Company Policy Handbook

NEXT LEVEL CAMPS

Version 3.0 · September 2026

Next Level Camps Ltd · Part of the Eudager Group

Ofsted Registered Provider

Holiday Camps for Children Aged 4–14

This handbook must be read in full and signed before commencing employment with Next Level Camps.

COMPANY POLICY HANDBOOK: VERSION 3.0

Contents

01 Safeguarding & Child Protection

02 Health & Safety

03 Fire Safety & Emergency Evacuation

04 Lockdown, Security & Martyn's Law

05 Behaviour Management

06 Anti-Bullying Policy

07 Aggressive Behaviour Policy

08 Missing Child Policy

09 Arrivals & Departures

10 Visitor Policy

11 Road Safety & Transport

12 First Aid, Medication & Children's Health

13 Intimate Care

14 Food Safety & Healthy Eating

15 EYFS Framework

16 Employee Behaviour & Code of Conduct

17 Technology & Mobile Phone Use

18 Smoking, Drugs & Alcohol

19 Safer Recruitment

20 Data Protection & Equalities

21 Whistleblowing Policy
22 Employee Disciplinary Procedure
23 Employee Grievance Policy
24 Complaints Policy
25 Booking Terms & Conditions
26 Extreme Weather Policy
27 Pool Procedure Policy
28 HAF (Holiday Activities and Food) Programme

Document Control

Item	Detail
Document	Company Policy Handbook
Version	3.0
Issue date	September 2026
Supersedes	Version 2.0 (June 2026)
Policy owner	Georgia Wellesley-Davies, Founder & Designated Safeguarding Lead
Next scheduled review	September 2027, or sooner following any change in legislation, statutory guidance, or a serious incident

1 Safeguarding & Child Protection

1.1 Policy Statement

Next Level Camps is committed to building a culture of safety in which children in our care are protected from abuse, harm, and radicalisation. The camp will respond promptly and appropriately to all incidents or concerns regarding the safety of a child. This policy complies with all relevant legislation and guidance including:

- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (KCSIE 2025)
- Statutory Framework for the Early Years Foundation Stage (EYFS 2024)
- Prevent Duty Guidance (2023)
- Children Act 1989 and 2004

1.2 Designated Safeguarding Lead

There is a Designated Safeguarding Lead (DSL) available while the camp is in session. The DSL coordinates safeguarding and child protection issues, supports staff with concerns, and liaises with external agencies including Children's Social Care and Ofsted.

Role	Name	Organisation
Designated Safeguarding Lead (DSL)	Georgia Wellesley-Davies	Next Level Camps Ltd
Deputy DSL / Acting DSL in absence	Camp Leader or senior staff on site	Next Level Camps Ltd

If an allegation concerns the DSL, it must be reported directly to the Local Authority Designated Officer (LADO).

1.3 Types of Abuse and Neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. Staff must be aware of the following categories:

- **Emotional abuse:** persistent emotional maltreatment causing severe adverse effects on a child's emotional development. May involve making a child feel worthless, unloved, or inadequate. Some level of emotional abuse is present in all types of maltreatment.
- **Physical abuse:** hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm. Also includes deliberately causing or feigning illness in a child.
- **Sexual abuse:** forcing or enticing a child to participate in sexual activities, whether or not the child is aware. Includes non-contact activities such as showing children sexual material or encouraging sexually inappropriate behaviour.
- **Neglect:** persistent failure to meet a child's basic physical and emotional needs, including failure to provide adequate food, clothing, shelter, medical care, or protection from harm.
- **Exploitation (CSE/CCE):** where individuals exploit an imbalance of power to coerce, manipulate or deceive children into criminal or sexual activity.

1.4 Signs and Indicators of Concern

- Unexplained injuries, bruising, burns or marks inconsistent with the child's explanation
- Significant changes in behaviour, mood or emotional state
- Fear of certain adults or reluctance to go home
- Inappropriate sexual knowledge or behaviour for the child's age
- Withdrawal, low self-esteem, or signs of chronic sadness
- Arriving hungry, poorly dressed, or persistently tired
- Disclosures, direct or indirect, from the child themselves

1.5 Responding to a Disclosure or Concern

1. **Stay calm:** do not show shock. Reassure the child they have done the right thing.
2. **Listen and believe:** do not question, probe or suggest answers. Use open phrases such as *"Thank you for telling me. I'm going to make sure you are safe."*
3. **Do not promise confidentiality:** explain that you may need to tell a trusted person to keep them safe.
4. **Record:** write down exactly what was said, using the child's own words, noting date, time, location, and any witnesses.
5. **Report immediately:** take your written record to the DSL without delay. Do not discuss with other staff, parents, or anyone else.

> **KEY CONTACTS**
>
> NSPCC Helpline (professional concerns): 0808 800 5000 · available 24 hours. Childline (for children): 0800 1111.

1.6 Allegations Against Staff

An allegation may be made if a member of staff or volunteer 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 in a way that indicates they may pose a risk to children; or breached professional boundaries.

All allegations must be taken seriously. If an allegation is made:

- Record the concern immediately and report to the DSL without delay
- Do not investigate or question the person accused
- Prioritise the safety and wellbeing of the child
- Where appropriate, the host school's safeguarding team will also be informed

Where an allegation meets the threshold for external referral, the Local Authority Designated Officer (LADO) will be notified. Staff who are the subject of an allegation may be suspended pending investigation: this is a neutral act and does not imply guilt.

> **IF THE ALLEGATION INVOLVES THE DSL**
>
> Report directly to the Camp Director, the host school's Headteacher, or the LADO: not to the DSL.

1.7 Prevent Duty

Next Level Camps has a duty under the Counter-Terrorism and Security Act 2015 to prevent children from being drawn into terrorism. Staff must be alert to signs of radicalisation, including changed behaviour, expression of extremist views, or contact with extremist material. Any such concerns must be reported to the DSL, who will determine whether a referral to the Channel programme is appropriate. The Prevent Duty works alongside our protective security arrangements in Section 4: Lockdown, Security & Martyn's Law.

1.8 Online Safety

Staff must be vigilant about children accessing inappropriate online content, cyberbullying, or sharing personal information. Any online safety concerns must be reported to the DSL immediately. See also Section 17: Technology & Mobile Phone Use.

1.9 Photography and Images

Written parental consent for photography is obtained at the point of booking. Staff must never photograph children on personal devices. All photography is carried out on authorised NLC devices only. See Section 17 for full details.

1.10 Visitors and Unknown Adults

A safe site is the foundation of safeguarding. Every adult on site who is not a vetted member of NLC staff is a visitor and must be managed under Section 10: Visitor Policy. Any unknown or unaccounted-for adult must be challenged politely or reported to the Camp Leader immediately.

2 Health & Safety

2.1 Policy Statement

Next Level Camps recognises that the health, safety, and wellbeing of children, staff, and visitors is of paramount importance. We comply with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, the Workplace (Health, Safety and Welfare) Regulations 1992, and the Statutory Framework for the Early Years Foundation Stage (EYFS 2024). The registered provider holds ultimate responsibility for safe operation of the camp. The Camp Leader is responsible for day-to-day implementation of this policy.

2.2 Insurance

Next Level Camps holds appropriate insurance cover, including:

- Employer's Liability Insurance
- Public Liability Insurance
- Motor insurance appropriate to any vehicle used to transport children (see Section 11)

Certificates of insurance are available for inspection on request.

2.3 Staff Responsibilities

All staff are responsible for:

- Maintaining a safe and secure environment at all times
- Taking reasonable care for their own health and safety, and that of others
- Following all health and safety procedures
- Reporting accidents, incidents, and hazards to the Camp Leader promptly
- Participating in relevant health and safety training
- Never leaving children unsupervised

> **IMPORTANT**
>
> Failure to follow health and safety procedures may result in disciplinary action.

2.4 Staff-to-Child Ratios

Age Group	Minimum Ratio	Notes
Ages 4–7	1:8	Minimum two staff present at all times
Ages 8–12	1:10	Minimum two staff present at all times
Ages 13–14	1:12	Minimum two staff present at all times
Swimming (all ages)	1:6	See Section 27 for full pool procedures
Walking off site / near roads	See Section 11	Enhanced ratios apply near traffic

2.5 Risk Assessments

Written risk assessments are in place for all activities, venues, off-site visits, walking routes, and transport. Staff must read and sign relevant risk assessments before leading any activity. If a risk assessment does not exist for an activity, do not proceed: inform the Camp Leader immediately. Risk assessments are reviewed at the start of each camp and updated as required. Site security, lockdown, and road safety risk assessments are covered in Sections 4 and 11.

2.6 Accident and Incident Reporting

All accidents, injuries, near misses, and incidents must be recorded on an Incident Report Form. Report all incidents to the Camp Leader on the day they occur. Parents must sign the accident record at collection. Serious accidents reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) will be reported to the HSE by the Camp Director.

Ofsted must be notified of any serious accident, serious injury, or death of a child in our care, and of any significant event likely to affect the suitability of the provision, as soon as reasonably practicable and in any event within 14 days, in line with EYFS 2024.

2.7 Manual Handling

In line with the Manual Handling Operations Regulations 1992, Next Level Camps will eliminate hazardous manual handling as far as reasonably practicable. Where unavoidable, risk assessments consider the task, load, individual, and working environment. The main manual handling activity at camp is likely to be setting up and clearing equipment: staff should work in teams, use proper technique, and avoid awkward postures.

2.8 Dangerous Plants

No plants known to be poisonous or capable of causing allergic reactions are permitted on camp premises without a prior risk assessment. Outdoor activity areas are checked for dangerous plants at the start of each camp season. Where a potentially dangerous plant cannot be removed, a risk assessment is conducted considering the ages of children, supervision required, access restrictions, and allergy risks. Staff must know which plants in the activity areas may be hazardous and ensure children do not handle them.

