



# Policy Handbook

For children 6yrs+ and their families

♥ A nurturing, inclusive space for play, creativity, and belonging.

**May 2025 Revision**

Honeycombe Arts Hub · The Sovereign Centre, Boscombe · Registered Charity No. 1127371

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## 1. Vision, Mission, Aims & Objectives

Updated May 2025 — Honeycombe Arts Hub

### **Vision**

To create a fun, inclusive, and imaginative space where every child aged 6yrs+ in Boscombe and surrounding areas can access high-quality creative experiences that build confidence, friendships, and joy.

### **Mission**

To provide accessible, safe, and playful arts activities that nurture creativity, encourage expression, and support the wellbeing of all children — particularly those with additional needs or facing disadvantage.

### **Aims**

We aim to:

- Deliver inclusive, creative sessions that spark imagination and self-belief
- Support children with SEND using child-led, flexible approaches
- Build a positive, welcoming community for local families
- Collaborate with artists who reflect our values of inclusion, fun, and fairness
- Strengthen community pride through creative engagement and shared celebration
- Operate to the highest standards of safeguarding, transparency, and care

### **Objectives**

**Children will benefit from:**

- Increased confidence, curiosity and creativity
- Better emotional regulation and well-being
- Social interaction and community connection
- Inclusive access to fun and learning
- Early experiences of cultural engagement

**Families will benefit from:**

- Free or subsidised access to high-quality local provision
- Supportive communication and clear safeguarding processes
- A safe, trusted place where their children can flourish

## 2. Working in Partnership with Parents and Carers

Updated May 2025




We believe the best outcomes for children are achieved when parents, carers and staff work together in open, respectful partnership.

**We will:**

- Ensure our Centre Manager is accessible via phone, email, or in person
- Provide all families with clear information at registration, including access to full policies
- Communicate any changes to a child's experience sensitively and promptly
- Share updates through newsletters, emails, or bulletin boards
- Ensure all data is processed in line with UK GDPR and privacy laws

**Parents/carers are expected to:**

- Inform us of any relevant medical, safeguarding or SEND needs
- Let us know if their child will be absent or collected by someone else
- Treat staff, children and other families with kindness and respect
- Ask questions and give feedback — we welcome it!

**Collection Policy:** children under 12 can only be collected by:  a legal parent/guardian;  a named emergency contact with the collection password;  another person with advance written consent.

### **3. Safeguarding and Child Protection**

May 2025 Revision — applies to all staff, volunteers, and trustees

#### **Safeguarding Policy Statement**

Honeycombe Arts Hub is fully committed to safeguarding and promoting the welfare of all children and young people in our care. We believe that:

- The welfare of the child is paramount.
- All children, regardless of age, disability, gender, race, religion or belief, sex or sexual orientation, have an equal right to protection from all types of harm or abuse.
- Safeguarding is everyone's responsibility.

This policy applies to all staff, trustees, volunteers, freelance artists, and anyone working on behalf of Honeycombe Arts Hub.

#### **Legal Framework**

This policy has been developed in accordance with the principles established by the following legislation and guidance: Children Act 1989 & 2004; Working Together to Safeguard Children (2018, updated 2023); Keeping Children Safe in Education (2024); The Education Act 2002; The Sexual Offences Act 2003; The Equality Act 2010; The Voyeurism (Offences) Act 2019; The Prevent Duty (2015); Online Safety Act 2023; Data Protection Act 2018 and UK GDPR; Charity Commission Safeguarding Guidance.

## Safeguarding Team (from May 2025)

| Role  | Name            |
|---|-----------------|
| Designated Safeguarding Lead (DSL) & Online Safety Champion | Poppy Parfitt   |
| Deputy DSL (Onsite)   | Wendy Holland   |
| Safeguarding Staff Rep                                      | Faye Cunningham |
| Safeguarding Administrator                                  | Rachel Maddix   |
| Safeguarding Trustee  | Katy Vaughan    |

The DSL holds overall responsibility for child protection and liaises with the Local Safeguarding Partnership. All members of the safeguarding team are trained: DSL & Deputy DSL to Level 3 in child protection with annual refresher training; deputies to at least Level 2.

