Recruitment and selection procedures are outlined in the Recruitment Policy. In brief, SuperTroop uses a combination of personal recommendations, written references, PVG enhanced disclosure checks and interviews to screen potential volunteers. Once a volunteer is a participant in the organisation then renewed PVG checks, regular in-house training, direct oversight, support and (if necessary) specialist training are employed to ensure their suitability for the role. Personnel are encouraged to report any concerns or suspicions to the nominated Protection Officer, under the section on whistle-blowing, outlined below.



## **6. Responding to suspicions, allegations or concerns about abuse regarding a volunteer or member of staff**

On the SuperTroop holidays, holiday-makers have a network of people to whom they can turn in the event of any concerns

- a. Children are assigned a volunteer / staff helper on their first day and this person is their first contact in the event of any concerns. The child will spend their bedtimes and early mornings with this volunteer / staff and this is an opportunity to discuss problems of any kind.
- b. Children spend the day-time with a group of volunteers / staff, led by a group leader. Children can report any concerns to any group member or to their group leader.
- c. In addition, senior volunteers / staff are constantly available and are assigned to spend time with specific groups of children during off-site excursions. These senior volunteers / staff are a further person to whom any child can direct concerns.
- d. Children all receive a social story which explains, at an appropriate level, what they can expect from the holiday.

## **7. Procedure for Responding to Concerns**

In the event of any accusations or concerns regarding a child's safety or protection being made the following procedure will be instigated:

- a. The person to whom the accusation was told / who has suspicions should make a record, on a Safeguarding Form (according to the guidelines attached to that form) and relate it at the earliest possible opportunity to the Protection Officer as soon as practically possible and certainly on the day the concern arises,
- b. The Protection Officer will, if necessary, contact the Police, the Social Care Direct service either via **email** [socialcaredirect@edinburgh.gov.uk](mailto:socialcaredirect@edinburgh.gov.uk) or on 0131 220 2324 (8.30am – 5.00pm) or 0800 731 6969 (out of hours number), and / or other relevant authorities to hear the accusations and act upon them.
- c. Following advice from the police/social work services, the parents or carers of the child(ren) involved will be informed.
- d. Where the nature and seriousness of the information suggests that a criminal offence may have been committed, or that to assess the facts may jeopardise evidence, advice will be sought from the police before the member of staff/volunteer is approached and advice taken from them as to who does what and what can be said to the person. As the matter will be sub judice (i.e. under judicial consideration) no details will be given unless advised by the police. All actions will ensure the best evidence is preserved for any criminal proceedings while at the same time safeguarding the rights of the employee or volunteer.
- e. If required (the information is unclear) any establishment of basic facts or investigation will be informed by the principles of natural justice.
- f. The Protection Co-Ordinator will make a written record of the name and designation of the social worker or the police officer to whom the concerns were passed together with the time and date of the call.
- g. Where an investigation establishes an allegation is false, unfounded or malicious, the staff member/volunteer involved will receive an account of the circumstances and/or investigation and a letter confirming the conclusion of the matter. All records pertaining to the circumstances and investigation should be kept in accordance with the organisation's Data Storage Policy
- h. Data collected for the investigation will be destroyed in accordance with the requirements of the Data Protection Act 1998 and GDPR.
- i. In terms of Non-recent Allegations of Abuse (previously known as Historical Allegations of Abuse)



these may be made some time after the event e.g. an adult who was abused as a child by someone who is still currently working with children. Any reasonable professional concern that a child may be at risk of harm will always over-ride a professional requirement to keep information confidential and this should be referred to police/social work

j. Action thereafter will be based on advice from police/social work and multi-agency discussion.

***Possible immediate action includes:***

- Suspension of the person against whom the allegation has been made; ceasing all interaction with the holiday maker making the accusations and from all one-to-one care, pending further investigation.
- Suspension of the person against whom the allegation has been made from all SuperTroop activities, pending further investigation.
- While the police can advise on this, the decision as to whether to suspend rest with SuperTroop
- The holiday maker(s) will have the opportunity to leave SuperTroop activities and return to their home immediately if they wish.
- In the event of the accused party being the Protection Officer, the deputy Protection Officer will adopt their role.
- The outcome of this process may include a report being made to Disclosure Scotland regarding the accused volunteer / staff, resulting in listing and / or barring (see Appendix 1 for details of this procedure).
- A record of the allegations made, details of follow-up and resolution, of action taken and decisions reached is made under the jurisdiction of the Protection Officer. This is held on file indefinitely, as per our Data Storage Policy and GDPR.
- The welfare of any volunteer / staff who is the instigator of a safeguarding report (e.g. recipient of a report from a holiday-maker) or who is the subject of accusation will also be considered, especially where this is a young person. For volunteers who are current or recent pupils of the host school (i.e. graduating at the term immediately preceding the holiday) any volunteer / staff welfare concern relating to a safeguarding investigation will be shared with the school's child protection team.