3 Fire Safety & Emergency Evacuation

3.1 Fire Safety

Next Level Camps understands the importance of fire safety. To this end:

- All staff are briefed on the location of all fire exits, the fire assembly point, and fire safety equipment at each site induction
- Children are introduced to fire safety procedures and the assembly point at the start of each camp
- Fire drills are conducted at least once a month, or whenever new staff or children join the camp: all drills are recorded in the Fire Drill Log
- Fire doors and exits are clearly marked, never obstructed, and easily opened from the inside
- Fire doors are kept closed at all times but never locked
- Fire extinguishers, fire alarms, and smoke alarms are regularly tested in accordance with manufacturer guidance
- Notices explaining fire procedures are positioned at every fire exit

Fire Prevention

Next Level Camps will take all steps to prevent fires by:

- Ensuring power points are not overloaded with adaptors
- Observing a strict No Smoking policy on all premises
- Checking for frayed or trailing wires
- Ensuring fuses are replaced safely
- Unplugging all equipment before leaving premises
- Storing flammable materials safely

In the Event of a Fire

1. Raise the alarm immediately
2. Call 999 if the fire is not contained
3. Escort all children to the assembly point via the nearest safe exit: do not collect personal belongings
4. A nominated staff member closes accessible doors and windows if safe to do so, and takes the register (including emergency contacts)
5. Take the register at the assembly point and account for every child and staff member
6. Do not re-enter until declared safe by the Camp Leader or emergency services

3.2 Emergency Evacuation and Closure

Next Level Camps will make every effort to remain open, but in exceptional circumstances may need to close or evacuate at short notice. Reasons may include:

- Serious weather conditions · Heating or utility system failure · Burst water pipes
- Fire or bomb threat · Death of a staff member or child
- Assault on a staff member or child · Serious accident or illness

In any emergency evacuation:

- The Camp Leader will contact the emergency services where appropriate
- All children will be escorted to the assembly point via the nearest safe exit
- No attempt will be made to collect personal belongings or re-enter after evacuation
- A nominated staff member collects the register (including emergency contacts) if safe to do so
- A full register count will be taken: every child and staff member accounted for
- Parents will be contacted as soon as it is safe to do so
- The camp will not resume until officially declared safe

> **FIRE ALARM OR SECURITY THREAT?**
>
> Evacuation is the right response to fire. It may be the wrong response to an attack or a suspicious item near the exit route. If there is any indication that the alarm has been raised to draw people outside, or a threat is reported at or near the assembly point, follow Section 4: Lockdown, Security & Martyn's Law and the Camp Leader's instructions.

4 Lockdown, Security & Martyn's Law

4.1 Policy Statement

Next Level Camps is committed to protecting children, staff, and visitors from security threats, including intruders, violent or aggressive individuals, dynamic incidents in the local area, and terrorism. This policy sets out how we prepare for, respond to, and recover from a security incident at any NLC or Engine-powered camp.

It is written in line with:

- The Terrorism (Protection of Premises) Act 2025 ("Martyn's Law")
- Department for Education guidance on Martyn's Law for education settings, and DfE emergency planning and response guidance for education and childcare settings
- National Counter Terrorism Security Office (NaCTSO) and ProtectUK guidance, including *Run, Hide, Tell*
- Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999
- Statutory Framework for the Early Years Foundation Stage (EYFS 2024), which requires providers to take all reasonable steps to keep children safe and premises secure
- Keeping Children Safe in Education (KCSIE 2025)

4.2 About Martyn's Law

The Terrorism (Protection of Premises) Act 2025 received Royal Assent on 3 April 2025. It is named in memory of Martyn Hett, who was killed in the Manchester Arena attack in 2017. The Act is subject to an implementation period of at least 24 months, during which statutory guidance is published and the Security Industry Authority (SIA) is established as regulator. Organisations are expected to prepare during this period.

Key points for NLC staff:

- **Qualifying premises:** premises where 200 or more people (staff, children, and visitors) are reasonably expected to be present at the same time are in scope.
- **Tiers:** premises expecting 200–799 people fall in the **standard tier**; 800 or more fall in the **enhanced tier**. Early years, primary, and secondary education settings remain in the standard tier regardless of capacity.
- **Standard tier duties:** the responsible person must notify the SIA and have, so far as is reasonably practicable, procedures for **evacuation**, **invacuation**, **lockdown**, and **communication** in the event of a suspected attack, with staff trained to carry them out.
- **Responsible person:** the person who has control of the premises for the relevant use. At NLC camps on school sites, this depends on the terms of the hire or licence agreement with the host school (see 4.3).
- **Below 200 people:** sites outside the Act's thresholds are not legally required to comply, but government encourages all education and childcare settings to have preparedness plans. **NLC applies the standard tier procedures at every camp, whatever its size.**

4.3 Responsibilities

Role	Responsibility
Camp Director / Founder	Owns this policy. Agrees with each host school, in writing before the season, who is the responsible person under Martyn's Law during camp hours and how NLC's procedures fit with the school's own. Ensures SIA notification is made where NLC is the responsible person for a qualifying premises.
Camp Leader	Site security lead on the day. Decides when to initiate lockdown, invacuation, or evacuation. Holds the camp phone, register, and emergency grab bag. Leads communication with emergency services, the host school, and parents.
All staff	Know the site's lockdown signal, safe rooms, lockable spaces, and escape routes. Know which children they are responsible for at all times. Take part in briefings and drills. Report anything suspicious immediately.
Host school	Provides site plans, details of locks, alarm systems, CCTV, and any existing lockdown procedure, and named contacts during the holidays.

4.4 Preparedness: Before Camp Opens

At each site, before the first camp day of every season, the Camp Leader will complete and record a **Site Security & Lockdown Risk Assessment** covering:

- Agreed responsible person, and how NLC aligns with the host school's own Martyn's Law and lockdown arrangements
- Site plan showing entrances, exits, perimeter, gates, and the single controlled entry point used during camp
- Designated **safe rooms** for each group: lockable or barricadable, away from external glazing, with the ability to block sight lines
- The **lockdown signal** for the site, which must be clearly different from the fire alarm (see 4.6)
- Primary and secondary **evacuation routes** and an **alternative assembly point** away from the main site, for use if the usual assembly point is unsafe
- Communication methods: camp phone, radios or walkie-talkies where available, and a backup if mobile signal is poor
- Location of the **emergency grab bag**: printed register and emergency contacts, site plan, first aid kit, torch, whistle, high-visibility vest, pen and paper, and a copy of this policy
- Arrangements for children with SEND, medical needs, or mobility needs, including Personal Emergency Evacuation Plans (PEEPs) where required

4.5 Recognising a Threat

A security threat may include:

- An intruder or unknown adult on site who refuses to leave or behaves suspiciously (see Section 10)
- A person with a weapon, or reports of one
- An aggressive or violent individual, including a parent or carer (see Section 7)
- An incident in the local area reported by police, the host school, or the media (for example, a dangerous animal, a police operation, a civil disturbance, or an air pollution or chemical incident)
- A suspicious item or package
- A bomb threat received by phone, email, or social media
- A terrorist attack in the vicinity

Suspicious Items: the HOT Protocol

Use the **HOT** protocol to decide whether an unattended item is suspicious:

- **H**idden: has it been deliberately concealed or hidden?
- **O**bviously suspicious: wires, batteries, liquids, a strange smell, or anything you would not expect?
- **T**ypical: is it typical of what you would expect to find in this location?

Most lost property is innocent. If an item is hidden, obviously suspicious, or not typical, follow the **4 Cs**:

1. **Confirm:** do not touch, move, or open it. Confirm with a colleague that it is suspicious.
2. **Clear:** move everyone away (at least 100 metres for a small item, further for larger ones). Do not use mobile phones or radios within 15 metres.
3. **Communicate:** inform the Camp Leader and call 999.
4. **Control:** keep people away until the emergency services arrive.

Bomb Threats

If you receive a bomb threat by phone, stay calm, keep the caller talking, and note everything you can: exact words, the caller's voice and accent, background noise, and the time of the call. Do not hang up. Use the ProtectUK bomb threat checklist kept in the grab bag. Inform the Camp Leader and call 999 immediately. Threats received by email or social media must not be deleted or replied to.

4.6 Lockdown Signal and Levels

Each site will have a lockdown signal that every member of staff knows by the end of their site induction. Unless the host school's own system is agreed for use, the NLC standard is:

- **Partial lockdown:** the Camp Leader or a senior member of staff announces *"Code Amber"* in person, by radio, or by phone to every group leader.
- **Full lockdown: repeated short blasts on a whistle or air horn**, together with the announcement *"Code Red"*, passed group to group.
- **All clear:** given only in person by the Camp Leader or the police. A phone call, text, or radio message alone is not an all clear unless it is confirmed by a pre-agreed code word.

Level	When it is used	What happens
Partial lockdown (Code Amber)	A threat outside the site, such as police activity nearby, an aggressive person near the perimeter, a dangerous animal, or poor air quality	All outdoor groups come inside immediately and calmly. External doors and gates are secured. Activities continue indoors as normally as possible. No one enters or leaves without the Camp Leader's permission.
Full lockdown (Code Red)	An immediate threat on or entering the site, such as an intruder with intent to harm, a weapon, or an attack	Everyone moves to the nearest safe room and secures it. Silence. Hide out of sight. Nobody leaves until the all clear.
Invacuation	A threat outside means it is safer to move people further into the building, for example away from glazing	Groups move to an internal room or protected space away from the threat, as directed by the Camp Leader.
Evacuation	A threat inside the building, a suspicious item, or a fire	Leave by the safest route, which may not be the usual one, to the main or alternative assembly point (see Section 3).

4.7 Full Lockdown Procedure

On hearing the full lockdown signal or seeing an immediate threat:

1. **Gather:** bring every child in your care into the nearest safe room. Take in any child or adult nearby, even if they are not in your group. Do not go looking for missing children if it means moving towards the danger.
2. **Secure:** lock or barricade the door with heavy furniture. Close windows, blinds, and curtains. Turn off lights and screens.
3. **Hide:** move everyone out of sight of doors and windows, low to the floor, away from glazing. Keep children calm and silent. Use calm, child-friendly language appropriate to their age.
4. **Silence:** put all phones on silent, including vibrate. Do not answer the door to anyone, even if they claim to be police or staff, unless the agreed all clear has been given.
5. **Account:** take a headcount and note who is with you, including children from other groups and any missing children.
6. **Tell:** when it is safe to do so, call or message 999 and the Camp Leader with your location, the number of children and adults with you, any injuries, and anything you have seen. If you cannot speak, dial 999 and stay on the line, then press 55 when prompted to show it is a genuine emergency.
7. **Stay put:** remain in place until the Camp Leader or police give the all clear in person. If the fire alarm sounds during a lockdown, do not evacuate automatically: assess whether there is a real fire and follow police instructions where possible.

> **RUN, HIDE, TELL**
>
> If you and the children are outside, or cannot reach a safe room, follow national guidance:
> **RUN** to a place of safety if there is a safe route. Leave belongings behind. Insist others come with you.
> **HIDE** if you cannot run. Stay out of sight, be quiet, lock yourself in, and move away from the door.
> **TELL** the police by calling 999 when it is safe to do so.

> **PERSONAL PHONES DURING LOCKDOWN**
>
> Section 17 requires personal phones to be kept in the staff room. During a genuine lockdown, any phone may be used to call 999 or to contact the Camp Leader. Phones must never be used to photograph, film, or post about the incident.

4.8 Communication During and After an Incident

During the incident:

- The Camp Leader is the single point of contact with the police and emergency services, and keeps a timed log of events and decisions.
- Group leaders contact the Camp Leader only with essential information (location, headcount, injuries, sightings).
- The Camp Leader informs the Camp Director and host school contact as soon as it is safe to do so.
- **Parents are not contacted until the police advise it is safe to do so.** Parents arriving at the site could put themselves and children at risk.

