



# Sparkle Leisure Service Admissions Policy

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## Contents

Contents	2
1. Introduction and purpose	3
2. Scope	3
3. Aims	3
4. Principles	4
5. Requirements prior to accessing Sparkle leisure services	4
6. Personal profile information	5
7. Waiting lists	6
8. Payments	6
9. Cancellation and non-attendance of Sparkle leisure activities	6
10. Right to appeal	7
11. Record keeping	8
12. Transition and support to community provisions	8
13. Sparkle policies	8
Appendix 1	9
Appendix 2	11
Appendix 3	12
Appendix 4	14
Appendix 5	20
Appendix 6	24

## **1. Introduction and purpose**

- 1.1 Sparkle provides specialist leisure and social learning activities, available to all children and young people aged 0-18 years old with a disability and/or developmental difficulty currently residing in Newport, Monmouthshire, Torfaen, Blaenau Gwent and Caerphilly.
- 1.2 Sparkle leisure activities are tailored to meet individual needs with some clubs operating eligibility criteria and some designed around meeting specific grant outcomes.
- 1.3 All children/young people wishing to access Sparkle services will be required to complete a 'personal profile' as part of the assessment process prior to accessing Sparkle leisure services.
- 1.4 In some cases, additional documentation will be required to be completed, for example, a personal care plan, risk assessment, etc.
- 1.5 Parents/carers will be asked whether they consent to Sparkle taking and sharing photographs, accessing other records/information, taking part in evaluation research, etc. prior to the commencement of Sparkle services.
- 1.6 Where Sparkle requires advance payment for sessions, parents/carers are expected to adhere to this unless a case for financial hardship is made and authorized in advance of the session start date.

## **2. Scope**

- 2.1 This policy applies to all children and young people requesting and accessing Sparkle leisure services.
- 2.2 Sparkle staff have a responsibility to adhere fully to this policy.

## **3. Aim**

- 3.1 Sparkle aims to provide equitable access to leisure and social activities/ services for all children and young people with a disability and/ or developmental difficulty aged 0-18 years, resident within Newport, Monmouthshire, Torfaen, Blaenau Gwent and Caerphilly.
- 3.2 Sparkle's aim is to ensure that every child/ young person's needs are met through the provision of an individually tailored service. In addition, Sparkle will endeavour to ensure that all children/young people and their families are fully acquainted with the environment, staff and provision prior to the child/ young person's attendance.

## **4. Principles**

- 4.1 Sparkle currently offers 215 child/young people places per week (not including swimming lessons or family activities). The number of places is regularly reviewed and will not be exceeded unless directed by the Sparkle Trustee Board.
- 4.2 Following the completion of the initial personal profile, a consensus of agreement will be reached with regard to the appropriate provision for the child/young person (see Appendix 1 for the current list of Sparkle provisions). Children and young people will be allocated one club only, but may continue to access swimming lessons and family activities.
- 4.3 Places will be allocated for a maximum 12 month period. Eligibility for places will be reviewed annually with reassessments taking place during the period June to August for places commencing in September. A points-based scoring system (see appendix 2) will be used to ascertain those children/young people who will benefit the greatest from specialist services. The review process will ensure equal priority is afforded to children/young people accessing Sparkle provisions as well as those on the waiting list.
- 4.4 There is an expectation upon all parents /carers to inform Sparkle of any changes/ amendments to the original information submitted.
- 4.5 Acceptance at leisure provisions are subject to change, dependent on outcomes of further individual based reviews and ongoing needs assessments which may be undertaken by Sparkle.

## **5. Requirements prior to accessing Sparkle leisure services**

- 5.1 It is an expectation of parents/ guardians of children and young people eligible for Sparkle services to:
  - 5.1.1 Complete a Sparkle leisure service referral form (see appendix 3);
  - 5.1.2 Complete a Sparkle personal profile and undertake an assessment meeting in person, virtually or via the telephone, to ensure that the child/young person's needs can be met. This will cover such areas as specific likes, dislikes, equipment requirements, etc. In addition and where appropriate, additional documentation will need to be completed, for example, behaviour plans, risk assessments and personal care plans;
  - 5.1.3 Complete the consent procedures (see appendix 4 for consent form);
  - 5.1.4 Attend a water assessment meeting (for access to swimming lessons only);
  - 5.1.5 Make any required payment for Sparkle leisure services prior to the first session attended. Sparkle office staff will advise in writing of any payments required, see section 8 in this policy for full details.