## **8. Whistleblowing**

All volunteers / staff are informed of the SuperTroop 'whistle-blowing' policy which is as follows:

- It is acknowledged that many holiday makers attending the SuperTroop week may have limited ability to communicate their own concerns and that therefore all volunteers / staff act in a position of advocate for the holiday makers' welfare
- Any suspicions or concerns about possible abuse should be reported to the Protection Officer immediately, including concerns about a holiday maker's well-being on arrival for the SuperTroop week (i.e. signs of maltreatment occurring in the home prior to the holiday).
- All reports will be treated with respect and the 'whistle-blower' is guaranteed complete confidentiality within our organisation.
- If suspicions turn out to have been unfounded the 'whistle-blower' is under no obligation to apologise for having raised a genuine concern.

## **9. Systems to ensure confidentiality**

Under the 'whistle blowing' policy any volunteer raising a concern will be given confidentiality but this cannot be guaranteed where this concern results in a criminal investigation.

## **10. Duty of Candour**



SuperTroop is committed to the principles of openness and honesty. In the event of an incident which activates the Duty of Candour Procedures enshrined in the Duty of Candour guidance from the Scottish Government, SuperTroop commits to:

- tell those affected that an unintended or unexpected incident has occurred;
- apologise;
- involve them in meetings about the incident;
- review what happened with a view to identifying areas for improvement;
- and learn from the incident, taking account of the views of relevant persons.

We will use the Duty of Candour checklist to guide this process.

#### **11. A note on the status of young volunteers**

Volunteers / staff on the holiday are all aged over 16 years old. However, although these would be deemed adults under Scottish Law and would be outwith the majority of Child Protection procedures and guidelines, some child protection procedures are relevant up to the age of 18.

All volunteers / staff on the holiday are entitled to the same safeguards, standards of support and treatment in the event of an accusation. Any matters involving a current or recent pupil (i.e. someone who graduated in the term immediately preceding the holiday) would be referred to the host school's child protection officer at the earliest available opportunity, and the child protection procedure of the host institution would be followed.

As with all other volunteers / staff, those under 18 will also undergo background checks, including written references, PVG enhanced disclosure checks and (if necessary) interviews to ascertain suitability of the potential volunteer in this caring role.

#### **12. A note on visitors to the holiday**

- All visitors to the SuperTroop holiday are required to sign in with a member of the senior team
- All visitors to the SuperTroop holiday are required to wear a name badge during their visit
- No visitors to the SuperTroop holiday are ever permitted to take one-to-one responsibility for a holiday maker, even in a public place

#### **13. A note on shared bedrooms**

During the holiday, depending on available accommodation, some holiday-makers may share dormitory-style bedrooms (e.g. two holiday makers with two helpers) and some may share bed-sit style rooms (e.g. one holiday-maker with two helpers). The latter case affords an opportunity for greater independence and dignity, while also ensuring that no holiday maker is alone overnight. It is considered essential for holiday-makers to share a bedroom with a member of volunteer / staff due to factors such as:

- requirement for supervision of medical conditions (e.g. epilepsy)
- need for support in the night (e.g. visiting the bathroom).

This is part of a risk assessment and done with the consent of parents and the consent of the holiday maker relevant to their age and understanding.





Indeed, most holiday-makers enjoy sharing a room and the support and companionship this affords when away from home. We do not, on the whole, consider it reasonable to ask holiday-makers to share with each other as this requires a level of compromise and maturity which may be challenging.