Once it is safe:

- The Camp Director, with police advice, sends a single, factual message to parents through Pebble, email, and text, stating what has happened, that children are safe (or that the camp is working with emergency services), where and when to collect, and what ID to bring.
- Children are only released to pre-approved adults, signed out against the register (Section 9). A controlled reunification point is set up away from the incident scene where possible.
- Staff must not speak to the media or post on social media. All media enquiries are referred to the Camp Director.

4.9 After an Incident

- Ofsted must be informed of any significant event, and the police, LADO, or Children's Social Care involved as required.
- A debrief is held with all staff within 48 hours.
- Children and staff affected are offered appropriate support. Parents are informed of any support available.
- All records, logs, and statements are retained securely.
- The Site Security & Lockdown Risk Assessment and this policy are reviewed and updated.

4.10 Training and Drills

- All staff receive a security and lockdown briefing at site induction, covering the lockdown signal, safe rooms, escape routes, and Run, Hide, Tell.
- Senior staff and Camp Leaders are expected to complete the free ACT (Action Counters Terrorism) Awareness e-learning and any training provided by the SIA, Home Office, or DfE once published.
- A lockdown drill is carried out at least once per camp season at each site, and recorded in the Emergency Drill Log alongside fire drills. Drills are introduced to children in a calm, age-appropriate way that does not cause fear.

4.11 Physical Security Measures

- A single controlled entry point is used during camp hours. All other external doors are kept closed and, where safe and permitted under fire regulations, secured from the outside while remaining openable from the inside.
- Gates are closed after drop-off and reopened only for collection.
- Visitor management follows Section 10.
- Staff wear NLC uniform and visible identification at all times so that unknown adults are easy to spot.

5 Behaviour Management

5.1 Policy Statement

Next Level Camps recognises its responsibility to support, understand, and manage children's behaviour in an appropriate way. We set effective behaviour management strategies to promote the welfare, enjoyment, and safety of all children. Working in partnership with parents, we use clear, consistent, and positive strategies, with adults modelling positive behaviour at all times. We recognise that supporting behaviour requires an individualised approach: we balance the needs of each child while maintaining the safety and enjoyment of the wider group.

5.2 Supporting Children's Behaviour

At Next Level Camps we will support children to:

- Use socially acceptable behaviour
- Understand and comply with camp rules, which are created and agreed by the children themselves
- Respect one another, accepting differences of race, gender, ability, age, and religion
- Develop their independence through self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed, and enjoy their time at camp

5.3 Promoting Positive Behaviour

Positive behaviour is encouraged through:

- Staff acting as positive role models at all times
- Praising appropriate behaviour publicly, addressing concerns privately where possible
- Sticker rewards and team points systems
- Informing parents about individual achievements
- Offering a variety of play and activity opportunities to meet all children's needs
- Clear and consistent expectations communicated from day one

5.4 Discouraging Inappropriate Behaviour

When inappropriate behaviour occurs, staff will:

1. **Verbal reminder:** calmly address the child privately with a clear, specific reminder
2. **Verbal warning:** acknowledge the behaviour and clearly state the consequence if it continues
3. **Time to think:** brief removal from the activity (2–5 minutes) to reflect
4. **Removal from activity:** the child joins the Camp Leader whilst the group continues
5. **Parent contact:** the Camp Leader contacts the parent to discuss the concern
6. **Exclusion:** in serious or persistent cases only (see 5.6)

Unsafe behaviour near roads or vehicles, such as running ahead, letting go of a partner, or pushing near a kerb, is treated as a serious safety matter and may result in a child not taking part in off-site walks (see Section 11).

5.5 Physical Intervention

Physical intervention is only permissible as a last resort where a child poses an immediate risk of injury to themselves or others. It must be reasonable, proportionate, and no more than necessary. Any physical intervention must be reported to the Camp Leader immediately and recorded in writing on the same day. Parents must be informed on the same day.

> **STRICTLY PROHIBITED**
>
> Physical punishment, use of force as a sanction, or any action that demeans, humiliates or isolates a child is strictly prohibited and constitutes gross misconduct.

5.6 Exclusions

Exclusion from camp is a last resort, reserved for behaviour that poses a serious and persistent risk to the child, other children, or staff. The decision to exclude is made by the Camp Leader only. Parents will be informed on the same day and a full incident report completed.

6 Anti-Bullying Policy

6.1 Policy Statement

Next Level Camps provides a supportive, caring, and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated, whether carried out by a child or an adult. Staff, children, and parents are made aware of our position. Bullying behaviour is unacceptable in any form.

6.2 Definition of Bullying

Next Level Camps defines bullying as the repeated harassment of others through any of the following forms:

- **Physical:** pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping, punching, or any physical violence
- **Psychological:** behaviour likely to create a sense of fear or anxiety in another person
- **Emotional:** deliberate unkindness, exclusion from groups, tormenting, making someone feel left out, passing notes, or humiliating someone
- **Verbal:** name-calling, put-downs, teasing, threatening, racist or homophobic language
- **Online / Cyberbullying:** bullying via text messages, social media, or other online platforms

6.3 Response to Bullying

Any child who is a victim of bullying will be dealt with sympathetically and immediately. When bullying is suspected or reported:

1. The member of staff informed deals with the incident immediately, then discusses it with the Camp Leader
2. An account of the incident is recorded in the Incident Log
3. All staff are informed so that close monitoring of both the victim and the child whose behaviour was inappropriate can begin
4. Parents of both parties are informed on the same day
5. A plan of support is put in place for both children
6. The incident and any follow-up actions are reviewed at the next available opportunity

Staff at Next Level Camps are trained and supported to recognise when children's behaviour may indicate that something is wrong, and to respond with care and consistency. Where bullying behaviour may also be child-on-child abuse, it must be reported to the DSL under Section 1.

7 Aggressive Behaviour Policy

7.1 Policy Statement

Next Level Camps does not tolerate from any person, whether a parent, carer, visitor, or member of staff, bullying, aggressive, confrontational, or threatening behaviour. Our camp is a place of safety and security for the children who attend and for the staff who work here.

7.2 Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to:

- Shouting at members of staff, whether in person or over the telephone
- Threatening, abusive, or intimidating communications including online and social media
- Physically intimidating a member of staff (e.g. standing too close, blocking their exit)
- Using aggressive or abusive hand gestures
- Any threatening behaviour, physical or verbal
- Swearing, spitting, pushing, hitting, or any physical violence
- Racist, sexist, homophobic, or otherwise abusive language

7.3 Procedure

If a parent, carer, or visitor behaves unacceptably:

1. The member of staff will remain calm and attempt to de-escalate the situation
2. A second staff member acts as witness where possible
3. Children are moved away from the incident by another member of staff
4. The person will be advised that their behaviour is unacceptable and warned that it must stop
5. If behaviour does not improve, the person will be asked to leave the premises
6. If there is an immediate threat to safety, call 999 and the Camp Leader will consider partial or full lockdown (Section 4)
7. All incidents are recorded in the Incident Log and reported to the Camp Leader

Following a serious incident, NLC may write to the individual setting out conditions for future attendance on site, or withdraw permission to enter the premises, in consultation with the host school.

8 Missing Child Policy

8.1 Policy Statement

At Next Level Camps we are always alert to the possibility that a child may go missing. We minimise this risk through periodic headcounts, particularly when transporting children between locations or transitioning between activities.

8.2 Prevention

- A register is taken at the start of every session, after every break, and after every transition
- Regular headcounts are conducted throughout each day: all staff are responsible for knowing the number of children in their group at all times
- Headcounts are taken before leaving, at every road crossing, on boarding and leaving any vehicle, and on arrival at any off-site venue (see Section 11)
- Children are only released to pre-approved adults listed on the booking
- All site exits are known to staff before each camp day begins, and perimeter gates are kept closed during sessions

8.3 Procedure if a Child Cannot Be Located

1. Inform all staff immediately that the child is missing
2. Conduct a thorough search of the premises and surrounding area: all staff assist
3. After 10 minutes, call the police: 999
4. The Camp Leader then contacts the child's parents or carers
5. Staff continue to search while waiting for the police and parents to arrive
6. Maintain as normal a routine as possible for the remaining children
7. The Camp Leader liaises with the police and the child's parents throughout

If a child goes missing during an off-site visit or journey, the group leader informs the Camp Leader immediately and follows the same procedure, keeping the remaining children together and safe while the search is carried out.

> **DO NOT DELAY**
>
> If the child has not been found within 10 minutes of the initial alert, call 999 immediately. Do not wait for management approval before calling emergency services.

8.4 After the Incident

The incident must be recorded in the Incident Log. A review will be conducted to identify what happened, what changes are needed, and to update relevant policies. If the police or Social Care were involved, Ofsted must also be informed.

> **USEFUL NUMBERS**
>
> Police: 999 · Social Care: 0300 555 1373 · Ofsted: 0300 123 1231

9 Arrivals & Departures

9.1 Register and Headcounts

Next Level Camps maintains an accurate register of all children on site at all times. The Camp Leader ensures that all arrivals and departures are recorded in the register, which is kept in an accessible location throughout the day. Regular headcounts are also conducted during sessions.

9.2 Arrivals

- Staff will greet each child warmly on arrival and record attendance in the daily register, including the time of arrival
- Children's medical information must be reviewed before each day begins
- If a child is unwell on arrival, parents will be contacted to collect them immediately (see Section 12)
- Parents must call the camp phone number if their child will be arriving late
- Drop-off takes place at the designated entry point only. Staff supervise the drop-off area and the route between the car park or road and the camp entrance (see Section 11)

9.3 Departures and Collections

- Children will only be released to an adult who is pre-approved on the booking: staff must never release a child to anyone not listed
- If the collecting adult is not known to staff, ID may be requested, and a password check used where one has been set at booking
- If an approved adult cannot be reached at collection time, follow the Missing Child Procedure (Section 8)
- The register must be updated immediately when a child departs, noting the time and collecting adult

9.4 Unauthorised Collection Attempts

If a person attempts to collect a child who is not on the approved list, do not release the child. Remain calm, explain the policy, and contact the Camp Leader immediately. If the situation escalates or there is concern for the child's safety, call 999. Where a court order or known family dispute is involved, the DSL must be informed the same day. See also Section 10: Visitor Policy.

9.5 Late Collection

If a child is not collected at the end of the session, two members of staff remain with the child. The Camp Leader contacts the parent and then the other emergency contacts. If no contact can be made within 30 minutes of the session ending, the Camp Leader seeks advice from the DSL and, if necessary, Children's Social Care. A child must never be taken home by a member of staff.