- 5.2 Any incomplete forms will be returned to the parent/carer and the child/ young person will not be eligible to access Sparkle services until the required forms are fully completed, received and authorisation provided by Sparkle.
- 5.3 If it is found that the information provided by a parent/guardian is inaccurate or insufficient, Sparkle reserves the right to limit a child/young person's access to Sparkle services until a review meeting is undertaken.

## **6. Personal profile information**

- 6.1 Information pertaining to the personal profile (see Appendix 5) will be held on file. In particular, information will be held with regard to:
  - 6.1.1 The child/ young person's name, address, gender, and date of birth;
  - 6.1.2 Full names of the parents/carers, the home address and current phone numbers;
  - 6.1.3 Name and contact details of an adult who may be contacted in the event of an emergency at a time when the parents/carers cannot be contacted/ located;
  - 6.1.4 Written instruction from a parent/carer of any special health, medical, behavioural, communication, medication and dietary needs or any other special instructions together with any additional documents required, for example risk assessments and personal care plans.
  - 6.1.5 Consent form data plus signed permission from the parent/carer for Sparkle staff to act on their behalf in respect of emergency treatment;
  - 6.1.6 The names and contact details of those people, identified by the parent/carer, who will be 'dropping off' and collecting the child/ young person from Sparkle provisions. It is the parents/carers responsibility to inform Sparkle of any persons that cannot drop off or collect a child/ young person and/ or any changes to the named individuals who can drop off or collect their child/ young person.
  - 6.1.7 Families will also be asked to indicate what they hope their child/ young person will achieve through attending Sparkle activities, i.e. to make friends, to improve their self-confidence and/ or self-esteem and to improve/ increase their opportunities to socialise and improve their communication skills.
- 6.2 Parents/carers will be asked to review all information held in relation to their child/ young person on a 6 monthly basis by Sparkle. However, there is an expectation upon parents/carers to inform Sparkle of any changes in information during this time.

## **7. Waiting lists**

- 7.1 If Sparkle is unable to offer a place to a child/ young person in the requested/ allocated activity due to a lack of available spaces, parents/guardians have the right to request for their child/ young person's name to be placed upon the relevant waiting list.
- 7.2 Each leisure club will hold two separate waiting lists, one for children/young people requiring 1:1 support and one for children/young people requiring group support. A child or young person would then access the club when an appropriate space became available.

## **8. Payments**

- 8.1 The cost for attending Sparkle activities is listed in appendix 1. These charges will be reviewed annually in February or at any other date as required by trustees.
- 8.2 Payment is required on the day of the session/club with the exception of swimming. Swimming lessons must be paid in advance of the first session of the 10-week block.
- 8.3 Payment for an activity can be made by cash, cheque or credit/debit card.
- 8.4 Where a payment is missed, an email will be sent to the parent/ carer, stating that Sparkle requires the missed payment to be paid as soon as possible.
- 8.5 Sparkle does not operate a refund policy.
- 8.6 Sparkle wants to ensure there is equality of access for all eligible children and young people. Sparkle therefore operates a hardship fund if a family find themselves in financial hardship. This could result in charges being subsidised or waived.

## **9. Cancellation and non-attendance of Sparkle leisure activities**

- 9.1 Resources within Sparkle are limited and demand for services exceeds capacity. It is therefore expected that acceptance of a place is an acceptance to fully commit to the child/young person attending all sessions.
- 9.2 Sparkle understands that on rare occasions, a child/ young person may not be able to attend their allocated activity, e.g. due to illness, however this should occur in exceptional circumstances.
- 9.3 Sparkle requests that when a child/ young person is unable to attend a session that the parent/ guardian informs the Sparkle office/ Sparkle team leader at the earliest

opportunity that the child/ young person will not be attending and the reason for nonattendance should be provided.