### Definitions of Abuse

- **Physical Abuse** — hitting, shaking, poisoning, burning or otherwise causing physical harm.
- **Emotional Abuse** — persistent emotional maltreatment such as belittling, humiliating, or rejecting a child.
- **Sexual Abuse** — forcing or enticing a child to take part in sexual activities, including online exploitation.
- **Neglect** — failure to meet a child's basic physical and/or psychological needs.
- **Online Abuse** — grooming, exposure to harmful content, or cyberbullying.
- **Peer-on-Peer Abuse** — bullying, physical violence, sexual harassment, or online abuse from another child.

We also recognise the importance of being alert to contextual safeguarding (e.g. peer groups, neighbourhoods, online spaces), child-on-child abuse, and disguised compliance by families.

### Roles and Responsibilities

The DSL is responsible for managing concerns, making referrals, and maintaining safeguarding records. All staff and volunteers must: attend safeguarding induction and regular training; know how to recognise and report concerns; follow the Staff Code of Conduct.

### Procedures for Reporting Concerns

If any child is in immediate danger, call 999. Otherwise, concerns must be reported:

- **Step 1: Recognise** — be alert to signs such as changes in behaviour, poor hygiene, withdrawal, or unusual injuries.
- **Step 2: Respond** — stay calm, listen carefully; reassure the child they are being taken seriously; do not promise confidentiality.
- **Step 3: Record** — use the Cause for Concern form and include: date and time of disclosure, exact words spoken, observations, actions taken.

- **Step 4: Refer** — pass the report to the DSL or deputy immediately, who will decide next steps and, if needed, refer to: Children's Services (MASH); LADO (for allegations against staff); Police (for immediate risk).

## **Allegations Against Staff or Volunteers**

We take any allegation of harm, abuse, or misconduct involving a staff member, volunteer, visitor, or artist seriously. Allegations are handled in line with statutory guidance: Working Together to Safeguard Children 2023 and Keeping Children Safe in Education 2024.

If an allegation is made, the DSL must:

- Refer the concern to the Local Authority Designated Officer (LADO) within 1 working day, even if the allegation appears minor
- Immediately suspend or remove the person from regulated activity if there is any risk to children's safety (this may include paid leave or redeployment away from children)
- Record all conversations, decisions, and actions clearly and confidentially
- Maintain confidentiality for both the child/family and the accused throughout the process
- Inform the Chair of Trustees

Allegations may include: harm or risk of harm to a child; inappropriate physical contact; use of inappropriate language or threats; grooming or boundary-crossing behaviour.

**Investigation process:** we will cooperate fully with the LADO, Police, or Social Services throughout any external investigation. A senior nominated trustee will oversee internal actions and ensure fair process. If statutory agencies do not pursue the matter, an internal investigation may take place to determine whether any disciplinary or safeguarding breach occurred. Staff members will be given the opportunity to respond and access support during the process.

**Support for the staff member:** a named point of contact for pastoral support (not the investigating person); no assumptions made and a fair, objective, respectful process; where appropriate, external counselling or HR advice.

**Outcomes:** possible outcomes include no further action, further training required, formal warning, or dismissal. We will always prioritise the safety and wellbeing of children, while upholding fair treatment for adults involved. All outcomes will be documented and securely stored. Ofsted will be notified of any serious incidents or outcomes as required by law.

## **Safer Recruitment**

We are committed to safe recruitment and selection procedures, including: enhanced DBS checks for all staff and volunteers; barred list checks; at least two references; identity and right-to-work verification; safeguarding statements in all adverts.