10 Visitor Policy

10.1 Policy Statement

Next Level Camps is committed to ensuring that every adult on site during camp hours is known, accounted for, and appropriately supervised. Controlling who enters our camps is a core part of safeguarding children and protecting staff. This policy applies to every person who is not a member of NLC staff on duty, including parents attending a meeting or event, host school staff, contractors, inspectors, external activity providers, prospective staff, and volunteers.

This policy is written in line with:

- Keeping Children Safe in Education (KCSIE 2025), including Part 3 (Safer Recruitment) on visitors, contractors, and those working on site
- Statutory Framework for the Early Years Foundation Stage (EYFS 2024), which requires providers to ensure children are safe on the premises and that only authorised people have unsupervised contact with children
- Working Together to Safeguard Children (2023)
- Health and Safety at Work Act 1974
- UK GDPR and the Data Protection Act 2018 (for the visitor log)

10.2 Who Counts as a Visitor

A visitor is any adult on site during camp hours who is not a member of NLC staff on duty. Visitors fall into three categories:

Category	Examples	Supervision
A: Escorted visitor	Parents attending a meeting, prospective parents, school staff not employed by NLC, delivery drivers, maintenance contractors, prospective staff	Must be escorted at all times by NLC staff. Never left alone with children.
B: Professional visitor	Ofsted inspectors, Local Authority officers, social workers, police, health professionals, LADO	Identity verified before entry. Escorted on site unless their role requires otherwise. Unsupervised contact with a child only where the role lawfully requires it and the DSL agrees.
C: Regular or contracted provider	External coaches, activity providers, swim teachers, peripatetic specialists	May work with children only if the vetting checks in 10.5 have been confirmed in writing. Remain under the general supervision of NLC staff, and never count towards ratios unless NLC has confirmed checks equivalent to its own staff.

Emergency services responding to an incident are admitted without delay; their identity is checked as far as the situation allows.

10.3 Before the Visit

- All planned visits must be arranged with the Camp Leader in advance. Visits are scheduled, where possible, at times that cause least disruption to children.
- The Camp Leader informs staff of any expected visitors on the day.
- Contractors are asked to attend outside camp hours wherever possible. Where work must take place during camp, the area is cordoned off and children kept away.
- External activity providers must supply, before the first session, the written confirmation described in 10.5, together with their risk assessment and public liability insurance.

10.4 Arrival, Registration and Identification

On arrival, all visitors must:

1. Report to the single controlled entry point. Visitors must never be admitted through any other door or gate.
2. Show **photographic identification** (such as a passport, driving licence, or official work ID). Professional visitors must show their organisation's ID card.
3. Sign in to the **Visitor Log**, recording name, organisation, purpose of visit, person visiting, car registration where relevant, time in, and the staff member escorting them.
4. Receive and wear a **visitor badge or lanyard** in the NLC visitor colour, clearly visible at all times.
5. Be given a brief **safety briefing**: fire exits and assembly point, lockdown signal, the no-photography rule, and who to report any concern to.
6. Be asked to switch off or put away their mobile phone in areas where children are present. Visitors must never photograph or film children.
7. Sign out on departure, returning their badge. The Visitor Log is checked at the end of each day to confirm every visitor has left.

> **VERIFYING PROFESSIONAL VISITORS**
>
> If an Ofsted inspector, social worker, or police officer arrives unannounced, check their ID card and, if in any doubt, call their organisation on a number you have found independently (for example, Ofsted: 0300 123 1231), not a number they give you. Genuine professionals will expect this and will wait.

10.5 Vetting and Checks

- Visitors who are on site for a one-off, short visit, and who are escorted at all times, do not require a DBS check.
- Anyone who will carry out **regulated activity** with children, or who will have regular or unsupervised contact with children, must have an **enhanced DBS check with barred list check**, in line with KCSIE 2025. NLC does not rely on another organisation's checks unless it has received **written confirmation** from that organisation that the checks have been carried out, and has verified the person's identity on arrival.
- For contractors working on site, NLC confirms with the contractor or the host school that checks proportionate to the work and the contact with children are in place.
- Volunteers and work placement students follow Section 19: Safer Recruitment.
- Where the DSL has any concern about a visitor's suitability, entry will be refused.

10.6 Escort Protocols

- Escorted visitors must be accompanied by a named NLC member of staff from signing in to signing out.
- The escorting member of staff must remain with the visitor and must not leave them to attend to other duties. If they need to leave, they must hand over to another member of staff.
- Visitors must not use the children's toilets or changing areas. They are directed to a designated adult toilet.
- Visitors may not be alone with any child, take a child anywhere, or give a child anything, unless their role specifically requires it and it has been approved by the Camp Leader.
- The escorting member of staff must not be counted towards ratios while escorting.

10.7 Parents and Carers on Site

Parents and carers are welcome partners in their child's camp experience. During drop-off and collection, they may enter the designated handover area only. If a parent needs to come further onto site, for example for a meeting or to support their child, they are treated as a Category A visitor. Parents may not photograph other people's children.

10.8 Uninvited Guests and Unknown Adults

Every member of staff has a responsibility to notice and respond to any adult they do not recognise who is not wearing a visitor badge.

1. **Approach politely, if safe to do so.** Ask, *"Hello, can I help you?"* and establish who they are and why they are on site. Ideally approach with a second member of staff, and never put yourself at risk.
2. **If they have a legitimate reason,** escort them to the entry point to sign in. Do not leave them alone while doing so.
3. **If they have no legitimate reason,** ask them politely but firmly to leave the site, and escort them to the exit. Ensure the gate or door is secured behind them.
4. **Inform the Camp Leader immediately,** giving a description of the person, where they were seen, and the direction they left in.
5. **If the person refuses to leave, becomes aggressive, or you believe they pose a risk,** do not challenge them further. Move children away, inform the Camp Leader, and call 999. The Camp Leader will initiate partial or full lockdown (Section 4).
6. **Record the incident** in the Incident Log the same day. The DSL is informed if there is any safeguarding concern.

NEVER APPROACH

If you see an adult with a weapon, behaving violently, or acting in a way that suggests an immediate threat, do not approach. Raise the alarm, get children to safety, and follow the full lockdown procedure in Section 4.

Unknown adults seen loitering outside the perimeter, watching children, or taking photographs of the site should be reported to the Camp Leader, who will decide whether to inform the police and the host school.

10.9 Media and Photographers

No journalist, photographer, or film crew may enter a camp without the prior written agreement of the Camp Director. Photography of children will only take place where parental consent is held (Section 17).

10.10 Records

The Visitor Log is stored securely and retained in line with Section 20: Data Protection. It is reviewed by the Camp Leader each day and may be used to support fire roll calls, lockdown accounting, and safeguarding investigations.

11 Road Safety & Transport

11.1 Policy Statement

Many of our activities, walks, and trips involve children being near roads, car parks, or vehicles. Road traffic is one of the most serious hazards children face. Next Level Camps is committed to ensuring that every journey, whether on foot, by minibus, coach, or car, is planned, risk-assessed, and supervised so that children travel safely.

This policy is written in line with:

- Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999
- Statutory Framework for the Early Years Foundation Stage (EYFS 2024), including the requirement to risk-assess outings and to ensure vehicles carrying children are suitably insured and appropriately equipped
- The Highway Code, including its guidance on crossing roads and the Green Cross Code
- The Road Traffic Act 1988 and the Motor Vehicles (Wearing of Seat Belts) Regulations 1993
- The Transport Act 1985 (Section 19 permits) and DfE guidance on driving school minibuses
- Department for Education *Health and Safety on Educational Visits* guidance

11.2 Responsibilities

- **Camp Director:** approves all off-site visits and transport arrangements, and ensures vehicles, drivers, and insurance meet this policy.
- **Camp Leader:** completes or reviews the Road Safety Risk Assessment for each site and route, and briefs staff before every journey.
- **Group leader (the most senior member of staff on a walk or trip):** leads the group, holds the register and emergency contact information, carries a charged camp phone and first aid kit, and makes the final decision about whether it is safe to cross or proceed.
- **All staff:** follow the procedures below, model safe behaviour, and never take shortcuts near traffic.

11.3 Planning Off-Site Activities

Before children leave site on foot or by vehicle:

- A **Road Safety Risk Assessment** (see 11.10) must be completed and signed by the Camp Leader, covering the route, crossing points, transport, and the group.
- **Parental consent** for off-site activities must be held, either through the booking terms or specific consent for the trip.
- The route should be **walked or checked in advance** by a member of staff, and should use pavements, footpaths, and controlled crossings wherever possible.
- The Camp Leader must know the group's route, destination, departure time, expected return time, and the group leader's phone number.
- Children's medical needs, including AAIs and inhalers, must travel with the group.

11.4 Walking Ratios

Walking near roads requires higher staffing than activities on site.

Age Group	Minimum Ratio When Walking Near Roads	Notes
Ages 4–7	1:6	Minimum two staff. Children walk in pairs and hold hands.
Ages 8–12	1:8	Minimum two staff. Children walk in pairs.
Ages 13–14	1:10	Minimum two staff.

The group leader may increase staffing further for busy roads, large groups, children with additional needs, or poor weather or visibility.

11.5 Walking Groups

- Staff wear **high-visibility vests**. Children wear high-visibility vests or bibs on any walk alongside a road.
- A member of staff leads at the **front** and another walks at the **rear**. No child may walk ahead of the front member of staff or behind the rear member of staff.
- Children walk in **pairs** on the inside of the pavement, away from the kerb. Staff walk on the **kerb side**.
- Groups are kept to a manageable size: large groups are split into smaller groups, each with its own staff, leaving a gap between them.
- **Headcounts** are taken before leaving, before and after every crossing, and on arrival.
- Children with a history of running off, or who need additional support, are partnered with a member of staff.
- Walks are not undertaken in fog, heavy rain, high winds, snow or ice where these increase the risk (see Section 26).

11.6 Crossing Roads

Roads must be crossed at the **safest available point**, in this order of preference:

1. A **pedestrian bridge or subway**
2. A **signal-controlled crossing** (pelican, puffin, or toucan crossing), waiting for the green signal
3. A **zebra crossing**, waiting until traffic in both directions has stopped
4. A **school crossing patrol** or **traffic island**
5. Only where none of the above is available, a **straight, clear stretch of road** with good visibility in both directions, away from parked cars, bends, junctions, and the brow of a hill

Crossing procedure (the "Stop, Look, Listen, Think" approach based on the Green Cross Code):

1. The group **stops** on the pavement, back from the kerb, in pairs.
2. The front member of staff checks traffic in both directions, looks and listens, and decides when it is safe.
3. A member of staff **steps into the road first** to a position where they can be seen by traffic, and holds the crossing point with a raised hand.
4. Children **cross in pairs**, walking (never running) in a straight line, while staff continue to look in both directions.
5. The rear member of staff crosses **last**, after confirming that no child has been left behind.
6. A **headcount** is taken on the other side before the group moves on.

