



Sparkle

Leisure Service

Admissions

Procedures

Version	Date	Editor	Comments
0.1	10/02/2021	Natalie Brown	Reviewed and changes made
0.2	11/02/2021	Donna Colwill	Reviewed, changes made and approved
Date of next procedure review: February 2022			

Welcome to Sparkle

We would like to take this opportunity to welcome you to Sparkle.

Sparkle is a registered charity which provides leisure activities, facilities and support for children and young people with a disability and/or developmental difficulty and their families.

We support children and their families living throughout Gwent (Newport, Monmouthshire, Torfaen, Blaenau Gwent and Caerphilly).

Sparkle's mission statement:

"To design and provide innovative, holistic support for a family with a child or young person under investigation or with a diagnosis of disability and/or developmental difficulty, leading to greater empowerment, independence and the skills and confidence to reach their full potential".

The guiding principle of Sparkle is to ensure that children and young people with a disability and/or developmental difficulty and their families, are fully supported to participate in valued childhood experiences and have access to the same range of opportunities, experiences, services and facilities as other children.

Sparkle helping special children shine

Our commitment to this vision means we will:

- Ensure that our leisure activities are fun, innovative, child centred, flexible and responsive to individual needs;
- Ensure that children and young people have a "voice", their views are listened to and they are informed of differences they have made;
- Provide a variety of enriching play and leisure opportunities;
- Acknowledge and respect the individuality of all children and young people, where everyone is a valued member of the Sparkle leisure service;
- Build upon individual strengths, celebrating and sharing all achievements and personal progress;
- Ensure all children and young people have access to multi-sensory leisure opportunities that encourage and promote communication, self-esteem, motivation and independence.

Sparkle values

At Sparkle we strive to put the children, young people and their families at the heart of everything we do.

We value the importance of providing:

- Family centred services to accommodate the needs of the individual child/young person and also their parents/carers and siblings
- Leisure and social activities within safe and supportive environments
- Accessible, enriching and stimulating play opportunities
- Support and encouragement to realise individual potential and celebrate achievements

Principles

Our service will be guided by the following key principles:

- Our children, young people and their families are central to all that we do
- The voices of our children, young people and parents are highly valued
- We focus on meeting individual needs, individual goals and celebrating personal progression
- The care and safety of our children and young people is paramount
- Our children and young people will have equal opportunity to leisure activities designed to meet their individual needs
- We will maintain clear channels of communication and honest exchange of views throughout the leisure service

Contact us

Serennu Children's Centre:

Address: Serennu Children's Centre, Cwrt Camlas, Newport NP10 9LY

Telephone number: Sparkle office 01633 748093/092 or the Serennu Centre 01633 748000

Nevil Hall Children's Centre:

Address: Nevill Hall Hospital, Brecon Road, Abergavenny, NP7 7EG

Telephone number: 01873 732713

Key contacts

Sparkle Leisure Team Lead
Sparkle Activities Coordinator
Sparkle Administrator
Sparkle Office Manager

Sara Filer
Carys Howells
Deborah Forde/ Tracey Holloway
Carla Hopkins

Chair of Trustees
Serennu Children's Centre Manager
Sparkle Team Lead

Dr Sabine Maguire
Donna Colwill
Natalie Brown

Sparkle offers a range of leisure activities and structured play opportunities for children and young people currently in Newport, Monmouthshire, Torfaen and Blaenau Gwent. Please see the information below outlining activities that are offered in each of the areas.

Serennu Children Centre Sparkle leisure activities

Sessions for children and young people

Club	Age range	Day	Time	Cost (per person)
Afterschool club	5-11 years	Tuesday	5.00-6.30pm	£5.00
Afterschool club	12-15 years	Tuesday	4.00-6.00pm	£5.00
Youth club	12-17 years	Monday	5.00-6.30pm / 6.45-8.15pm	£5.00
Youth club	12-17 years	Thursday	5.00-6.30pm / 6.45-8.15pm	£5.00
Independent living skills	14-17 years	Wednesday	5.30-7.30pm	£5.00
Skills	6-17 years	Wednesday	5.00-6.00pm	£3.50
Swimming lessons	5-17 years	Thursday	4.30-6.30pm	£55.00 per 10 week block
	5-17 years	Friday	4.30-6.30pm	£55.00 per 10 week block
	5-17 years	Saturday	10.00-12.00pm	£55.00 per 10 week block
Minecraft and LEGO club	8-17 years	Thursday	5.00-6.00pm	£4.00
Friday night club	5-11 years	Friday	5.30-7.00pm	£5.00
Play club 1	5- 11 years	Saturday	1.00-1.50pm	£3.50
Play club 2	5-11 years	Saturday	2.00-2.50pm	£3.50
Continuing care club	12-17 years	1 st and 3 rd	11.00-3.00pm	£7.50
	5-11 years	Saturday each month	1.00-3.00pm	£5.00