9.4 The non-attendance procedures operated by Sparkle are as follows:

- 9.4.1 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 an absence occurs, this triggers a 3 month review period during which, if there are a further 2 absences then the child/YP will no longer be able to attend the club. Parents/guardians will be notified following a second absence that should no response be received within 7 calendar days, their place will be offered to another child/young person. If families respond and the child/young person returns to the club, their attendance will continue to be monitored for the remainder of the 3 month period. Should 1 further session be missed within that period, the child/young person will lose their space (covid related absence is excluded).
- 9.4.2 If a child/young person is no longer able to attend a club due to nonattendance, a re-application for any leisure provision cannot be made within a 4 week period specified in the non-attendance correspondence.
- 9.4.3 Where a child/ young person is unable to take up their allocated space within a leisure activity for an extended period of time, e.g. due to ongoing ill health, a request can be made by the parent/ guardian for that child/ young person to be placed on the waiting list until such time as a space becomes available. When the child is ready to take up the place, this can only be offered if there is no change in the assessed needs of the child.

## **10. Right to appeal**

- 10.1 If a child/ young person eligible for Sparkle services is not offered a place, they have the right to request that their case is reviewed by the Sparkle team lead.
- 10.2 If following the review of the information, the child/young person is still not offered a place, parents/guardians have a right to appeal to the Sparkle chair of trustees.
- 10.3 Parents/ guardians are asked to note that this right to appeal does not apply if a child/ young person is offered a reasonable alternative Sparkle leisure activity club which differs from their preferred club.
- 10.3 Appeals should be made in writing to the Sparkle chair of trustees within 14 days of receiving the notification. The chair will consider the appeal and where necessary, convene an appeal panel. If this appeal panel decides that a child/ young person should be offered a place within Sparkle, then the child/ young person shall be admitted at the earliest opportunity. If the decision is upheld then the decision of the panel is final.

## **11. Record keeping**

- 11.1 Sparkle keeps a record of attendance alongside a session record of each activity that children and young people complete.
- 11.2 These records include a summary of the session and any achievements, progresses and experiences gained. This information will be shared verbally with the parents/ carers at the end of each session. The information recorded may include any behaviours observed and any strategies put in place to manage these behaviours. Information relating to the child/ young person's behaviour during a session, will also be shared with parents/ carers at the end of the session.
- 11.3 Additional documentation, as required, may be completed including incident/accident forms, concerns sheet and a bound and numbered book to report any physical interventions.

## **12. Transition and support to community provisions**

- 12.1 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.
- 12.2 Where Sparkle considers that a child / young person can have their needs met within a community provision, Sparkle will ensure that a comprehensive transition plan is in place to support smooth and successful transitions to other provisions.

## **13. Sparkle policies**

- 13.1 Reference to the following policies, should be made in conjunction with this policy:
  - 13.1.1 Sparkle Safeguarding and Child Protection Policy;
  - 13.1.2 Sparkle Code of Conduct for Staff
  - 13.1.3 Sparkle Putting Things Right;
  - 13.1.4 Sparkle Procedures for Investigating Allegations of Abuse by Sparkle Trustees and Members of staff;
  - 13.1.5 Sparkle Positive Handling Guidance;
  - 13.1.6 Sparkle Intimate Personal Care Policy;
  - 13.1.7 Sparkle Missing Child Policy;
  - 13.1.8 Sparkle Group Setting Policy;
  - 13.1.9 Sparkle Transition Policy;
  - 13.1.10 Sparkle Managing Challenging Behaviour Policy;
  - 13.1.11 Sparkle Financial Hardship Policy;
  - 13.1.12 Sparkle Planning for Emergencies Policy;
  - 13.1.13 Sparkle Medication Management Policy.



## Appendix

### Appendix 1- Sparkle leisure service provisions schedule and costs

#### 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	Fortnightly	11.00-3.00pm	£7.50
	5-11 years		1.00-3.00pm	£5.00

## 2 Family sessions

Club	Age range	Day	Time	Cost
<b>MediCinema</b>	0-18 years	Tuesday Wednesday** Saturday	6.30pm start* 6.30pm start* 10.30am start	Donations suggested
<b>Little Stars</b>	0-4 years	Thursday	10.30–12pm	£5.00 per family
<b>Family Swim</b> (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)
<b>Sensory room bookings</b>	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.