Large groups cross in smaller sections. Staff must never wave children across from the opposite side of the road, and children must never be allowed to cross on their own.

11.7 Car Parks, Drop-Off and Collection

- Drop-off and collection points are agreed with the host school and set out in the site risk assessment, ideally away from vehicle movement.
- Staff supervise the drop-off and collection areas. Children are kept away from moving vehicles and are never allowed to run through a car park.
- Parents are asked, through the parent handbook and joining information, to drive slowly, park only in designated areas, never stop on zig-zag lines or block access for emergency vehicles, and to hand over and collect their child in person.
- Vehicle gates are closed during camp hours wherever possible.
- Contractor and delivery vehicles should not move on site while children are outdoors nearby. If they must, a member of staff acts as banksman and children are moved away.

11.8 Transport by Vehicle

General Requirements (all vehicles)

- Every vehicle used to transport children must be **roadworthy**, have a current **MOT** where required, and be **insured for business use** including the carriage of children.
- **Every child must wear a seat belt** or appropriate child restraint. The driver is responsible for ensuring children under 14 wear seat belts in cars and that children use a correct child restraint where the law requires it (generally children under 12 years or 135cm in height travelling in a car). Seat belt and restraint rules for minibuses and coaches are followed in line with current DVSA guidance.
- **Headcounts** are taken against the register on boarding and on leaving the vehicle. The vehicle is checked for children before it is locked.
- Children board and leave vehicles on the **pavement side**, away from traffic, under staff supervision.
- A **first aid kit**, the trip register, emergency contacts, medical information, and any medication travel with the group.
- Children must never be left unattended in a vehicle.

Minibuses

- Drivers must be at least **21 years old**, hold the correct licence entitlement for the vehicle and the purpose of the journey (normally category **D1**; car licences with restricted D1 entitlement or category B minibus conditions may not cover a commercial service), checked against DVLA rules and approved in writing by the Camp Director before driving.
- NLC drivers are expected to have completed a recognised minibus driver awareness assessment (such as MiDAS) before carrying children.
- Where a minibus is operated under a **Section 19 permit**, the permit disc must be displayed and its conditions followed. Minibuses provided by the host school are used only in line with the school's own minibus policy.
- In addition to the driver, a second member of staff travels on the minibus to supervise children whenever children aged 4–7 are carried, or where the risk assessment requires it. The driver must not be counted towards supervision while driving.
- A **daily vehicle check** (tyres, lights, mirrors, wipers, seat belts, fuel, fire extinguisher, first aid kit) is carried out and recorded before the first journey of the day.
- Drivers must follow drivers' hours guidance, take a break at least every two hours, and never use a mobile phone while driving.

Coaches

- Coaches are only hired from a **licensed PSV operator**, and the operator's licence and insurance are checked before booking.
- Seat belts must be fitted and worn. Staff are seated throughout the coach, including near the emergency exits, and the safety briefing is given before departure.

Staff Vehicles

Staff must **not** transport children in their own vehicles except in an emergency agreed by the Camp Leader, and only with business-use insurance, the correct child restraints, and a second adult present wherever possible. Any such journey must be recorded.

11.9 Incidents and Emergencies During Journeys

- If a vehicle breaks down, the driver moves it to a place of safety if possible. Children are moved off the vehicle and away from traffic, behind a barrier where available, only where it is safer to do so than to stay on board.
- In a road traffic collision, call 999, provide first aid, account for every child, and inform the Camp Leader. Do not admit liability. Record the details of other vehicles and witnesses.
- Any near miss, collision, or injury involving traffic must be recorded on an Incident Report Form and reviewed by the Camp Leader.
- If a child goes missing during a journey, follow Section 8.

11.10 Road Safety Risk Assessment

A Road Safety Risk Assessment is completed for each site and route, reviewed at the start of each camp season, and updated whenever the route, transport, group, or conditions change. It is signed by every member of staff who will lead or support the activity. The template below sets out the minimum content.

Site / Route: ..... **Activity:** ..... **Date:** .....
Group age range and size: ..... **Staff:** ..... **Assessed by:** .....

Hazard	Who Is at Risk	Control Measures	Residual Risk (L/M/H)
Crossing roads	Children and staff	Use controlled crossings in the order set out in 11.6. Staff hold the crossing. Children cross in pairs. Headcount before and after each crossing.	
Walking alongside traffic	Children and staff	Pavements and footpaths only. Children on the inside, staff on the kerb side. High-visibility vests. Front and rear staff. Ratios in 11.4.	
Child running off or into the road	Children	Pairs and hand-holding for 4–7s. Known runners partnered with staff. Clear briefing on rules before leaving. Regular headcounts.	
Junctions, driveways and hidden entrances	Children	Group stops at each junction and driveway. Staff check for vehicles before the group passes.	
Poor visibility (weather, light, parked cars)	Children and staff	No walks in fog, heavy rain or snow (Section 26). Avoid crossing between parked cars. High-visibility clothing.	
Drop-off and collection traffic	Children and parents	Designated handover area away from vehicles. Staff supervision. Parent guidance on parking and speed. Gates closed during sessions.	
Vehicles moving on site	Children	Deliveries outside camp hours where possible. Banksman when unavoidable. Children kept away.	
Boarding and leaving vehicles	Children	Pavement side only. Staff supervision at the door. Headcount on and off.	
Travel by minibus or coach	Children and staff	Approved, licensed drivers. Daily vehicle check. Seat belts and restraints. Second supervising adult. PSV-licensed coach operator.	

Hazard	Who Is at Risk	Control Measures	Residual Risk (L/M/H)
Medical emergency or injury off site	Children	First aid kit and Paediatric First Aider with the group. Medical information and medication carried. Charged phone.	
Breakdown or collision	Children and staff	Emergency procedure in 11.9. Camp Leader informed of route and timings.	
Child missing during journey	Children	Section 8 procedure. Register carried. Headcounts at every stage.	

Additional site-specific hazards and controls: .....

Approved by Camp Leader: ..... **Signature:** ..... **Date:** .....

11.11 Teaching Road Safety

Children are encouraged to develop their own road safety awareness. Before every walk, staff remind children of the rules, and where appropriate the walk is used as an opportunity to talk about the Green Cross Code and how to stay safe near traffic.

12 First Aid, Medication & Children's Health

12.1 First Aid Requirements

Next Level Camps promotes the good health of all children in our care. The names of Paediatric First Aid trained staff are displayed within the camp at all times. These staff hold a current paediatric first aid certificate, having completed a 12-hour paediatric first aid course in compliance with Annex A of the EYFS. This training is renewed every three years.

Staffing is arranged to ensure a qualified Paediatric First Aider is present and available at all times, taking into account the number of children and layout of the premises. A Paediatric First Aider accompanies every off-site activity and journey (see Section 11).

12.2 Medical Information and Consent

All parents must complete a Medical Form when their child joins the camp, giving permission for emergency medical treatment in the event of a serious accident or illness. Staff must review the medical register for children in their group before each day begins. This covers allergies, medical conditions, medication, and emergency contacts.

12.3 Accidents and Illness During Camp

- All accidents and illnesses are recorded on an Incident or Accident Record sheet, which the parent or carer signs at collection
- Next Level Camps cannot accept children who are ill or infectious. If a child is unwell on arrival, parents are contacted immediately to collect them
- Children who have been ill must not return until fully recovered, or until the relevant minimum exclusion period has passed
- Any serious incident requiring emergency services must be reported to the Camp Leader immediately: call 999 first, paperwork second

12.4 Allergies and Adrenaline Auto-Injectors (EpiPens)

Children with known severe allergies will have an AAI/EpiPen stored securely at the camp base. Staff responsible for children with AAIs must: know the child's allergy triggers and action plan; be able to access the AAI within 30 seconds; know when and how to administer it; and call 999 immediately after administration. AAIs travel with the child on all off-site activities and are taken into the safe room during a lockdown.

ANAPHYLAXIS

Signs include: swelling of throat/tongue, difficulty breathing, rapid pulse, loss of consciousness. If in doubt: administer the AAI and call 999. Do not wait for symptoms to worsen.

12.5 Administering Medication

If a child requires medication, the parent or carer must complete a Permission to Administer Medicine Form in advance. Staff will not administer any medication without prior written consent.

Ideally, children should take medication before arriving at camp. Where this is not possible, children may carry their own medication (e.g. asthma inhalers, which must be labelled). Staff will offer to keep medication safe until required.

Prescription Medication

Next Level Camps will normally only administer prescription medication. All prescription medication must have the prescription sticker attached, showing the child's name, date, medicine type, and dosage. Aspirin will only be administered if prescribed by a doctor.

Non-Prescription Medication

Requests to administer non-prescription medication are considered on a case-by-case basis following careful discussion with the parent. Next Level Camps reserves the right to decline.

Procedure for Administration

1. Check that written consent has been received
2. Check when the last dosage was given
3. Ask another member of staff to witness that the correct dosage is given
4. Record the administration in the Medication Log (date, time, dosage, who administered, who witnessed)
5. Return unused medication to the parent at collection
6. If a child refuses medication: do not force it: record the refusal and inform the parent

13 Intimate Care

13.1 Policy Statement

When providing intimate care, Next Level Camps will ensure that the child's safety, dignity, and privacy are maintained at all times. 'Intimate care' covers any task involving the washing, touching, or carrying out of a procedure to intimate personal areas, associated with bodily functions and personal hygiene: including toileting, washing, dressing, and menstrual care.

13.2 Principles

- Staff providing intimate care will do so in a professional manner with relevant training (safeguarding, child protection, manual handling)
- No child should suffer distress or pain as a result of receiving intimate care
- Intimate care is always provided with the child's dignity and privacy respected
- Where a child has a key worker, it is usual for that person to support intimate care
- Intimate care must never be provided by a single member of staff in a room where they cannot be observed: a second member of staff must be present or within sight
- Visitors and contractors must never provide intimate care (see Section 10)

13.3 Care Plans

For children requiring regular intimate care, a care plan will be produced in partnership with parents, setting out: what care is required; which staff will carry it out; the number of staff needed; any additional equipment; the child's preferred communication method; and the child's own ability to self-care. Care plans are reviewed regularly and updated as the child's needs change.

14 Food Safety & Healthy Eating

14.1 Food Safety

Next Level Camps is committed to ensuring safe and healthy practices around the storage, preparation, and serving of food. We follow the guidelines set out in Safer Food, Better Business (FSA) and are registered as a food business with our local authority. Staff involved in food handling have received appropriate food hygiene training.

