



Policies, Procedures, Insurance, Health and Safety Handbook

2025-2026



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Governance and Accountability Statement

1. Purpose

This statement outlines the governance and accountability arrangements at Tiny Hands Big Futures Ltd (THBF). It demonstrates our commitment to high standards of leadership, financial management, safeguarding, and compliance with statutory duties. It also ensures stakeholders — including parents, schools, local authorities, and regulators — understand how we operate and who is accountable for decision-making.

2. Governance Structure

- **Board of Directors**

The Board of Directors holds ultimate responsibility for THBF. It sets the strategic direction, ensures financial sustainability, and monitors risk, safeguarding, and compliance.

Key responsibilities include:

- Approving policies and annual budgets.
- Ensuring compliance with company law, safeguarding law, and Ofsted expectations.
- Overseeing leadership performance and provision quality.

- **Leadership Team**

The Leadership Team is responsible for the day-to-day management of all THBF provisions, including Hugi Hub, Hugi Nest, and Hugi House.

They ensure:

- Implementation of policies and procedures.
- Monitoring of safeguarding, health and safety, and quality of provision.
- Staff training, supervision, and wellbeing.

- **Designated Safeguarding Leads (DSLs)**

Each setting has a DSL, supported by deputies, who report directly to the Leadership Team and Board on safeguarding matters.

3. Accountability

- **Safeguarding**

Accountability for safeguarding lies with the DSLs and the Leadership Team, with ultimate responsibility resting with the Board of Directors. Safeguarding reports are reviewed termly.

- **Financial Management**

THBF maintains transparent financial systems. Annual accounts are prepared and externally reviewed in line with company law. The Board has oversight of expenditure and funding streams.



- **Quality Assurance**

Provision quality is monitored through:

- Internal audits of safeguarding, health and safety, and education.
- Termly leadership reviews and annual external reviews where appropriate.
- Feedback from parents, schools, and local authorities.

- **Staff Accountability**

All staff are accountable through line management, supervision, and appraisal processes. Staff must follow THBF policies, procedures, and codes of conduct.

4. Transparency and Reporting

- Policies are published for staff, schools, and parents.
- Stakeholders can request information on safeguarding, curriculum, or complaints processes.
- Complaints are logged and reviewed by the Leadership Team and the Board.
- Annual safeguarding and compliance reports are reviewed by Directors.

5. Review and Monitoring

This Governance and Accountability Statement will be reviewed annually by the Board of Directors and updated as necessary to reflect changes in law, regulation, or organisational structure.

Date Adopted: September 2025

Review Date: September 2026

Approved by: THBF Board of Directors



Safeguarding & Child Protection Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (including Hugi Hub, Hugi Nest and associated provisions) is committed to providing a safe, secure and inclusive environment for children, staff, volunteers and visitors. We promote a climate where children and adults feel confident about sharing concerns regarding their own safety or the welfare of others.

Our safeguarding work is underpinned by:

- *Keeping Children Safe in Education (KCSIE) 2025*
- *Working Together to Safeguard Children (2023)*
- *Statutory Framework for the Early Years Foundation Stage (EYFS 2024)*
- *Education Act 2002 (s175/157)*
- *Children Act 1989 and 2004*
- *Equality Act 2010*

We safeguard and promote children's welfare by:



- Protecting children from maltreatment.
- Preventing impairment of children's health or development (including mental health).
- Ensuring children grow up in safe, effective care.
- Taking timely action to ensure the best outcomes for every child.

2. Roles & Responsibilities

Designated Safeguarding Lead (DSL)

- **Name:** Tracy Rodgers
- **Role:** Managing Director
- **Contact:** 07714 253061

Deputy Designated Safeguarding Lead (DDSL)

- **Name:** Ruby Cunliffe
- **Role:** Hugi Nest Manager
- **Contact:** 07858 641610

Allegations Against Staff Lead

- **Name:** Tracy Rodgers (DSL)
- Concerns about the DSL should be referred to:
 - **Name:** M.D. Rodgers (Director/Shareholder) – 07707 341817584

The DSL/DDSL are responsible for:

- Overseeing safeguarding and child protection across Tiny Hands.
- Supporting, supervising and advising staff with safeguarding concerns.
- Keeping safeguarding training up to date and ensuring all staff complete induction and regular refreshers.
- Ensuring effective record-keeping and reporting systems.
- Liasing with local safeguarding partners (Sheffield, Rotherham, Derbyshire, Police, LADO, Ofsted).
- Reviewing safeguarding policies annually or in response to new statutory updates.

3. Training & Supervision

- All staff who work directly with children must read **Part One of KCSIE 2025**. Staff who do not work directly with children will read **Part One or Annex A**, depending on role.
- All staff receive safeguarding and child protection training at induction, refreshed annually.
- The DSL and DDSL complete advanced safeguarding training every 2 years.



- Records of training are kept on a central safeguarding register.

4. Safeguarding Principles in Practice

Safe Learning Environment

- Children are listened to, respected and encouraged to talk.
- Physical safety is prioritised, and bullying, harassment, racism or discrimination are not tolerated.
- Children's health, wellbeing and medical needs are met.

Preventative Curriculum

- Children are taught about healthy, safe lifestyles.
- They are encouraged to ask for help when worried.
- British Values (democracy, rule of law, liberty, respect, tolerance) are embedded through everyday practice and activities.

Inclusive Practice

- Every child feels accepted, included, and valued.
- Barriers are removed so children with SEND, SEMH or trauma histories thrive.
- Additional support is secured early via multi-agency working.

Working with Families

- Parents/carers are involved at all stages of support.
- Safeguarding responsibilities are explained openly and transparently.

Multi-Agency Approach

- We use Sheffield Thresholds of Need and Family CAF assessments where appropriate.
- We share information lawfully with partners to protect children.
- We escalate concerns professionally where disagreements occur.

5. Specific Safeguarding Duties

Online Safety

- We recognise online risks including **misinformation, disinformation, conspiracy theories and harmful AI content** (KCSIE 2025).
- Filtering and monitoring systems are in place, guided by DfE's *Plan Technology for your School* and *Generative AI: Product Safety Expectations*.



- Staff model safe online behaviour and children are taught how to keep themselves safe.

Attendance

- Following *Working Together to Improve School Attendance (2025)*, persistent or unexplained absence is treated as a safeguarding concern.
- Attendance concerns will be shared with schools, parents, and safeguarding partners.

Alternative Provision

- When placing children with other providers, Tiny Hands obtains **written confirmation** of safer recruitment and safeguarding checks.
- These arrangements are reviewed **at least half-termly**.

Child-on-Child Abuse

- All staff are alert to the risk of abuse between children.
- This includes bullying, physical violence, sexual harassment, sexual violence, upskirting, initiation/hazing, and online abuse.
- Such incidents are never dismissed as “banter” or “part of growing up” and are recorded, investigated and addressed.

Children with a Social Worker & Kinship Care

- We prioritise support for children with a social worker, those in kinship care, and care-experienced children.
- We work with Virtual School Heads to promote their educational outcomes.

Prevent Duty

- We fulfil our duty under the *Counter Terrorism & Security Act 2015* to prevent children from being drawn into terrorism or extremist ideologies.

6. Responding to Concerns

- Any staff member, volunteer or visitor must **immediately report** concerns about a child to the DSL/DDSL.
- Concerns may arise through disclosure, observation, third-party reports or injuries.
- Staff must:
 - Record factually (date, time, what was seen/heard).
 - Avoid leading questions or promises of confidentiality.
 - Pass records to the DSL without delay.

Immediate Danger



- If a child is at immediate risk of harm, staff must call **999** for police.

Local Safeguarding Contacts

Tiny Hands Big Futures works directly with safeguarding partners across **Sheffield, Rotherham and Derbyshire**. Staff must contact the correct hub depending on the child's home address and local authority responsibility:

Sheffield Safeguarding Hub

- 0114 273 4855 (24/7)
- Out of hours: Emergency Duty Team via same number
- Professional Advice Line (Mon–Fri 9am–4:30pm): 0114 205 3535
- Website: www.safeguardingsheffieldchildren.org

Rotherham Safeguarding Children Partnership

- 01709 336080 (24/7 for professionals and public)
- Website: www.rscp.org.uk

Derbyshire Starting Point & Safeguarding Hub

- 01629 533190 (Starting Point – 24/7)
- Out of hours: Call Derbyshire on 01629 532600
- Website: www.derbyshirescp.org.uk

Other key contacts

- LADO (Sheffield): 0114 273 4850
- Police: 999 (emergency) / 101 (non-emergency)

7. Allegations Against Staff

- All allegations against staff, volunteers, or contractors are referred to the LADO within **1 working day**.
- Ofsted is notified within **24 hours** of any serious incident or allegation.
- Staff may be suspended where necessary to protect children.
- Records are kept securely until normal retirement age or 10 years (whichever is longer).

8. Safeguarding Adults

- We recognise that some children's parents/carers may also be vulnerable adults.
- Concerns about adults are referred to the **Adult Social Care Access Team (0114 273 4908)**.

9. Supporting Policies



This policy should be read alongside:

- Whistleblowing
- Staff Code of Conduct
- Safer Recruitment
- Behaviour & Anti-Bullying
- Positive Handling (Team Teach)
- E-Safety / Acceptable Use
- Intimate Care
- Equality & Diversity
- Health & Safety, Fire Safety, First Aid
- Complaints

10. Policy Review

- This policy will be reviewed **annually** or sooner if statutory guidance changes.
- Next review: **September 2026**.
- Approved by: **Tracy Rodgers (DSL, Managing Director)**

Tiny Hands Big Futures – Safeguarding Quick Reference

Designated Safeguarding Lead (DSL)

- Tracy Rodgers (Managing Director) – 07714 253061

Deputy DSL (DDSL)

- Ruby Cunliffe (Hugi Nest Manager) – 07858 641610

⚠ If a Child Is in Immediate Danger

- Call **999** (Police Emergency)
- Then inform DSL/DDSL



📞 Local Safeguarding Contacts

Sheffield Safeguarding Hub

- 0114 273 4855 (24/7)
- Emergency Duty Team (out of hours) – via same number
- Professional Advice Line (Mon–Fri 9am–4:30pm): 0114 205 3535
- Website: www.safeguardingsheffieldchildren.org

Rotherham Safeguarding Children Partnership

- 01709 336080 (24/7)
- Website: www.rscp.org.uk

Derbyshire Starting Point

- 01629 533190 (24/7)
- Out of Hours: 01629 532600
- Website: www.derbyshirescp.org.uk

LADO (Sheffield): 0114 273 4850

Police Non-Emergency: 101

Adult Safeguarding (Sheffield): 0114 273 4908

⚠ Remember:

- Record factually (date, time, what you saw/heard).
- Do not promise confidentiality.
- Pass your notes to the DSL/DDSL *immediately*.
- Always act if you are worried – **“It is better to over-refer than miss a child at risk.”**



Tiny Hands Big Futures Ltd

Safeguarding Policy for Parents & Visitors

Safeguarding Statement

At Tiny Hands Big Futures (Hugi Hub, Hugi Nest), keeping children safe is our top priority. All children have the right to feel safe, happy, and respected when with us.

Our Safeguarding Promise

- We will protect children from harm.
- We will listen to children and act on their concerns.
- We will work with parents, schools, and other professionals to support children.
- We will take action quickly if we are worried about a child's safety.

Who to Talk To

- **Designated Safeguarding Lead (DSL):** Tracy Rodgers – 07714 253061
- **Deputy DSL:** Ruby Cunliffe – 07858 641610

If You Are Worried About a Child

- Talk to the DSL/DDSL straight away.
- Or contact:
 - **Sheffield Safeguarding Hub:** 0114 273 4855 (24/7)
 - **Rotherham Safeguarding Partnership:** 01709 336080 (24/7)
 - **Derbyshire Starting Point:** 01629 533190 (24/7)
 - **Police:** 999 if a child is in immediate danger.

Allegations Against Staff

If you are concerned about the behaviour of a member of our staff, volunteer or student:

- Tell the DSL immediately.
- If your concern is about the DSL, contact:



- **M.D. Rodgers (Director)** – 07707 341817584

Our Key Policies (available on request)

- Safeguarding & Child Protection
- Behaviour & Anti-Bullying
- Positive Handling
- Whistleblowing
- Online Safety
- Safer Recruitment

Together, we can make sure every child at Tiny Hands Big Futures is safe, cared for, and thriving.

- This policy will be reviewed **annually** or sooner if statutory guidance changes.
- Next review: **September 2026**.
- Approved by: **Tracy Rodgers (DSL, Managing Director)**

Staff & Volunteer Safeguarding Induction Checklist

Safeguarding Induction

This checklist must be completed within the **first week** of employment/placement.

Area	Completed (✓)	Date Initials
Received safeguarding induction & DSL contacts explained		
Read Part 1 (or Annex A if appropriate) of KCSIE 2025		
Read Tiny Hands Safeguarding & Child Protection Policy		
Read Staff Code of Conduct		



Area	Completed (√)	Date Initials
Understood Whistleblowing Policy		
Understood Mobile Phone & Camera Policy		
Understood Online Safety & Acceptable Use Policy		
Understood Positive Handling / Team Teach approach		
Knows how to report a concern about a child		
Knows how to report a concern about an adult/staff member		
Signed safeguarding declaration of understanding		

Staff/Volunteer Name: _____

Line Manager/DSL Signature: _____

Date: _____

- This will be reviewed **annually** or sooner if statutory guidance changes.
- Next review: **September 2026**.
- Approved by: **Tracy Rodgers (DSL, Managing Director)**



Annual Safeguarding Audit Form

Tiny Hands Big Futures – Annual Safeguarding Audit

Year: _____ **Completed by:** _____ **Date:** _____

Section A – Leadership

- DSL & DDSL in place, trained within last 2 years
- DSL has time/resources to fulfil role
- Safeguarding policy updated in line with KCSIE 2025
- Governors/Directors receive safeguarding reports

Section B – Safer Recruitment

- SCR is complete, accurate & up to date
- Recruitment follows Safer Recruitment Policy
- References checked & DBS clearances in place

Section C – Training

- All staff trained in safeguarding annually
- All staff have read KCSIE Part 1 (or Annex A)
- Induction checklist completed for new staff/volunteers

Section D – Safeguarding in Practice

- Safeguarding concerns recorded promptly & securely
- Attendance concerns flagged and followed up
- Online safety teaching embedded in curriculum
- Evidence of child voice being heard in safeguarding

Section E – Multi-Agency Work

- Referrals to Sheffield/Rotherham/Derbyshire hubs made appropriately
- Evidence of partnership working with schools & agencies



- Escalation procedure followed where needed

Summary of Strengths:

Areas for Development:

Action Plan / Next Steps:

Single Central Record (SCR) Policy Statement

Tiny Hands Big Futures – SCR Policy Statement

Tiny Hands Big Futures maintains a **Single Central Record (SCR)** of pre-employment checks, in line with *KCSIE 2025* and *Ofsted requirements*.

The SCR includes (as applicable):

- Identity check
- Enhanced DBS with barred list check (date, number, outcome)
- Prohibition from teaching check
- Right to work in the UK



- Overseas checks (if applicable)
- References verification
- Professional qualifications (where relevant)
- Safer recruitment training of panel members

Responsibility

- The Managing Director (Tracy Rodgers, DSL) is responsible for ensuring the SCR is maintained and up to date.
- The SCR is kept securely (password-protected electronic system + backup).
- Access is restricted to senior leaders and Ofsted inspectors.

Monitoring & Review

- SCR is reviewed termly by the DSL.
- Annual safeguarding audit verifies accuracy.
- Any missing or outdated information is rectified immediately.

Notification of Staff and DBS Updates

At Tiny Hands Big Futures (Hugi Hub, Hugi Nest), we are committed to maintaining transparent communication and the highest safeguarding standards in all of our work with partner schools and referring agencies.

To support this, we would like to confirm that we will notify you of any significant staffing changes relating to the children you have placed with us. This includes the appointment of new staff members, changes in key workers, and any alterations to the staff team directly involved in your pupils' provision.



In addition, we will ensure that you are promptly informed of any updates, renewals, or relevant changes to staff Disclosure and Barring Service (DBS) status. Our safeguarding procedures include maintaining a single central record, routinely monitored by our People & Compliance Manager, to ensure all staff remain fully compliant with statutory safeguarding requirements.

We value our ongoing partnership with your school and remain committed to ensuring all safeguarding responsibilities are met with integrity, transparency, and care.

If you require any further information or specific assurances, please do not hesitate to contact us.

Yours sincerely,
Tracy Rodgers
Managing Director
Tiny Hands Big Futures Ltd / Hugi Hub

Enhanced DBS Checks



To whom it may concern

Re: Confirmation of Clear DBS Checks

On behalf of ***Tiny Hands Big Futures ltd***

I can confirm that all the DBS checks obtained for our current staff up to and including *insert 21/08/2025* do not show any unprotected convictions, cautions, reprimands or warnings.

Yours sincerely,

Tracy Rodgers
Director



Tiny Hands Big Futures Hugi Hub and Den/Hugi Nest

Letter of Assurance

Dear [Headteacher/School Leader],

I am writing to provide assurance regarding the services offered by *Tiny Hands Big Futures* as an unregistered alternative provision. We recognise the importance of ensuring that any external educational service partnering with your school operates with the highest levels of legality, professionalism, and quality.

We understand that entrusting your pupils to an external programme is a significant decision, and we would like to provide the following assurances:

Legal Compliance

Tiny Hands Big Futures operates in full compliance with all relevant laws and regulations relating to unregistered alternative provision. We are committed to meeting statutory requirements and ensuring our practices align with guidance set by the Department for Education, Ofsted, and other governing bodies.

Quality of Service

Our team of highly experienced professionals is trained to deliver tailored educational and therapeutic support to meet the individual needs of each child. Through a child-centred approach, we provide a nurturing environment that promotes learning, growth, and emotional development. Our curriculum and activities complement mainstream education by offering holistic support that addresses both academic progress and personal wellbeing.

Professional Standards

We maintain rigorous standards of professionalism, safeguarding, and quality. All staff receive ongoing professional development to ensure they remain up to date with the latest educational strategies and best practices. We conduct regular reviews and impact assessments of our programmes to ensure effectiveness and measurable outcomes.

Commitment to Excellence

We are dedicated to providing a high-quality, flexible, and responsive service that supports the individual needs of children referred to us. Our commitment is to work in close partnership with schools, parents, and local authorities to ensure every child receives the best possible support to thrive.

We are proud of the trust placed in us by our partner schools and remain committed to delivering excellence in all areas of our provision. Should you require any further information or assurance, please do not hesitate to contact me directly.



