

# The Wild Kids Club Handbook of Policies & Procedures



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# 1. Overview and Purpose

The Wild Kids Club aims to provide outdoor, nature-based experiences for children that are safe, fun, and educational. This handbook outlines the policies and procedures that guide our activities, ensuring the safety and well-being of participants and staff. All staff, parents, and guardians are required to adhere to these guidelines.

Our core mission is to inspire children to connect with nature, foster curiosity, and learn through play in the outdoors. Safety, inclusion, and environmental responsibility are at the heart of everything we do. Our motto, "Let's explore, create, and grow wild!" reflects this commitment.

## 2. Key Contacts

- Owner/Lead Facilitator: Selina Ainsley
- Emergency Contact for Sessions: 07443647064
- Designated Safeguarding Lead (DSL): Selina Ainsley
- Address: The Wild Kids Club,  
Suite 56,  
Sneinton Market Unit 6,  
Gedling Street,  
Nottingham.  
NG1 1DS  
Email: [hello@thewildkidsclub.co.uk](mailto:hello@thewildkidsclub.co.uk)

### **Nearest A&E:**

- Queen's Medical Centre, Nottingham  
Address: Derby Road, Nottingham, NG7 2UH  
Emergency Department Contact: 0115 924 9924  
Distance from Cotgrave: Approx. 15 minutes by car.

## 3. Health and Safety Policy

### **Risk Assessments**

Risk assessments are integral to ensuring the safety of all activities. The Wild Kids Club will:

- Conduct thorough risk assessments for each session before it starts. These assessments consider the environment (woodlands, fields, etc.), weather conditions, the number and age of participants, and the specific activities planned.
- Share the risk assessments with staff members and, upon request, parents or guardians.
- Implement control measures to reduce identified risks, including ensuring the appropriate use of equipment, supervision of children, and clear instructions before activities.

### **1. First Aid**

- First Aid Kit: A well-stocked first aid kit is always present on-site, with items appropriate for treating minor injuries like cuts, scrapes, burns, and insect bites.
- First Aiders: At least one member of staff with an up-to-date first aid qualification will be present during all sessions.
- Accident Procedure: In the event of a serious injury:
  - First aid will be administered on-site.
  - Emergency services (999) will be contacted if necessary.
  - Parents/guardians will be informed immediately.

- The child will be taken to the nearest hospital (Queen's Medical Centre) if further medical treatment is required.
- All accidents, incidents, and near misses will be recorded in an accident book, and appropriate follow-up action will be taken to prevent recurrences.

## **2. Fire Safety**

- Campfires: All campfires will be lit in designated areas and supervised at all times by a trained staff member.
- Briefing: Children and parents will be briefed on fire safety, including maintaining a safe distance from the fire and only participating in fire-based activities under close supervision.
- Extinguishing: Fire safety equipment, including water buckets and fire blankets, will be readily available.
- Emergency Procedure: In case of a fire emergency, all participants will be safely evacuated from the area, and emergency services will be called immediately if necessary.

## **3. Clothing and Equipment**

- Parents/guardians must ensure children are dressed in suitable clothing for outdoor activities, including waterproofs, sturdy footwear (e.g., wellingtons or boots), and weather-appropriate layers.
- In hot weather, children should wear hats, apply sunscreen, and bring water bottles.
- Any necessary equipment for activities (e.g., gloves for fire-building or tools) will be provided by The Wild Kids Club.

## **4. Food and Allergies**

- Parents/guardians are required to inform The Wild Kids Club of any food allergies, intolerances, or medical conditions their children may have before attending a session.
- Activities involving food (e.g., toffee apples or marshmallow roasting) will be planned with these allergies in mind, but a nut-free guarantee cannot be made.
- All staff are briefed on children's allergies and medical needs to ensure safe participation in activities.

# 4. Safeguarding Policy

## **Introduction**

Wild Kids Club is committed to creating a safe, welcoming, and inclusive environment for all children and families attending our outdoor sessions. We take the welfare of children seriously and have implemented safeguarding procedures to protect children from harm.

## **Aims of the Policy**

- To ensure that the safety and well-being of all children attending Wild Kids Club are prioritised.
- To provide clear guidelines on how safeguarding concerns will be managed.
- To establish procedures for staff and volunteers to follow if they have concerns about a child's welfare.

## **Scope**

This policy applies to all staff, volunteers, parents/guardians, and anyone involved in delivering or attending Wild Kids Club sessions. At "stay and play" sessions, parents or guardians are required to remain with their children at all times.