Food Hygiene Standards

When preparing food, staff will:

- Always wash hands with anti-bacterial soap and hot water before and after handling food
- Use clean, disposable cloths and colour-coded chopping boards
- Not handle food if unwell
- Wash all fruit and vegetables before serving
- Remove jewellery (rings, watches, bracelets) before food preparation
- Keep fingernails short, clean, and free from varnish

Allergies

Parents must notify NLC of any food allergies or dietary requirements at registration. Allergy information is recorded on the daily medical register and the Allergy Information Board, which is visible to staff during food preparation. All allergies must be respected without exception. Food served at camp is labelled in line with the Food Information Regulations 2014, including the 14 major allergens.

14.2 Healthy Eating

Next Level Camps provides healthy, nutritious, and balanced food and drinks. Dietary and religious requirements are accommodated. Our approach:

- Fresh drinking water is available and accessible to all children at all times
- Fresh fruit is available at all sessions
- Withholding food is never used as a form of punishment
- Access to sugary or fatty foods is limited
- Staff model and discuss healthy eating with children where appropriate
- Children are involved in planning and preparing snacks where appropriate

15 EYFS Framework

15.1 Our Commitment

Next Level Camps is committed to meeting the requirements of the Statutory Framework for the Early Years Foundation Stage 2024 (EYFS). EYFS applies to all children from birth through to the end of their Reception year. As an out-of-school provider for school-aged children, we are exempt from specific learning and development and assessment requirements, in recognition that children in this age group attend a primary education provider. We continue to meet the safeguarding and welfare requirements in full, including those relating to suitable people, staff ratios, premises safety and security, risk assessment, outings, and the management of visitors. We work with children's parents and other providers to ensure individual needs are met.

15.2 Our Approach

Next Level Camps provides a mix of adult-led and child-initiated activities. We follow the playwork principles, allowing children to choose how they occupy their time, and never force participation in a given activity. We recognise the four overarching EYFS principles:

- **A Unique Child:** every child is constantly learning and can be resilient, capable, confident, and self-assured. We use positive encouragement and praise to motivate children.
- **Positive Relationships:** children learn to be strong and independent through positive relationships. We develop caring, respectful, professional relationships with children and families.
- **Enabling Environments:** children learn and develop well when their experiences respond to their individual needs and where there is strong partnership between practitioners and parents.
- **Learning and Development:** children develop at different rates. We tailor experiences according to individual needs and abilities, including children with SEND.

16 Employee Behaviour & Code of Conduct

16.1 Policy Statement

Next Level Camps expects all staff to follow our Employee Behaviour Policy. Camp staff are in a position of trust and influence as role models for the children in their care, and must demonstrate behaviour that sets a good example to all. Camp staff also have a responsibility to maintain their own and the camp's reputation both during and outside of working hours: conduct outside work may reasonably affect safeguarding, suitability to work with children, or the reputation of the organisation.

16.2 Professional Conduct

Our team are ambassadors for Next Level Camps. Staff must:

- Treat all children, parents, carers, and visitors courteously and with respect at all times
- Value all children as individuals and comply with the Equalities Policy at all times
- Never swear or exhibit abusive behaviour: this will result in disciplinary action
- Raise concerns through appropriate channels, not through other staff, parents, or children
- Maintain confidentiality at all times (see 16.6)
- Never discuss personal or adult matters with children
- Never invite personal visitors to camp during working hours (see Section 10)

16.3 Dress Code

Whilst working at Next Level Camps, staff must wear their NLC-branded uniform at all times whilst on duty, so that children, parents, and visitors can identify staff immediately. Clothing and footwear must be appropriate for physical activity: comfortable, safe, and practical. Revealing or excessively tight clothing is not acceptable.

16.4 Physical Contact with Children

Physical contact with children should be appropriate, necessary, and proportionate. All contact should be in the open and visible to other staff. Appropriate contact includes: supporting a child learning a physical skill, providing comfort to a distressed younger child, holding a young child's hand when crossing a road, or applying first aid. Staff must be responsive to a child's signals of discomfort.

PROHIBITED

Any physical contact that is sexual, punitive, or designed to humiliate is gross misconduct. Restraint is only permitted in the circumstances set out in Section 5.

16.5 Relationships with Children and Families

- Never meet children outside of camp without parental consent and a legitimate reason
- Never share personal contact details (phone, social media) with children or parents
- Never accept friend requests from parents on social media (unless known in a private capacity prior to employment)
- Never communicate with children via personal social media or messaging apps
- Never discuss with parents any issues relating to their child via social media
- Never accept significant gifts from children or parents
- Never transport a child in a personal vehicle except as permitted in Section 11

16.6 Confidentiality

Staff must not pass on information about children or their families to third parties without permission. The only exception is where there is a safeguarding concern, in which case the Safeguarding Policy takes precedence. Confidential information includes: medical records, family circumstances, safeguarding concerns, and any discussion in which a child's personal details are shared. This obligation continues beyond the end of employment.

16.7 Alcohol, Drugs, and Substances

See Section 18: Smoking, Drugs & Alcohol.

16.8 Attendance and Punctuality

Due to strict staff-to-child ratio requirements, absence has a direct impact on children's safety. If unable to attend your shift, notify the Camp Leader by telephone as early as possible and no later than one hour before your start time. Text messages and emails alone are not acceptable for absence notifications. Persistent unauthorised absence will result in disciplinary action.

17 Technology & Mobile Phone Use

17.1 Policy Statement

Next Level Camps accepts that technology is part of our ever-changing digital environment, and continues to foster a culture of safety in which children and staff are protected from abuse, harm, and distress. We have a clear policy on the acceptable use of mobile phones, tablet computers, and wearable technology that is understood and adhered to by all: staff, children, parents, and visitors.

Abiding by this policy ensures that we: protect children from harm and abuse; ensure privacy is respected and online safety is preserved; prevent staff from being subject to false allegations; help staff remain focused on the care of children; and work in an open and transparent environment.

17.2 Staff Use of Mobile Phones

- Personal mobile phones belonging to staff must be switched off and kept in the staff room during working hours
- If a staff member needs to make an urgent personal call, they may use the camp phone or step away to the staff room on their personal phone
- If a staff member has a family emergency and needs to keep their mobile to hand, prior permission must be sought from the Camp Leader
- Under no circumstances may staff use personal mobile phones or wearable technology to take photographs at camp during working hours
- The group leader on any off-site activity carries a charged camp phone (Section 11)
- In a genuine emergency or lockdown, any phone may be used to call 999 or the Camp Leader (Section 4)

17.3 Tablets, Computers, and Wearable Technology

- Only tablets and computers owned and maintained by Next Level Camps are permitted to be used on site: these have appropriate safeguards for use and data storage
- Wearable technology such as smartwatches and fitness trackers are permitted to be worn but may only be used in watch mode: all cellular and communication functions must be switched off whilst working with children

17.4 Photography Policy

- Photography of children is only conducted using authorised NLC devices, by designated staff, with valid parental consent confirmed against the consent list
- All images taken are the property of Next Level Camps and must not be copied to personal devices
- Images must not be shared, posted, or forwarded from personal devices or personal social media accounts
- A child whose parents have not consented to photography must never be included in any image
- Visitors and parents may not photograph or film children at camp (Section 10)

17.5 Social Media

When using social media, staff must not:

- Post or discuss anything that could damage NLC's reputation
- Post anything that could offend staff, parents, or children
- Publish any photographs or materials that could identify children or our camp
- Accept invitations from parents to connect via social media unless already known in a private capacity
- Discuss with parents any issues relating to their child or the camp
- Post about any emergency, security incident, or lockdown (Section 4)

17.6 Children's Use of Devices

Children should not use personal mobile phones during camp sessions. If a child is distracted by a device, ask them to put it away. If this becomes persistent, involve the Camp Leader. Any child accessing inappropriate content must be reported to the DSL (see Section 1: Safeguarding).

18 Smoking, Drugs & Alcohol

18.1 Smoking

Next Level Camps operates a strict no smoking policy on all premises, including all outdoor areas used by the camp. Staff must not smoke at any time when they are responsible for children. Smoking is not permitted in any vehicle used to transport children. E-cigarettes and vaping devices are subject to the same restrictions. Visitors are informed of this policy on arrival.

18.2 Alcohol

Staff must not consume alcohol during working hours or in the period immediately before a shift. Attending camp whilst under the influence of alcohol is gross misconduct and will result in immediate dismissal. If you have concerns about a colleague's fitness for work, report this to the Camp Leader immediately. Drivers of any vehicle carrying children must not consume any alcohol before driving.

18.3 Drugs and Substances

The use of any illegal substance by staff is strictly prohibited at all times. Attending camp under the influence of any drug, illegal or prescription (where it impairs the ability to work safely with children), is gross misconduct and will result in immediate dismissal. If a staff member has a prescription medication that may affect their ability to work or drive, they must inform the Camp Leader before their shift and seek medical clearance if required.

19 Safer Recruitment

19.1 Policy Statement

Next Level Camps uses safer recruitment practices to ensure all people working with children in our care are safe and qualified to do so. All recruitment decisions prioritise the safety and wellbeing of children. This policy applies to all paid staff, casual, temporary, agency staff, and volunteers. Checks for visitors, contractors, and external providers are set out in Section 10.

19.2 Advertising and Applications

- All vacancies are advertised with a statement of our commitment to safeguarding children
- Candidates must complete the application form on the NLC website: www.nextlevelcamps.co.uk
- The application form includes: a declaration that all information is correct; self-declaration under the Rehabilitation of Offenders Act 1974; and contact details for two referees (at least one must be the most recent employer; first-time applicants may provide a course tutor or three character references)

19.3 Interview Procedure

- All shortlisted candidates are notified by email
- Safeguarding-related questions are included in all interviews
- Original identity documents and qualification certificates are seen in person at interview
- All gaps in employment history must be discussed and explained
- A record of all recruitment decisions, including reasons for rejection, is maintained
- In line with KCSIE 2025, an online search may be carried out on shortlisted candidates, and candidates are informed of this

19.4 Pre-Employment Checks

No candidate may commence work with children before the following checks are completed:

- **Enhanced DBS check with barred list check:** all staff must hold an enhanced DBS before working with children. Staff may not work unsupervised with children until the DBS has been received and assessed
- **References:** minimum two satisfactory written references, verified before appointment. Verbal references alone are insufficient
- **Identity verification:** confirmed in person at interview
- **Right to work in the UK:** checked and recorded before employment begins
- **Qualifications:** original certificates seen where required
- **Driving entitlement:** for any staff member who will drive children (Section 11)

> **DBS UPDATE SERVICE**
>
> Staff who subscribe to the DBS Update Service may use their existing enhanced certificate if workforce-appropriate. Verification of the online status check must be carried out and retained before work commences.

19.5 Induction

All new staff must complete NLC's induction programme before working independently with children. This includes reading and signing this handbook, completing safeguarding training, attending a site induction (including fire, lockdown, visitor, and road safety procedures for that site), and completing any activity-specific briefings. Induction is mandatory: no exceptions.