Yours sincerely,
Tracy Rodgers

Director
Tiny Hands Big Futures

07714253061

[**hugihubmanager@outlook.com**](mailto:hugihubmanager@outlook.com)

Safer Recruitment Policy

Updated September 2025 – aligned with KCSIE 2025

1. Policy Statement

Tiny Hands Big Futures (including Hugi Hub, Hugi Nest and all associated provisions) is committed to safeguarding and promoting the welfare of children and young people. We expect all staff, volunteers, governors, and visitors to share this commitment.

Our safer recruitment procedures are designed to:

- Deter, identify and reject applicants who may pose a risk to children.
- Ensure a fair, rigorous and transparent process that upholds safeguarding and equality duties.
- Comply fully with **Keeping Children Safe in Education (KCSIE 2025)**, the Education Act 2002, Working Together to Safeguard Children (2023), and all relevant employment and equality legislation.

2. Roles and Responsibilities

- The **Designated Safeguarding Lead (DSL)** oversees safer recruitment compliance and maintains the Single Central Record (SCR).
- All staff involved in recruitment and selection will have completed Safer Recruitment training.
- The final decision to appoint rests with the Managing Director or delegated senior leader.



3. Recruitment and Selection Process

3.1 Advertising

- All job adverts include a clear safeguarding statement.
- Recruitment materials outline Tiny Hands' commitment to safeguarding and the expectation that all appointments are subject to vetting checks.

3.2 Application Forms

- We only accept applications on the standard form (no CVs).
- Applicants must provide a full employment history with explanations for any gaps.

3.3 Shortlisting

- Shortlisting is carried out by at least two people.
- Gaps in employment and anomalies are flagged for discussion at interview.
- **Online searches** are carried out for all shortlisted candidates to identify any publicly available concerns relevant to suitability.
 - These are done consistently for all candidates.
 - They are carried out by someone not involved in decision-making.
 - Findings are recorded using a pro forma and retained in line with data protection and retention policies.

3.4 References

- References are requested prior to interview where possible.
- References must be from the most recent employer, including the last role working with children if applicable.
- All references are verified by direct contact with the referee.
- References are scrutinised for safeguarding concerns, disciplinary records, and child protection allegations.

3.5 Interviews

- At least one interviewer must have completed Safer Recruitment training.
- Candidates are asked questions exploring safeguarding knowledge, attitudes and values.
- Identity is confirmed at interview using original documents.

4. Pre-Employment Vetting

No appointment is confirmed until all checks are complete and satisfactory:

- Identity verification.



- Enhanced DBS with children's barred list check.
- Prohibition from teaching check (all teaching roles).
- Section 128 check (management roles, including directors and leaders).
- Right to work in the UK.
- Overseas checks (criminal record/good conduct certificates and **reasonable additional checks** such as references from overseas employers or professional bodies).
- Medical fitness declaration.
- Verification of professional qualifications.
- Confirmation of references.

Where checks are delayed, a risk assessment will be completed, signed by the DSL/Manager, and appropriate supervision put in place.

5. Agency and Supply Staff

- Written confirmation is required from the agency that all statutory checks have been completed (DBS, barred list, identity, right to work, references, prohibition orders, Section 128).
- Identity is verified by Tiny Hands on arrival.
- Details are recorded on the SCR.

6. Contractors

- Contractors working regularly or unsupervised with children must have an Enhanced DBS check with barred list information.
- Supervised contractors without DBS clearance will not have unsupervised access to children.

7. Volunteers

- All volunteers undergo a risk assessment, signed by the DSL/Manager, to determine the level of checks required.
- Enhanced DBS checks are required for volunteers engaged in regulated activity.
- Unchecked volunteers are never left unsupervised with children.

8. Induction and Supervision

All new staff, volunteers and agency staff receive:

- A safeguarding induction (DSL contacts, policies, reporting procedures).



- A copy of the Code of Conduct.
- Training on how to recognise and report concerns.

All staff are subject to ongoing supervision and appraisal, with safeguarding practice monitored throughout.

9. Single Central Record (SCR)

- Tiny Hands maintains a SCR of all pre-employment checks for staff, volunteers, agency and contractor staff.
- The SCR includes: identity, DBS/barred list, right to work, overseas checks, references, prohibition orders, Section 128, qualifications, and medical fitness.
- The SCR is reviewed termly by the DSL and annually as part of the safeguarding audit.

10. Retention of Recruitment Records

- Records of unsuccessful candidates are kept securely for **six months**, then destroyed.
- Records for successful candidates are kept on personnel files in line with the Data Protection Policy.

11. Policy Review

- **Next review date: September 2026**
- This policy will be reviewed **annually** or sooner if statutory guidance changes.
- Next review: **September 2026**.
- Approved by: **Tracy Rodgers (DSL, Managing Director)**



Whistleblowing Policy

1. Introduction

Tiny Hands Big Futures Ltd (including Hugi Hub, Hugi Nest and all associated services) is committed to the highest standards of openness, honesty and accountability.

Whistleblowing is an important aspect of safeguarding practice, where staff and volunteers are encouraged to raise genuine concerns about behaviour or practice that may put children, staff or the organisation at risk.

This may include situations where an adult is not following the Code of Conduct, is pushing professional boundaries, or engaging in behaviour that raises concern — even if it does not amount to child abuse.

2. Legal Framework

This policy is written with reference to:

- **Keeping Children Safe in Education (KCSIE 2025)**
- **Public Interest Disclosure Act 1998 (PIDA)**
- **Working Together to Safeguard Children (2023)**
- Local safeguarding arrangements in **Sheffield, Rotherham, and Derbyshire**

Under PIDA, a worker is protected if they reasonably believe that their disclosure shows one of the following:



- A criminal offence
- A breach of legal obligation
- A miscarriage of justice
- A danger to health, safety, or the environment
- Deliberate covering up of information about any of the above

3. Principles

- We support and protect whistleblowers from any form of victimisation or detriment.
- Concerns will be taken seriously, dealt with promptly, and handled with sensitivity and confidentiality.
- Where appropriate, confidentiality of the whistleblower will be preserved.
- Whistleblowers who raise concerns in good faith will never face disciplinary action, even if the concern is not substantiated.
- Malicious or deliberately false allegations may lead to disciplinary action.

4. Procedure for Raising a Concern

If you have a concern about the behaviour or practice of a colleague, volunteer, contractor or manager:

1. Raise the concern internally

- In the first instance, report to the **Manager or DSL** (Tracy Rodgers).
- If the concern involves the Manager/DSL, report to the **Deputy DSL** (Ruby Cunliffe).

2. Escalate if needed

- If you feel unable to raise the concern internally, or the concern is not addressed, you may contact:
 - **Sheffield Safeguarding Hub:** 0114 273 4855
 - **Rotherham Safeguarding Partnership:** 01709 336080
 - **Derbyshire Starting Point:** 01629 533190
 - **Local Authority Designated Officer (LADO):** Contact via relevant Local Authority

3. External whistleblowing contacts

- **Ofsted Whistleblowing Hotline:** 0300 123 3155 / whistleblowing@ofsted.gov.uk
- **NSPCC Whistleblowing Helpline:** 0800 028 0285 / help@nspcc.org.uk

4. Format

- Concerns can be verbal or written.
- Written concerns should include: background, history, names, dates, places, and reasons for concern.
- Whistleblowers must demonstrate an honest and reasonable suspicion that malpractice has occurred, is occurring, or is likely to occur.



5. How Concerns Will Be Managed

- Concerns will be acknowledged within **10 working days**.
- An initial enquiry will be carried out to determine whether an investigation is required.
- If urgent action is needed, this will be taken immediately.
- Investigations may lead to disciplinary procedures, referral to safeguarding partners, or escalation to the police.
- Whistleblowers will be informed of how their concern is being addressed, subject to confidentiality constraints.

6. Confidentiality

- All concerns will be treated confidentially as far as possible.
- At certain stages of an investigation, it may become necessary to disclose the identity of the whistleblower to the person under investigation. This will always be explained first.
- The organisation will assess whether confidentiality can reasonably be maintained, taking into account risk of harm.

7. Protection from Victimisation

- Tiny Hands Big Futures Ltd will protect whistleblowers from detriment, harassment or victimisation.
- Retaliation against whistleblowers will itself be treated as a serious disciplinary matter.

8. Monitoring and Review

- This policy will be reviewed **annually** or sooner if statutory guidance changes.
- Next review: **September 2026**.
- Approved by: **Tracy Rodgers (DSL, Managing Director)**

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



First Aid Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd), including Hugi Hub and Hugi Nest, is committed to providing a safe and healthy environment for all children, staff, volunteers, and visitors. We recognise our statutory duties under the Health and



Safety (First-Aid) Regulations 1981, the Early Years Foundation Stage (EYFS) statutory framework, and DfE guidance on first aid in schools.

We will ensure that appropriate first aid arrangements are in place to:

- Provide immediate care for children, staff, and visitors if they are injured or become ill.
- Ensure first aid provision is available during all working hours and off-site activities.
- Promote confidence in staff to respond effectively to accidents and medical emergencies.

2. Aims

- To ensure trained first aiders are available at all times children are present.
- To provide clear procedures for responding to accidents, injuries, and medical needs.
- To keep accurate records of all accidents and first aid administered.
- To work in partnership with parents/carers regarding children's health needs.

3. First Aid Provision

- A suitable number of staff will hold a **current Paediatric First Aid (PFA) qualification** (EYFS compliant) and/or **Emergency First Aid at Work** qualification.
- At least one **Paediatric First Aider** will be present **on site and on trips/outings at all times** when EYFS children are present.
- First aid kits are located at clearly identified points around each site (Hub, Nest, and vehicles) and are checked **termly** by the designated first aid lead.
- Portable first aid kits are taken on all off-site visits.

4. Roles and Responsibilities

Directors / DSLs:

- Ensure compliance with legislation and guidance.
- Approve this policy and oversee implementation.

First Aid Lead

- Maintain fully stocked first aid kits.
- Keep training records up to date.
- Ensure accidents and injuries are recorded.

First Aiders:

- Provide immediate first aid to anyone who requires it.
- Contact emergency services if necessary.
- Record incidents in the Accident Book and inform parents/carers.



All Staff:

- Be familiar with this policy and emergency procedures.
- Report accidents, injuries, and near misses immediately.

5. Accident and Emergency Procedures

- If a child requires first aid, the nearest trained first aider will respond.
- For serious or head injuries, parents will be contacted immediately and, where necessary, emergency services will be called (999).
- If a child needs hospital treatment, they will be accompanied by a staff member known to them, and parents will be asked to meet at the hospital.
- All accidents and treatment given are recorded in the **Accident/Incident Log** and parents are informed.
- RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reporting will be followed where applicable.

6. Medication and Ongoing Health Needs

- First aid provision does not replace medical care for existing health conditions.
- Individual Health Care Plans (IHCPs) will be agreed with parents/carers for children with medical needs (e.g., asthma, epilepsy, diabetes, severe allergies).
- Emergency medication (e.g., inhalers, EpiPens) must be clearly labelled, stored safely, and accessible to staff.

7. Training

- All first aid training is delivered by accredited providers and refreshed in line with statutory requirements.
- Staff will receive induction and refresher training in first aid awareness, including allergy management, head injury response, and anaphylaxis.

8. Monitoring and Review

- This policy is reviewed annually or following a serious incident, change in legislation, or Ofsted/Local Authority feedback.
- Accident and incident trends will be monitored to improve practice and reduce risk.



9. Safeguarding Link

All first aid procedures will be carried out with children's safeguarding, dignity, and emotional well-being in mind. If there are any safeguarding concerns about an injury or incident, these must be reported immediately to the DSL.

10. Emergency Contacts

- **Ambulance/Fire/Police:** 999
- **Sheffield Safeguarding Hub:** 0114 273 4855
- **Rotherham Safeguarding Partnership:** 01709 336080
- **Derbyshire Starting Point:** 01629 533190

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**

Managing Allegations Against Staff Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd), including Hugi Hub and Hugi Nest, is committed to safeguarding and promoting the welfare of children. We recognise that allegations of abuse against staff, volunteers, or contractors must be taken seriously, responded to fairly and consistently, and managed in line with statutory guidance.

This policy follows **Keeping Children Safe in Education (KCSIE) 2025, Working Together 2023**, and local safeguarding procedures for Sheffield, Rotherham, and Derbyshire.

2. Scope

This policy applies to all staff, volunteers, agency staff, and contractors working at THBF Ltd.

It covers allegations that a person has:

- Behaved in a way that has harmed, or may have harmed, a child.



- Possibly committed a criminal offence against or related to a child.
- Behaved towards a child or children in a way that indicates they may pose a risk of harm.
- Behaved in a way that indicates they may not be suitable to work with children (including behaviour outside the workplace).

3. Key Principles

- Children's welfare is paramount.
- Allegations are taken seriously and acted on immediately.
- Confidentiality is maintained – information is shared on a "need to know" basis only.
- No-one who makes an allegation in good faith will suffer detriment.
- Staff subject to allegations will be treated fairly, kept informed, and supported.

4. Procedure for Responding to Allegations

1. Reporting an Allegation

- Any allegation must be reported **immediately** to the **Designated Safeguarding Lead (DSL)**, Tracy Rodgers, or in her absence, the Deputy DSL.
- If the allegation concerns the DSL, it must be reported directly to the **Director/Responsible Person** or the **Chair of Trustees** (if applicable).

2. Initial Consideration

- The DSL/Director will not investigate but will gather basic facts to establish whether the concern meets the threshold for LADO involvement.
- The **Local Authority Designated Officer (LADO)** must be informed **within one working day** of the allegation being made.

3. LADO Process

- The LADO will determine whether the allegation requires:
 - Police investigation.
 - Children's social care involvement.
 - Employer investigation (disciplinary).
- A strategy meeting may be convened with all relevant agencies.

4. Employer's Action

- Where appropriate, staff may be suspended as a neutral act while enquiries are ongoing. This decision will be made with LADO advice.
- Disciplinary processes will only proceed after consultation with the LADO/police/social care.



5. Low-Level Concerns

In line with KCSIE 2025, THBF Ltd promotes an open culture where low-level concerns about staff conduct are reported and recorded.

- Low-level concerns do not meet the LADO threshold but may indicate staff behaviour that is inconsistent with our Code of Conduct.
- These will be recorded confidentially by the DSL and monitored to identify any patterns.

6. Record Keeping

- All records relating to allegations are kept securely, separate from personnel files.
- If a staff member moves on, a summary will be kept on file in line with data protection and safeguarding requirements.
- Allegations that are substantiated will be referred to the DBS and Teaching Regulation Agency (if applicable).

7. Support

- Staff subject to allegations will be given information about the process and access to support (e.g., occupational health, union, or counselling).
- Children and families affected will be supported and kept appropriately informed.

8. Key Contacts

- **DSL:** Tracy Rodgers – 07714253061
- **Deputy DSL:** Ruby Cunliffe –
- **Sheffield LADO:** 0114 273 4855
- **Rotherham LADO:** 01709 336080
- **Derbyshire LADO:** 01629 533190
- **Ofsted:** 0300 123 1231

9. Policy Review

This policy will be reviewed annually, or sooner if guidance or legislation changes, or after any allegation management case.

This policy will be reviewed **annually** or sooner if statutory guidance changes.



Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**

Health & Safety Policy (Core Statement)

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd), including Hugi Hub and Hugi Nest, is committed to providing a safe, secure and healthy environment for all children, staff, volunteers, and visitors. We recognise our duty under the **Health and Safety at Work Act 1974**, the **Management of Health and Safety at Work Regulations 1999**, the **Early Years Foundation Stage (EYFS) Statutory Framework 2024**, and relevant HSE and Ofsted requirements.

Our aim is to:

- Prevent accidents, incidents, and work-related ill health.
- Promote safe working practices and wellbeing.
- Ensure premises, equipment, and activities are safe and suitable for use.
- Comply with all legal and regulatory requirements.

2. Responsibilities

- **Directors (Tracy Rodgers & Michael Rodgers)**: Overall responsibility for health & safety across THBF Ltd.
- **Managers (e.g. Ruby Cunliffe, Hayley Whittaker, Ana Hackett, Charlotte Brook)**: Day-to-day oversight of health & safety in their settings.
- **Staff & Volunteers**: Duty to follow health & safety policies, complete risk assessments, report hazards, and model safe practice.
- **Children**: Encouraged to develop awareness of their own safety through age-appropriate teaching and modelling.

3. Risk Assessment

- Comprehensive risk assessments are completed for premises, activities, trips, and individual children where required.
- Risk assessments are reviewed annually or sooner if significant changes occur.
- Dynamic risk assessments are encouraged where new situations arise.

4. Accidents, Incidents & Reporting

- All accidents and incidents are recorded in the Accident & Incident Log.



- Parents/carers are informed promptly.
- Serious accidents/incidents are reported to Ofsted and, where appropriate, RIDDOR via the HSE.
- Records are reviewed regularly to identify patterns and implement preventative measures.

5. Training

- All staff receive health & safety induction.
- Training includes: first aid, fire safety, manual handling, food hygiene, infection control, safeguarding, and risk assessment.
- Training is refreshed in line with statutory requirements.

6. Monitoring & Review

- Weekly site checks are carried out.
- Policies and procedures are audited termly.
- The Directors review the Health & Safety Policy annually and after any major incident or legislative change.

7. Associated Policies & Procedures

This core Health & Safety Policy should be read in conjunction with the following THBF Ltd policies:

- First Aid Policy
- Fire Safety & Emergency Evacuation Policy
- Food Hygiene & Nutrition Policy
- Trips, Visits & Transport Policy
- Missing Child & Uncollected Child Policy
- Premises & Equipment Safety Policy
- Accident, Incident & RIDDOR Reporting Policy
- Infection Control & Illness Policy
- Staff Health & Wellbeing Policy

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**





Fire Safety, Evacuation & Lockdown Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd) is committed to ensuring the highest standards of fire and emergency safety across all of its sites, including Hugi Hub and Hugi Nest.

We comply with the **Regulatory Reform (Fire Safety) Order 2005**, the **Health and Safety at Work Act 1974**, the **Counter-Terrorism and Security Act 2015**, and the **EYFS Statutory Framework 2024**.

Our aim is to prevent harm, protect life, and ensure a safe, orderly response in the event of fire, suspected terrorism, or other serious threats.

2. Responsibilities

- **Directors:** Overall responsibility for fire and emergency preparedness.
- **Leadership Team:** Ensure procedures are implemented, drills are carried out, and equipment is tested.
- **Fire/Lockdown Marshals:** Appointed at each site, responsible for leading evacuations/lockdowns.
- **All Staff:** Must know evacuation and lockdown routes/procedures, follow instructions, and prioritise children's safety.