## **Online Safety & Social Media**

All staff must: model safe and responsible digital behaviour; never communicate with children via personal accounts or devices; follow GDPR and consent protocols for images/videos; report all online safety incidents to the DSL. We actively promote online safety as part of our enrichment programme.

## Code of Conduct for Staff & Volunteers

- Prioritise the safety and welfare of children at all times
- Treat all children equally, with dignity and respect
- Maintain appropriate boundaries and avoid favouritism
- Never be alone in a closed room with a child (unless agreed for therapeutic reasons)
- Never use degrading, humiliating, or threatening language
- Never transport a child alone without written consent and approval from the DSL

## Confidentiality & Record-Keeping

Child protection concerns are confidential and shared only on a need-to-know basis. Records are stored securely and retained according to statutory guidance. Families are informed unless doing so would put the child at further risk.

## Training

All staff, volunteers, and trustees will receive: safeguarding induction before working with children; annual safeguarding training; additional training in Prevent, Online Safety, and Peer-on-Peer abuse.

## Monitoring & Review

This policy is reviewed annually or sooner if legislation changes. Reviewed by the DSL and approved by the Board of Trustees.

## Contact Information

| Safeguarding Concern                                    | Contact  |
|---|--|
| Immediate danger  | Call 999   |
| Local MASH (Children's Services)                        | 01202 123334 ·<br>childrensfirstresponse@bcpcouncil.gov.uk |
| Local Authority Designated Officer (LADO) — BCP Council | 01202 817600 · LADO@bcpcouncil.gov.uk                      |
| NSPCC Helpline  | 0808 800 5000  |
| NSPCC Whistleblowing                                    | 0800 028 0285  |

## 4. Non-Attendance Policy for HAFS-Funded Bookings

New Policy — May 2025

Honeycombe Arts Hub receives limited, publicly funded places through the Holiday Activities and Food Scheme (HAFS). These places must be used by children who attend reliably.

**We will:**

- Track attendance daily
- Contact families if a child is absent without notice
- Withdraw places if two or more sessions are missed without explanation
- Reallocate spaces to children on our waiting list
- Support families who have valid reasons for absence (e.g. illness)

#### **Families must:**

- Inform us by 9:00am if their child cannot attend (text: 07932 772905)
- Understand that repeated non-attendance may affect eligibility for future bookings
- Respond promptly if contacted about attendance concerns

## **5. Whistleblowing**


Updated May 2025

We want all staff, volunteers and visitors to feel confident in speaking up if they are worried about something at the Hub.

**What is whistleblowing?** Telling someone if you suspect: a child is at risk; a staff member is behaving inappropriately; rules or laws are being broken; something unsafe is being covered up.

#### **You can:**

- Speak to the DSL or any Deputy DSL in confidence
- Report to the Trustees if your concern involves a senior staff member
- Contact Ofsted or the NSPCC Whistleblowing Helpline if you need to go outside the organisation

 **We promise:** you will be taken seriously; you will not be punished for raising a genuine concern; confidentiality will be respected wherever possible. False allegations made maliciously may result in action — but raising an honest concern is always encouraged.

## **6. Confidentiality and Information Sharing**

Updated May 2025


Honeycombe Arts Hub is committed to protecting the privacy and dignity of all children, families, and staff. We understand that families trust us with personal information, and we treat that responsibility with care and professionalism.

#### **We will:**

- Keep children's personal, medical, and safeguarding information private
- Only share information with other professionals when it is necessary to protect a child's wellbeing or meet a legal duty

- Ensure all staff understand their responsibility to keep information secure and only accessible to those who need it
- Seek consent before sharing non-safeguarding information with third parties
- Follow GDPR and Data Protection laws in everything we do

**When we may share without consent:** if a child is at risk of serious harm; if a crime may have been committed; if a safeguarding referral is needed; if we are ordered to do so by law.

 All sharing is done on a need-to-know basis and recorded securely.

