

# Helping keep your child safe at the Mo'club

## Child protection information for parents/carers

### Introduction

Fun, Leisure and sport plays a positive role in the lives of many children and young people.

As well as the obvious health benefits, they can also gain important social and life skills. That is why it is important that everyone who provides a leisure service does as much as possible to create and maintain an enjoyable and safe environment. Here at the Mo'club safety is our **main** priority, as well as having fun of course!

As a parent or carer you play a very important role in protecting your child and helping them get the best from their activity. It is also important for you to check how an activity is **operated**, for you to know our policies and procedures in order for you and your children to feel comfortable and get the most out of **their** visit.

We are passionate about our events and creating friendly and supportive environment. To maintain this atmosphere it is vital there are some common ground rules you, your children and their friends are safe, secure and can enjoy a fun time with other customer attending our events.

### Policy aims:

The aim of the Mo'club Child Protection Policy is to promote good practice:

*Providing children and young people with appropriate safety and protection whilst using our venue.*

*Allow all staff/volunteers to make informed and confident responses to specific child protection issues.*

We have split this policy into two sections the **ABSOLUTES** and the **RECOMMENDATIONS**

### Absolutes

These are sections of our policy that are non-negotiable and we will not compromise on these rules as they may either break the law or break our policies and procedures. These also comprise of standards we use whilst running The Mo'club.

### Recommendations

These are not enforceable by law, nor will we demand they are adhered to, but are to be used as guidance as, in our experience, these help the safety and comfort of you and your children. They may also be used as a tool to help you plan your visit with us, especially when arriving as a group or party (see party bookings below).

**Our Policy**

- The welfare of the child is paramount.
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff (paid/unpaid) working in our venue have a responsibility to report concerns to the appropriate officer, usually the Venue Manager, who will deal with any concerns according to our staff Child Protection Directives.
- All our staff will have applied to the company and signed a disclosure of any criminal convictions.

## ABSOLUTES

- All parents/carers are fully responsible for all children in their care whilst inside the venue
- You must not leave a child 12 or under unaccompanied whilst using our facility they must be accompanied by an adult (over 18)
- The Mo'club will not tolerate the breaking of any safety rules – **if the event of rules being broken you will be asked to leave**
- The Mo'club does not tolerate any type of bullying verbal or physical, this includes child to child bullying
- Any person who is suspected of inappropriate behaviour towards a child will be reported to the police and CCTV footage will be submitted to appropriate authorities
- Any person under investigation for any reason after an incident at the Mo'club will be automatically banned from entering the premises until written proof of the incident being resolved is produced
- No male over the age of 9 is permitted in the female toilets
- No female over the age of 9 is permitted in the male toilets
- No pushchairs are allowed on the rink at any point
- No babies are allowed within the rink area at any time (under 2 years old)
- We use CCTV cameras within the venue
- If you suspect any person of being inappropriate in any way please report them to staff

## RECOMMENDATIONS

- If a child is under 6 years old extreme care should be taken if they are skating alone. We recommend they skate with an adult or an adult walks with them for a while until they are confident.
- We feel that a child under 4 should have one to one supervision from a parent/carer due to fall risks
- We have optional padding for children and parents – please ask to borrow them at no extra cost
- We have no facilities for babies (other than a large disabled toilet) we therefore recommend that, where possible, they do not attend the venue. We will however do our best to accommodate you if you choose to bring your young children.
- If the venue is very busy we may ask you to leave your pushchair outside due to restricted space during peak times and possible health and safety problems

## PARTY BOOKINGS

We would like to help you get the best from your party booking, therefore the next section will help you plan your fun event and celebrate in style! We have devised a recommended child to adult ratio to help you supervise your party booking.

| Average age of child | Number of                    |
|----------------------|------------------------------|
| Under 7              | 1 adult to every 4 children  |
| Under 9              | 1 adult to every 6 children  |
| under 11             | 1 adult to every 10 children |
| 12 and over          | 1 adult to every 10 children |

*The above table is for guidance purposes only*

## DUTY OF CARE

### ***FOR YOUR PEACE OF MIND***

- We will **never** leave a child alone should they be left behind or need picking up after our venue closing times. Our Venue Manager will remain with them until you arrive.
- If an unaccompanied child (over 13) is very upset we escort them to our offices to calm down (this will only be done by our CRB checked Venue Manager, and escorting member of staff)
- First aid will be delivered by a qualified first aider within our venue and an incident report form completed
- We will question parents/carers/adults at the entrance if they are picking up children, to ascertain their reason for being at the venue.
- We will ensure a female member of staff is on duty wherever possible unless in extreme staff shortages.
- We will always permit children/young person to use our telephone if they need to contact a parent/carer
- In the event of an evacuation we may ask your unaccompanied child (over 13) for your contact details in case they choose to leave the vicinity (as we legally cannot ask them to stay with us), we may contact you to explain the event.
- Our staff are trained to adhere to our policies and procedures.
- This policy is reviewed every 2 years, more often if required.

If you're concerned about the safety of a child, please contact the free NSPCC Child Protection Helpline on 0808 800 5000, which offers a confidential advice service.