\*\* An additional screening is currently being piloted

### Sibling provision

<b>Sparkling sibs</b>	7-11 years	Tuesday	4.30-6.00pm	£4.00
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### Nevil Hall Children's Centre Sparkle leisure activities

Club	Age range	Day	Time	Cost (per person)	Venue
<b>Afterschool club</b>	5-11 years	Monday	5:00-6.30pm	£5.00	Blaina ICC
<b>Afterschool club</b>	5-11 years	Wednesday	5:00-6.30pm	£5.00	Blaina ICC
<b>Afterschool club</b>	5-11 years	Friday	5:00-6.30pm	£5.00	Blaina ICC
<b>Youth club</b>	12-17 years	Monday	5.30-7.00pm	£5.00	Blaina ICC
<b>Little stars</b>	0-4 years	Friday	10:30-12:00pm	£5.00	Abergavenny CC
<b>Afterschool club</b>	5-11 years	Thursday	4:30-6:15pm	£5.00	SenCom

## Appendix 2- Sparkle leisure service eligibility criteria

### Eligibility criteria

Eligibility criteria	1:1	Group
Not currently <b>independently</b> 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 <b>fulltime</b> 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
<b>Maximum number of points awarded (highest need)</b>	<b>10</b>	<b>7</b>

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

### Continuing care club eligibility criteria

Saturday 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 catheters

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

### Appendix 3- Sparkle leisure service referral form

## Sparkle leisure activities referral form

<b>Please tick which area you wish to access leisure activities(the Local Authority in which you pay Council tax)</b>			
<b>Blaenau Gwent</b>		<b>Monmouthshire</b>	
<b>Newport</b>		<b>Torfaen</b>	

<b>Child/ Young person's details:</b>			
<b>Name</b>		<b>Date of birth</b>	
<b>Address</b>			
<b>Diagnosis</b>			
<b>Parent/ carer(s) name(s)</b>		<b>Parent/ carer(s) contact numbers</b>	
<b>Parent/ carer(s) email address</b>			
<b>Gender</b>		<b>Is your child/young person's gender identity the same as at birth?</b>	<b>Yes / No / Prefer not to say</b>

Please ensure this form is completed in full to avoid a delay in accessing the leisure services

<b>Contact details of the referrer</b>	
<b>Name</b>	

<b>Relationship to child/ young person</b>	
<b>Contact number</b>	
<b>Email address</b>	
<b>Date form completed</b>	
<b>How did you find out about Sparkle</b>	

<b>If a parent/carer is completing this referral, please provide details of a professional supporting the child/ young person who will endorse this referral</b>	
<b>Name</b>	
<b>Department</b>	
<b>Contact details</b>	

**Please return the completed referral for to [ABB\\_SparkleActivities@wales.nhs.uk](mailto:ABB_SparkleActivities@wales.nhs.uk)**

The information you give to Sparkle is important to us. We believe the most important details are yours. We will keep the information you share with us safe and secure.

Data Protection Act (2018) legislation requires us to gain your consent to process your data, without this consent we are unable to progress the referral. If you agree to your information being held by Sparkle, please tick the box

☐

You can find more information on how we use your personal information on:

[www.sparkleappeal.org/blog/sparkle-privacy-policy](http://www.sparkleappeal.org/blog/sparkle-privacy-policy)

**Office Use:**

<b>Actions</b>	<b>Date</b>	<b>Staff initials</b>
Date referral received		
Date acknowledgement email sent to parents/carer/referrer		
Date of personal profile meeting		
Date spreadsheet updated		

## Appendix 4- Sparkle leisure service consent form

# Consent forms

*There are times when we may need to contact you in relation to your child/ young person. It is therefore very important that we have the correct contact and consent details for you. Please can you complete this form to ensure we hold the correct details. If you change your details at any point you MUST inform us.*

<b>Name of child/ young person</b>		<b>Date of Birth</b>	
<b>Consent to take and use photographs</b>			
<p>Sparkle require permission to use any still and/or moving image being video footage, photographs and/or frames and/or audio footage depicting your child/ young person and any accompanying adult/child for any of the following uses (including worldwide web):</p> <ul style="list-style-type: none"><li>• Sparkle campaigns/appeals incorporating videos, audio CDs, DVDs and other similar communications and data storage media yet to be invented;</li><li>• Television advertisements, radio advertisements, magazine advertisements, leaflets, information packs, flyers, parenting advice publications, the Sparkle website or any website owned by Sparkle and related sites as well as any other suitable publicity purposes;</li><li>• Fundraising and promotional materials, educational materials, research materials, lecture outlines, materials required for teaching purposes, for reference in the Sparkle video library and Sparkle photographic library;</li><li>• Any other material that Sparkle deems furthers its charitable objectives.</li></ul> <p><b>I confirm that I have the appropriate authority to give consent for the child/young person named on this form. Please tick option below.</b></p> <p><b>I DO give my permission</b> <input type="checkbox"/> <b>I DO NOT give my permission</b> <input type="checkbox"/></p>			
<b>Signed: (parent/ guardian)</b>		<b>Date:</b>	