## 7. Internal Information Disclosure & Privacy

Updated May 2025

We believe that staff should feel safe sharing information about their wellbeing, personal needs, or professional concerns without fear of gossip, judgement, or misuse.

**We will:**

- Treat internal conversations (e.g. during supervision or support meetings) with confidentiality
- Share information with others only when there is a safeguarding concern or legal requirement
- Hold staff medical/emergency details securely and only use them when necessary
- Make sure all staff understand the limits of confidentiality

**Parents/carers:** have access to the personal data we hold about them and their child; can request corrections or ask how it's used under GDPR; will be asked for written consent for anything beyond our legal duties.

 All personal data is stored securely on GDPR-compliant systems and never shared without lawful reason or permission.

## 8. Health & Safety

Updated May 2025

The Hub is a place where children play, create, and explore — safely.


**We will:**

- Display our Ofsted registration certificate & any suspension notices clearly at the centre
- Complete regular risk assessments of all activities, equipment, and spaces
- Train all staff in health and safety procedures
- Keep first aid kits fully stocked and ensure First Aiders are on site

- Display fire exits and conduct regular evacuation drills
- Record and report accidents under RIDDOR where required

A named Fire Safety Officer is appointed for each session, responsible for: familiarising themselves with exits, alarms, and the Fire Risk Assessment; leading fire drills and completing evacuation logs; ensuring all children and staff are accounted for; reporting any fire hazards or blocked exits immediately. Fire Safety Officers are given in-house fire awareness training and participate in termly drills.

**Children and families:** must not attend if unwell or showing symptoms of contagious illness; will be guided through sun safety, hygiene, and safety briefings during play and trips; are asked to send children with weather-appropriate clothing and water bottles.

 Any hazards should be reported immediately to the Centre Manager. Safety is a shared responsibility.

## 9. Food Hygiene & Infection Control


Updated May 2025

We aim to promote children's wellbeing and protect against illness through safe food practices and high hygiene standards.

**We will:**

- Ensure any staff preparing food hold a Level 2 Food Hygiene certificate
- Provide HAF-funded meals via our trusted catering partner, Burbs Kitchen
- Enforce handwashing routines and supervise snack/lunch times
- Clean up spills of bodily fluids with PPE and disinfectants
- Follow Public Health guidance for exclusion periods due to vomiting, diarrhoea, or illness

**Families should:** provide self-contained, labelled lunchboxes (no sharing allowed); notify us of any allergies or medical dietary needs; keep children home for 48 hours after sickness; send refillable water bottles (essential for hot days and activity sessions).

 We keep children hydrated and support safe, respectful eating habits for all.

## 10. Fire Safety & Evacuation

Updated May 2025

### Statement of Commitment

Honeycombe Arts Hub is committed to ensuring the safety and welfare of all children, staff, and visitors. This policy outlines fire safety procedures across our two separate ground-floor sites within the

Sovereign Shopping Centre, Boscombe, used during holiday clubs and activities.

## Site Overview

The Hub operates from two distinct retail units, each with its own staircase and evacuation route. There is no internal access between the two units.

**No.5 The Sovereign Centre (The Arts Centre)** — primary use: crafting and messy play activities. Contains one internal staircase leading to staff offices, a portable kitchen, and a Drawing and Talking therapy space, plus an external upper-level door (not routinely used). Children do not access the upstairs area during normal sessions; the stairs may be used for emergency exit by staff only if safe.

**No.4 The Sovereign Centre (The Studios)** — primary use: structured play, rooftop access. Contains one internal staircase used routinely by children, leading to an outdoor play space on the roof, toilet facilities, and safe access to the Sovereign Centre's Designated Rooftop Fire Assembly Point. This is the primary child evacuation route.

## Fire Evacuation Scenarios

**Scenario A: Fire on the ground floor (either unit).** The Studios (No.4): evacuate via internal stairs to rooftop; proceed to Designated Rooftop Fire Assembly Point. The Arts Centre (No.5): exit via ground-floor front entrance; if safe, proceed outside to Greggs Ground-Level Assembly Point.