Nevertheless, we constantly monitor the situation regarding shared bedrooms considering factors such as:

- Whether holiday-makers sharing a bedroom are able to communicate to staff if they are not happy in that situation for any reason
- Whether holiday-makers sharing a bedroom are benefitting from the experience or require more independence instead
- The medical and support needs of each holiday-maker
- Each holiday-maker's prior experience of being away from home
- The skills and experience of helpers in bedrooms

#### **14. Relationships with holiday-makers**

SuperTroop recognises the vulnerability of our holiday-makers. Helper training includes specific discussion on all types of abuse, and emphasises the importance of modelling and maintaining healthy relationships with holiday-makers. We discuss how to respond to romantic overtures from holiday-makers, and remind helpers that they are role-models for the children and young people who attend the holiday.

Staff and volunteers are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions. Interactions with holiday makers must be transparent and staff and volunteers should always be wary of allowing situations to develop which could lead to allegations of impropriety.

Staff and volunteers should ask themselves "*Are my actions fair, reasonable, warranted, proportionate, measured, safe and applied equitably?*" to ensure that they give no grounds for any doubts in the minds of colleagues, children, young people or parents.

#### **Appendix 1: Disclosure Scotland Referrals Policy**

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This policy is relevant to all those involved in making recruitment/disciplinary decisions in our organisation.

When a volunteer or member of staff is permanently removed from a regulated work position, there are certain circumstances where our organisation must notify the Protection Unit at Disclosure Scotland that this has happened. This is called "Making a Referral". If we would have permanently removed the individual, the actions detailed in this policy will continue to apply (even if a member of staff or volunteer leaves their regulated work position prior to any action being taken, irrespective of the reason that they leave).

Two conditions must be met before we let Disclosure Scotland know that something has happened.

Condition 1 – A person has been permanently removed/removed themselves from regulated work

Condition 2 – At least one of the following five grounds apply

- Caused harm to a child or protected adult



- Placed someone at risk of harm
- Engaged in inappropriate conduct involving pornography
- Engaged in inappropriate sexual conduct
- Given inappropriate medical treatment

When both of these conditions have been met, it is a legal requirement that we must let Disclosure Scotland know by making a referral within 3 months of the permanent removal of the individual. In reality we would aim to notify Disclosure Scotland within 1 month of the individual's removal.

Where there is an historical allegation of harm or inappropriate behaviour about someone who is no longer in regulated work with us but which we believe would, in all probability, have led to the two conditions being met, we will consider whether we want to make a referral.

Where it is necessary to make a referral, this process will be carried out by the Holiday Director. In their absence, the referral process will be carried out by the Protection Officer.

Failure to make a referral where required, may result in our organisation being prosecuted. It is therefore essential that those involved in carrying out disciplinary action notify the Holiday Director or the Protection Officer when both conditions for making a referral have been met.



## Recruitment Policy

VERSION NUMBER AND DATE: *version 3, 28.10.2020*

DATE OF BOARD APPROVAL: *October 2020*

DATE DUE FOR REVIEW: *October 2023*

RESPONSIBLE MANAGER: *Recruitment Manager, Practice Manager*

OTHER RELEVANT POLICIES: *Data Storage*

This policy takes account of the *Health and Social Care Standards* (Care Inspectorate)

This policy has been approved by the Board of Trustees

### 1. Policy Statement

SuperTroop seeks to recruit volunteers / staff who will learn from the experience the holidays provide, shaping their attitude to disability, as well as volunteers / staff who bring more experience and skill to the week. All volunteers / staff must be adequately vetted to ensure safety of our holiday-makers.

This policy aims to set out a transparent and equitable process for recruitment, that safeguards the holiday-makers and the charity.

### 2. Recruitment: Helpers

#### *New Helper Criteria and Selection Process*

Helpers provide one-to-one support to holiday-makers. They are not expected to have specific experience or qualifications relevant to this type of care. However, they should be at least 17 years old at the time of starting the holiday. Helper applicants normally come from the school which hosts the holiday.

- Year 12 and 13 pupils at the host school are invited to fill out and return an application form to the Recruitment Manager
- Two references are collected for each applicant, to gauge suitability for the position
- The Recruitment Manager forms a panel of senior SuperTroop volunteers / staff to meet with each applicant for an interview
- The panel formulates a list of successful applicants and may also identify one or two reserves of each gender.
- Applicants are notified and invited to attend their first induction & training session.
- Applicants who are not successful are invited to apply again the following year if they have another year left at the school



### *Experienced Helper Criteria and Selection Process*

Experienced Helpers provide one-to-one support to holiday-makers. Experienced Helpers have already taken part in at least one SuperTroop holiday, and fewer than four holidays, demonstrating a satisfactory quality of care. They may have been absent from the holiday for one summer, but missing two consecutive holidays disqualifies them from applying to return, except under exceptional circumstances.