## **Roles and Responsibilities**

### **- Club Organisers:**

Responsible for implementing and reviewing safeguarding procedures, ensuring all staff and volunteers are aware of their duties, and addressing any safeguarding concerns.

#### **- Parents/Guardians:**

Parents/guardians must remain with their children during all sessions and are responsible for their child's behaviour and well-being.

### **Safeguarding Procedures**

#### **1. Supervision and Attendance**

- Parents or guardians are required to stay with their children for the duration of the session. This is to ensure each child has a responsible adult present at all times.

- A register of attendees (including both children and parents/guardians) will be kept for every session.

#### **2. Risk Assessments**

- Risk assessments will be conducted prior to each session to ensure the environment is safe and appropriate for children. Any hazards will be minimised, and children will be supervised closely during activities.

#### **3. Safeguarding Concerns**

- If any concerns arise regarding the safety or welfare of a child, the organiser will discuss the matter with the parent/guardian in the first instance.

- If necessary, concerns may be escalated to the appropriate external safeguarding authorities (e.g., the local children's services) in line with safeguarding guidelines.

#### **4. Photography and Social Media**

- Parents will be asked to provide consent before any photographs are taken of their children during sessions. No photos showing a child's face will be shared publicly (e.g., on social media) without explicit parental consent.

#### **5. Code of Conduct**

- Staff, volunteers, and parents/guardians are expected to behave respectfully and responsibly at all times.

- Any inappropriate behaviour, including discrimination, bullying, or aggression, will not be tolerated, and action will be taken to protect the safety of all participants.

### **Confidentiality**

All safeguarding concerns will be handled with discretion. Information will only be shared with individuals who need to know in order to address the issue, in accordance with data protection laws.

### **Review of Policy**

This policy will be reviewed annually or whenever there are significant changes to safeguarding.

## **5. Insurance Policy**

The Wild Kids Club holds public liability insurance with a coverage of £2 million. This covers:

- Injuries to participants or staff that result from accidents during sessions.
- Damage to third-party property during sessions.
- Legal liability for incidents related to our activities.

Our insurance policy ensures that both children and staff are protected in the unlikely event of an incident. Details of our policy are available upon request.

## 6. Environmental Policy

At The Wild Kids Club, we are committed to promoting environmental responsibility in everything we do. This commitment includes:

- Leave No Trace: Ensuring that all sessions respect the natural environment. We will remove all rubbish, minimise disturbance to wildlife, and leave no trace of our activities.
- Sustainable Materials: Where possible, we use eco-friendly and sustainable materials in our activities, such as biodegradable glitter and recycled craft materials.
- Reduce, Reuse, Recycle: We encourage children to think about the environmental impact of their actions and teach them about recycling and reusing materials.
- Foraging and Nature Awareness: Foraging for natural materials is done with respect for the environment. Children are taught how to forage responsibly, without over-harvesting or damaging plants.
- Water Conservation: Water is used sparingly, and we encourage children to be mindful of conserving water during activities.

Our goal is to educate the next generation on the importance of environmental stewardship, ensuring our activities have minimal impact on the ecosystems we operate in.

## 7. Behaviour Policy

The Wild Kids Club fosters a positive environment where children are encouraged to engage with nature, cooperate with their peers, and develop independence. Our behaviour policy is designed to support a respectful, safe, and fun atmosphere.

### **Code of Conduct**

- All participants must treat each other with respect and kindness.
- Children must listen to instructions from staff to ensure safety during activities.
- Physical or verbal bullying, disrespect, or unsafe behaviour will not be tolerated.

### **Disciplinary Measures**

- For minor infractions, children will be given a verbal warning and reminded of appropriate behaviour.
- Repeated or serious offences may result in the child being asked to sit out of activities for a short period.
- In cases of continued misbehaviour or dangerous conduct, parents will be contacted, and the child may be asked to leave the session early.

## 8. Terms and Conditions

### **Booking and Fees**

- Sessions must be pre-booked through our website.
- Booking fees apply

### **Cancellations and Refunds**

If The Wild Kids Club cancels a session (e.g., due to severe weather/illness), you will receive either a full refund or the option to attend a rescheduled session. Notifications will be sent via email, so please ensure your contact details are up to date.

Please note, The Wild Kids Club cannot be held responsible for any additional costs or losses incurred due to cancellations.