**Scenario B: Fire upstairs (e.g. rooftop or The Arts Centre upper offices).** Evacuate both buildings via ground-floor exits; proceed to the Ground-Level Assembly Point outside Greggs.

| Situation         | Assembly Point                                       |
|-------------------|--|
| Ground floor fire | Rooftop Assembly Point (via The Studios roof access) |
| Upper floor fire  | Ground-Level Assembly Point outside Greggs           |

## Fire Safety Equipment and Prevention

- Smoke alarms in both sites — tested monthly
- Fire extinguishers in both sites — inspected annually
- Clear signage and unblocked exits at all times
- Portable kitchen use is strictly staff-only and never left unattended

## Staff Roles and Responsibilities

| Role                                       | Responsibility  |
|--|---|
| Centre Manager — Poppy Parfitt             | Oversees drills, staff training, and safety checks            |
| Safeguarding Administrator — Rachel Maddix | Maintains policy, records, and supports review                |
| All staff                                  | Follow evacuation protocols and support children safely       |
| Activity Leads                             | Carry daily registers and complete headcounts post-evacuation |

## Training and Drills

Fire drills are held at least once per holiday club period. All staff complete annual fire safety training. Children are guided through fire safety in an age-appropriate way.

## Accessibility

Children with additional needs are supported by a key adult during evacuations. Routes are pre-assessed for suitability before each club session.

## Emergency Response Procedure

1. Sound the alarm or notify staff
2. Evacuate via appropriate route
3. Take registers and perform headcount
4. Call 999 and provide full location: Honeycombe Arts Hub, The Sovereign Centre, 600 Christchurch Road, Boscombe BH1 4SX
5. Await fire service clearance before re-entry

## Record Keeping & Policy Review

Records of drills, equipment checks, and training are stored at the Reception Desk in the Studios. Reviewed annually or after incidents or site changes.

## 11. 🧑 Human Resources


Updated May 2025

Honeycombe Arts Hub is committed to being a fair, inclusive, and inspiring place to work. Whether freelance, volunteer, or employed — our team makes the magic happen.

### We will:

- Follow safer recruitment practices (including DBS checks, ID, and references)
- Deliver a clear induction, including safeguarding and health & safety procedures

- Offer regular training and professional development, including trauma-informed and inclusive practice
- Carry out timely appraisals with supportive feedback and goal-setting
- Create a respectful working environment where concerns can be raised safely and openly
- Ensure at least one staff member present at every session holds a relevant Level 2 childcare qualification or has completed training in the Common Core Skills and Knowledge framework

 All team members are expected to work in line with our mission, code of conduct, and safeguarding expectations. We want every staff member to feel valued, supported and proud of what they do.

## 12. ⚖️ Equal Opportunities

Updated May 2025

At the Hub, everyone is welcome. We are proud to work with children and families from all backgrounds and are committed to inclusion in everything we do.

### We will:

- Never discriminate on the basis of race, disability, gender identity, neurodivergence, religion, language, sexual orientation, or family background
- Use gender-neutral language and promote representation across our activities
- Design our environment & sessions to be accessible for children aged 6–14yrs of all abilities
- Celebrate difference through arts-based learning, stories, and cultural exploration
- Address and record any incidents of discrimination or bias swiftly and fairly

 Difference is a strength — and every child deserves to feel seen, heard, and valued.

## 13. 📱 iPad Acceptable Use

Updated May 2025


We use iPads at the Hub to spark imagination, research ideas, and create cool digital art. But we always use them safely, fairly, and respectfully.

### Children agree to:

- Only use iPads when a staff member says it's time
- Be kind online — no unkind messages, language, or content
- Stay on the apps or websites we've set up for the session
- Never take photos or videos of others without permission

- Treat the iPad with care (no rough play or food near devices)
- Share fairly and take turns
- Ask for help if anything confusing or upsetting appears
- Not change settings or install apps
- Never take iPads out of the building

**What happens if rules are broken:** a child may lose iPad access for a session or longer; serious or repeated misuse will be shared with parents; any unsafe behaviour will be recorded and may lead to further action.