20 Data Protection & Equalities

20.1 Data Protection

At Next Level Camps, we respect the privacy of children, their parents and carers, and our staff. We ensure that all those using and working at NLC can do so with confidence that their personal data is kept secure. We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Our lead person for data protection is Helen Joyce. Helen ensures NLC meets UK GDPR requirements, liaises with statutory bodies as necessary, and responds to subject access requests.

20.2 Confidentiality Principles

- We will only ever share information with a parent about their own child
- Information given by parents about their child will not be passed to third parties without permission, unless there is a safeguarding concern
- Concerns or evidence relating to a child's safety are kept in a confidential file, accessible only to the DSL and Camp Leader
- Staff discuss individual children only for purposes of planning and group management
- Confidentiality is covered in all staff inductions
- Personnel decisions remain confidential to those making them
- All personal data is stored securely on password-protected cloud-based systems
- Visitor Logs are stored securely and only used for safety, security, and safeguarding purposes
- Work placement students and volunteers are informed of and required to comply with this policy

20.3 Your Responsibilities

- Only access personal data needed for your role
- Never share personal data without legitimate need
- Never take records or devices containing personal data off site without authorisation (registers and medical information taken on authorised off-site activities are the exception and must be kept secure and returned)
- Never store personal data on personal devices, email, or cloud storage
- Report all suspected data breaches to the Camp Leader immediately

NLC may be required to report serious data breaches to the Information Commissioner's Office (ICO) within 72 hours.

20.4 Equalities

Next Level Camps is committed to providing a safe, inclusive, and welcoming environment for all children, families, and staff. We actively promote equality, diversity, and inclusion and will take all reasonable steps to ensure no individual faces discrimination, harassment, or disadvantage. This policy is underpinned by the Equality Act 2010, the SEND Code of Practice 2015, and the EYFS 2024.

Next Level Camps will:

- Respect and value different racial origins, religions, cultures, and languages
- Treat every child as an individual without stereotyping based on gender or background
- Not discriminate against any child or adult on the basis of any protected characteristic under the Equality Act 2010
- Promote positive attitudes towards diversity and inclusion in all activities
- Ensure all children feel valued, confident, and included
- Challenge inappropriate attitudes and discriminatory behaviour immediately

20.5 Supporting Children with Additional Needs

We are committed to ensuring children with disabilities or special educational needs can access and enjoy our camps fully. Staff must be briefed on additional needs in their group before each day. Reasonable adjustments will be made to activities, and to emergency arrangements such as evacuation, lockdown, and road crossings. If you are unsure how to support a child, speak to the Camp Leader: never make assumptions or reduce the quality of care because a situation feels unfamiliar.

21 Whistleblowing Policy

21.1 Policy Statement

Next Level Camps is committed to the highest standards of openness, probity, and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the camp, they can disclose this information internally without fear of reprisal. Whistleblowers are protected under UK law from dismissal or detriment for raising concerns in good faith, under the Public Interest Disclosure Act 1998.

21.2 What This Policy Covers

Our Whistleblowing Policy covers concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment, including failures in site security, transport, or road safety
- Criminal activity
- Improper conduct or unethical behaviour

> **NOTE**
>
> This policy should not be used for business decisions or matters covered by other policies (e.g. discrimination or racial harassment). Safeguarding concerns must also follow the Safeguarding Policy (Section 1). Personal employment concerns should follow the Grievance Policy (Section 23).

21.3 Raising a Concern

Concerns should ideally be put in writing, setting out the background, names, dates, and places where possible. In the first instance, raise the concern with the Camp Leader or DSL. If the concern involves the Camp Leader, raise it with NLC management directly. If unable to raise it internally:

- **Ofsted:** if it concerns the safe and effective running of the camp: 0300 123 1231
- **LADO:** if the concern relates to the behaviour of an adult working with children
- **Police:** if a criminal offence is suspected
- **NSPCC Whistleblowing Helpline:** 0800 028 0285

21.4 Protection for Whistleblowers

Next Level Camps will not subject any staff member to detriment for raising a genuine concern in good faith. This includes dismissal, demotion, harassment, or any unfavourable treatment. If you feel victimised as a result of whistleblowing, report this to NLC management immediately.

22 Employee Disciplinary Procedure

22.1 Policy Statement

Next Level Camps aims to have a team of well-motivated, highly skilled, and professional staff. Should the behaviour or performance of a member of staff fall below the high standards we expect, we will follow the procedure set out below. This procedure follows the ACAS Code of Practice on Disciplinary and Grievance Procedures and is applied fairly, consistently, and in accordance with the Equality Act 2010.

Staff will not be dismissed for a first breach of discipline, except in the case of gross misconduct. Staff have the right to appeal at all stages, to ask questions, answer allegations, and to be accompanied by a colleague or union representative to disciplinary meetings.

22.2 Minor Offences

The Camp Leader will attempt to resolve minor issues through informal discussion. If this does not resolve the problem, the formal disciplinary procedure will be followed.

22.3 Formal Disciplinary Procedure

The formal procedure follows these stages:

1. Formal verbal warning
2. First written warning
3. Second written warning
4. Dismissal

At each stage, the Camp Leader will hold a disciplinary meeting with the member of staff to explore the issue. The member of staff will be notified in writing of the outcome and their right of appeal.

22.4 Gross Misconduct

Gross misconduct may result in immediate dismissal without notice. Examples include, but are not limited to:

- Any form of abuse, harm, or exploitation of a child
- Breach of the safeguarding policy
- Attending work under the influence of alcohol or illegal drugs
- Theft, fraud, or deliberate falsification of records
- Serious breach of confidentiality
- Behaviour that brings Next Level Camps into serious disrepute
- Serious breach of health and safety procedures, including deliberately admitting an unauthorised person to site, failing to follow lockdown procedures, or knowingly disregarding road safety and transport procedures

23 Employee Grievance Policy

23.1 Policy Statement

At Next Level Camps, we aim to have a team of well-motivated, highly skilled, and professional staff. There may be times when a member of staff has concerns about their working conditions or other aspects of their employment. We encourage staff to discuss concerns with the Camp Leader as soon as possible so they can be quickly resolved: grievances left unaddressed lead to poor working environments.

No employee will suffer detriment or victimisation for raising a grievance in good faith. If a grievance reveals safeguarding concerns, it will be escalated to the DSL: safeguarding concerns override grievance confidentiality.

23.2 Stage 1: Informal Grievance

In the first instance, the member of staff raises the issue with the Camp Leader. The Camp Leader will attempt to resolve it through informal discussion. If the grievance concerns the Camp Leader, it should be raised with NLC senior management.

23.3 Stage 2: Formal Grievance

If informal discussion does not resolve the matter, the member of staff puts their grievance in writing. The formal grievance notification should include: a statement invoking the formal procedure; the nature of the grievance; names, dates, and supporting information; and the outcome sought.

The Camp Leader or NLC management will arrange a formal grievance meeting within a reasonable timescale. The member of staff has the right to be accompanied by a colleague or union representative. The outcome will be confirmed in writing, with the right to appeal.

24 Complaints Policy

24.1 Policy Statement

Next Level Camps is committed to working in partnership with parents and carers to deliver a high-quality, safe, and enjoyable experience for all children. We welcome feedback and take all complaints seriously. Where we fall short of expectations, we aim to respond promptly, fairly, and transparently. Records of all complaints are retained for a minimum of three years, in line with EYFS requirements. A copy of this policy is available on request and on site during camp.

24.2 Responsibility

The Camp Leader is responsible for managing complaints in the first instance. If the complaint relates to the Camp Leader, the matter will be referred to a senior NLC representative. All complaints are recorded appropriately.

24.3 How Complaints Are Managed

Stage 1: Informal Resolution

We aim to resolve most concerns quickly and informally. The Camp Leader discusses the matter with the parent and makes every effort to reach a satisfactory resolution promptly. If the complaint relates to a specific staff member, the Camp Leader will investigate and, where appropriate, the parent may be encouraged to speak with the member of staff directly (with support).

Stage 2: Formal Complaint

If the complaint is not resolved informally, the parent submits a written complaint. NLC management will acknowledge receipt within 5 working days and provide a formal written response within 28 days, setting out the findings and any action taken.

Stage 3: Review

If the parent remains unsatisfied, they may request a review by a senior NLC representative or independent third party. At any stage, parents also have the right to contact Ofsted directly on 0300 123 1231.

24.4 Staff Role in Handling Complaints

Listen respectfully, acknowledge the concern, and thank the parent for raising it. Do not be defensive or make promises. Direct the parent to the Camp Leader. If the Camp Leader is unavailable, take the parent's contact details and confirm they will be contacted that day. Log the complaint in writing immediately. If a complaint becomes aggressive or threatening, follow Section 7.

25 Booking Terms & Conditions

25.1 What Staff Need to Know

When parents book with Next Level Camps they agree to our Terms and Conditions. All bookings are made through https://activities.bookpebble.co.uk/supplier/next-level-camps-a62d0a52-4d82-4c9f-83fa-06bb815b7df5 or by telephone. Bookings are confirmed via email, followed by a personalised welcome pack.

25.2 Payments

- Full payment is required at time of booking, including payment by Childcare Vouchers or Tax-Free Childcare
- Accepted payments: credit/debit card and Childcare Vouchers (use child's full name as payment reference)
- One discount code per booking; each code can only be used once per customer
- Outstanding payments not resolved within 30 days may be referred to an external debt collection agency

25.3 Cancellations and Refunds

- Cancellations made up to 14 days before the start of the camp season receive a 40% refund
- Sessions not attended are still charged unless 14 days' notice is given
- Changes to bookings must be requested at least 14 days before the camp season, subject to availability
- Staff must not make assurances about refunds: all queries go to the Camp Director or NLC management

25.4 Key Parent Obligations

- Children are dropped off and collected by a pre-approved adult only
- All medical conditions, allergies, and special requirements must be disclosed at booking
- NLC may exclude a child for serious or persistent behaviour risks: see Section 5
- Photography consent is recorded at booking: check before any photography
- Consent for off-site activities is recorded at booking or requested separately: check before any child leaves site (Section 11)
- Parents must call the camp phone number if their child will arrive late
- Parents must follow site rules on parking, driving, and drop-off (Section 11) and on visiting (Section 10)

26 Extreme Weather Policy

26.1 Policy Statement

Next Level Camps operates year-round. British weather is unpredictable, and this policy ensures all staff follow clear procedures whenever weather presents a risk. Camp Directors hold final authority on all weather-related programme adjustments.

> **GENERAL PRINCIPLE**
>
> When in doubt, bring children indoors. No activity is worth a preventable health or safety incident. The Camp Director must be informed as soon as conditions become a concern.