3. Preventative Measures

- Annual fire and emergency risk assessments.
- Regular testing of alarms, extinguishers, emergency lighting, and door security.
- Secure entry systems in place at all sites.
- Staff trained in fire safety, emergency evacuation, and lockdown procedures.

4. Fire Evacuation Procedure

1. **Raise the Alarm** – Activate fire alarm immediately if fire/smoke detected.
2. **Evacuate** – Staff calmly escort children to nearest safe exit.
3. **Assembly Point** – Gather at designated outdoor assembly point.
4. **Register** – Conduct immediate headcount/register.
5. **Fire Marshals Check** – Sweep designated areas if safe.
6. **Call 999** – Fire & Rescue Service.
7. **Safeguarding Hubs** – If children's safety compromised, inform relevant LA hub (see Section 7).
8. **Do Not Re-enter** until cleared by Fire & Rescue.

5. Lockdown / Invacuation Procedure

This procedure is followed in the event of:

- Terrorist threat nearby.



- Dangerous intruder on site or in local area.
- Chemical spill, air pollution, or unsafe external environment.

On activation of lockdown signal:

1. **Move Indoors** – Staff bring children into the nearest safe room.
2. **Secure Rooms** – Lock doors, close windows/blinds, turn off lights where possible.
3. **Stay Quiet & Calm** – Children supported to remain calm, engage in quiet activities.
4. **Registers** – Staff complete a headcount.
5. **Communication** – Leadership team liaises with Police & emergency services.
6. **Do Not Leave** – Stay in secure area until instructed otherwise by emergency services.

Drills are carried out **annually** to familiarise staff and children in a calm, non-frightening way.

6. Local Authority Safeguarding Hub Contacts

In any emergency where children's welfare is at risk, staff must inform the relevant Local Authority Safeguarding Hub:

- **Sheffield Safeguarding Hub** – 0114 273 4855
- **Rotherham MASH** – 01709 336080
- **Derbyshire Starting Point** – 01629 533190

7. Monitoring & Review

- Fire drills are carried out **termly**.
- Lockdown drills are carried out **annually**.
- Both are recorded in the Emergency Log.
- Policy reviewed annually or after any major incident.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Missing Child & Uncollected Child Policy

1. Policy Statement

At Tiny Hands Big Futures Ltd (THBF Ltd), the safety of children is our highest priority. We have clear procedures in place should a child go missing from the setting or is not collected at the expected time.



These procedures comply with the **EYFS Statutory Framework 2024**, **Working Together to Safeguard Children 2025**, and **Ofsted requirements**.

2. Responsibilities

- **Leadership Team:** Overall responsibility for ensuring procedures are followed and incidents are reported.
- **All Staff:** Duty to supervise children, remain vigilant, and act immediately if a child goes missing or is not collected.
- **Parents/Carers:** Must keep the setting updated with current contact details and collection arrangements.

3. Missing Child Procedure (On Site)

If a child is unaccounted for during the day:

1. **Raise the Alarm** – Notify the nearest staff and leadership team immediately.
2. **Search Premises** – Staff conduct a quick, systematic search of all rooms, outdoor areas, and toilets.
3. **Secure Setting** – Entrances/exits checked to prevent further risk.
4. **Call 999** – Police informed immediately if child not located within 10 minutes.
5. **Inform Parents/Carers** – Contacted as soon as possible.
6. **Safeguarding Hub Notification** – Inform relevant local authority hub (see section 6).
7. **Ofsted Notification** – Must be informed as soon as reasonably practicable.
8. **Incident Record** – Complete full written report and review risk assessments.

4. Missing Child Procedure (Off Site / Trips)

If a child goes missing on a trip or outing:

1. **Staff Alert** – Lead staff member halts activity and ensures safety of group.
2. **Search Area** – Staff conduct an immediate search of surrounding area.
3. **Contact Police (999)** – Without delay if child not found within minutes.
4. **Inform Venue Staff** – Ask for support from security/venue teams.
5. **Contact Parents/Carers & LA Hub** – See section 6.
6. **Safely Escort Other Children** – Back to base/transport while search continues.

5. Uncollected Child Procedure

If a child is not collected at the agreed time:

1. **Contact Parent/Carer** – Attempt all known contact numbers.
2. **Contact Emergency Contacts** – If parent unavailable.
3. **Supervision** – Child remains with two members of staff until collected.
4. **If After One Hour** – Notify the relevant Local Authority Safeguarding Hub.
5. **Record Keeping** – All attempts and conversations documented.



6. Local Authority Safeguarding Hub Contacts

Where children's welfare may be at risk, staff must contact:

- **Sheffield Safeguarding Hub** – 0114 273 4855
- **Rotherham MASH** – 01709 336080
- **Derbyshire Starting Point** – 01629 533190

If out of hours, staff must follow emergency safeguarding duty lines.

7. Monitoring & Review

- Staff are trained on these procedures annually.
- Any incident of a missing/uncollected child is reviewed, with risk assessments updated.
- This policy is reviewed annually or after any incident.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Missing Child / Uncollected Child – Quick Guide

If a Child Goes Missing (On Site or Trip):

- 1** Alert staff and leadership immediately
- 2** Search building / area quickly and systematically
- 3** Secure exits to prevent further risk
- 4** If not found within 10 minutes → **Call 999 (Police)**
- 5** Inform parents/carers
- 6** Notify **Local Authority Safeguarding Hub**
- 7** Inform Ofsted as soon as practicable
- 8** Complete incident record & review risks

If a Child is Not Collected:

- 1** Try parent/carer contacts immediately
- 2** Call emergency contacts if no response
- 3** Keep child safe with two staff present
- 4** If **over 1 hour late** → contact **Local Authority Safeguarding Hub**
- 5** Record all actions taken



⚠ Remember:

- Stay calm, reassure children
- Always act fast
- Record everything clearly

Food Hygiene & Nutrition Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd) recognises the importance of safe food handling and balanced nutrition for children's health, wellbeing, and development.



We are committed to meeting the requirements of the **Food Safety Act 1990**, the **Food Hygiene (England) Regulations 2013**, and the **EYFS Statutory Framework 2024**.

We aim to:

- Provide safe, healthy, and culturally inclusive **snacks and baking activities**.
- Support parents in providing **healthy packed lunches**.
- Ensure all food is prepared, stored, and served safely.
- Teach children about healthy lifestyles and positive eating habits.

2. Responsibilities

- **Leadership Team:** Ensures compliance with food hygiene and nutritional standards.
- **Designated Food Safety Lead:** Oversees snack provision, baking activities, and staff training.
- **All Staff:** Must follow hygiene procedures when preparing or serving snacks.
- **Parents/Carers:** Provide healthy packed lunches in line with THBF guidance.

3. Food Hygiene Procedures

- All staff handling food complete **Food Hygiene Level 2 training**.
- Hands washed thoroughly before handling food.
- Gloves/aprons worn where required.
- Allergen awareness in place — **no nuts policy** observed across all THBF settings.
- Surfaces sanitised before and after snack/baking preparation.
- Fridge temperatures monitored where chilled snacks are stored.
- Expiry dates checked before serving food.

4. Snacks Provided by THBF

We ensure that:

- Children are offered **3 snack options per day**, e.g. fruit, vegetables, breadsticks, cheese, and dips.
- Options reflect **multicultural diversity** and dietary requirements.
- Foods high in sugar, salt, and fat are limited.
- Fresh drinking water is available at all times.

Snacks are provided at **9:45am daily**, supporting children's energy levels and focus without impacting appetite for lunch.



5. Cooking & Baking Activities

- Baking/cooking sessions are supervised by trained staff.
- Children are supported to wash hands and follow hygiene rules.
- Recipes are adapted to reduce sugar and salt (supporting ADHD/health needs).
- Allergen risks are identified in advance and communicated with parents.
- Activities promote independence, sensory exploration, and healthy eating awareness.

6. Packed Lunches (Provided by Parents)

- Parents/carers are encouraged to provide balanced, healthy lunches.
- Lunchboxes should avoid high-sugar items, fizzy drinks, and nut products.
- Staff support children to eat their lunches but do not provide hot meals.
- Parents are given written guidance on healthy packed lunches.

7. Special Dietary Requirements

- Parents must inform staff of allergies, intolerances, or cultural/religious food needs.
- Individual dietary plans are agreed and displayed for staff reference.
- Any child with a severe allergy has a clear management plan and medication on site.

8. Environmental Responsibility

- THBF promotes sustainability by reducing food waste and encouraging recycling.
- Children are involved in composting/recycling activities where possible.
- We encourage eco-friendly food choices (e.g., seasonal fruit and vegetables).

9. Monitoring & Review

- Snack provision is reviewed termly for variety and health balance.
- Food hygiene procedures monitored weekly.
- Policy reviewed annually or after any incident/legislative change.



This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**

Trips, Visits & Transport Policy

Reviewed: September 2025 | Next Review: September 2026

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd) recognises that off-site trips, visits, and transport arrangements provide valuable learning opportunities but also present additional risks.

We are committed to ensuring all trips and transport are planned, risk assessed, and supervised to the highest safety standards, in line with the **Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999**, and the **EYFS Statutory Framework 2024**.

2. Responsibilities



- **Leadership Team:** Authorise all trips and ensure appropriate risk assessments are in place.
- **Trip Leader:** Responsible for planning, supervision, and emergency arrangements.
- **All Staff:** Must follow the agreed risk assessments and safeguarding procedures.
- **Parents/Carers:** Provide written consent for trips and up-to-date emergency contact details.

3. Planning & Risk Assessment

- All trips and visits must be **risk assessed** by the Trip Leader and approved by the Leadership Team.
- Risk assessments will consider:
 - Transport arrangements
 - Venue safety and accessibility
 - Staff/child ratios
 - First aid provision
 - Weather and clothing needs
 - Emergency procedures
- Parents will be informed in advance of trip details, costs (if applicable), and required items.

4. Staffing & Ratios

- Minimum ratios:
 - **EYFS children:** 1 adult to 4 children
 - **Primary-age children:** 1 adult to 6 children (or higher depending on needs)
- A **named Trip Leader** must be identified for every trip.
- At least one staff member with **Paediatric First Aid training** will attend each trip.

5. Transport Arrangements

- THBF uses only **insured, roadworthy, and licensed vehicles** for transport.
- All drivers must hold a full, valid driving licence and be insured for business use.
- Seatbelts must be worn at all times; appropriate car seats provided where required.
- Where public transport is used, children are supervised closely and headcounts taken regularly.
- Walking trips: staff ensure safe routes, high-visibility vests where needed, and road safety awareness.



6. Emergency Procedures on Trips

If an emergency occurs off site:

1. Ensure immediate safety of children.
2. Contact emergency services (999) if required.
3. Inform THBF Leadership Team.
4. Inform parents/carers as soon as practicable.
5. If safeguarding concerns arise, notify the relevant Local Authority Safeguarding Hub (see Section 7).
6. Complete incident report on return.

7. Safeguarding Hub Contacts

Where a child's welfare is at risk during a trip or transport incident, staff must contact:

- **Sheffield Safeguarding Hub** – 0114 273 4855
- **Rotherham MASH** – 01709 336080
- **Derbyshire Starting Point** – 01629 533190

8. Monitoring & Review

- Trip risk assessments are reviewed annually and after any incident.
- Accident/incident reports from trips are reviewed by the Leadership Team.
- This policy is reviewed annually or when legislation changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Accident, Incident & RIDDOR Reporting Policy

Reviewed: September 2025 | Next Review: September 2026

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd) is committed to providing a safe environment for all children, staff, volunteers, and visitors. Despite strong health and safety measures, accidents and incidents may occasionally occur.

This policy sets out how we record, respond to, and report accidents, incidents, and injuries, in line with:

- **Health and Safety at Work Act 1974**
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013**
- **EYFS Statutory Framework 2024**

2. Definitions

- **Accident:** An unplanned event resulting in injury, illness, or damage.
- **Incident:** A near miss or event which had potential to cause harm but did not.
- **RIDDOR Reportable Event:** A serious accident, specified injury, occupational disease, or dangerous occurrence that must be reported to the HSE.

3. Immediate Response

- Ensure the injured person receives **first aid** from a qualified First Aider.
- If required, **call emergency services (999)**.
- Inform parents/carers immediately if a child is involved.
- Secure the area to prevent further harm.

4. Recording Accidents & Incidents

- All accidents and incidents must be recorded in the **Accident/Incident Record Book** (paper or digital).
- Records must include:
 - Name of child/staff member
 - Date, time, and location of accident/incident



- Nature of injury/event
- Action taken, including first aid given
- Witnesses present
- Staff signature and parent/carer signature (for children)
- Records are stored securely and monitored regularly for patterns or risks.

5. RIDDOR Reporting

The following must be reported to the **Health & Safety Executive (HSE)** via the RIDDOR online system:

- Death or major injury.
- Injuries requiring hospital treatment.
- Loss of consciousness, fractures (except fingers/toes), amputations, serious burns, etc.
- Dangerous occurrences (e.g., structural collapse, fire, gas leak, electrical incident).
- Occupational diseases diagnosed by a doctor.

The Leadership Team is responsible for completing and submitting RIDDOR reports.

6. Ofsted Notification

Ofsted must be notified of:

- Any serious accident, illness, injury, or death of a child while in our care.
- Notification must be made **as soon as reasonably practicable, but within 14 days**.

Failure to notify Ofsted within this timeframe is a breach of statutory requirements.

7. Safeguarding Considerations

Where there is a safeguarding concern linked to an accident or incident, staff must contact the appropriate **Local Authority Safeguarding Hub** immediately:

- Sheffield Safeguarding Hub – 0114 273 4855
- Rotherham MASH – 01709 336080
- Derbyshire Starting Point – 01629 533190

8. Monitoring & Review



- The Leadership Team reviews accident/incident records termly to identify trends.
- Risk assessments updated in response to findings.
- This policy is reviewed annually, or after any significant incident or legislative change.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**

Medication and Medical Needs Policy

1. Policy Statement



Tiny Hands Big Futures Ltd (THBF) is committed to supporting the health and wellbeing of all children in our care. We recognise that some children may require medication or support with medical needs during the day. This policy sets out clear procedures for managing prescribed medication, emergency medication, and ongoing medical conditions to ensure safety, consistency, and compliance with legal requirements.

2. Aims

- To ensure safe storage, administration, and record keeping of all medicines.
- To meet the needs of children with long-term and short-term medical conditions.
- To ensure staff are trained and confident to support children's medical needs.
- To promote partnership with parents/carers and health professionals.

3. Roles and Responsibilities

Parents/Carers will:

- Provide full information about their child's medical needs.
- Supply prescribed medication in original packaging, labelled with child's name, dosage, and instructions.
- Complete and sign a **Parental Consent for Medication Form**.
- Collect any unused medication.

Staff will:

- Follow this policy and only administer medication with written parental consent.
- Keep accurate records of all medication administered.
- Store medication securely.
- Ensure emergency medication (e.g., inhalers, EpiPens) is accessible at all times.
- Report any concerns to the Designated Safeguarding Lead (DSL).

Leadership Team will:

- Ensure staff receive training appropriate to children's medical needs.
- Monitor the implementation of this policy.
- Liaise with health professionals and parents as required.

4. Administration of Medication



- Medication will only be administered when prescribed by a doctor, dentist, nurse, or pharmacist.
- Over-the-counter medicines will only be given in exceptional circumstances and with written consent.
- All doses must be recorded on the **Medication Record Sheet**.
- Staff will not change dosages without written instruction from a medical professional.
- Two staff members should, wherever possible, witness and sign off the administration of medication.

5. Long-Term Medical Needs

- Children with long-term medical conditions (e.g., asthma, epilepsy, diabetes) will have an **Individual Health Care Plan (IHCP)** developed with parents and health professionals.
- Plans will include details of the child's condition, symptoms, medication, and emergency procedures.
- Plans will be reviewed at least annually or sooner if the child's needs change.

6. Emergency Medication

- Inhalers, EpiPens, and other emergency medication must be easily accessible at all times.
- Staff will receive regular training on administering emergency medication.
- Emergency services will be called if necessary, and parents will be informed immediately.

7. Storage of Medication

- Medication will be stored in a locked cabinet, refrigerator, or other secure location, depending on requirements.
- Emergency medication must not be locked away.
- Controlled drugs will be stored securely and recorded in line with regulations.

8. Record Keeping

- All medication administered will be recorded on the **Medication Record Sheet**, including date, time, dosage, and staff signatures.
- Records will be retained in line with our **Records Management & Retention Policy**.



9. Training

- Staff supporting children with medical needs will receive appropriate training (e.g., asthma, epilepsy, allergy awareness).
- Training will be updated regularly and records kept.

10. Safeguarding

- Any concerns about medication misuse, neglect, or safeguarding issues will be referred to the DSL.
- This policy links to our Safeguarding & Child Protection Policy.

11. Complaints

- Parents with concerns about the support provided for medical needs should follow the **Complaints Policy and Procedure**.

12. Review

This policy will be reviewed annually or sooner if guidance or legislation changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**





Tiny Hands Big Futures Ltd

Parental Consent for Medication Form

Child's Details

- Full Name: _____
- Date of Birth: _____
- Setting: Hugi Hub / Hugi Nest / Hugi House

Medication Details

- Name of Medication: _____
- Reason for Medication: _____
- Dosage to be given: _____
- Method of administration (e.g., oral, inhaler, injection): _____
- Time(s) to be administered: _____
- Date medication should start: _____
- Date medication should end: _____
- Storage instructions (e.g., fridge, cupboard): _____
- Expiry date: _____

Medication Checklist (staff to confirm)

- Medication in original packaging
- Prescription label with child's full name
- Clear dosage instructions
- Parent has completed and signed form

Parent/Carer Declaration



I give consent for staff at **Tiny Hands Big Futures Ltd** to administer the above medication to my child as detailed.

I confirm that the medication has been prescribed by a registered medical professional and is provided in its original packaging.

I understand that staff are not medically trained and will follow instructions as provided.

Signature of Parent/Carer: _____

Print Name: _____

Date: _____

Emergency Contact Number: _____

Staff Use Only

Date Time Dose Given Staff Name & Signature Witness Signature

Review & Notes

- Date medication returned/collected: _____
- Notes: _____



Infection Control & Illness Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd) is committed to protecting the health and wellbeing of all children, staff, volunteers, and visitors.

We follow strict infection control procedures and government health guidance to reduce the spread of illness and ensure a safe learning environment.