 Every child using iPads will be asked to sign our iPad Agreement at the start of the programme.

## 14. Bookings & Payments (Magic Booking)


Updated May 2025

All session bookings must be made in advance via our secure online portal hosted by Magic Booking. This ensures we can prepare properly for your child's visit.

### Booking rules:

- Book through the booking portal linked from our website
- All bookings are first-come, first-served
- Full payment is due at booking unless using Childcare Vouchers or Tax-Free Childcare
- Missed sessions are still charged — we can't offer refunds or swaps
- If you cannot pay online, contact the Centre Manager in advance to arrange help
- No cash payments are accepted except in rare cases by agreement
- The current daily fee is £30 per child, per day (unless funded through HAFS or concessionary access)

All sessions are fully supervised and not open access. No child is permitted to leave the premises unless collected by an authorised adult.

 All personal data entered during booking is securely stored and managed under our Data Protection Policy.

## 15. Behaviour & Inclusion


Updated May 2025

We want the Hub to be a kind, respectful, and joyful place for everyone — full of creative expression, teamwork, and fun.

**We will:**

- Use positive behaviour strategies to support all children
- Keep expectations clear, consistent, and developmentally appropriate
- Treat behaviour as communication and respond with curiosity, not shame
- Support children with SEND through inclusive approaches and reasonable adjustments
- Avoid any harsh or punitive discipline (no shaming, no exclusion unless essential)
- Encourage restorative conversations when things go wrong

**We expect children to:** be kind to others; use respectful language; join in safely and fairly; listen and take turns; ask for help when they need it.

 We believe every child can succeed when they feel safe, understood, and supported. Inclusion isn't an add-on — it's the foundation of everything we do.


## 16. Exclusion and Suspension

Updated May 2025

We believe in second chances and child-centred solutions — but safety comes first. Exclusion is only used when all other strategies have been exhausted or if a child poses a serious risk to themselves or others.

**We will:**

- Use exclusion only as a last resort
- Attempt positive interventions, including time-in, rest breaks, and 1:1 support (where possible)
- Suspend a child temporarily after serious incidents (e.g. aggression or unsafe behaviour)
- Hold a review meeting with parents before the child returns
- Permanently exclude a child only when safety cannot be guaranteed or if multiple incidents have occurred
- Provide clear written reasons for any exclusion, with the opportunity to appeal to the Chair of Trustees

 Children will never be excluded based on neurodivergent traits, communication needs, or disability. Exclusion decisions are made by the Centre Manager in consultation with the Safeguarding Team and Trustees.


## 17. Trips and Off-Site Activities

Updated May 2025

We love getting out and about! Our day trips to parks, the beach, or local venues are designed to inspire creativity and promote wellbeing.

### We will:

- Complete risk assessments for every trip, signed off by the Centre Manager
- Ensure high staff-to-child ratios and bring First Aiders
- Brief children on safety rules before leaving the centre
- Never allow children to climb or use unsafe equipment
- Stay in shallow water only when visiting the beach, with lifeguards nearby
- Ensure all trip information is communicated to parents in advance
- Always get written consent before any off-site activity

 Please check your child's clothing, packed lunch, sun protection, and footwear on trip days — we'll send reminders via the booking portal and parent emails.

## 18. Late Arrival and Early Pick-Up

Updated May 2025

Good routines help us start sessions calmly and keep children safe and included. If your child arrives late or leaves early, it affects staffing, group cohesion, and their experience.

### We will:

- Ask families to arrive by 10:00am, when creative sessions begin
- Keep your child safely supervised if they're collected early
- Require written permission (and password) if someone else is collecting your child
- Ask you to notify us in advance via text or call: 07932 772905
- Only release children to named, authorised adults on their registration form

 These steps help ensure safety and consistency — thank you for working with us!