### Consent for trips

Sparkle requires permission for your child/ young person to go on trips with Sparkle, planned and informed in advance. Trips include local offsite activities which are offered as part of the clubs programme and usually take place within club hours.

Additional written consent will be requested for off-site activities, such as residential activities. Sparkle will provide full information about each trip before it takes place. I understand that I can inform Sparkle if I **DO NOT** want my child/ young person to take part at any time.

**I confirm that I have the appropriate authority to give consent for the child/young person named on this form. Please tick option below.**

I DO give my permission

☐

I DO NOT give my permission

☐

**Signed:**  
(parent/  
guardian)

**Date:**

### Consent to share information

By signing this consent you authorise the following organisations: Sparkle (South Wales Ltd), Aneurin Bevan University Health Board, Newport City Council, Torfaen County Borough Council, Blaenau Gwent Council, Monmouthshire Council, Newport Live, CB Training and Medicinema to share appropriate information with Sparkle.

The information shared will be:

- necessary information for the purpose for which it is being shared;
- shared only with those people who need to have it;
- accurate and up to date; ☐ shared in a timely fashion;
- shared and stored securely.

**I confirm that I have the appropriate authority to give consent for the child/young person named on this form. Please tick option below.**

**I DO give my permission**

☐

**I DO NOT give my permission**

☐

**Signed:**  
**(parent/  
guardian)**

**Date:**

**Consent to participate in research and service evaluation:**



Sparkle requires permission for your child/ young person to be involved in evaluation/research projects for the purpose of understanding, evaluating and improving the centre and Sparkle's activities.

I understand that:

- My child's/ young person's identity will be kept anonymous at all times.
- Any completed research materials will be stored in a secure location and destroyed 6 years after collection.
- The data collected may contribute towards educational materials, training materials, reports/articles and conferences.
- I may withdraw my consent to participate in research and service evaluation at any time, and if I do, I understand that I must inform Sparkle.

**I confirm that I have the appropriate authority to give consent for the child/young person named on this form. Please tick option below.**

**I DO give my permission**

☐

**I DO NOT give my permission**

☐

**Signed:  
(parent/  
guardian)**

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**Date:**

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**Medical Consent**

*If your child/young person suffers from a known medical condition(s) or has any allergies please share this information with us. If these details change it is important that you inform us as soon as possible. Medication should be with them when attending Sparkle. If your child does not bring their required medication then ANY medical event e.g. a seizure for example, will be classed as an emergency.*

Sparkle requires permission to administer basic first aid for minor ailments, e.g. graze to the knee, and manage any medication that your child/ young person takes regularly. I understand I will need to provide and 'sign in/out' of all medication required at each Sparkle session.

**I confirm that I have the appropriate authority to give consent for the child/young person named on this form. Please tick option below.**

**I DO give my permission** ☐ **I DO NOT give my permission** ☐

If my child/ young person requires urgent medical advice or treatment, Sparkle will notify me and/or other named contacts immediately and if necessary an ambulance will be called to take the child/young person for treatment. If I have not arrived by the time the ambulance needs to leave, the child/ young person will be accompanied to the hospital by a member of Sparkle staff.

Authorisation for Sparkle to sign any written form of consent required by the hospital authorities if the delay in getting a signature is considered by the doctor to endanger my child's/ young person's health and safety.

I do understand that even if I **DO NOT** agree to Sparkle having authorisation to consent for emergency medical treatment, my child/ young person will receive medical interventions considered necessary by the attending physician or paramedic/s present.

**I confirm that I have the appropriate authority to give consent for the child/young person named on this form. Please tick option below.**

**I DO give my permission** ☐ **I DO NOT give my permission** ☐

<b>Signed:</b> (parent/ guardian)		<b>Date:</b>	
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**Personal care**

It is acknowledged that some children/young people will require support with toileting and personal hygiene issues whilst in our care. Routines such as toileting will usually be carried out by two members of staff in the toilet area.