This policy reflects requirements under:

- **EYFS Statutory Framework 2024**
- **UK Health Security Agency (UKHSA) Guidance on Infection Control in Schools (2025)**
- **Health & Safety at Work Act 1974**

2. Responsibilities

- **Leadership Team:** Ensures infection control systems are implemented and reviewed.
- **All Staff:** Follow hygiene procedures and exclusion rules.
- **Parents/Carers:** Must inform THBF of illness, provide emergency contacts, and follow exclusion periods.

3. Infection Control Procedures

- Staff and children must wash hands regularly, especially after toileting, before meals, and after outdoor play.
- Hand sanitiser is available at all entrances and in learning areas.
- Surfaces, toys, and equipment are cleaned daily, and immediately if contaminated.
- Toilets and washrooms are cleaned and checked throughout the day.
- PPE (e.g. gloves, aprons) is used when dealing with body fluids.
- Nappy changing and toileting areas are sanitised after each use.
- Waste, including nappies and sanitary waste, is disposed of safely in sealed bins.

4. Exclusion Periods for Illness

We follow **UKHSA guidelines** for exclusion from school/childcare:

- **Diarrhoea/Vomiting** – 48 hours after last episode
- **Chickenpox** – until all spots have crusted over
- **Measles** – at least 4 days from onset of rash
- **Impetigo** – until lesions are crusted/healed or 48 hours after antibiotics start
- **Scarlet Fever** – 24 hours after starting antibiotics
- **COVID-19 / Flu-like illness** – stay home while unwell, minimum 3 days for high fever or if unable to participate in normal activities
- **Headlice** – no exclusion, but treatment recommended
- **Worms/Threadworms** – no exclusion, but treatment recommended

Parents are given guidance on illness and exclusion on admission and updated when needed.

5. Responding to Outbreaks

- If more than 2 cases of an infectious disease occur in the setting, the **Local Health Protection Team** will be informed.
- Enhanced cleaning procedures will be implemented.



- Parents will be notified promptly of any outbreaks.
- Staff will follow public health advice on closures if required.

6. Staff Illness

- Staff must not attend work if they are unwell with contagious illness.
- Return-to-work guidance is aligned with UKHSA exclusion rules.
- Leadership Team ensures staffing ratios are maintained.

7. First Aid & Medical Care

- Children who become ill during the day are cared for in a quiet, supervised area until collected.
- Parents/carers will be contacted immediately.
- If a child has a contagious condition, areas will be sanitised promptly.

8. Safeguarding Links

Where illness or frequent absence raises a safeguarding concern, staff must refer to the **Safeguarding and Child Protection Policy** and, if necessary, contact:

- Sheffield Safeguarding Hub – 0114 273 4855
- Rotherham MASH – 01709 336080
- Derbyshire Starting Point – 01629 533190

9. Monitoring & Review

- Cleaning schedules are monitored weekly.
- Illness logs are maintained and reviewed termly.
- Policy reviewed annually or when public health guidance changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Care and Intimate Care Policy

1. Purpose

This policy ensures that all children attending Tiny Hands Big Futures Ltd (THBF) receive safe, respectful, and dignified care when they require assistance with personal or intimate care. It reflects our safeguarding duties, promotes children's rights, and provides clear guidance to staff.

2. Aims

- To safeguard children and staff in situations where intimate or personal care is required.
- To maintain children's dignity, privacy, and independence wherever possible.
- To ensure that care is delivered consistently, safely, and in partnership with parents/carers.
- To comply with safeguarding and equality legislation, including *Keeping Children Safe in Education 2025*, the *Children Act 1989/2004*, and the *Equality Act 2010*.

3. Definition of Intimate Care

Intimate care refers to support with personal care tasks of a private nature, such as:



- Toileting, changing, and continence management.
- Washing, bathing, or showering.
- Changing clothes (e.g., after accidents, outdoor activities).
- Menstrual care.
- Medical interventions requiring physical contact.

4. Principles

- Children's dignity and rights are paramount.
- Staff will encourage independence wherever possible.
- Care will be planned and risk-assessed where needed.
- Two members of staff will be present for intimate care wherever possible, particularly if the child has complex needs or requires lifting.
- Parents/carers will be informed of any incidents requiring care beyond routine support.

5. Staff Responsibilities

- Only staff with an **enhanced DBS check** will undertake intimate care.
- All staff will receive safeguarding and child protection training, including safer working practices.
- Staff will follow the **THBF Code of Conduct** at all times.
- Any concerns about unusual marks, injuries, or disclosures will be reported immediately to the **Designated Safeguarding Lead (DSL)**.

6. Procedures

- **Planned care:** Where regular intimate care is required, a **Personal Care Plan** will be agreed with parents/carers.
- **Unplanned care:** In cases such as accidents, staff will respond promptly, ensuring dignity and informing parents/carers afterwards.
- **Recording:** All instances of intimate care outside routine toileting will be recorded and shared with parents/carers.
- **Environment:** Care will take place in designated, safe, and private areas that allow safeguarding visibility but also respect privacy.

7. Safeguarding and Protection

- Staff will not carry out intimate care if they feel unsafe or untrained — leadership must be informed immediately.
- Children will never be left in soiled clothing longer than necessary.



- Allegations against staff will be managed in line with the **Managing Allegations Against Staff Policy**.
- Children's voices will be respected; they will never be forced into care against their wishes unless safeguarding requires intervention.

8. Partnership with Parents/Carers

- Parents/carers will be consulted about their child's care needs and preferences.
- Where a **Personal Care Plan** is required, parents will sign and review it regularly.
- Staff will communicate openly with parents about incidents and care provided.

9. Monitoring and Review

- The Leadership Team will monitor intimate care procedures.
- Plans will be updated at least annually or sooner if needs change.
- Policy reviewed annually to ensure compliance with statutory requirements.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Personal Care Plan

This plan is designed to ensure the care needs of the child are met in a safe, respectful, and consistent way, agreed by parents/carers and staff.

Child's Details

- **Child's Name:** _____
- **Date of Birth:** _____
- **Setting (Hub/Nest/House):** _____
- **Date of Plan:** _____
- **Review Date:** _____

1. Care Needs

Toileting support
 Nappy changing / continence care
 Dressing / changing clothes
 Menstrual care
 Medical intervention (specify): _____
 Other: _____

Details of care needs:

2. Preferred Approach

(Include child's preferences, e.g., language used, independence encouraged, comfort items)



3. Staff Responsibilities

- **Designated staff responsible for care:**

- **Additional staff (if two-person support required):**

4. Environment

(Location of care, privacy arrangements, visibility for safeguarding)

5. Recording and Communication

- All care incidents outside of routine toileting will be **recorded**.
- Parents/carers will be informed of any incidents requiring care (same day).
- Concerns about safeguarding or wellbeing will be reported to the **DSL** immediately.

6. Health & Safety / Risk Assessment

(Outline manual handling, use of gloves, disposal of waste, infection control)

7. Agreement

We agree to follow this plan to ensure the child's care needs are met safely, respectfully, and consistently. This plan will be reviewed at least annually or sooner if the child's needs change.

Parent/Carer Name: _____ **Signature:** _____

Date: _____



Staff Name: _____ Signature: _____

Date: _____

Leadership Team (approval): _____ Signature: _____

Date: _____

☛ My Personal Care Plan

Tiny Hands Big Futures Ltd

This plan helps me feel safe, comfortable, and happy when I need help with care.

☛ About Me

- **My Name:** _____
- **I like to be called:** _____
- **My age:** _____
- **My setting:** Hugi Hub / Nest / House



The Care I Need

(Staff tick or draw pictures with child)

- Help with toilet
- Help with nappy/pull-up
- Help changing clothes
- Help with periods
- Help with washing
- Help with medicine
- Other: _____

How I Like to Be Helped

- I like staff to say: _____
- I want to do this myself: _____
- Things that help me feel calm: _____
- Things that make me upset: _____

The Adults Who Help Me

- My main helper is: _____
- Other helpers are: _____

My Safety

- Staff will always keep me safe.
- If I need help, two adults might be there.
- I can say “stop” or “no” if I feel uncomfortable.

My Plan

This is my care plan. It tells people how to help me.

Child's Name / Drawing / Symbol:



Parent/Carer: _____ Date: _____

Staff: _____ Date: _____



Parent/Carer Engagement & Communication Policy

1. Policy Statement

At Tiny Hands Big Futures Ltd (THBF), we recognise parents and carers as the child's first educators. Effective communication and partnership working with families is central to our ethos and is key to supporting positive outcomes for children.



We are committed to building strong, respectful, and transparent relationships with parents/carers through open communication, collaboration, and mutual trust.

2. Aims

- To ensure parents/carers feel welcomed, valued, and respected.
- To maintain consistent two-way communication between staff and families.
- To engage parents/carers in their child's learning, wellbeing, and development.
- To respond promptly and appropriately to concerns, feedback, or complaints.
- To comply with statutory safeguarding, SEND, and Ofsted requirements.

3. Methods of Communication

THBF will use a variety of approaches to keep parents/carers informed and involved:

- **Daily Communication:** Staff will share key information at drop-off and collection.
- **Tapestry Online Journal:** Parents will receive secure updates on learning and progress, including photos and observations (consent required).
- **Parent/Carer Meetings:** Termly meetings and review sessions to discuss progress, wellbeing, and future planning.
- **Newsletters & Updates:** Regular newsletters with updates on provision, events, and key policies.
- **Workshops/Events:** Opportunities for parents/carers to engage with learning themes, therapeutic approaches, and wellbeing activities.
- **Emergency Contact:** Staff will use phone calls or text messaging in urgent situations.

4. Partnership in Practice

We believe that effective engagement means **working together** with parents/carers:

- Involving parents/carers in the development and review of policies, where appropriate.
- Consulting parents/carers about their child's strengths, needs, and interests.
- Sharing strategies and resources to support learning and regulation at home.
- Encouraging feedback to shape and improve our provision.

5. Supporting SEND & Vulnerable Children

- Parents/carers of children with an **EHCP or SEND needs** will be involved in regular reviews and planning meetings.
- Communication will be adapted to meet family needs (e.g., interpreters, written translations, visual communication tools).
- Staff will signpost parents/carers to local services, such as Sheffield, Rotherham, and Derbyshire SENDIASS and Early Help services.



6. Confidentiality & Information Sharing

- We will respect confidentiality at all times in line with our **Confidentiality Policy and Data Protection Policy**.
- Information will only be shared with other agencies where necessary for safeguarding, legal, or educational reasons, and always in line with GDPR.

7. Parent/Carer Concerns and Complaints

- Parents/carers are encouraged to raise concerns early with staff or the leadership team.
- Where issues cannot be resolved informally, the **Complaints Policy and Procedure** applies.
- We will respond to all concerns in a timely, fair, and respectful manner.

8. Roles and Responsibilities

- **Staff** will maintain regular, professional, and empathetic communication with families.
- **Leadership Team** will ensure systems are in place for effective engagement.
- **Parents/Carers** are expected to keep the provision updated with accurate contact details and information about their child.

9. Monitoring & Review

- The Leadership Team will monitor parent/carer satisfaction through feedback, surveys, and engagement in meetings.
- This policy will be reviewed annually or sooner if legislation changes

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



✿ Tiny Hands Big Futures Ltd ✿

Parent & Carer Communication

At THBF, we believe that working in partnership with parents and carers is the best way to help children thrive.

♣ How We Communicate with You

- ✓ Daily check-ins at drop-off & pick-up
- ✓ Updates via **Tapestry** (photos, progress, observations)
- ✓ Regular newsletters and text alerts
- ✓ Termly review meetings & EHCP updates
- ✓ Invitations to workshops, family events & coffee mornings
- ✓ Phone calls for urgent matters

握手 How You Can Engage

- 💬 Share your child's needs, interests, and routines
- 📄 Attend review meetings & give feedback
- 📲 Use Tapestry to comment and add your own updates
- ✉️ Let us know about any concerns early
- ✉️ Stay connected – keep contact details up to date

.ribbon Our Promise to You

- Respectful, two-way communication



- Confidentiality protected under GDPR
- Quick and supportive response to concerns
- Inclusion and adaptation for SEND families
- Working together for the **best outcomes** for your child

⌚ Who to Contact

- Speak to your child's **key adult** or any member of staff
- Contact the **Leadership Team** for more formal matters
- See our **Complaints Policy** for how to raise concerns

❖ Together we create a safe, nurturing, and positive journey for your child.

❖ **Tiny Hands Big Futures Ltd**
Hugi Hub • Hugi Nest • Hugi House
www.tinyhandsbigfutures.co.uk

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd) recognises that staff are its most valuable asset.

We are committed to creating a positive working environment that promotes wellbeing, prevents work-related stress, and supports good mental health.

This policy aligns with:

- **Health & Safety at Work Act 1974**
- **Management of Health & Safety at Work Regulations 1999**
- **HSE Management Standards for Work-Related Stress**
- **Equality Act 2010**



2. Aims

- Protect staff from stress-related illness and workplace pressures.
- Promote open communication and supportive team culture.
- Provide resources for mental health and wellbeing.
- Ensure early intervention where stress is identified.
- Meet Ofsted expectations around staff wellbeing.

3. Responsibilities

- **Leadership Team:** Promote wellbeing, monitor workloads, ensure supportive supervision, and provide access to mental health resources.
- **Line Managers:** Recognise early signs of stress, hold regular check-ins, and make reasonable adjustments.
- **All Staff:** Take responsibility for their own wellbeing, seek support when needed, and treat colleagues with respect.

4. Wellbeing Practices at THBF

- **Cup Check-ins** and reflection meetings built into staff routines.
- Team Wellbeing Charter displayed and embedded into daily practice.
- Access to wellbeing resources and nudge baskets in staff areas.
- Regular breaks encouraged and protected.
- Reasonable workloads monitored through leadership supervision.
- Recognition and celebration of staff achievements.

5. Mental Health Support

- Confidential support available through line managers and leadership.
- Reasonable adjustments made under the **Equality Act 2010**.
- External support signposted, e.g.:
 - GP or NHS Talking Therapies
 - Education Support Helpline (08000 562 561)
 - Mind (0300 123 3393)
- If staff disclose mental health concerns, this will be treated sensitively and supportively.

6. Managing Stress & Workload

- Leadership monitors staff hours and demands.
- Staff encouraged to raise workload concerns early.



- Flexible approaches considered where possible.
- Training provided to build resilience and coping strategies.

7. Monitoring Wellbeing

- Staff wellbeing is discussed at supervision and team meetings.
- Annual staff survey/feedback used to monitor culture.
- Exit interviews reviewed to identify systemic issues.
- Policy reviewed annually and after significant organisational change.

8. Safeguarding Links

Where staff wellbeing concerns impact safeguarding or professional conduct, this will be managed through the **Safeguarding Policy** and **Managing Allegations Policy**.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Risk Assessments Policy & Procedure

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF Ltd) is committed to ensuring the health, safety, and wellbeing of children, staff, volunteers, and visitors.

Risk assessments are a vital tool to identify potential hazards, evaluate risks, and implement measures to reduce harm.

We will complete and maintain risk assessments for all activities, environments, and equipment in line with legal duties and best practice.

2. Legal Framework

This policy is underpinned by:

- **Health and Safety at Work Act 1974**
- **Management of Health and Safety at Work Regulations 1999**
- **EYFS Statutory Framework (2024)**
- **Ofsted Education Inspection Framework**

3. Responsibilities

- **Leadership Team:** Ensure risk assessments are in place, reviewed, and communicated.
- **Managers/Trip Leaders:** Carry out specific assessments for trips, activities, and new equipment.
- **Staff:** Follow risk assessment controls, report hazards, and contribute to reviews.
- **All:** Promote a culture of safety and vigilance.

4. Procedure for Completing a Risk Assessment

All risk assessments must follow the **HSE 5-step approach**:

1. **Identify hazards** – look for anything with potential to cause harm (environment, equipment, behaviour).
2. **Decide who may be harmed and how** – children, staff, visitors, contractors.
3. **Evaluate the risks** – assess the likelihood and severity, and put control measures in place.
4. **Record findings and actions** – use THBF risk assessment templates (digital or paper).
5. **Review and update regularly** – at least annually, or sooner if circumstances change.

5. Types of Risk Assessments at THBF

- **General site risk assessments** – buildings, outdoor areas, play spaces.
- **Activity-based risk assessments** – forest school, art, baking, sports.
- **Trips and transport** – venues, travel routes, vehicles.
- **Individual risk assessments** – for children with specific health, behaviour, or SEND needs.
- **Emergency procedures** – fire, lockdown, severe weather, medical emergencies.

6. Recording & Storage

- All risk assessments are logged centrally and accessible to staff.
- Copies are available in key locations (e.g. classrooms, staff room, trip packs).
- Assessments are signed and dated by the person completing them and approved by the Leadership Team.

7. Monitoring & Review

- Leadership Team reviews risk assessments **termly** and after any incident.
- Risk assessments are also reviewed whenever:
 - New activities or equipment are introduced.
 - Staff identify new hazards.
 - Children's needs change.
 - An accident/incident highlights a gap in controls.

8. Safeguarding Links

If risks to a child's safety involve safeguarding concerns, staff must also refer to the **Safeguarding & Child Protection Policy** and contact the relevant **Local Authority Safeguarding Hub**.



This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Special Educational Needs and Disabilities (SEND) and Inclusion Policy

1. Purpose

Tiny Hands Big Futures Ltd (THBF) is committed to ensuring that all children, including those with Special Educational Needs and Disabilities (SEND), are given equal opportunities to thrive in a safe, nurturing, and inclusive environment. This policy sets out how we identify, support, and monitor children with SEND across all our provisions, in line with the SEND Code of Practice (2015), the Equality Act (2010), and statutory guidance for Alternative Provision.

2. Aims

- To ensure early identification of SEND and effective provision planning.
- To remove barriers to learning and participation.
- To provide personalised, therapeutic, and holistic support for children with SEND.
- To work collaboratively with parents, schools, and local authorities.
- To ensure compliance with the SEND Code of Practice and Equality Act.

3. Principles

- Every child has the right to a broad, balanced, and accessible curriculum.
- Children are valued for their unique strengths, needs, and experiences.
- Support is child-centred, trauma-informed, and co-produced with families and professionals.
- Inclusion means ensuring all children feel a sense of belonging and community.

4. Identification of Needs



THBF follows the four areas of need as outlined in the SEND Code of Practice (2015):

1. **Communication and Interaction** (e.g. autism, speech and language needs).
2. **Cognition and Learning** (e.g. moderate/severe learning difficulties, dyslexia).
3. **Social, Emotional and Mental Health (SEMH)** (e.g. ADHD, trauma, anxiety, school avoidance).
4. **Sensory and/or Physical Needs** (e.g. hearing/vision impairment, physical disabilities).

We use baseline assessments, professional reports, and ongoing observation to identify needs.