Family sessions

Club	Age range	Day	Time	Cost
MediCinema	0-18 years	Tuesday Saturday	6.30pm start* 10.30am start	Donations suggested
Little Stars	0-4 years	Thursday	10.30–12pm	£5.00 per family
Family Swim (30 minute sessions)	0-17 years	Saturday	12.00-12.30pm 12.30-1.00pm	£2.50 per person (capped at £7.50 per family)
Sensory room bookings	0-17 years	Any day/time subject to availability		£12 for 45 minutes

*where the film length exceeds 2 hours, an earlier start may apply.

Sibling provision

Sparkling sibs	7-11 years	Tuesday	4.30-6.00pm	£4.00
-----------------------	------------	---------	-------------	-------

Nevil Hall Children's Centre Sparkle leisure activities

Club	Age range	Day	Time	Cost (per person)	Venue
Afterschool club	5-11 years	Monday	5:00-6.30pm	£5.00	Blaina ICC
Afterschool club	5-11 years	Tuesday	5:00-6.30pm	£5.00	Blaina ICC
Afterschool club	5-11 years	Wednesday	5:00-6.30pm	£5.00	Blaina ICC
Afterschool club	5-11 years	Friday	5:00-6.30pm	£5.00	Blaina ICC
Youth club	12-17 years	Monday	5.30-7.00pm	£5.00	Blaina ICC
Little stars	0-4 years	Wednesday	10:30-12:00pm	£5.00	Blaina ICC
Afterschool club	5-11 years	Thursday	4:30-6:30pm	£5.00	SenC
Afterschool club	5-11 years	Tuesday	5:00- 6:30pm	£5.00	Nevil Hall Children Centre

Holiday activities

Holiday activity programmes will be advertised approximately 6 weeks before they are due to start via these methods:

- Sparkle Family liaison officer's weekly email
- Sparkle website, Facebook and Twitter page
- Posters displayed throughout the centre

Sessions can be very popular and they are offered on a first come, first served basis. You must be receiving services from Sparkle to access the holiday activity programme and payment is required at the time of booking.

Accessing Sparkle services - referral process

To access Sparkle leisure activities a referral form will need to be completed which is endorsed by a professional based / linked to the children's centre and submitted to the following email addresses:

Serennu Children's Centre: ABB_activities@wales.nhs.uk

Nevill Hall Children's Centre: Leisure@sparkleappeal.org

Upon receipt of the completed referral form, parents/carers will be contacted by Sparkle and where the referral is deemed appropriate, they will be emailed a personal profile form to complete and return. On receipt of the completed personal profile form, Sparkle will contact parents/carers to arrange a personal profile meeting to determine which Sparkle leisure activity would best suit the needs of the child/young person.

Admissions criteria

Sparkle has a 'points' based scoring system for assessing and ranking eligibility for Sparkle activities. This scoring system allows early identification of children and young people who are most in need of a specialist leisure provision.

This information will be obtained during the profile meeting, following which, Sparkle will confirm this information with the nominated professional based / linked to the children's centre (named on the referral form).

In order to ensure our services are equitable for children/young people who require 1:1 support in addition to those requiring group support, we operate two separate eligibility criteria and two separate waiting lists. The eligibility criteria is detailed below:

Eligibility criteria	1:1	Group
Not currently independently accessing any community provisions and hence has little or no opportunity to socially interact with peers	1	1
A looked after child	1	1
Confirmed diagnosis of disability / developmental difficulty	1	1
Significant social difficulties and inability to establish and maintain social interactions and relationships	1	1

Emotional responses that adversely affect behaviour which impacts significantly on the child's own learning or the learning of others	1	1
Delayed receptive and expressive language skills i.e. nonverbal/extremely limited language	1	1
Personal care support i.e. toileting, feeding, medication which has to be administered by a professionally trained member of staff.	1	1
Not currently attending an educational setting/NEET or has a fulltime 1:1 in school or attending a special needs school/unit on a full time basis	1	0
Not currently attending an educational setting/NEET	0	1
Requiring facilities/services not available elsewhere e.g. hoist	1	0
Serious concerns for child's safety, i.e. known runner, will harm themselves or others on a regular basis	1	0
Eligible for continuing care funding (1:1 only)	1	0
Point deduction- Alternative and reasonable Sparkle provision offered and refused	-1	-1
Maximum number of points awarded (highest need)	10	7

Where two children/ young people achieve the same 'score', a child who has already accessed Sparkle for 2 years or more will be considered a lower priority than a child who has not accessed Sparkle at all.