26.2 Extreme Heat (28°C or above)

Hydration

- Mandatory water breaks every 10–15 minutes during outdoor sessions
- Encourage continuous sipping: coaches actively assist younger children with refills
- Suggest frozen bottles at drop-off to keep water cool for longer

Activity Management

- Reduce physical intensity between 11:00am and 3:00pm: period of highest UV and heat risk
- Rotate groups into shaded areas frequently; avoid prolonged direct sun
- Prioritise technical, low-intensity, skill-based activities during peak heat
- Camp Director may cancel outdoor activities and move to indoor alternatives if unsafe

Shade, Sun Protection and Water

- Use all available shaded areas: designate a cooling zone for breaks
- Conduct warm-ups in shaded areas wherever possible
- Check children have sunscreen on arrival; remind to reapply at lunch
- Encourage hats and light, breathable clothing
- Confirm venue fresh water access points at the start of each day

Heat Illness Response

Condition	Signs	Action
Heat exhaustion	Dizziness, headache, nausea, excessive sweating, pale skin, fatigue	Move to shade, cool with water, give fluids, rest, inform Camp Director
Heatstroke	Confusion, hot dry skin, rapid pulse, loss of consciousness	Call 999 immediately. Cool urgently. Do not give fluids if unconscious.

26.3 Cold Weather

- Advise parents to send children with appropriate layers, hats, gloves, and waterproofs in cold or wet weather forecasts
- Limit continuous outdoor exposure below 5°C or equivalent wind chill: rotate groups indoors regularly
- Watch for hypothermia: shivering, pale/blue skin, confusion, drowsiness. Move indoors, add layers, warm drink if conscious, call 999 if severe
- Wet children must change or dry off promptly: wet clothing in wind rapidly accelerates heat loss

26.4 Lightning and Thunderstorms

- Monitor forecasts throughout the day
- At first sound of thunder or sight of lightning: move all children indoors immediately
- 30–30 rule: if gap between lightning and thunder is 30 seconds or less, take shelter. Wait at least 30 minutes after the last thunderclap before going back outside
- Avoid elevated ground, isolated trees, open pitches, fences, and water
- Do not shelter under trees: even woodland canopies are not safe

> **NO EXCEPTIONS**
>
> No activity overrides the requirement to take shelter at the first sign of a thunderstorm.

26.5 Heavy Rain and Flooding

- Move all activities indoors in heavy rain: hypothermia, slipping, and visibility risks
- Do not allow children near flooded areas, swollen drainage channels, or waterlogged slopes
- Report any flooding on site to the venue manager and Camp Director immediately
- Inspect surfaces for standing water and slip hazards before resuming outdoor use
- Review any planned walks or journeys: reduced visibility and longer stopping distances increase road risk (Section 11)

26.6 High Winds

- In sustained winds of 30+ mph (or gusts of 45+ mph), cease all outdoor activities
- Secure or remove all lightweight equipment, cones, and banners
- Keep children away from trees, temporary structures, fencing, and scaffolding
- Check structural safety of any temporary shelters before allowing children inside

26.7 Snow and Ice

- Assess all paths, steps, and surfaces for ice before children arrive: salt/grit if available
- Conduct all arrivals and departures via routes checked and cleared
- If conditions present serious slip or injury risk, move all activities indoors for the day
- Cancel off-site walks and non-essential journeys (Section 11)

26.8 Fog

- In dense fog (visibility under 50 metres), do not allow children into areas where they could become separated
- Increase headcount frequency to every 10 minutes in low visibility
- If fog is forecast to be severe all day, plan an indoor-only programme
- No walks alongside or across roads in fog (Section 11)

27 Pool Procedure Policy

27.1 Policy Statement

Swimming sessions are a valued part of the Next Level Camps programme. All water environments carry serious risk and this policy must be followed precisely every time swimming takes place. There is zero tolerance for shortcuts in pool safety. Swimming takes place at two venues only: Beeston Hall School, Norfolk and St Andrews School, Pangbourne, Berkshire.

> **CRITICAL**
>
> Swimming must not commence until: the qualified lifeguard is in position; all children's swimming abilities are confirmed; and the full headcount is verified.

27.2 General Requirements: Both Sites

Role	Requirement
Lifeguard	Qualified lifeguard in position at all times swimming is in progress (see site details below for who provides the lifeguard)
NLC Poolside Staff	Minimum 2 NLC staff poolside at all times during swimming
Ratio	1 supervising adult per 6 children in the water (1:6) for ages 4–6
Non-swimmers	Identified, supervised at the shallow end, with floats or armbands where appropriate

Pre-Session Checklist

- Confirm the lifeguard is present and qualifications are current
- Check pool depth markers are clearly visible
- Confirm location of lifebelts, throwing ropes, and rescue equipment
- Identify non-swimmers and weak swimmers from the medical register and verbal check
- Carry out a poolside headcount of all children before anyone enters the water
- Check weather conditions (outdoor pools): see Section 26
- Ensure children have removed jewellery, tied back hair, and are in appropriate swimwear
- Confirm children have not eaten a full meal within the last hour

Pool Rules During Sessions

- No running on poolside at any time
- No diving unless pool depth permits and the lifeguard authorises it
- No pushing, bombing, or dunking
- Children enter and exit only when instructed by NLC staff or the lifeguard
- Headcount every 10 minutes throughout the session
- If any child is in distress: pause session, all children exit the water immediately

Emergency Action Plan: Pool

1. **Raise alarm immediately:** shout clearly and activate any poolside alarm
2. **Clear the pool:** instruct all children to exit and move to the safe area
3. **The lifeguard conducts the rescue:** NLC staff must not enter the water unless they are water rescue-qualified
4. **Call 999 immediately** providing the site address
5. **Administer First Aid:** the lifeguard and NLC First Aider apply CPR/first aid as required
6. **Inform the Camp Director** who will contact the child's parents

If a lockdown is called while children are in the pool, clear the pool immediately and move children, with towels, into the changing rooms or nearest safe room (Section 4).

27.3 Site A: Beeston Hall School, Norfolk

Norfolk: Beeston Hall School

Detail	Information
Pool type	Outdoor, heated
Season	Summer camp only
Lifeguard	Provided by Next Level Camps

Additional outdoor pool requirements: do not swim during thunderstorms; suspend at first lightning or thunder within 30 seconds; water and air temperature must be appropriate (minimum 16°C unless heated to adequate level); apply sunscreen before sessions on warm days.

ACTION REQUIRED ANNUALLY

Confirm pool dimensions, maximum bather load, venue emergency action plan, and site rules with Beeston Hall before each camp season.

27.4 Site B: St Andrews School, Pangbourne, Berkshire

Berkshire: St Andrews School, Pangbourne

Detail	Information
Pool type	Indoor, swim every season
Lifeguard	Provided by Bradfield Sports Centre, x2 per session. x1 swim teacher for ages 4–6

Lifeguards and swim teachers provided by an external organisation are Category C visitors and must meet the vetting requirements in Section 10.

ACTION REQUIRED ANNUALLY

Confirm pool dimensions, maximum bather load, venue emergency action plan, changing room arrangements, and site rules with St Andrews before each camp season.

28 HAF (Holiday Activities and Food) Programme

28.1 What is HAF?

The Holiday Activities and Food (HAF) Programme is a government-funded initiative that provides eligible children with free holiday camp places, enriching activities and a nutritious meal during the school holidays. At Next Level Camps, we are proud to deliver HAF-funded places at selected locations, helping ensure every child has access to high-quality holiday experiences.

28.2 Our Expectations

Children attending through HAF are valued members of our camp community and should receive exactly the same experience, care and enthusiasm as every other child. Many HAF children may be attending for the first time, may not know anyone, or may require additional encouragement to settle. Staff should make every effort to ensure every child feels welcomed, included and supported from the moment they arrive.

28.3 Staff Responsibilities

As a member of the team you are expected to:

- Welcome HAF children in exactly the same way as all other campers
- Help children build friendships and feel included in activities
- Encourage participation without forcing children who are feeling anxious
- Be aware that some families may face financial or personal challenges and always treat everyone with dignity and respect
- Never make assumptions or discuss a child's HAF eligibility with anyone who does not need to know

28.4 Confidentiality

Whether a child attends through HAF or as a privately paying family is confidential information. Staff should:

- Never identify a child as "HAF" in front of other children or parents
- Never discuss a family's circumstances
- Keep all conversations professional and confidential

IMPORTANT

HAF eligibility is confidential. Treat it with the same care as any other sensitive personal information about a child or family.

28.5 Meals

HAF funding requires eligible children to receive a nutritious meal. Where meals are provided:

- Follow the camp procedures for meal distribution
- Ensure every HAF child receives their allocated meal
- Report any dietary requirements or concerns to the Camp Leader immediately
- Encourage good hygiene before and after eating

28.6 Activities

The HAF programme is about far more than childcare. Every day should include opportunities for children to:

- Be physically active
- Develop confidence and resilience
- Learn new skills
- Build friendships
- Experience a wide range of exciting activities
- Enjoy healthy lifestyles

The activities you deliver each day contribute directly to these aims.

28.7 Positive Role Modelling

Many HAF children benefit greatly from positive adult role models. Staff should:

- Use positive language and encouragement
- Celebrate effort as much as achievement
- Build children's confidence
- Promote teamwork, kindness and respect
- Create an environment where every child feels safe and valued

28.8 Attendance

Accurate registers are particularly important for HAF-funded places. Ensure:

- Registers are completed promptly
- Any absences are reported to the Camp Leader
- Any safeguarding concerns are recorded following normal safeguarding procedures

28.9 Safeguarding

All normal safeguarding procedures apply to HAF children exactly as they do for every child attending camp. If you have any concern, however small, report it immediately to the Designated Safeguarding Lead (DSL) or Camp Leader in accordance with Section 1: Safeguarding & Child Protection. Never promise confidentiality to a child.

> **REMEMBER**
>
> Every child deserves an unforgettable holiday experience. For some HAF children, camp may be one of the highlights of their school holidays. The kindness, enthusiasm and encouragement you show can have a lasting impact on a child's confidence, wellbeing and happiness.

Staff Acknowledgement

By signing below, I confirm that I have read, understood, and agree to comply with all policies and procedures set out in this Next Level Camps Company Policy Handbook (Version 3.0, September 2026), including the Lockdown, Security & Martyn's Law Policy (Section 4), the Visitor Policy (Section 10), and the Road Safety & Transport Policy (Section 11). I confirm that I know the fire, lockdown, and visitor procedures for the site at which I am working. I understand that failure to comply may result in disciplinary action up to and including dismissal. I understand that this handbook is updated periodically and I am responsible for reading and signing any updated versions when issued.

FULL NAME (PRINT) _____

JOB TITLE / ROLE _____

SIGNATURE _____

DATE _____

CAMP SITE _____

Next Level Camps Ltd · Part of the Eudager Group · Ofsted Registered Provider · nextlevelcamps.co.uk