5. Provision and Support

- Personalised **Wellbeing and Support Plans** for every child with SEND.
- Use of therapeutic approaches such as **Intensive Interaction, Attention Autism, Sensology, Forest School, Hygge-inspired environments, and outdoor learning**.
- Access to **specialist interventions** (e.g. Speech and Language Therapy, Occupational Therapy, Art/Play Therapy) where appropriate.
- Small group sizes and high staff-to-child ratios.
- Adaptations to environment and resources to support sensory regulation and accessibility.

6. Roles and Responsibilities

- **Leadership Team:** Oversees SEND provision across THBF.
- **SENDCo/Lead Practitioner:** Coordinates SEND identification, provision, and reviews.
- **Staff:** Deliver personalised support, record progress, and adapt provision.
- **Parents/Carers:** Involved in planning, reviewing, and decision-making.
- **External Agencies:** Schools, local authority SEND teams, therapists, and safeguarding hubs.

7. EHCPs (Education, Health and Care Plans)

- Children with EHCPs are supported in line with statutory duties.
- THBF liaises closely with schools and local authorities to ensure EHCP outcomes are met.
- Annual Reviews are supported with detailed reports from THBF staff.



8. Inclusion and Equality

- THBF does not discriminate against children or families on the basis of SEND, disability, race, gender, religion, or background.
- Adjustments are made to ensure full participation in all aspects of provision.
- Staff receive ongoing training in SEND, inclusion, and equality practices.

9. Monitoring and Review

- SEND provision is reviewed termly by the Leadership Team.
- Children's progress is tracked through wellbeing, engagement, and curriculum outcomes.
- Policy is reviewed annually and updated in line with legislation.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**

Equality, Diversity & Inclusion (EDI) Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF) is committed to providing an environment where every child, family, and staff member is treated with dignity, fairness, and respect. We value diversity, actively promote inclusion, and will not tolerate discrimination, harassment, or victimisation in any form.



We recognise our duties under the **Equality Act 2010** to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations.

2. Aims

- Provide equal access to opportunities for all children, staff, and families.
- Foster a culture of belonging, acceptance, and respect.
- Celebrate diversity in culture, language, religion, race, gender, and ability.
- Ensure reasonable adjustments are made for children and staff with SEND, disabilities, or health needs.
- Promote inclusive teaching, play, and therapeutic approaches that reflect children's diverse identities.

3. Protected Characteristics

Under the Equality Act 2010, no child, parent, carer, staff member, or volunteer will face discrimination because of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, and ethnic or national origins)
- Religion or belief
- Sex
- Sexual orientation

4. Commitments in Practice

- **Children:**
 - Provide an inclusive curriculum, resources, and displays reflecting diversity.
 - Ensure all activities are accessible to children with SEND or additional needs.
 - Challenge stereotypes, prejudice, and discriminatory behaviour.
 - Support children's individual identities, including culture, language, and gender expression.
- **Staff:**
 - Recruitment is fair, transparent, and free from bias.
 - Staff receive training on equality, diversity, and unconscious bias.
 - Reasonable adjustments are made to support staff wellbeing and accessibility.
 - Staff are expected to uphold this policy in all professional interactions.
- **Families & Community:**
 - Ensure all families feel welcome, respected, and valued.



- Communicate in accessible formats, with interpreters or translations where possible.
- Celebrate cultural and community events within the provision.
- Partner with schools and local authorities to promote inclusion.

5. Responding to Discrimination or Harassment

- All incidents of discriminatory language, behaviour, or harassment will be recorded, investigated, and addressed.
- Children will be supported to learn from incidents in a restorative and educational way.
- Staff misconduct in this area may lead to disciplinary action.
- Serious incidents will be reported to the **Leadership Team**, Safeguarding Hub, and (if appropriate) Ofsted.

6. Legal Duties & Compliance

- Equality Act 2010
- Human Rights Act 1998
- Children and Families Act 2014
- SEND Code of Practice 2015
- Public Sector Equality Duty

7. Monitoring & Review

- Equality objectives are reviewed annually.
- Data on admissions, attendance, and staffing is monitored to ensure fairness.
- Feedback from staff, children, and families is used to improve practice.
- This policy will be reviewed every year, or sooner if legislation changes.
- This policy will be reviewed **annually** or sooner if statutory guidance changes.
- Next review: **September 2026**.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Anti-Discrimination & Anti-Racism Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF) is committed to creating a safe, respectful, and inclusive environment where all forms of discrimination, prejudice, or racism are actively challenged.

We believe every child, staff member, and family has the right to be treated with dignity and equality, regardless of race, culture, religion, language, nationality, or background.

We will not tolerate:

- Racism or racial harassment
- Discriminatory comments, jokes, or behaviour
- Victimisation, bullying, or exclusion based on identity

2. Aims

- Ensure all children and staff feel safe, valued, and respected.
- Actively promote anti-racism, anti-discrimination, and social justice through teaching and practice.
- Provide diverse resources and displays that reflect and celebrate all communities.
- Challenge and educate when prejudice arises.
- Meet statutory duties under the **Equality Act 2010** and **Public Sector Equality Duty**.

3. Practice at THBF

- **Curriculum & Environment:** Stories, play, and displays will reflect a wide range of cultures, ethnicities, and perspectives.
- **Staff Behaviour:** All staff must model inclusive and respectful language and behaviour.
- **Children's Learning:** Incidents of discriminatory language or behaviour are treated as safeguarding concerns and addressed in a restorative, educational way.
- **Families & Community:** We work in partnership with families and welcome input to strengthen our inclusive practice.

4. Reporting & Responding to Discrimination



- All incidents of racism or discrimination must be **recorded and reported immediately** to the Leadership Team.
- Staff will support children or colleagues affected.
- Parents/carers will be informed where appropriate.
- Serious incidents may be referred to the Local Authority Safeguarding Hub or Police if necessary.
- Any member of staff found to have engaged in discriminatory behaviour may face disciplinary action.

5. Legal Duties

- Equality Act 2010
- Human Rights Act 1998
- Public Sector Equality Duty
- Ofsted Education Inspection Framework (leadership & personal development strands)

6. Monitoring & Review

- Leadership monitors incidents of discriminatory behaviour and reports trends termly.
- Policy reviewed annually and after any significant incident or legislation change.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Accessibility Policy & Plan

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF) is committed to providing an inclusive environment where all children, families, staff, and visitors can participate fully, regardless of disability or additional needs.



We recognise our duties under the **Equality Act 2010** to make *reasonable adjustments* and to publish an accessibility plan.

2. Aims

- Ensure that no child, staff member, or family is disadvantaged due to disability.
- Make reasonable adjustments to support access to learning, play, and wellbeing.
- Improve the physical environment, curriculum, and communication for accessibility.
- Work in partnership with families, schools, and local authorities to meet individual needs.

3. Scope

This policy applies to:

- **Children** attending Hugi Hub, Hugi Nest, or any THBF provision.
- **Staff and volunteers** employed by THBF.
- **Families and visitors** accessing our sites.

4. Accessibility in Practice

- **Physical Access**
 - Ensure entrances, exits, and key areas are accessible where reasonably practicable.
 - Provide ramps, clear signage, and adapted toilets where possible.
 - Complete site-specific accessibility audits annually.
- **Curriculum Access**
 - Provide differentiated and adapted learning to meet individual needs.
 - Use therapeutic approaches and resources tailored to SEND learners.
 - Offer specialist interventions (e.g., speech therapy, art therapy, sensory support).
- **Communication Access**
 - Provide information in alternative formats where possible (e.g., visual, easy-read).
 - Use translation/interpreting support if required.
 - Employ visual supports, symbols, and Makaton/signing where appropriate.

5. Accessibility Plan 2025–2028



Over the next three years, THBF commits to:

1. **Improve physical access** across sites (ramps, signage, accessible toilets).
2. **Develop sensory-friendly spaces** within provisions.
3. **Enhance training** for staff on disability awareness, autism, and communication needs.
4. **Strengthen digital accessibility** for parent communications (easy-read, translations).
5. **Annual review** of accessibility with input from families and professionals.

6. Roles & Responsibilities

- **Leadership Team:** Ensure accessibility plan is implemented and monitored.
- **Managers:** Complete site audits and update accessibility records.
- **Staff:** Adapt activities and learning to ensure inclusion.
- **Families:** Share information about individual access needs.

7. Monitoring & Review

- Accessibility Plan reviewed **annually** and updated every three years.
- Progress monitored by Leadership Team and reported to Trustees/Directors.
- Feedback from staff, families, and children is sought to improve accessibility.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Prevent Duty Policy

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF) is committed to safeguarding children and staff from the risk of radicalisation, extremism, and terrorism. Prevent is part of our wider safeguarding duty to protect children from harm and promote their welfare.

We recognise that children and vulnerable individuals may be at risk of exploitation by extremist or terrorist ideologies, whether through face-to-face contact, online platforms, or social media.

This policy is written with regard to the:

- **Counter-Terrorism and Security Act 2015**
- **Revised Prevent Duty Guidance 2023**
- **Keeping Children Safe in Education 2025 (KCSIE)**
- **Working Together to Safeguard Children 2023**

2. Aims

- To safeguard children from the risk of radicalisation and extremist influences.
- To ensure staff are trained to recognise signs of vulnerability and radicalisation.
- To provide a safe environment where children can discuss sensitive issues openly.
- To work in partnership with schools, local authorities, safeguarding hubs, and the Police.



3. Definitions

- **Extremism:** Vocal or active opposition to fundamental British values (democracy, rule of law, individual liberty, mutual respect, tolerance of different faiths and beliefs).
- **Radicalisation:** The process by which an individual comes to support terrorism or extremist ideologies.
- **Terrorism:** Action designed to influence government or intimidate the public for a political, religious, or ideological cause.

4. Practice at THBF

- **Curriculum & Environment**
 - Promote British values throughout our therapeutic and educational provision.
 - Provide opportunities for children to develop resilience, critical thinking, and respect for others.
- **Staff Training**
 - All staff complete Prevent Awareness training as part of safeguarding induction.
 - Regular updates are provided during safeguarding refreshers.
- **Partnership Working**
 - Concerns are reported to the **Leadership Team/DSL**.
 - Referrals may be made to the **Local Safeguarding Hub** or the **Channel Panel**.
 - We work closely with schools, local authorities, and Prevent leads.

5. Recognising Concerns

Staff may observe:

- Changes in behaviour, dress, or friendship groups.
- Expression of extremist views or support for extremist groups.
- Accessing extremist websites or material online.
- Refusal to engage with, or hostility towards, others from different backgrounds.

These concerns do not always indicate radicalisation, but must always be recorded and reported.

6. Reporting Procedure

1. Record concerns factually.
2. Report immediately to the **DSL/Leadership Team**.
3. DSL assesses concern and consults with **Local Authority Safeguarding Hub** or Prevent lead if necessary.
4. If urgent, Police may be contacted directly.



7. Legal Duties

- Counter-Terrorism and Security Act 2015
- Revised Prevent Duty Guidance (2023)
- Equality Act 2010
- Keeping Children Safe in Education 2025

8. Monitoring & Review

- Leadership monitors Prevent referrals and staff training records.
- This policy is reviewed annually or sooner if guidance changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Gender Identity & Inclusion Guidance

1. Policy Statement

Tiny Hands Big Futures Ltd (THBF) is committed to providing a safe, inclusive, and respectful environment for all children, families, and staff, including those who are transgender, non-binary, or questioning their gender identity.

We recognise that gender identity is personal and may be experienced differently by each individual. We will listen to children and families, respect their needs, and ensure dignity, safety, and wellbeing.

2. Aims

- To promote inclusion and respect for children and staff of all gender identities.
- To comply with the **Equality Act 2010** and Public Sector Equality Duty.
- To provide safe spaces where children can express their identity without fear of bullying or discrimination.
- To work with families and professionals to ensure the best interests of the child are prioritised.

3. Commitments in Practice

- **Respect & Confidentiality**
 - Use chosen names and pronouns where requested.
 - Respect confidentiality and only share information with consent (unless safeguarding applies).
- **Environment & Resources**
 - Provide inclusive toilet and changing facilities where possible.
 - Ensure displays, resources, and books reflect gender diversity.
- **Curriculum & Culture**
 - Challenge gender stereotypes in play, learning, and staff practice.
 - Embed messages of acceptance and respect in everyday provision.
- **Staff & Families**
 - Provide staff training on gender identity and inclusive practice.
 - Support children and families with sensitivity, ensuring wellbeing is central.
 - Address and record any incidents of gender-based bullying or harassment.

4. Safeguarding & Wellbeing



- The welfare and safety of the child remain paramount.
- Concerns about bullying, self-esteem, or mental health will be addressed via safeguarding procedures.
- External agencies may be consulted where appropriate, including CAMHS, health professionals, or local support organisations.

5. Legal Framework

- Equality Act 2010 (protection under “gender reassignment”)
- Human Rights Act 1998
- Keeping Children Safe in Education (2025)
- SEND Code of Practice 2015

6. Monitoring & Review

- Incidents of gender-based bullying or discrimination are recorded and monitored by the Leadership Team.
- Policy reviewed annually, or sooner if guidance or legislation changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Positive Handling Policy

1. Executive Summary

- Safeguards the welfare of children and staff.
- Promotes prevention, de-escalation, and positive behaviour support.
- Restraint/positive handling is a **last resort** and only when reasonable, proportionate, necessary, and in the child's best interests.
- Based on **DfE guidance, Children Act 1989, Education & Inspections Act 2006**, and **Department of Health best practice**.

2. Aims of the Policy

- Provide clear guidance to staff on the use of physical intervention.
- Support staff to plan and prevent challenging behaviours escalating.
- Reduce the use of restraint and ensure it is only used when absolutely necessary.
- Protect children, staff, and others from harm.

3. Principles

- Every child has the right to dignity, safety, and respect.

- Staff have a duty of care towards children and each other.
- Staff act in **good faith**, in line with training, policies, and the law.
- Restraint is never used as a punishment or for staff convenience.

4. Prevention and Planning

- **Formal risk assessments** for children known to display challenging behaviours.
- **Positive Handling Plans (PHPs):**
 - Outline known triggers.
 - Detail strategies that work for the individual.
 - Identify responses to avoid.
 - Developed with staff, parents, and multi-agency partners where relevant.
- **Positive Behaviour Management:**
 - Encourages rewards, praise, and restorative practice.
 - De-escalation strategies always attempted first.

5. When Positive Handling May Be Used

Staff may use reasonable force to prevent a pupil from:

- Causing harm to themselves.
- Causing harm to others.
- Committing a criminal offence.
- Damaging property.
- Seriously disrupting good order and discipline.

Physical intervention must always be:

- **Reasonable, proportionate, necessary.**
- **The least restrictive** option.
- **Time-limited** and recorded.

6. Types of Intervention

- **Physical contact:** guiding, prompting, or reassuring touch.
- **Restrictive physical interventions:** holding or moving a child resisting, only where absolutely necessary.
- **Floor holds:** only used in extreme emergencies and by trained staff.

Staff must avoid any holds that could be seen as sexual, inappropriate, or dangerous.



Team Teach Approach

Tiny Hands Big Futures uses **Team Teach** as its approved model for positive handling and restrictive physical intervention.

- Team Teach provides accredited, evidence-based training in **de-escalation, positive behaviour management, and safe physical intervention techniques**.
- All staff authorised to use physical intervention must have **current Team Teach certification**.
- Team Teach principles emphasise:
 - **95% de-escalation and prevention strategies**.
 - Physical intervention only when **absolutely necessary and proportionate**.
 - A restorative and reflective follow-up process for both staff and pupils.

7. Incident Recording and Review

- Every incident recorded within 24 hours using secure reporting systems.
- Reviewed by leadership team.
- Parents/carers informed as soon as possible.
- Post-incident support offered to both staff and pupils.
- Risk assessments and Positive Handling Plans updated if required.

Parent/Carer Involvement

- Parents/carers will be informed as soon as possible if positive handling has been used with their child.
- Where a child has a **Positive Handling Plan**, parents/carers will be consulted during its development and review.
- Parents/carers will be asked to sign an **Agreement Form** confirming they understand:
 - That Tiny Hands Big Futures staff are trained in **Team Teach**.
 - That physical intervention may be used only as a last resort to keep their child or others safe.
 - That incidents will always be recorded and shared.

8. Complaints and Escalation

- Parents/carers and pupils have the right to complain.
- Concerns are addressed under the organisation's **Complaints Policy**.
- Whistleblowing procedures apply if staff suspect misuse of restraint.

9. Staff Training



- Staff receive training in **de-escalation and behaviour management**.
- Restraint training delivered by recognised, accredited providers (e.g. BILD/ICM approved).
- Refresher training provided regularly.

10. Legal and Policy Framework

- Children Act 1989
- Education & Inspections Act 2006 (s93 – Use of Reasonable Force)
- Children & Families Act 2014 (s100 – supporting pupils with medical conditions)
- Human Rights Act 1998
- UN Convention on the Rights of the Child (1991)
- DfE Guidance: *Use of Reasonable Force* (2013), *Behaviour and Discipline in Schools* (2016)
- NICE Guidelines on behaviour and restrictive interventions

11. Review and Monitoring

- Policy reviewed annually.
- Data on restraint monitored for trends and equality implications.
- Outcomes used to improve practice and reduce restrictive interventions.

Appendices

- Appendix A: Glossary of Terms (Positive Handling, Restraint, Reasonable Force, etc.)
- Appendix B: References and Guidance Documents
- Appendix C: Positive Handling Plan Template
- Appendix D: Incident Recording Form
- **Signed:** Tracy Rodgers – Managing Director
Date: 01/09/2025

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Tiny Hands Big Futures Ltd

Positive Handling (Team Teach) Parent /Carer Agreement

Child's Name: _____

Date of Birth: _____

I understand that:

- Tiny Hands Big Futures has a **duty of care** to safeguard all children, staff, and visitors.
- Staff are trained in **Team Teach**, which prioritises de-escalation and prevention.
- Positive handling/reasonable force may only be used when **absolutely necessary** and in the **best interests of the child**.
- Any incidents of positive handling will be **recorded and shared** with parents/carers.
- My child will have a **Positive Handling Plan** if there is an identified risk of behaviour that may require physical intervention.

ADD Reins – harness style only



I confirm that I have read and understood the **Positive Handling Policy**.
I consent to the use of Team Teach strategies by trained staff to ensure the safety and wellbeing of my child and others.

Signed (Parent/Carer): _____ Date: _____
Signed (Staff/Manager): _____ Date: _____

Staff Understanding & De-escalation Policy

Tiny Hands Big Futures Ltd

1. Purpose

- To set out THBF's commitment to understanding behaviour as communication.
- To promote positive, trauma-informed practice that prioritises wellbeing.
- To make clear that intervention is **only ever a last resort** and only by trained staff.