Each child/young person will be allocated a score. The highest score means the greatest need therefore, the child/young person will be prioritised.

There are additional criteria specifically for the continuing care club as detailed below:

The Continuing Care club supports children and young people with complex health needs which may be the result of congenital conditions, long-term or life-limiting or life-threatening conditions, disability, or the after-effects of serious illness or injury.

The children and young people's needs may be so complex, that they would require an intensive level of support not available in other Sparkle provisions. This may include:

- Enteral feeding to ensure safe and adequate intake of food; feeding (including liquidised feed) process may be lengthy; a specialised feeding plan developed by dietician and/or speech and language therapist in place via a non-problematic tube feeding device including gastrostomy and nasogastric tubes
- Unable to move in a typical way for age; cared for in a single position, or a limited number of positions (bed or supportive chair) due to the risk of physical harm, needs careful repositioning and is unable to assist or needs one or more carer(s) to reposition or transfer
- Continence care that is not routine including stomas and catheter

This list is not exhaustive and eligibility is assessed on an individual basis.

Personal profile meeting

The personal profile meeting is an opportunity for the Sparkle leisure team leader/activities coordinator to meet with families and discuss the needs of their child or young person to ensure that we, as a team, are able to fully meet their needs.

The information collected during this meeting will be stored and shared with the staff team supporting the child/young person prior to the child/young person's first session with us. This meeting will also help us to determine which club will best meet the needs of the child or young person.

Information collected will include any special health/medical/behavioural/communication/dietary needs or any other special instructions, together with any additional documents required, for example risk assessments and personal care plans.

Families will also be asked to indicate what they hope their child/ young person will achieve through attending Sparkle activities, for example:

Goals	√	What would this look like for my child?
Improve their confidence		
Improve their social skills		
Improve their communication skills		
Improve their self-esteem		
Make friends		

To access Sparkle activities, a level of engagement is required by the child/young person. Engagement is defined as: Where a child/ young person engages in activities for enjoyment and recreation, with a degree of attention, curiosity, interest and learning, in order to make sense of their social worlds, as they engage actively with people, activities and, or objects.

The observation table below lists the measures which will be used to measure engagement.

Statement	Never	Rarely	Sometimes	Often	Very often
Smiled or brightened their facial expression					
Showed happiness/ interest through body language (e.g. making eye contact, body facing others)					
Showed cheeky or comical mannerisms (e.g. laughed, giggled)					
Enjoyed being included					
Responded positively when others paid attention to them (e.g. a smile, showed interest)					
Showed pleasure or excitement when attending the club					
Made their own choices for activities or things they enjoy					

Enjoyed spending time outdoors (e.g. contact with grass, water, wind)					
---	--	--	--	--	--

Personal Profile Reviews

Personal profiles will be reviewed as a minimum on a six monthly basis, however parents/carers are obliged to notify Sparkle of any changes to the information provided as they arise.

Evaluation

As part of Sparkle’s Research and Development work, we are interested in finding out whether Sparkle clubs are having an impact on children and young people’s quality of life.

When a child joins Sparkle, we are inviting parents to complete a questionnaire called ‘QI-Disability’. This questionnaire is likely to take approximately 10 minutes to complete.

If you are interested in taking part, please follow the link for more information and to complete the questionnaire.

<https://www.surveymonkey.co.uk/r/SparkleQoL>

If you are unable to complete the survey online, please get in touch for alternative ways to participate.

Club allocation

Access to Sparkle leisure activities is limited to one club per individual child or young person at any one time. However, access to swimming lessons, family swim, Medi-Cinema and family activities are permitted alongside any club access, if accessible in your catchment area.

Based on the information provided by the parents/carers and children/young people on both the initial referral form and information gathered during the personal profile meeting, the Sparkle leisure team leader will then identify and offer what they currently assess to be the most appropriate single provision for that child or young person, taking into account the needs and preferences of the child/young person and where appropriate, the parent /carer.

This provision will be offered for a maximum duration of 12 months (see annual application process below) and where a space is available, the child/young person will be allocated a place. If the club is full, they will be placed on a waiting list.