## 19. Data Protection and GDPR


Updated May 2025

We take your privacy seriously. All information we collect is stored securely and used only for safeguarding, bookings, and communication — in line with the UK GDPR and Data Protection Act 2018.

### We will:

- Collect only the data we need to keep children safe and deliver our services
- Store your information securely using Magic Booking and encrypted cloud systems
- Never share data with third parties unless legally required or with your consent

- Respond to Subject Access Requests within 30 days
- Provide a Privacy Notice at registration
- Retain data only as long as legally required

 **Data Protection Officer (DPO): Poppy Parfitt** — oversees GDPR compliance and can be contacted via the Centre Manager email address for any data-related queries or subject access requests.


## 20. Mobile Phones, Devices and Social Media

Updated May 2025

The Hub is a screen-free zone during sessions. We want children to be fully present — playing, making, and imagining.

**We will:**

- Not allow children to bring in phones, tablets, smartwatches, or recordable devices
- Confiscate any devices brought in and return them to parents at pick-up
- Not allow photography or filming by children, families, or staff during sessions
- Ensure all public posts from the Hub have signed photo consent
- Train staff on responsible digital practice and enforce our Online Safety Policy

 Parents — please don't post photos of other children from the Hub on social media.

## 21. Staff Code of Conduct

Updated May 2025 — applies to all staff, volunteers & visiting artists

At Honeycombe Arts Hub, we believe every child deserves to feel safe, seen, and inspired. Our staff team sets the tone — not only by what we say, but by how we act. This Code of Conduct outlines the behaviours, boundaries, and responsibilities that help us maintain a fun, inclusive, and professionally run space for young people.

### **Our Golden Principles**

- Model kindness, creativity, and respect in every interaction — with children, families, and each other
- Put the safety and wellbeing of children first, at all times
- Celebrate difference and support inclusion — across neurodiversity, ability, background, gender identity, culture, and communication styles
- Take pride in our appearance, energy and presence, understanding we are role models for the children

- Speak up if something feels unsafe, unfair, or doesn't align with our values

### **Professional Boundaries**

You are part of a trusted team — but boundaries matter. Staff must:

- Maintain clear and respectful professional boundaries at all times
- Never use personal social media, phone numbers, or private messaging to contact children or families
- Avoid physical contact unless necessary for care or safety (e.g. helping with a cut, comforting a distressed child)
- Stay in public/shared areas with children — never alone behind closed doors

### **Confidentiality & Conduct**

- Keep all child and family information confidential, unless there is a safeguarding concern
- Store records safely and only access what is necessary for your role
- Treat every disclosure or concern with care, urgency, and professionalism — and always report to the DSL
- Avoid gossip, sharing personal opinions about children/families, or discussing sensitive matters with unauthorised persons

### **Behaviour Support**

We don't punish. We understand, support, and guide. Staff must:

- Use calm, age-appropriate communication to manage behaviour
- Avoid shouting, sarcasm, shaming, or raised voices
- Use inclusive, trauma-informed responses to conflict and challenge
- Follow the Behaviour and Inclusion Policy and seek support when needed

### **Health, Safety & Hygiene**

- Maintain clean and safe environments — keep walkways clear, report spills, and tidy shared areas
- Follow food hygiene rules and infection control measures
- Complete regular headcounts and stay aware of who is in your group
- Wear appropriate clothing for active and sometimes messy sessions
- Use PPE where required (e.g. for cleaning, first aid, or toileting assistance)

### **Phones, Devices & Media**

- Keep phones away during sessions unless authorised (e.g. for emergencies or digital work)
- Never take photos of children on personal devices
- Only use approved centre cameras or iPads with appropriate permissions
- Never post, share, or store any child image or video without explicit, signed consent

### **Zero Tolerance for Harmful Behaviour**

The Hub will not tolerate:

- Discriminatory, sexist, racist, homophobic, or ableist language
- Any form of physical punishment or verbal humiliation
- Being under the influence of drugs or alcohol during work hours
- Aggressive behaviour towards children, families, or colleagues
- Persistent lateness, unauthorised absence, or repeated disregard for our values

Breaches of conduct will be reviewed by the Centre Manager and may lead to disciplinary action or dismissal, depending on the severity.