2. Principles

- Children's behaviour is a form of communication.
- Staff wellbeing and reflective practice are vital for effective de-escalation.
- Every child has the right to dignity, safety, and co-regulation.
- Physical intervention is only used when **absolutely necessary** to prevent harm.



3. Understanding Behaviour

- Staff are trained to look for **triggers** and **antecedents** (e.g. sensory overload, anxiety, unmet needs).
- Staff should record and share patterns to adapt support plans.
- Wellbeing Plans (created with parents and professionals) outline:
 - child's triggers
 - preferred de-escalation strategies
 - successful calming approaches
 - what *not* to do

4. De-escalation Strategies

- Use calm tone, body language, and reassurance.
- Offer safe spaces and sensory regulation tools.
- Give choices and time to process.
- Use Intensive Interaction, distraction, or humour (where appropriate).
- Involve peers carefully and safely in co-regulation if suitable.

5. Staff Wellbeing

- Daily check-ins (e.g. “cups” system) to monitor emotional load.
- Staff encouraged to seek support if affected by incidents.
- Reflective debrief after significant behaviour events.
- Training and supervision to maintain confidence and resilience.

6. Intervention (Last Resort)

- Only if child/others are at risk of immediate harm.
- Must be **reasonable, proportionate, and necessary**.
- Only by staff trained in Team Teach.
- Always recorded, reviewed, and discussed with parents.

7. Recording & Review

- Incidents logged within 24 hours.
- Reviewed by leadership and used to adapt wellbeing plans.
- Shared with parents and (where relevant) external professionals.

8. Links to Other Policies

- Safeguarding Policy
- Positive Handling Policy
- Staff Wellbeing Charter
- Behaviour Policy

9. Monitoring & Review

- Annual review by leadership team.
- Updates in response to new statutory guidance or safeguarding updates.



This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Our Positive Handling Promise

At Tiny Hands Big Futures, the safety, dignity and wellbeing of every child comes first.

We believe in **care, respect and trust** – physical intervention is only ever used as a **last resort**.

Heart icon: What We Do

- **Prioritise wellbeing** – every child has an individual plan.
- **Focus on prevention** – we use de-escalation and calming strategies first.
- **Use safe approaches only** – staff are trained in **Team Teach**, a nationally recognised method.
- **Keep children safe** – physical intervention is only used if it is:
 - To prevent harm to the child or others
 - To stop serious damage to property
 - To ensure safety in an emergency

Document icon: How We Work With You

- We share and agree your child's **Wellbeing & Positive Handling Plan**.
- We will always **inform you if any intervention has been used**.
- You are invited to **sign our parent agreement form** so that you know what to expect.

Star icon: Our Commitment

- Interventions are always **reasonable, proportionate and necessary**.
- They are **never used as punishment**.
- Every incident is **recorded and reviewed**.
- Children and parents are offered **support afterwards**.

Phone icon: If you'd like to talk through our approach, please contact a member of the **Leadership Team** at any time.



Behaviour Policy

1. Policy Statement

- Commitment to a safe, nurturing, and inclusive environment.
- Behaviour viewed as communication; focus on understanding needs.
- Trauma-informed, therapeutic approaches prioritised.
- Consistency and fairness across Hugi Hub, Hugi Nest, and all THBF settings.

2. Aims

- To promote positive behaviour and relationships.
- To support pupils in developing self-regulation and social skills.
- To ensure a safe learning environment for all.
- To reduce exclusions through early intervention and tailored support.

3. Principles

- Respect, kindness, and safety are core values.
- Every child is treated as an individual.
- Preventative and restorative strategies used before sanctions.
- Close partnership with parents/carers and external agencies.

4. Roles and Responsibilities

- **Leadership Team** – oversee policy implementation, monitoring, and staff training.



- **Staff** – model positive behaviour, follow de-escalation plans, record incidents.
- **Children** – supported to follow expectations, understand boundaries, and learn repair strategies.
- **Parents/Carers** – partners in supporting consistency between home and THBF.

5. Positive Behaviour Approaches

- Celebration of achievements (certificates, rewards, “Hugi Stars”).
- Daily recognition of effort, kindness, and progress.
- Restorative conversations after incidents.
- Individualised Wellbeing/Behaviour Plans where needed.

6. De-escalation and Support

- Staff follow Team Teach de-escalation principles.
- Early intervention via sensory breaks, co-regulation, safe spaces.
- Wellbeing Plans developed in partnership with parents and reviewed regularly.
- Intervention only if absolutely necessary (see Positive Handling Policy).

7. Consequences (Fair & Proportionate)

- Natural consequences where possible.
- Loss of privilege, reflective tasks, or restorative repair.
- Never humiliating or disproportionate.
- Always explained to the child and linked to repairing relationships.

8. Recording and Monitoring

- Incidents logged securely.
- Reviewed termly by Leadership Team to spot patterns and adjust support.
- Shared with parents as appropriate.

9. Training

- All staff trained in trauma-informed practice, de-escalation, and Team Teach.
- Annual refreshers embedded into CPD.

10. Links to Other Policies

- Safeguarding & Child Protection
- Positive Handling
- Anti-Bullying
- Equality, Diversity & Inclusion
- Wellbeing

11. Review and Sign-Off

This policy will be reviewed annually, or sooner if legislation or guidance changes.



This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Tiny Hands Big Futures – Behaviour Values

(with icons & professional font)

✿ Respect

- We listen to others.
- We use kind words.
- We look after our environment and belongings.

♡ Kindness

- We help friends and staff.
- We notice if someone needs support.
- We celebrate each other's successes.

⌚ Safety

- We walk indoors and move carefully outdoors.
- We keep hands, feet and objects to ourselves.
- We follow adult instructions to stay safe.

🤝 Responsibility

- We try our best in all activities.
- We take care of equipment and spaces.
- We own our actions and use restorative conversations.

Staff Behaviour & Positive Handling Flowchart – Process Map

Start → Prevent → De-escalate → Escalation → Positive Handling → Aftercare

➊ 1. Prevent & Prepare



- Follow **Wellbeing/Support Plan**
- Provide **clear boundaries & structure**
- Use **trauma-informed & restorative approaches**
- Reinforce **positive behaviour**



2. De-escalate First



- Stay calm, **low arousal**
- Offer **choices / safe space**
- Use **distraction & redirection**
- Engage in **co-regulation**

3. Behaviour Escalates



- **Dynamic risk assess**
- Remove others if needed
- Call **Leadership Team** for support
- Continue **verbal de-escalation**

4. Positive Handling (Last Resort)



- Only if **risk of harm is immediate**
- Must be: **Reasonable • Necessary • Proportionate**
- Only by **Team Teach trained staff**
- Never as punishment

5. Aftercare & Recording



- **Support the child** (repair & restore)
- **First Aid** if required
- Record incident within **24 hours**
- Leadership Team review & update plans
- **Inform parents** promptly

END: Safe Recovery & Reflection

Staff Behaviour & De-escalation Process Map

1. Preventative Practice (Daily Foundations)

- Follow child's **Wellbeing/Support Plan**
- Use **Team Teach preventative strategies**
- Embed **regulation breaks, sensory tools, routines**
- Build positive, trusted relationships



2. Early Signs of Dysregulation

- Notice triggers (sensory, social, emotional)
- Use **de-escalation** (calm voice, space, choices)
- Offer **safe regulating activity** (walk, quiet space, sensory aid)
- Record patterns in behaviour log



3. Escalation

- Prioritise **safety of child & others**
- Remove triggers/environment pressures if possible
- Continue verbal & non-verbal de-escalation
- **Do not intervene physically unless risk is imminent**



4. Crisis (Last Resort Intervention)

- If immediate risk of harm:
 - Use **Team Teach–approved physical intervention**
 - Minimum force, shortest time, always in best interest
- Call for **leadership team support**
- Ensure **other children are safe**



5. Recovery

- Provide space and **quiet supervision**
- **No blame/no punishment** — allow child to self-regulate
- Reconnect positively when calm
- Offer emotional support



6. Post-Incident

- Record in **Incident/Positive Handling Log** within 24 hours
- Inform parents/carers promptly
- Review/update **Wellbeing Plan & Risk Assessment**
- Staff debrief and wellbeing check
- Leadership monitors patterns/trends



7. Learning & Review

- Multi-agency/parent meeting if needed
- Update training or strategies
- Celebrate improvements
- Embed reflective practice into team culture



Anti-Bullying Policy

1. Policy Statement

At Tiny Hands Big Futures (THBF), we are committed to providing a safe, nurturing, and inclusive environment where all children and young people are respected, valued, and supported. Bullying of any kind is unacceptable and will not be tolerated.

We recognise that children placed in alternative provision are often vulnerable, and may have experienced trauma, school avoidance, or challenges with relationships. Preventing bullying, and responding effectively when it occurs, is vital to safeguarding and supporting our pupils' wellbeing and development.

This policy sits alongside our **Behaviour Policy, Positive Handling Policy, and Safeguarding Policy**, and aligns with statutory guidance including:

- *Keeping Children Safe in Education (2025)*
- *Working Together to Safeguard Children (2023)*
- *Preventing and Tackling Bullying (DfE, 2017)*
- *Equality Act 2010*

2. Definition of Bullying

Bullying is behaviour by an individual or group, repeated over time, that intentionally hurts another child or young person physically or emotionally.

It can take many forms, including but not limited to:

- **Physical** – hitting, kicking, pushing, damage to property
- **Verbal** – name calling, teasing, threats, discriminatory language
- **Emotional/Relational** – excluding, spreading rumours, controlling relationships
- **Online/Cyberbullying** – misuse of social media, messaging, images, gaming platforms
- **Discriminatory Bullying** – bullying related to protected characteristics under the Equality Act (e.g. disability, SEND, race, religion, gender, sexual orientation, gender identity)

3. Principles

- Every child has the right to feel safe and included.
- All staff share responsibility for preventing and responding to bullying.
- We promote a culture of respect, empathy, and positive relationships.
- We take all reports of bullying seriously and act swiftly.
- The needs of both the victim and the child displaying bullying behaviours will be addressed through restorative and supportive approaches.



4. Prevention Strategies

THBF takes a **proactive approach** to preventing bullying:

- Embedding **PSHE, social and emotional learning, and restorative practice** in our curriculum.
- Promoting **kindness, empathy, and respect** through our daily routines, Hygge values, and positive reinforcement.
- Creating **safe spaces and nurture groups** where children can regulate emotions and build confidence.
- Regular **circle time and group agreements** to reinforce positive relationships.
- Staff modelling respectful, inclusive behaviour at all times.
- Ensuring online safety measures are robust and regularly reviewed.

5. Responding to Bullying

If bullying is reported or observed:

Step 1 – Immediate Response

- Staff ensure the child is safe.
- Listen carefully and record what has been reported/observed.
- Reassure the child that it will be taken seriously.

Step 2 – Investigation

- Leadership team will investigate promptly, speaking with all involved.
- Records are kept on the **Bullying Incident Log**.

Step 3 – Action Taken

- Support provided to the child experiencing bullying (e.g. key adult check-ins, wellbeing plan review).
- Interventions for the child displaying bullying behaviour, focusing on **underlying needs, education, and restorative approaches**.
- Parents/carers of both parties informed.
- Leadership team to decide if external agencies should be involved.

Step 4 – Follow-Up

- Regular monitoring of the situation.
- Review of wellbeing/behaviour plans.
- Restorative meeting if appropriate.
- Safeguarding referral if concerns persist.



6. Roles and Responsibilities

- **All Staff** – remain vigilant, challenge bullying behaviours, record concerns, support children.
- **Leadership Team** – ensure policy implementation, oversee investigations, monitor trends.
- **Parents/Carers** – encourage open communication, support strategies agreed with THBF.
- **Children** – encouraged to speak up, support each other, and follow group agreements.

7. Recording and Monitoring

- All bullying concerns are logged and monitored.
- Termly reviews of incidents to identify patterns or vulnerabilities.
- Data shared with local authorities and schools as part of outcomes reporting.

8. Linked Policies

- Safeguarding Policy
- Behaviour Policy
- Positive Handling Policy
- Equality, Diversity & Inclusion Policy
- Online Safety Policy

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Pupil Online Safety & Acceptable Use Policy

1. Policy Statement



Tiny Hands Big Futures (THBF) recognises the vital importance of keeping children safe in an increasingly digital world. This policy sets out how we ensure pupils use technology responsibly, protect themselves online, and develop the skills to engage safely and positively with digital platforms.

Online safety is a safeguarding priority. We expect all staff, pupils, and parents/carers to support the principles of safe, responsible, and respectful use of technology both within and beyond our settings.

2. Scope

This policy applies to:

- All pupils attending THBF provisions (Hub, Nest, House, outreach).
- All staff, volunteers, and contractors who may access digital systems.
- Parents/carers who provide digital devices for their children.

It covers the use of:

- Internet, email, and online communication platforms.
- Social media, messaging apps, and gaming.
- School/setting digital devices, as well as personal devices used on-site.

3. Aims

We aim to:

- Protect children from online harm, including cyberbullying, exploitation, grooming, radicalisation, and inappropriate content.
- Promote responsible digital citizenship and resilience.
- Provide clear expectations around the use of devices and online platforms.
- Ensure staff model safe and professional online behaviour.

4. Principles of Online Safety

Pupils have the right to:

- Be safe online and free from harassment or abuse.
- Learn how to use technology responsibly.
- Report concerns and be listened to.

Staff have the responsibility to:

- Model positive digital behaviours.
- Teach and reinforce online safety messages.
- Intervene and record concerns promptly.

Parents/carers are expected to:

- Monitor and support their child's online use at home.



- Communicate concerns to staff.
- Follow THBF guidance on safe online behaviour.

5. Acceptable Use Rules for Pupils

All children must:

- Use technology kindly and respectfully.
- Keep personal information private.
- Tell an adult immediately if they see or receive something upsetting.
- Never meet online contacts in person without parental/carer and staff knowledge.
- Only use devices and apps with adult approval.

6. Unacceptable Use

Pupils must not:

- Send hurtful, unkind, or abusive messages.
- Access, download, or share inappropriate content.
- Use technology to bully, intimidate, or threaten others.
- Attempt to bypass internet filters or security.
- Record, photograph, or video others without permission.

7. Staff Responsibilities

- Reinforce online safety messages during learning.
- Supervise device use and intervene where concerns arise.
- Record incidents of online safety breaches via safeguarding reporting.
- Follow the Staff Social Media & Online Conduct Policy.

8. Education & Curriculum

THBF will embed online safety teaching within:

- PSHE and wellbeing programmes.
- Digital skills and online learning activities.
- Targeted interventions where online behaviour is linked to safeguarding.

9. Responding to Concerns



- All online safety concerns must be reported immediately to the Designated Safeguarding Lead (DSL).
- Concerns about staff conduct online must follow the Managing Allegations Policy.
- Incidents will be recorded and monitored, with parents/carers informed where appropriate.

10. Monitoring & Review

- This policy will be reviewed annually, or sooner if statutory guidance changes.
- Effectiveness will be measured through incident monitoring, pupil feedback, and safeguarding reviews.
- Signed copies will be held by staff and available to parents/carers on request.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**

Be Safe, Be Kind, Be Smart Online

(Tiny Hands Big Futures)

Keep Safe

- Never share your full name, address, school, or password.
- If something feels wrong – **tell an adult straight away**.

Be Kind

- Use kind words and emojis  
- Treat people online like you would in real life.

Think Smart



- Only use apps, games, and websites an adult has said are okay.
- Don't click on links or messages you don't know.

🚫 Say No

- Don't reply to nasty messages.
- Don't send pictures or videos without asking an adult first.

求助 Ask for Help

- If you see something that upsets you, **STOP** → **CLOSE** → **TELL**.
- You can always talk to your teacher, Hugi grown-ups, or your family.

Social Media & Online Safety – Guidance for Parents & Carers

Our Commitment



At Tiny Hands Big Futures, the safety and wellbeing of children comes first – both in person and online.

- We teach children how to use technology safely and responsibly.
- Staff follow strict safeguarding and professional standards when using social media and online platforms.
- We work in partnership with families to promote healthy and safe online behaviour.

What We Ask of Parents & Carers

To help us keep all children safe, we kindly ask you to:

- **Respect privacy:** please do not share images or videos of other children without permission.
- **Be mindful online:** avoid negative or disrespectful comments about children, staff, or the provision on social media.
- **Support boundaries:** model safe and appropriate online behaviour at home.

Helping Your Child Stay Safe Online

Simple steps you can take at home:

- Keep devices in shared family spaces when possible.
- Talk regularly about what your child is doing online.
- Encourage kindness and respect in online interactions.
- Set up parental controls and check privacy settings together.
- Remind children they can always come to you, or a trusted adult, if something online makes them feel worried or unsafe.

If You Have Concerns

If you are worried about your child's online safety, or notice anything concerning:

- Speak to a member of our **Leadership Team**
- We will take all safeguarding concerns seriously and support you with clear next steps.

Working Together

By working in partnership, we can help children enjoy the benefits of being online while staying safe and protected.

 **Contact:** Leadership Team

 safeguarding@tinyhandsbigfutures.org.uk (placeholder – can update to your safeguarding email)

 This leaflet will be reviewed annually.



Curriculum Policy

Tiny Hands Big Futures (Hugi House, Hugi Nest, Hugi Hub)

1. Policy Statement

Tiny Hands Big Futures provides a trauma-informed, neurodivergent-friendly curriculum that promotes learning, regulation, and wellbeing. The curriculum is rooted in nurture, inclusivity, high aspiration, and the hygge philosophy, ensuring children feel safe, valued, and able to thrive.

2. Aims

- Enable every child to build confidence, communication, independence, and wellbeing.
- Deliver a broad and balanced framework that adapts flexibly to each child's needs.
- Provide short-term, targeted intervention with a pathway back into school or longer-term therapeutic support where needed.

3. Curriculum Framework

Our curriculum is structured around **four key areas**:

1. **Communication** – expressive, receptive, social interaction.
2. **Core Skills** – literacy, numeracy, life skills.
3. **Wellbeing** – emotional regulation, resilience, self-esteem.
4. **Focus & Engagement** – curiosity, play, persistence, and independence.

4. Baseline & Assessment

- Baseline completed within **two weeks of entry**.
- Progress tracked half-termly using the **Foundations at Hugi House Framework** (emerging → developing → secure).
- Outcomes linked to EHCP targets and commissioning school expectations.