Each leisure club holds separate waiting lists for those children/young people requiring 1:1 support and those who require group support. A child or young person would then access the club when an appropriate space became available.

Annual application process

Every September, all children/young people accessing Sparkle leisure services or on a waiting list for leisure activities, will be required to re-apply/apply for a space within a Sparkle club. Allocation and priority to access services will be based on the eligibility criteria score the child/young person is allocated.

Each place will be offered for a maximum of 12 months, depending on the month of joining the club.

All annual re-applications to leisure services will be assessed individually by the allocations panel. Children and young people's parents/carers will be informed of the outcome of their application, either that they have been allocated a space, or placed on a leisure service waiting list.

Where a space is offered, parents/carers are required to confirm they wish to accept the space allocated within the required response time requested. Where confirmation is not received within the given timeframe, it will be assumed that the space is no longer required and the place will be allocated to the next child/ young person on the waiting list.

Payments

The cost for attending each Sparkle activity is listed in the above tables. These charges will be reviewed annually every September.

Payment by credit/debit card is required a month in advance of the club/session, with the exception of swimming. Swimming lessons must be paid in advance of the first session of the 10 week block.

If a payment is missed, an email informing that payment is due will be sent to the parent/carer. Any missed payments should be made as soon as possible.

Please note that Sparkle does not operate a refund policy. However, should your child/young person not attend a club session that has been paid for in advance, the single payment for that date can be donated to Sparkle or a request can be made for a credit to be carried forward.

Sparkle strive to ensure there is equality of access for all eligible children and young people. Sparkle therefore operate a hardship fund should any family find themselves in financial hardship. This may result in charges being subsidised or waived.

If you require support to access this fund please contact the Sparkle family liaison officer.

Arrival and collection procedures

Families will be requested to provide details of the person(s) who will be dropping off and collecting their child/young person from clubs/activities. Sparkle must also be made aware, or updated, of any person/s who are NOT allowed to drop off or collect a child/ young person.

It is the parents/carers responsibility to inform Sparkle of any changes to the named individuals who can drop off or collect a child/young person, this should be communicated to the Sparkle leisure team leader / Supervisor as any change arises.

Arrival

On arrival at Sparkle leisure activities, children/young people will be greeted and received by a member of staff or volunteer. Children/young people must not be left unattended if a member of staff is not present.

To ensure we are best prepared for the session, parents/ carers are required to inform Sparkle staff as to the type of 'day' their child/ young person has had prior to attending the leisure activity.

Collection

Sparkle request that families collect their children/young people promptly at the end of the club/activity.

Where a child/ young person is not collected within 15 minutes of the agreed collection time, the club Supervisor will call the emergency contact numbers provided by the parent/carer.

Where a response is not received from the parents/carers within a 90 minute period, in accordance with the Sparkle lost/ missing child policy, the Supervisor will contact the Police.

Non-attendance and exiting procedures

Sparkle requires families to inform us at the earliest opportunity if their child/young person is unable to attend a club/activity, i.e. due to illness or family holidays.

If a child/young person does not attend a leisure activity on 2 occasions, a letter will be sent to parents/guardians within 2 working days of the second missed occasion. This letter will inform parents/guardians that should no response be received within 7 calendar days, their place will be offered to another child/young person.

However, if families respond and return to clubs, attendance will be monitored for the next 3 months. Should 1 further session be missed within that period, the child/young person will lose their space.

Language used

Recognising that the children and young people accessing Sparkle will have individual communication needs, the languages and materials utilised will be relevant to the child/ young person to enable them to communicate with the Sparkle leisure team.

Behaviour management

We work closely with parents/carers to develop and implement our strategies and procedures for behaviour management. Sparkle staff use positive reinforcement, praise, recognition and celebration of achievements at every opportunity with the aim of maximising the enjoyment and fulfilment of the child/young person's needs in every activity.

The following strategies are used to increase motivation and reinforce positive behaviour:

- Verbal praise, signing and use of symbols
- Positive feedback to parents/carers
- All children and young people are valued and respected
- Star charts, badges and certificates are used to celebrate progress and encourage participation
- Celebration events/trips

Positive handling/ physical interventions

Sparkle recognises the importance of ensuring a safe and positive environment for children and young people with complex needs. To achieve this, it is recognised that in exceptional circumstances, it may be necessary for Sparkle staff to intervene physically to manage certain harmful behaviours displayed by the children and young people we support.

When such occasions occur, Sparkle will implement 'restrictive physical intervention', also referred to as positive handling, as a last resort, normally after non-physical strategies have failed to manage a child or young person's behaviour.