### **Liability**

- The Wild Kids Club cannot be held liable for any injury, illness, or accident that occurs during the sessions unless caused by negligence on our part.
- We advise parents/guardians to ensure their children are dressed appropriately and equipped for outdoor conditions.

## **Discount Voucher/Code Terms and Conditions**

### **1. Validity**

- Discount vouchers are valid for a single use only and must be redeemed within 6 months from the date of issue unless otherwise specified. Expired vouchers cannot be accepted.

### **2. Redemption**

- Discount vouchers are applicable only to bookings made directly through The Wild Kids Club. They cannot be exchanged for cash or combined with other discounts or promotions.

### **3. Non-Refundable and Non-Transferable**

- Discount vouchers are non-refundable and non-transferable. They are valid only for the individual or family they were issued to. Lost or stolen vouchers will not be replaced.

### **4. Booking Requirements**

- To redeem a discount voucher, please mention it at the time of booking. Discount vouchers cannot be applied to existing bookings.

### **5. Cancellation Policy**

- If a booking made with a discount voucher is cancelled by the customer with less than 48 hours' notice, the discount will be considered used, and no replacement voucher or discount will be provided.

### **6. Discount Limitations**

- Discount vouchers apply only to the total session cost as stated and cannot be used for merchandise, additional fees, or other purchases outside the designated session.

### **7. Use Restrictions**

- Discount vouchers cannot be redeemed for cash, used to purchase other vouchers, or applied to holiday camps unless specified otherwise.

By using a discount voucher/code, you agree to these terms and conditions. If you have any questions, please get in touch before booking.

## **9. Data Protection**

The Wild Kids Club is committed to protecting your personal data in compliance with GDPR. All information provided by parents (such as emergency contact details and medical information) is securely stored and only shared with relevant staff members. Data will not be shared with third parties without explicit consent.

## **10. Emergency and Serious Incident Procedure**

At The Wild Kids Club, the safety and well-being of all children and staff are our highest priority. While we work hard to prevent incidents, we recognise that emergencies or serious incidents can occur. This procedure outlines how we will respond in such situations to ensure the safety of everyone involved.

### **Types of Emergencies**

Emergencies or serious incidents may include, but are not limited to:

- Medical emergencies (e.g., severe injury, allergic reaction, asthma attack).
- Fires or uncontrolled campfires.
- Environmental hazards (e.g., storms, falling trees, flooding).
- Lost or missing children.

- Unauthorised persons on the site or safety threats.

### **Procedure in the Event of an Emergency**

1. **Stay Calm:** The first step in any emergency is for all staff and volunteers to remain calm and assess the situation.

#### **2. Ensure Safety:**

- Move children to a safe location if the environment is hazardous (e.g., away from fire, danger zones, or other risks).
- If the environment is safe, children should remain under the supervision of staff while the situation is being handled.

#### **3. Administer First Aid (if applicable):**

- A trained first aider will assess the injured or unwell individual and provide necessary care.
- In case of serious injury or illness, emergency services (999) will be contacted immediately.
- The child's parent/guardian will be informed as soon as possible.

#### **4. Evacuate the Site (if required):**

- In situations such as fire or severe environmental hazard, all participants and staff will be evacuated to a safe location.
- The staff will lead participants to a pre-designated safe area away from the hazard and perform a headcount to ensure all children are accounted for.

#### **5. Contact Emergency Services:**

- If the situation requires external assistance, emergency services will be contacted immediately, and all staff will follow the instructions provided by authorities.
- Staff will be responsible for ensuring that children are kept calm and safe while awaiting the arrival of emergency personnel.

#### **6. Inform Parents/Guardians:**

- Parents/guardians will be notified immediately if their child is involved in the emergency or incident.
- In the event of a site evacuation, parents will be contacted and advised of the situation and location of their children.

#### **7. Incident Reporting:**

- Once the emergency is under control, the staff involved will complete an incident report detailing the situation, actions taken, and outcomes. This report will be recorded in the incident logbook.

## **11. Procedure for Dealing with Lost or Missing Children**

The safety of children is paramount at The Wild Kids Club. In the unlikely event that a child goes missing during a session, the following procedure will be followed immediately to ensure their safe return.

### **Procedure for Lost or Missing Children**

#### **1. Stay Calm and Conduct an Initial Search:**

- As soon as a child is reported missing, staff members will remain calm and quickly conduct an initial search of the immediate area.
- The remaining children will be gathered in a safe space under the supervision of one or more staff members to ensure their safety and avoid panic.