5. Personalisation & Inclusion

- Every child has an **Individual Learning Plan**.
- Curriculum delivery adapted for sensory regulation, communication needs, and therapeutic goals.



- Partnership with families and external agencies (e.g. SALT, OT, EP).

6. Teaching & Learning Approach

- Small group and 1:1 teaching.
- Trauma-informed practice, therapeutic relationships, predictable routines.
- Strategies include: intensive interaction, Attention Autism, Bucket Time, sensory integration, and play-based pedagogy.

7. Outdoor Learning & Forest School at Hugi Nest

- Outdoor learning is a **core part of our provision** across all sites.
- At **Hugi Nest**, Forest School principles are embedded:
 - **Child-led exploration** of the natural environment.
 - Development of **confidence, resilience, and problem-solving** through play in woodland spaces.
 - Safe opportunities for **risk-taking** (fire lighting, tool use, den building).
 - Promotion of **environmental awareness and sustainability**.
- Forest School sessions are planned, risk-assessed, and facilitated by trained staff, aligning with the **Forest School Association principles**.
- Outdoor learning complements the Foundations framework and provides alternative routes to engagement for children with high sensory, emotional, and regulation needs.

8. Monitoring & Evaluation

- Leadership team reviews progress each term.
- Curriculum impact measured through outcomes, attendance, engagement data, and reintegration success.
- CPD provided to staff to ensure curriculum fidelity and innovation.

9. Roles & Responsibilities

- **Leadership Team**: curriculum oversight, compliance, quality assurance.
- **Staff**: deliver personalised learning, track outcomes, work in partnership with families.
- **Parents/Carers**: contribute to planning and review.
- **Children**: their voices and choices guide learning experiences.

10. Compliance

- Aligns with the **Ofsted Education Inspection Framework**.
- Meets statutory duties under the **SEND Code of Practice (2015)**, Equality Act 2010, and safeguarding legislation.

Intent of Placements at Tiny Hands Big Futures



At Tiny Hands Big Futures, we recognise that children are placed in Alternative Provision (AP) because they are experiencing challenges that mean they cannot currently thrive in mainstream education. Placements are not simply a holding measure — they are purposeful, therapeutic, and goal-oriented.

Why placements are needed:

- **Emotional regulation and wellbeing:** Many of our children experience anxiety, trauma, or neurodivergent needs that affect their ability to engage with learning. AP gives them a safe space to re-stabilise.
- **School avoidance or exclusion risk:** Placements provide an alternative to exclusion and help children maintain a connection with education.
- **Specialist support:** We offer therapeutic, small-group and outdoor-based learning that schools often cannot deliver within their own settings.
- **Family support:** AP placements allow families time and support while joint plans are created to reintegrate children.

Intent of our placements:

1. **Stabilisation** – children feel safe, supported, and ready to learn.
2. **Re-engagement** – restoring a positive relationship with learning through therapeutic, relational, and practical experiences.
3. **Assessment and planning** – identifying strengths, needs, and the right strategies (e.g. EHCP contributions, therapeutic assessments).
4. **Progression** – whether returning to mainstream school, moving to a specialist setting, or continuing with us, placements are focused on clear outcomes.
5. **Collaboration** – working in partnership with schools, families, and local authorities to ensure joined-up planning.

Outcomes we measure:

- Emotional wellbeing and regulation.
- Re-engagement in learning.
- Attendance and participation.
- Development of communication, social and life skills.
- Academic progress relative to each child's starting point.





Tiny Hands Big Futures Ltd

Staff Training & Continuing Professional Development (CPD) Policy

1. Policy Statement

At Tiny Hands Big Futures Ltd (THBF), we believe that high-quality training and continuous professional development (CPD) are essential for maintaining a safe, nurturing, and effective learning environment for children. We are committed to supporting all staff in developing their skills, knowledge, and confidence to deliver outstanding practice.

2. Aims of the Policy

- To ensure all staff receive mandatory training in line with statutory and Ofsted requirements.
- To provide opportunities for professional growth, ensuring staff remain up to date with best practice in education, safeguarding, SEND, and alternative provision.
- To support staff wellbeing and confidence through targeted training.
- To promote a culture of reflective practice, continuous improvement, and life-long learning.

3. Mandatory Training



All staff will complete and maintain up-to-date training in:

- **Safeguarding & Child Protection (including KCSIE updates)**
- **Prevent Duty**
- **Health & Safety** (including Fire Safety, First Aid, Risk Assessment)
- **Equality, Diversity & Inclusion**
- **Data Protection (GDPR)**
- **Team Teach / Positive Handling** (for relevant staff)
- **SEND Awareness** (including autism, ADHD, SEMH, and trauma-informed approaches)

Records of training are held securely in the staff training log.

4. Induction Training

- All new staff will complete an induction programme, covering key policies, safeguarding responsibilities, and expectations for practice.
- Induction includes shadowing experienced staff, health and safety briefings, and a probationary review.

5. Ongoing CPD

THBF will provide ongoing CPD opportunities through:

- Internal training sessions and workshops.
- External accredited courses and qualifications.
- Attendance at conferences, seminars, and professional networks.
- Coaching, supervision, and mentoring by experienced staff.
- Opportunities to reflect and share practice in staff meetings.

Staff are encouraged to request CPD in areas of personal interest or professional need.

6. Supervision & Appraisals

- Staff will receive regular **supervision sessions** to reflect on practice, identify training needs, and discuss wellbeing.
- **Annual appraisals** will be used to set professional development goals and review CPD progress.
- CPD needs will be linked to both the individual's career aspirations and the organisation's strategic goals.

7. Recording & Monitoring CPD

- A **Training Log** will be maintained for each staff member.
- The Leadership Team will monitor compliance with mandatory training and CPD uptake.
- Staff will be asked to evaluate training attended and share learning with colleagues.



8. Support & Resources

- Where possible, THBF will fund training opportunities directly.
- Staff may also be signposted to external training opportunities.
- Reasonable time will be given during working hours for mandatory and priority training.

9. Equality & Accessibility

- Training will be accessible and inclusive to all staff.
- Adjustments will be made for staff with additional needs or disabilities.
- Training will reflect the diverse needs of the children and families we support.

10. Monitoring & Review

- This policy will be reviewed annually, or sooner if there are changes to statutory guidance.
- Training priorities will be updated each year to reflect Ofsted expectations, safeguarding developments, and the needs of the children we support.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Attendance & Reintegration Policy

1. Purpose

Tiny Hands Big Futures (THBF) is committed to ensuring that all children accessing placements attend regularly, on time, and within the hours agreed with their school, parents/carers, and the Local Authority (LA). Attendance is a key factor in safeguarding, progress, and successful reintegration into mainstream education.

2. Attendance Expectations

- Children are expected to attend between **9:30am – 2:30pm**, unless otherwise arranged to meet their individual needs.
- In line with Ofsted's guidance on unregistered schools, placements will not exceed **15 hours per week**.
- Families must inform THBF of any absence before **9:00am** on the day of absence.
- Where a child is absent without notification, staff will contact parents/carers as part of safeguarding procedures.
- Persistent absence will be monitored and addressed with parents/carers, the commissioning school, and/or the LA.
- Attendance will be reported **weekly to schools/LAs and termly to parents**.

3. Individual Needs

- Attendance hours may be flexibly adjusted in consultation with parents/carers, schools, and relevant professionals to ensure that the placement is accessible and in the child's best interests.
- Adjustments will always remain within the 15-hour weekly threshold.

4. Reintegration Pathway

- Placements are intended as short- to medium-term interventions, supporting children to stabilise, regulate, and re-engage with learning.



- Reintegration goals will be agreed at the start of placement and reviewed regularly with schools, families, and professionals.
- Where appropriate, a gradual reintegration into mainstream school will be supported.

5. Monitoring and Review

- Attendance data is collated weekly and reviewed by the Leadership Team.
- Concerns are escalated via safeguarding procedures where necessary.
- This policy will be reviewed annually or sooner if statutory guidance changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Parent/Carer Poster

Tiny Hands Big Futures – Attendance Information



Placement Hours

- Children attend **9:30am – 2:30pm**
- No more than **15 hours per week** (Ofsted compliance)
- Flexible start/finish times may be agreed to support individual needs



Absence

- Please call/text us **before 9:00am** if your child is unable to attend.



- If we do not hear from you, staff will contact you as part of our safeguarding duty.

Why Attendance Matters

- Helps your child feel safe and settled
- Builds positive routines for learning
- Supports reintegration back to school

Working Together

We work in partnership with families, schools, and local authorities to support every child's wellbeing and learning journey.

Data Protection Policy

1. Purpose

Tiny Hands Big Futures (THBF) is committed to protecting the rights and privacy of individuals in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This policy explains how we collect, store, process, and share personal data relating to children, families, staff, and stakeholders.



2. Scope

This policy applies to:

- All staff, volunteers, contractors, and partners working with THBF.
- All personal and special category data held in both paper and digital formats.

3. Key Principles

We follow the six principles of data protection under Article 5 of UK GDPR:

1. **Lawfulness, fairness and transparency** – data processed lawfully, fairly, and clearly.
2. **Purpose limitation** – data collected for specified purposes only.
3. **Data minimisation** – only the data required is collected.
4. **Accuracy** – data kept accurate and up to date.
5. **Storage limitation** – data kept no longer than necessary.
6. **Integrity and confidentiality** – secure processing and protection from loss, damage or unauthorised access.

4. Roles & Responsibilities

- **Data Protection Officer (DPO):** Responsible for compliance monitoring, advice, and reporting breaches.
- **Directors/Managers:** Ensure staff adhere to this policy.
- **Staff/Volunteers:** Handle data responsibly, attend training, and report concerns.

5. Data We Process

- **Children & Families:** personal identifiers, educational, safeguarding, and health information.
- **Staff & Volunteers:** HR, payroll, training, safeguarding checks.
- **Stakeholders & Partners:** contact details, agreements, correspondence.

6. Data Subject Rights

Individuals have the right to:

- Access their data (Subject Access Request).
- Rectify inaccurate data.
- Erase data (“right to be forgotten”) where appropriate.
- Restrict or object to processing.
- Data portability.

7. Security & Breach Procedures

- All electronic data is password-protected and stored securely on encrypted devices/systems.
- Paper records are kept in locked cabinets with limited access.



- Any breaches must be reported immediately to the DPO, who will notify the ICO and affected individuals within 72 hours if required.

8. Training

All staff receive annual GDPR and data protection training.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**





Records Management & Retention Policy

1. Purpose

This policy ensures THBF maintains accurate records, stored securely, and retained for the correct duration in line with statutory and regulatory requirements (DfE, Ofsted, UK GDPR, ICO guidance).

2. Scope

Applies to all records, whether paper or electronic, relating to children, staff, safeguarding, finance, and operations.

3. Responsibilities

- **Directors & Managers:** Overall accountability for compliance.
- **Staff:** Follow retention schedules, store securely, and dispose responsibly.
- **DPO:** Oversees secure storage, archiving, and deletion.

4. Retention Schedule (examples)

- **Child records (AP placements, progress, safeguarding):** Until the child is 25 years old (Children's Act 1989).
- **Child protection files:** 35 years from closure (in line with statutory guidance).
- **Attendance & behaviour logs:** Current year + 3 years.
- **EHCP/SEND records:** Until the child is 25 years old.
- **Accident/incident reports:** 3 years (children), 6 years (staff).
- **Personnel files & training records:** 6 years after employment ends.
- **Payroll & tax records:** 6 years (HMRC).
- **Complaints records:** 6 years from resolution.
- **General correspondence:** 3 years unless required longer.

5. Secure Disposal

- Paper: Shredded or securely destroyed by an approved provider.
- Digital: Permanently deleted and removed from backups.

6. Archiving

Important long-term records (e.g. safeguarding) are securely archived with restricted access and full audit trail.

7. Monitoring & Review

Compliance will be monitored by the DPO. This policy will be reviewed annually or sooner if guidance changes.



This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**

Confidentiality Policy

1. Purpose

Tiny Hands Big Futures (THBF) recognises the importance of maintaining confidentiality in all aspects of its work. This policy outlines how information relating to children, families, staff, and stakeholders is collected, stored, shared, and protected, ensuring compliance with UK GDPR, the Data Protection Act 2018, and safeguarding legislation.

2. Scope

This policy applies to:

- All staff, volunteers, students, contractors, and directors.
- All records and communications, whether written, verbal, or digital.

3. Principles of Confidentiality

- **Respect for Privacy:** All personal information is treated with respect and used only for the purpose it was collected.
- **Need to Know:** Information is shared only with those who require it to carry out their role or safeguard a child.
- **Transparency:** Children, families, and staff are informed about how their information will be used and stored.



- **Security:** Information is stored securely in line with THBF's Data Protection and Records Management policies.

4. Confidential Information

Confidential information includes, but is not limited to:

- Personal details of children and families (addresses, contact details, health records, EHCPs).
- Safeguarding or child protection concerns.
- Staff HR files, payroll data, and performance records.
- Financial, business, or operational information about THBF.

5. Sharing Information

Confidential information will only be shared when:

- **Safeguarding:** There are concerns about the safety or welfare of a child or vulnerable adult (shared with safeguarding partners in line with *Keeping Children Safe in Education*).
- **Legal Obligation:** THBF is legally required to share with regulatory or statutory agencies (e.g. Ofsted, Police, Local Authority).
- **Consent:** The individual has provided explicit consent.
- **Best Interests of the Child:** Information is shared to support a child's wellbeing, learning, or progress.

6. Limits of Confidentiality

- Staff must never promise confidentiality to a child who discloses a safeguarding concern.
- Where information is shared, the child/family will be informed unless doing so would place them at further risk.
- Information will not be shared with third parties for marketing or non-essential purposes.

7. Breaches of Confidentiality

- Any unauthorised disclosure of confidential information may result in disciplinary action, up to and including dismissal.
- Serious breaches may also lead to referral to the ICO, Ofsted, DBS, or professional bodies.

8. Staff Responsibilities

- Attend regular safeguarding and data protection training.
- Use secure systems (e.g. Tapestry, encrypted devices) for recording and sharing information.
- Report suspected breaches of confidentiality immediately to the leadership team or DPO.



9. Monitoring & Review

This policy will be reviewed annually or sooner if required by changes in legislation.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Information Sharing Policy

1. Purpose

Tiny Hands Big Futures (THBF) is committed to ensuring that information is shared appropriately, securely, and lawfully in the best interests of children, families, staff, and stakeholders. This policy provides clear guidance on when, why, and how information should be shared in line with:

- UK GDPR and the Data Protection Act 2018
- *Working Together to Safeguard Children* (2023)
- *Keeping Children Safe in Education* (2025)
- Caldicott Principles

2. Principles of Information Sharing

When sharing information, THBF follows these principles:

1. **Lawful & Fair:** Information is shared lawfully and fairly.
2. **Necessity & Proportionality:** Only the minimum necessary information is shared.
3. **Accuracy:** Information is accurate and up to date.
4. **Timeliness:** Information is shared in a timely manner to reduce risk.
5. **Security:** Shared using secure systems (e.g. encrypted email, secure portals, face-to-face with care).
6. **Accountability:** Staff are clear and transparent about why information is shared.

3. When Information Can Be Shared

Information may be shared without consent where it is necessary to:



- Safeguard or promote the welfare of a child or vulnerable adult.
- Prevent, detect, or report a crime.
- Fulfil a legal obligation (e.g. requests from police, Ofsted, Local Authorities, courts).
- Protect public health or safety.

4. Consent

- Wherever possible, informed consent should be obtained before information is shared.
- Consent is not required if there is a safeguarding risk, legal obligation, or risk of harm.
- When consent is sought, it must be clear, explicit, and recorded.

5. With Whom Information May Be Shared

- **Internal:** Leadership team, staff members with a “need to know” role.
- **External (examples):**
 - Local Safeguarding Hubs (Sheffield, Rotherham, Derbyshire)
 - Schools, Local Authorities, SEND teams
 - Police, Social Care, Health services
 - Ofsted and regulatory bodies
- Third parties will only receive information if it is lawful and in line with THBF’s safeguarding duties.

6. Staff Responsibilities

- Ensure information sharing decisions are made in line with this policy.
- Keep clear records of:
 - What information was shared
 - With whom
 - When
 - For what purpose
- Report immediately to the leadership team if unsure about sharing.

7. Secure Methods of Sharing

- Password-protected and encrypted emails.
- Secure online platforms (e.g. Tapestry for parents).
- Telephone conversations – verify the caller’s identity first.
- Paper records – sealed and marked confidential, hand-delivered where possible.



8. Breaches

Any unauthorised or inappropriate sharing of information may result in disciplinary action and, if necessary, referral to the ICO or other regulatory bodies.

9. Monitoring & Review

The leadership team and Data Protection Officer will monitor compliance with this policy. It will be reviewed annually or earlier if legislation changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Privacy Notice

1. Purpose of this Notice

Tiny Hands Big Futures (THBF) is committed to protecting your privacy and ensuring that all personal data is handled in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and relevant safeguarding legislation.

This Privacy Notice explains:

- What information we collect
- Why we collect it
- How it is stored and used
- Your rights

2. Who We Are

Tiny Hands Big Futures Ltd provides alternative provision, therapeutic and educational support for children, families, and schools. We are a **Data Controller**, responsible for the personal information we collect and use.

Data Protection Officer (DPO): **Leadership Team**

Contact: hugihubmanager@outlook.com

3. Information We Collect

Depending on your relationship with us (child, parent/carer, staff, partner organisation), we may collect:

Children & Families:

- Personal details (name, date of birth, address, NHS number, contact details)
- Education records (school reports, EHCPs, attendance, assessments)
- Medical information (health needs, allergies, GP details)
- Safeguarding and wellbeing records
- Parent/carer details (emergency contacts, parental responsibility, court orders)

Staff & Volunteers:



- Contact details, identification, references, DBS details
- Employment history, contracts, qualifications, payroll information
- Performance and training records

Stakeholders & Partners (e.g. schools, agencies):

- Contact names, roles, and communication records

4. Why We Collect & Use Information

We collect information to:

- Safeguard and promote the welfare of children
- Provide education, therapy, and support services
- Meet legal and statutory duties (Ofsted, DfE, Local Authorities)
- Manage staff employment and training
- Communicate with parents, carers, and stakeholders
- Monitor quality and improve services

5. Legal Basis for Processing

We rely on the following lawful bases under UK GDPR:

- **Consent** – where you have given clear consent (e.g. use of photos on Tapestry/marketing).
- **Contract** – where processing is necessary for employment or service agreements.
- **Legal Obligation** – e.g. safeguarding, HMRC, Ofsted.
- **Vital Interests** – to protect someone's life.
- **Public Task/Legitimate Interest** – providing education, support, and wellbeing services.