- Experienced Helpers are invited to fill out an online application form, confirming their interest in returning to the holiday. These people form a list of Experienced Helper candidates.
- The entire senior team is invited to select their top six preferences (three female, three male) from the list of Experienced Helper candidates
- The Recruitment Manager integrates senior team selections and uses these to inform the selection of Experienced Helpers, consulting with the Holiday Director and other managers as needed.
- Applicants are notified of the result of their application and may be asked to join a reserve list in case of changes in availability.

Experienced Helpers who have taken part in three holidays already will normally be invited to apply to become a Group Leader but not to return as a Helper for a fourth holiday.

### *Helper Quotas*

- To ensure proportionate cover on the holiday and to maintain experience the following allocation is normally reached:
  - 5-6 new male helpers
  - 5-6 new female helpers
  - 6-7 experienced male helpers
  - 6-7 experienced female helpers
- The maximum number of Helpers that can be accommodated is 25 helpers and the minimum is 20.
- Helpers are organized into five groups, each group having 4 or 5 helpers. For a holiday with 16 holiday makers, this provides for one group to be on a day off, on each full day of the holiday.

### *Recruitment Timeline*

- a. New Helpers and Experienced Helpers should be approached between September and October in the autumn preceding the holiday dates.
- b. The selection process takes place between November and January preceding the holiday dates
- c. Invitations to take part in the following summer's holiday should be circulated in January
- d. A finalized helper list should be confirmed in February, ready for the first induction and training meeting.

## **3. Recruitment: Group Leaders**

### *Group Leader Criteria, Quota, and Selection Process*

Group Leaders manage a team of four or five helpers. Group Leaders have already taken part in three SuperTroop holidays (in exceptional circumstances, two holidays may be adequate), and / or have relevant experience providing direct help and support to young people with disabilities. They may have been absent from the holiday for one summer, but missing two consecutive holidays disqualifies them from applying to return, except under exceptional circumstances.



- Eligible Helpers, who have taken part in three holidays, are invited to fill out an online application form, confirming their interest in returning to the holiday as a Group Leader. These people form a list of Group Leader candidates.
- The entire senior team is invited to select their top two preferences (one female, one male) from the list of candidates
- A quorum of senior team members discuss the senior team selections, application forms, and select new Group Leaders to fill the available spaces.
- Applicants are notified of the result of their application and may be asked to join a reserve list in case of changes in availability.

Existing Group Leaders are invited to re-apply for a place on the holiday for a total of three years in the role, provided that their contribution consistently meets the high standards of the week. Group Leaders who have taken part in three holidays already will normally be invited to apply to become a Senior Helper, but not to return as a Group Leader for a fourth holiday. The holiday requires five Group Leaders and they should be approximately balanced by gender.

#### **4. Recruitment: Senior Helpers**

##### *Senior Helper Criteria, Quota, and Selection Process*

Senior Helpers role model excellent helper standards, support the holiday infrastructure, and provide crisis management and problem-solving support as needed. Senior Helpers have already taken part in multiple SuperTroop holidays, normally with at least two years in a Group Leader role, and / or have substantial relevant experience and skills from beyond the organisation.

- Annual Senior Helper recruitment is via online form circulated on social media and to the existing Senior Team networks.
- Eligible Group Leaders are specifically targeted and invited to apply.
- A quorum of senior team members discuss the Senior Helper applicants, against considerations of skills needed on the team as well as general merit, and rank in order to preference, to fill the available spaces.
- Applicants are notified of the result of their application and may be asked to join a reserve list in case of changes in availability.

Senior Helpers are able to continue with the holiday for as long as their contribution consistently meets the high standards of the week. Senior Helpers, as a group, are invited every autumn to consider whether it is time for them to resign from the organization, if they feel their contribution has run its course. The holiday requires at least twelve Senior Helpers and should be balanced by gender.

#### **5. Collection of References**

SuperTroop will call for references for all applicants. New helpers will almost always be current host school pupils, and so most will follow route (a) below. Referees will be contacted by phone or in person to confirm that references are genuine.