### **If You're Worried About Something...**

We're a team. If you see or experience something that doesn't feel right:

1. Speak to the Centre Manager or Designated Safeguarding Lead (DSL)
2. Complete an Incident or Concern Form
3. If urgent, call the Safeguarding Team immediately

You are protected by our Whistleblowing Policy and encouraged to speak up.

### **Staff Declaration**

Each team member signs a Staff Declaration confirming they have read all policies, understand their responsibilities, and agree to uphold the values, procedures, and safety standards set by our Board of Trustees. This commitment is part of our ongoing efforts to ensure that your child is cared for by trusted, trained professionals in a safe, creative, and inclusive environment.

Should you have any questions about our policies or staff training, please speak to the Centre Manager.


## **22.** **Artist and Volunteer Vetting & Induction**

Updated May 2025

We work with a brilliant network of artists, creatives, and volunteers — but we make sure they're fully vetted, child-safe, and aligned with our values.

### **We will:**

- Require an Enhanced DBS check for all professionals working directly with children
- Obtain references, proof of ID, and insurance for freelance artists
- Deliver a formal induction, including safeguarding, emergency procedures, and inclusive practice
- Monitor delivery quality and seek child/staff feedback
- Ensure all creatives sign a working agreement outlining expectations, values, and responsibilities

 We believe children deserve the best — artists who inspire, listen, and create alongside them with kindness and care.


## 23. Equal Access and Concessionary Places

Updated May 2025

We are a proudly inclusive organisation, and we're committed to making our sessions affordable and accessible for local families facing financial hardship or additional barriers.

### We will:

- Offer free or subsidised places where funded (e.g. via HAFS, local grants)
- Prioritise children who: receive Free School Meals; have SEND or EHCP status; live in the Boscombe/BCP area
- Request simple proof of eligibility (e.g. tax credit letter, school reference)
- Store all applications confidentially and securely
- Withdraw funded places if they are repeatedly not used (see Non-Attendance Policy)


 We are happy to talk through support options — just contact our Centre Manager to find out more.

## 24. Complaints Procedure


Updated May 2025

We want you to feel listened to. If something hasn't gone well, we want to know — and to make it right where we can.

### Stage 1 – Talk to Us

Speak with the Centre Manager (Poppy Parfitt) in person, by phone or email:  07932 772905. Most concerns can be resolved quickly and informally.

### Stage 2 – Put It in Writing

If you're not satisfied, please write to the Chair of Trustees, Rachel Maddix:  Honeycombe Arts Hub, Unit 5, The Sovereign Centre, 600 Christchurch Road, Boscombe, Bournemouth BH1 4SX. You'll receive a reply within 7 working days.

### Stage 3 – Board Review

Still not resolved? The Board of Trustees will review your concern and respond with a final decision.

We record all complaints and use them to improve. If your complaint involves safeguarding or serious risk, we may also contact:

- Ofsted: 0300 123 1231
- BCP Safeguarding Team: 01202 456 389
- NSPCC Whistleblowing Line: 0800 028 0285



Thank you for helping us create the best possible experience for every child.

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Honeycombe Arts Hub · Units 4 & 5, The Sovereign Shopping Centre, 600 Christchurch Road, Boscombe, Bournemouth BH1 4SX · Registered Charity No. 1127371 · Ofsted Voluntary Register EY496668. Current contact details for the Centre Manager and Trustees are published on the Contact page of our website. Policies reviewed annually and approved by the Board of Trustees.