6. How We Store & Share Information

- Data is stored securely (electronic systems, locked files).
- We only keep information for as long as necessary (see **Records Management & Retention Policy**).
- Information may be shared with:
 - Schools and Local Authorities (Sheffield, Rotherham, Derbyshire, others as appropriate)
 - Health services (GPs, CAMHS, therapists)
 - Social care and safeguarding partners
 - Ofsted and regulatory bodies
- We will not share your information for marketing or commercial purposes.



7. Your Rights

Under UK GDPR, you have the right to:

- Be informed about how your data is used
- Access a copy of your personal data
- Request corrections if data is inaccurate
- Request deletion (where lawful)
- Restrict or object to processing in certain circumstances
- Request transfer of data (data portability)

To exercise your rights, contact **the Leadership Team / DPO**.

8. Complaints

If you have concerns about how your data is handled, you can contact the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Tel: 0303 123 1113

9. Monitoring & Review

This notice will be reviewed annually or sooner if legislation changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**

Photography & Digital Media Policy

1. Purpose

The purpose of this policy is to ensure that the use of photography, video, and digital media within Tiny Hands Big Futures (THBF) is safe, responsible, and in line with safeguarding, child protection, and data protection legislation.



This policy applies to:

- Staff and volunteers
- Parents and carers
- Visitors and contractors
- Partner organisations

2. Legal & Regulatory Framework

This policy is informed by:

- UK GDPR and Data Protection Act 2018
- *Keeping Children Safe in Education* (2025)
- *Working Together to Safeguard Children* (2023)
- Ofsted safeguarding requirements

3. General Principles

- Children's safety and dignity come first.
- Images and recordings are treated as **personal data**.
- Images must never be used to exploit, embarrass, or distress a child.
- Consent will always be obtained before taking or sharing photos or videos.

4. Consent

- Parents/carers are asked to complete a **Photography & Media Consent Form** when a child joins THBF.
- Consent will be reviewed annually and can be withdrawn at any time.
- Separate consent will be obtained for specific uses (e.g. publicity, website, social media).
- Children's views will also be taken into account where appropriate.

5. Use of Photography & Media in THBF

- **For learning & evidence:** Staff may take photos/videos for educational records (e.g. Tapestry, evidence of progress).
- **For displays:** Images may be used within THBF settings to celebrate achievements.
- **For publicity:** Only where explicit parental consent has been given (e.g. website, brochures, press).
- **Events:** Parents may be permitted to take photos/videos at special events, provided other children's privacy is respected and consent is in place.

6. Rules for Staff & Volunteers

- Only THBF devices (cameras/iPads/phones) must be used for photos/videos.
- Personal devices must **not** be used.



- All images must be uploaded securely and deleted from devices immediately after use.
- Photos must only be stored on secure systems and never shared via personal accounts.
- Staff must not share or post images of children on personal social media.

7. Rules for Parents & Visitors

- Parents/carers must respect the privacy of others and only use images of their own child unless permission has been granted.
- Visitors must not take any photos or recordings unless authorised.

8. Social Media & Online Use

- Images will never be posted online without explicit consent.
- Children will not be identified by full name in any online posts.
- Location details will not be disclosed in real time.

9. Breaches of Policy

Any misuse of images or breach of this policy will be taken seriously and may result in:

- Withdrawal of permission to take photographs
- Disciplinary action for staff
- Referral to safeguarding agencies if necessary

10. Monitoring & Review

The leadership team will monitor compliance and this policy will be reviewed annually or earlier if legislation changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Tapestry, Photography & Digital Media Consent Form

Child's Details

Child's Name: _____

Date of Birth: _____

1. Use of Tapestry (Online Learning Journal)

- Tiny Hands Big Futures (THBF) uses **Tapestry**, a secure online learning journal, to record and share your child's learning, development, and progress.



- Staff may upload photos, videos, and written observations.
- You will be provided with a secure login to access your child's journal.
- You may comment and add observations about your child.
- Data is stored securely and in compliance with GDPR.

Please tick one:

I give consent for my child's learning to be recorded and shared on Tapestry.
 I do not give consent.

2. Use of Photographs & Videos (Internal Use)

- Photos/videos may be taken of your child during sessions for the purposes of recording progress, displays, and celebrating achievements.
- These images will only be used internally within THBF (e.g. learning records, classroom displays).

Please tick one:

I give consent for photos/videos of my child to be used internally at THBF.
 I do not give consent.

3. Use of Photographs & Videos (External Use)

- Sometimes, with additional care, we may wish to use photographs/videos of your child for publicity purposes, including:
 - THBF website and social media
 - Printed brochures, newsletters, posters
 - Local authority, Ofsted or press reports
- Children's full names will never be published with images.

Please tick one:

I give consent for photos/videos of my child to be used for external/publicity purposes.
 I do not give consent.

4. Parent Agreement for Use of Images

- Parents/carers must not share photos or videos of other children (taken at events or shared via Tapestry) on social media or elsewhere without consent.
- Breaching this may result in withdrawal of access.

5. Withdrawal of Consent

- Consent may be withdrawn at any time by notifying the THBF Leadership Team in writing.

Parent/Carer Declaration

I have read and understood this form. I understand how my child's information and images will be used and stored, and I give/do not give consent as indicated above.

Parent/Carer Name: _____

Signature: _____

Date: _____



Staff Member Name: _____

Signature: _____

Date: _____

ICT & Cybersecurity Policy

1. Purpose

The purpose of this policy is to:

- Ensure that ICT (Information & Communication Technology) systems are used safely, securely, and responsibly by all staff, volunteers, and learners.
- Protect sensitive information, including children's data, in line with **UK GDPR and Data Protection Act 2018**.
- Reduce the risks of cyberattacks, data breaches, and misuse of ICT equipment.

2. Scope

This policy applies to:

- All THBF employees, volunteers, contractors, and learners.



- All ICT systems, including computers, tablets, phones, email accounts, cloud platforms, Tapestry, Slack, and social media.
- Both onsite and remote use of THBF ICT resources.

3. Key Principles

- **Confidentiality** – Children's and staff information must be kept private and only shared securely when appropriate.
- **Integrity** – Data must be accurate, up to date, and protected from unauthorised alteration.
- **Availability** – Systems must be reliable and accessible to authorised users when needed.

4. Roles & Responsibilities

- **Leadership Team** – Ensure systems are compliant and monitored, report breaches to the ICO where necessary.
- **Staff & Volunteers** – Follow this policy, complete cybersecurity training, and report any incidents immediately.
- **IT Support/Contractors** – Maintain system security and ensure safe configuration of devices.

5. Acceptable Use of ICT

- ICT must only be used for professional/educational purposes.
- Personal devices must not be used to store or share sensitive THBF data.
- Passwords must be strong, unique, and never shared.
- Two-factor authentication (2FA) should be enabled where possible.
- Staff must lock/log out of devices when unattended.

6. Data Protection & Storage

- All child and staff data must be stored on **secure, password-protected systems**.
- Cloud storage providers must be GDPR-compliant (e.g. Tapestry, encrypted drives).
- Portable devices (USBs, laptops, phones) must be encrypted if they contain sensitive data.
- Data retention and deletion must follow the **Records Management & Retention Policy**.

7. Email & Online Communication

- THBF email accounts must be used for all work-related communication.
- Phishing awareness: staff must not click on suspicious links or attachments.
- Personal email/social media must not be used to communicate about children.
- All email attachments containing personal data must be password-protected.

8. Cybersecurity Controls

- Anti-virus and anti-malware protection must be installed and updated.
- Devices and software must be regularly patched and updated.
- Firewalls and secure Wi-Fi must be in place across all sites.
- Regular backups must be taken and stored securely.

9. Incident Management



- All cybersecurity incidents (e.g. phishing emails, lost devices, unauthorised access) must be reported immediately to the Leadership Team.
- Breaches will be investigated and recorded in the **Data Breach Log**.
- Serious incidents may need to be reported to the **ICO within 72 hours**.

10. Training & Awareness

- All staff will receive annual training on ICT safety, data protection, and cybersecurity.
- Learners will be taught about safe internet use through the **Online Safety & Safeguarding Curriculum**.

11. Use of Slack for Communication

- THBF uses **Slack** as its primary internal communication tool for staff teams.
- All Slack workspaces and channels are restricted to authorised staff only.
- Slack is protected with **encryption in transit and at rest**.
- Staff must:
 - Log in only with their official THBF accounts.
 - Enable **two-factor authentication (2FA)** on Slack.
 - Ensure notifications are not displayed on shared/public devices.
 - Avoid posting **personal or sensitive child data** in general channels — use secure direct messages or encrypted systems for sensitive records.
- Slack may be monitored in line with THBF safeguarding and GDPR responsibilities.

12. Monitoring & Review

- ICT use may be monitored in line with safeguarding and GDPR obligations.
- This policy will be reviewed annually or earlier if legislation or guidance changes.

This policy will be reviewed **annually** or sooner if statutory guidance changes. Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



THBF Cybersecurity: Do's & Don'ts

DO:

- Use **strong passwords** (12+ characters, mix of letters/numbers/symbols).
- Enable **2FA (Two-Factor Authentication)** on all THBF systems, including **Slack**.
- Log in to Slack only with your official **THBF account**.
- Keep devices **locked/logged out** when unattended.
- Report **suspicious emails/links** to the Leadership Team immediately.
- Store data only on **approved, encrypted systems** (e.g. Tapestry, secure drives, Slack for internal comms).
- Regularly update devices and install security patches.



✗ DON'T:

- Share your passwords with anyone.
- Use **personal email or social media** to communicate about children.
- Post **sensitive child or family data** in public Slack channels.
- Save data on **USBs or personal devices**.
- Click on unknown links or download attachments from untrusted sources.
- Leave paper records or devices unattended in public areas.
- Ignore strange pop-ups or security warnings — always report them.

Complaints Policy and Procedure

1. Policy Statement

At Tiny Hands Big Futures Ltd (THBF), we are committed to providing the highest quality of education, care, and support for children and their families. We value



feedback and recognise that, occasionally, concerns or complaints may arise. This policy sets out how parents, carers, schools, local authorities, and other stakeholders can raise a concern and how THBF will respond.

Our aim is always to:

- Resolve issues at the earliest possible stage.
- Treat all concerns seriously, fairly, and without prejudice.
- Learn from complaints to improve our provision.

2. Scope

This policy applies to:

- Parents and carers of children attending THBF provision.
- Schools and local authorities commissioning placements.
- Members of the public with concerns about THBF practice.

It does not cover:

- Employment-related complaints (covered under staff grievance procedures).
- Child protection concerns (covered under THBF Safeguarding Policy and referred directly to safeguarding hubs).

3. Principles

- All complaints will be handled promptly, politely, and with respect.
- Complainants will not be disadvantaged for raising a concern.
- Records of complaints will be kept securely in line with THBF's Data Protection and Records Retention Policy.
- Complaints can be made verbally, in writing, or by email.

4. Stages of the Complaints Procedure

Stage 1 – Informal Resolution

- Concerns should be raised with the relevant staff member or the Site Lead in the first instance.
- Most concerns can be resolved quickly through discussion and agreed actions.
- A written record will be made of the concern and outcome.

Stage 2 – Formal Complaint

If the matter is not resolved informally, the complainant should:

- Submit the complaint in writing to the Leadership Team at THBF.
- The complaint will be acknowledged within 5 working days.
- An investigation will be carried out by a senior leader not directly involved in the matter.
- A written response will be provided within 20 working days, outlining findings and any actions taken.

Stage 3 – Appeal



- If dissatisfied with the Stage 2 outcome, the complainant may request an appeal.
- An appeal panel (including at least one independent person not involved in the matter) will review the complaint.
- The panel will meet within 20 working days of the request.
- The complainant may be accompanied by a friend or representative.
- A final written decision will be provided within 10 working days of the panel meeting.

5. Escalation Beyond THBF

If the complainant remains dissatisfied after exhausting THBF procedures, they may escalate to:

- Local Authority commissioning the placement.
- Ofsted (if the complaint relates to safeguarding, welfare, or unregistered provision concerns).

Ofsted contact details:

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

6. Monitoring and Review

- Complaints will be logged and reviewed regularly by the Leadership Team to identify themes and improvements.
- A summary of complaints and actions taken will be shared with stakeholders where appropriate.
- This policy will be reviewed annually.

This policy will be reviewed **annually** or sooner if statutory guidance changes.

Next review: **September 2026**.

Approved by: **Tracy Rodgers (DSL, Managing Director)**



Legal & Ofsted Policy Checklist

References & Review Cycles

Statutory / Legally Required

- **Child Protection & Safeguarding Policy**
 - **Legal Reference:** *Keeping Children Safe in Education (KCSIE 2024), Children Act 1989 & 2004, Working Together to Safeguard Children 2023*
 - **Review:** Annually (or sooner if guidance changes)
- **Managing Allegations Against Staff Policy**
 - **Reference:** KCSIE 2024 Part 4
 - **Review:** Annually
- **Safer Recruitment Policy**
 - **Reference:** KCSIE 2024, *Safeguarding Vulnerable Groups Act 2006*



- **Review:** Annually
- **Whistleblowing Policy**
 - **Reference:** *Public Interest Disclosure Act 1998*
 - **Review:** Annually
- **Staff Code of Conduct / Behaviour Policy**
 - **Reference:** *KCSIE 2024* (staff behaviour standards)
 - **Review:** Annually
- **First Aid Policy**
 - **Reference:** *Health & Safety (First Aid) Regulations 1981*
 - **Review:** Annually
- **Health & Safety Policy**
 - **Reference:** *Health & Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999*
 - **Review:** Annually (or after significant changes)
- **Fire Safety & Evacuation Policy**
 - **Reference:** *Regulatory Reform (Fire Safety) Order 2005*
 - **Review:** Annually & after fire drills/incidents
- **Medicines & Supporting Pupils with Medical Needs Policy**
 - **Reference:** *Children & Families Act 2014*, DfE Statutory Guidance: *Supporting Pupils with Medical Conditions (2015)*
 - **Review:** Annually
- **Risk Assessment Procedures**
 - **Reference:** *Management of Health and Safety at Work Regulations 1999*
 - **Review:** Ongoing (termly for sites, before trips/activities)
- **Equality, Diversity & Inclusion Policy**
 - **Reference:** *Equality Act 2010*
 - **Review:** Every 3 years (monitor annually)
- **SEND Policy**
 - **Reference:** *Children & Families Act 2014, SEND Code of Practice (2015)*
 - **Review:** Annually
- **Accessibility Plan**
 - **Reference:** *Equality Act 2010* (Schedule 10, accessibility duty)
 - **Review:** Every 3 years (keep under review)
- **Behaviour Policy**
 - **Reference:** *Education & Inspections Act 2006, KCSIE* (links to safeguarding)
 - **Review:** Annually
- **Anti-Bullying Policy**
 - **Reference:** *Education & Inspections Act 2006, KCSIE 2024*
 - **Review:** Annually
- **Attendance / Admissions Policy**
 - **Reference:** *Education (Pupil Registration) Regulations 2006*
 - **Review:** Annually
- **Data Protection (GDPR) Policy**
 - **Reference:** *Data Protection Act 2018, UK GDPR*
 - **Review:** Annually
- **Privacy Notices** (parents/pupils/staff)
 - **Reference:** *Data Protection Act 2018, UK GDPR* (Articles 12–14)
 - **Review:** Update if processing changes
- **Records Management & Retention Policy**
 - **Reference:** *UK GDPR, Data Protection Act 2018*



- **Review:** Annually
- **Complaints Policy**
 - **Reference:** *Education Act 2002, DfE Best Practice Guidance for School Complaints Procedures 2023*
 - **Review:** Annually
- **Disciplinary Policy (Staff)**
 - **Reference:** *Employment Rights Act 1996, ACAS Code of Practice*
 - **Review:** Annually
- **Grievance Policy (Staff)**
 - **Reference:** *Employment Rights Act 1996, ACAS Code of Practice*
 - **Review:** Annually
- **Sickness & Absence Management Policy**
 - **Reference:** *Employment Rights Act 1996, Statutory Sick Pay Regulations 1982*
 - **Review:** Annually

Our staff handbook is developed and managed by Croner HR, this is available on request.

Insurance Documents

CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

1. Name of policy holder	Tiny Hands Big Futures Ltd
2. Policy Number	CBI01020537
3. Date of commencement of insurance policy	17 th December 2025
4. Date of expiry of insurance policy	16 th December 2026
5. Master Policy Reference Number	Y149201QBE0124A

We hereby certify that subject to paragraph 2:

1. The policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, Isle of Man, Island of Jersey, Island of Guernsey, Island of Alderney; or any offshore installations in territorial waters around Great Britain and its Continental Shelf (b); and;
2. (a) The minimum amount of cover provided by this policy is no less than £5 million (c);
3. The policy covers the holding company and all its named subsidiaries.

Signed on behalf of QBE UK Limited (Authorised Insurer)



Notes

- a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

Important

Display will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form.

QBE UK Limited, 30 Fenchurch Street, London, EC3M 3BD - Registered in England No. 1761561.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority
- Registration Number 202842.

CERTIFICATE OF PUBLIC LIABILITY INSURANCE

Policy Number	CBI01020537
Master Policy Reference	Y149201QBE0124A
Name of Policyholder	Tiny Hands Big Futures Ltd
Limit of Indemnity for Public Liability	£10,000,000
Date of Commencement of Insurance Policy	17 th December 2025
Date of Expiry of Insurance Policy	16 th December 2026

This certificate has been issued by QBE UK Limited to certify that on the date of issue of this certificate the named Policyholder holds Public Liability Insurance for the Limit of Indemnity displayed.

Signed on behalf of QBE UK Limited (Authorised insurer)



Notes

- (a)** This certificate does not form part of the Policyholder's insurance policy with QBE UK Limited.
- (b)** Any applicable excesses are stated in the insurance policy schedule.
- (c)** For full details of the terms and conditions of cover please refer to the insurance policy wording and schedule.



**Hugi Hub and Den Specialist Child and Family Centre
James Walton Court, Sheffield, S20 3GY**

**Fire Safety, Fire Extinguishers, Alarms and Emergency Lighting Certificate
Trust Fire Completed: Aug 2025**

Gas Safety Next Check 21/11/2025

**Electrical Fixed Wire Inspection
Next Inspection: 02/09/2027**

PAT Testing completed: 01/09/2025

**Hugi Nest
Building Managed by:
Charnock Hall Primary Academy, Lead Academy**

Andy Taylor: andytaylor@charnockhallacademy.co.uk

Paul Burgess: PaulBurgess@charnockhallacademy.co.uk