#### **2. Notify Staff:**

- All available staff members will be alerted and asked to assist in the search.

- A quick headcount will be taken to confirm the exact number of children present and identify the missing child.

### **3. Search the Surrounding Area:**

- Staff will systematically search the designated session area, including any buildings, woodland, or nearby locations where the child may have wandered.
- Each staff member will be assigned a specific zone to search to ensure coverage of the entire area.

### **4. Call the Child's Name:**

- Staff will call the child's name in case the child is nearby and can hear them.
- Children are reminded beforehand to respond when their names are called if they are lost or separated from the group.

### **5. Contact the Child's Parent/Guardian:**

- If the child is not found within 5-10 minutes of the initial search, the parent or guardian will be contacted and informed of the situation.
- They will be asked if the child has any habits or preferences that may help staff locate them.

### **6. Contact Emergency Services:**

- If the child is not located within 15 minutes, the police (999) will be called, and full details of the missing child will be provided, including:
  - The child's name, age, and physical description (clothing, height, hair colour, etc.).
  - Any medical conditions or allergies the child may have.
  - The time and place the child was last seen.
- Parents will be kept informed throughout this process.

### **7. Continue the Search:**

- While waiting for emergency services to arrive, the search will continue, expanding to nearby locations such as parking areas, roads, and any areas where the child could be hiding or lost.

### **8. Follow-Up:**

- Once the child has been found, parents will be informed immediately.
- Staff will offer reassurance to the child and ensure they are safe and unharmed.
- An incident report will be completed, and staff will review the situation to identify ways to improve future procedures and reduce the risk of similar incidents occurring.

## **12. Personal Belongings and Vehicle Disclaimer**

The Wild Kids Club accepts no responsibility for any loss, damage, or theft of personal belongings or vehicles while attending a session. We recommend that all participants keep valuable items at home, supervise personal belongings throughout the session, and ensure vehicles are securely locked. Attendees are responsible for their own items and vehicles, and The Wild Kids Club will not be held liable for any damage to or loss of personal property or vehicles.

## **13. GDPR Policy**

The Wild Kids Club is committed to protecting the personal data of our participants and their families. We adhere to the General Data Protection Regulation (GDPR) to ensure data is collected, stored, and used responsibly and transparently.

### **1. Data Collection**

We collect only the necessary personal information required for the safe and effective operation of The Wild Kids Club. This information may include:

- Parent/Guardian and Child's Name
- Contact Details (e.g., phone number, email address)
- Medical Information (allergies, dietary requirements, or health conditions relevant to participation in activities)
- Emergency Contact Information
- Photography Consent

## **2. Purpose of Data Collection**

Personal data is collected for the following purposes:

- To ensure the health, safety, and welfare of children attending The Wild Kids Club.
- To communicate essential information about our activities, cancellations, or changes in schedules.
- To obtain consent for photography and share updates about our club.

## **3. Data Storage and Security**

All personal information is stored securely and accessed only by authorised staff. We implement appropriate technical and organisational measures to protect personal data against unauthorised access, accidental loss, destruction, or damage.

## **4. Data Retention**

Personal data will only be retained for as long as it is necessary to fulfil the purposes for which it was collected or as required by law. When it is no longer needed, data will be securely deleted.

## **5. Sharing of Data**

The Wild Kids Club will not share personal data with third parties without explicit consent unless required to do so by law (e.g., in cases of child safeguarding). We will not use your data for marketing purposes without your prior consent.

## **6. Photography and Media Use**

Photographs and videos may be taken during sessions, subject to parental consent. These images may be used on our website or social media channels to share updates on our club activities. Parents may withdraw consent for photography at any time by contacting us.

## **7. Your Rights**

Under GDPR, you have the following rights regarding your personal data:

- Right to Access: You may request a copy of the personal data we hold about you or your child.
- Right to Rectification: You have the right to request corrections if you believe your data is inaccurate or incomplete.
- Right to Erasure: You may request that we delete your personal data, subject to legal or regulatory requirements.
- Right to Restrict Processing: You can request that we limit the processing of your data under certain conditions.
- Right to Withdraw Consent: If you have given consent for us to use your data, you can withdraw this consent at any time.

## **8. Contact Us**

If you have any questions, concerns, or requests regarding this GDPR Policy or your data, please contact us at:

Selina Ainsley  
hello@thewildkidsclub.co.uk

## **Policy Updates**

This policy may be updated periodically to reflect changes in legislation or in our practices. We will notify parents of any significant changes.