Sparkle staff receive team-teach training to manage and support challenging behaviour and if they need to physically intervene in order to prevent a child or young person hurting themselves or others, they will use recognised team teach techniques.

Where it is identified that a child/young person may require physical intervention whilst in our care, a Positive Handling Plan (PHP) will be completed.

Record keeping

Sparkle keeps a record of attendance alongside a session record of each activity which children and young people complete.

These records include a summary of the session and achievements, progresses and experiences gained, together with any behaviours observed and strategies put in place to manage these behaviours. This information will be shared verbally with the parents/ carers at the end of each session.

Additional documentation, as appropriate may be completed including incident/accident forms, concerns sheet, ABC behaviour charts and a bound and numbered book to report any physical interventions.

Transition

Sparkle is committed to supporting children and young people to meet their full potential. This will mean that some children/young people no longer require a specialist provision as their needs can be met within a community provision.

Where a child/young person is considered by Sparkle to succeed in having their needs met by a community provision, Sparkle will ensure that a comprehensive transition plan is in place to support smooth and successful transitions to other provisions.

Safeguarding and child protection

Sparkle has a duty of care to protect the welfare of all children and young people and to keep them safe.

There are standard procedures we must follow if any concerns are raised about the safety and/ or wellbeing of a child or young person. These are documented in the Sparkle safeguarding and child protection policy and the Wales Safeguarding Procedures.

If Sparkle staff have concerns about a child/young person, the designated senior person/manager will act promptly in following these safeguarding procedures.

All Sparkle staff, volunteers and trustees are required to have a satisfactory enhanced Disclosure and Barring Service (DBS) check plus a children barred list check, prior to commencing their role within Sparkle.

If you have any concerns involving a member of the Sparkle leisure staff team, you should speak in the first instance to the Sparkle leisure team leader/activities coordinator. If you feel unable to discuss your concerns with the Sparkle leisure team leader/activities coordinator, please direct your concerns to the Sparkle Team Lead or Centre Manager.

Security

Every effort is made to ensure the security and safety of all children, young people, families, staff and visitors to all sites.

All visitors must report to reception and sign the visitors log on arrival and departure at all sites.

Health and safety (H&S)

Sparkle has an overarching Health and Safety (H&S) Policy which all staff must adhere to. All leisure staff receive regular training and updates on a range of H&S issues including manual handling, first aid and risk assessment.

Where appropriate, specific training is provided for key staff relating to children/young people's individual needs.

Medication

In order for your child/young person to receive prescribed medication whilst at a Sparkle activity, parents/carers must give written consent and complete and sign Sparkle's medication forms.

Only prescribed medicines provided in their original container will be administered. For further information please see Sparkle's Medication Policy.

Missing children/young people

Sparkle takes positive steps to safeguard and promote the welfare of children and young people. The safety and welfare of **all** our children/ young people at Sparkle is paramount.

Sparkle staff and volunteers have a responsibility to adhere to the guiding principles contained within Sparkle's Missing Child policy.

Family liaison service

The Sparkle Family Liaison Officers are extremely passionate about promoting all appropriate services and support available.

They:

- act as a first point of contact for all families, to help with enquiries about services and leisure activities that children and young people can access.
- offer guidance and support to help families navigate the 'system', signpost to the correct professionals and provide support and resources.
- ensure that families are provided with access to appropriate services and obtain feedback to inform service development

Putting things right

Sparkle are committed to providing high quality leisure services and support for children, young people and their families. We believe the only way to achieve this is to continue to improve and develop services by talking to each other and working together. We welcome both positive and negative feedback and are always grateful for your thoughts, comments and concerns. You can contact our Family Liaison officers at-

Serennu Children's Centre: family.liaison.abb@wales.nhs.uk

Nevil Hall Children's Centre: ABB.FamilyLiaisonNorth@wales.nhs.uk

They will be happy to receive your feedback and work closely with you to resolve any concerns you may have.

Fundraising

Sparkle is an official charity which has to raise significant funds every year in order to fund the vital services we provide.

There are lots of ways you can help support Sparkle. The money you raise goes directly towards helping transform the lives of Sparkle children and young people with a disability and/or developmental difficulty.

- Like and follow us on Facebook and Twitter and help spread the word about our work and fundraising opportunities
- Be a star and sign-up to make a monthly donation
- Take part in one of our fundraising events or hold your own - maybe a sponsored run, quiz night or coffee morning?

For more information on how to donate please visit our website or email fundraising@sparkleappeal.org