- a. For host school applicants
  - Two written references by members of staff who know the applicant
- b. For external applicants known to a current volunteer
  - One written reference by the current volunteer known to the applicant



- One written external reference known to the applicant in a professional, educational or similar capacity
- c. For non-host-school applicants not known to a current volunteer
  - Two external written references are requested from individuals known to the applicant in a professional, educational or similar capacity
  - An informal interview will take place prior to offering a place

In addition, contact details of all SuperTroop personnel are secured before they volunteer and are kept on record.

### **6. Protection of Vulnerable Groups Checks**

It is an essential requirement for all volunteers / staff to undertake to register with the PVG scheme for enhanced disclosure prior to attending a holiday. The host organization will oversee initial registration to the PVG and any PVG updates via a qualified checker. These processes are completed in accordance with the guidelines and requirements laid out by the PVG scheme.

Volunteers / staff from overseas addresses are required to produce an equivalent criminal records check from their country of residence, which SuperTroop supports with reference to the CPNI guidance on *Overseas Criminal Records Checks*.

In the event that a volunteer's / staff member's PVG registration is incomplete at the start of the holiday, they may still be permitted to attend under the following conditions

- They have submitted a PVG application, signalling a willingness to engage with this process
- They are either a) a new volunteer / staff or b) had a clean PVG check in a previous year in which they took part in the holiday
- A personal risk assessment is written and agreed between registered manager, PVG checker and the volunteer / staff specifying the activities in which they can and cannot take part (e.g. excluding personal care or one-to-one supervision in isolation)

PVG membership will be renewed for all volunteers every three years.

### **7. Returning Helpers**

Appointment as a volunteer / staff on any of the holidays run by SuperTroop signals affiliation to the entire organisation. A new recruitment process with references is not instigated when a current volunteer also applies to take part in a SuperTroop holiday at a new site.

The exception to this is when an individual is absent from active participation in the SuperTroop holidays for a period of 24 months or more (e.g. taking part in a holiday in 2021 and returning in 2023, having missed the 2022 holiday), in which case references will be sought as described in track 2 or 3 above.

### **8. Helper Supervision and Training**

Our *Induction Checklist* (see *SuperTroop Handbook*) describes the usual training sessions held for different staff groups throughout the year. These are an opportunity for experienced helpers to refresh skills and for new helpers to be introduced to the core skills required. They are supplemented by training documents such as the *Helper Best Practice Booklet* and the *Group Leader Best Practice Booklet*.

*Pre-holiday support and meetings for new helpers:*



New volunteers / staff are invited to a meeting with the host school representative at least twice and holiday director at least once prior to the start of the holiday, for basic training and a Q&A session

#### *On-the-job training and support*

The holidays themselves are training environments in which less experienced volunteers / staff are constantly guided and supported by their peers and senior team members. This training is delivered on a rolling basis through modelling of best practice, explicit helper instruction, and at daily meetings. For example, the usual schedule of meetings during a single day of the original holiday incorporates:

- 8am meeting for senior team members: half hour meeting to review activities for the day, discuss risks, and update on strategies to support individual holiday makers
- 5pm meeting for group leaders with holiday director and recruitment manager: one hour in which each group leader reviews their day in terms of both helper and holiday maker successes and challenges, 'passing on' their group of holiday makers to the group leader who will be working with that group on the next day. In addition, the house leaders provide guidance and specify logistics for the following day.
- 11pm meeting for helper groups: each group leader meets with his or her group of helpers for about 15 – 20 minutes. They review the holiday makers' individual risk assessments and discuss the following day both in terms of supporting the children and planning logistically

Finally, throughout the day the senior team and group leaders are in constant contact by radio and in person.

#### *Professional Skills and Formal Training*

We take care to capitalize on the professional skills brought to the scheme by senior volunteers, such as teachers, nurses and doctors. However in the interests of sustainability we are also keen to ensure that the organisation does not also become dependent on having volunteers / staff with a very specific skill set. For this reason we also rely on community services such as the local GP surgery, to provide support when needed.

In addition, the organisation is committed to sponsoring helpers, especially those on the senior team (who usually volunteer on successive holidays over the years) to receive training in order to contribute to the scheme. Such training may include first aid, food hygiene, or lifting and handling. We have an in-house MAPA trainer (*Managing Actual and Potential Aggression*<sup>7</sup>) who delivers this training to senior team members annually.

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<sup>7</sup> <http://www.crisisprevention.com/en-uk/Specialties/MAPA-Management-of-Actual-or-Potential-Aggressio>