Sparkle requires permission for staff to assist with intimate care routines such as pad changing and personal care.

**I confirm that I have the appropriate authority to give consent for the child/young person named on this form. Please tick option below.**

**I DO give my permission**

☐

**I DO NOT give my permission**

☐

**Signed:**  
**(parent/  
guardian)**

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**Date:**

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## Appendix 5- Sparkle leisure service personal profile template

Personal Profile			
<b>Section 1: Child/Young person's details</b>			
Name		Date of Birth	
Address			
Diagnosis			
Parent/Carer name(s)		Contact number(s)	
Parents/Carer(s) email address			
Is this child/young person a Looked After Child or on the Child Protection Register?	YES		
	No		
Who will be dropping off/collecting from clubs? Relationship to child/young person?			
School attended:		Teacher:	
Favourite school activity/subjects:		Friends names:	

<b>Section 2: Communication</b>			
Does your child/young person communicate through speech?		What is your child/young person's first language?	
Does your child/young person wear hearing aids?		Does your child/young person wear glasses?	
<b>Does your child/young person communicate in any of the following ways:</b>			
Objects of reference		BSL	
Makaton or Sign along		Schedules	
PEC's		Other:	
<b>Additional communication information (including specific words/sounds and their meanings):</b>			

<b>Section 3: Likes/dislikes</b>	
What are your child/young person's favourite things to do?	
Is there anything in particular that your child/young person likes to talk about?	
How will we know that your child/young person is happy?	
Is there anything that your child/young person dislikes doing or playing with?	
Is there anything that your child/young person cannot tolerate, and will trigger a reaction? (please give details)	

Section 4: Behaviours that challenge			
Does your child/young person display any of the following behaviours?	At home:	In school:	Social activities/in the community:
Self-harm			
Abscond			
Withdraw			
Swear			
Hit out/punch			
Kick			
Bite			
Spit			
Targets parent/carer/staff			
Targets other children/young people			
Target members of the public			
Damage property			
Smearing			
Other:			
Triggers to my child/young person's behaviour could be:			
If my child/young person is having a challenging day, the best way to support them is by:			
Giving space		Removing Audience	
Reassurance		Time out (quiet area)	
Calm talking/quiet voice		Simple listening	
Negotiation		Distraction	
Choice/limits		Change of face	
Humour		Verbal advice or support	
Planned ignoring		Success reminder	
Supported touch		Cool off – directed/offered	
Other:			
You will know my child/young person has calmed down as they will:			

Section: 5 Safety	
What is your child/young person's awareness of safety (i.e. personal safety, road safety)?	
Requires prompting	
Needs supervision	
They have no awareness of safety	

Section 6: Medical information
Does your child/young person take medication that we may need to administer during activities?

Yes / no	If so, please give details:
<b>Does your child/young person have epilepsy or experience seizures?</b>	
<b>Does your child/young person have any allergies or food intolerances?</b>	
<b>Does your child/young person have any physical needs and/or difficulties with regards to eating and drinking that we need to be aware of?</b>	
<b>Does your child/young person have any toileting needs?</b>	

<b>Section 7: Professionals</b>	
Is your child/young person supported by any of any of the following professionals?	Yes / No If yes, please provide the name of the professional:
Occupational therapist	
Physio therapist	
Speech and Language therapist	
Paediatrician	
Social worker	
Epilepsy Nurse	
Dietician	
Care co-ordinator	
Specialist Nurse	
Other:	

<b>Section 8: Moving and handling needs</b>	
Does your child/young person have any moving and handling needs?	Yes/No (if no please go to Section 9)
Does your child/young person need to be hoisted?	
Does your child/young person transfer on their own or with support from another person?	
How does your child/young person transfer at school/nursery?	
Does your child/young person use a wheelchair or specialist aides?	
Does your child/young person need help to sit?	
Does your child/young person need help with walking?	
Does your child/young person need help with standing?	

<b>Section 9: Supporting information</b>
<b>Please include any additional information that you feel Sparkle should be made aware of relating to your child/young person:</b>

<b>Section 10: Goal setting</b>
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I would like my child/young person to achieve the following goals from accessing a Sparkle leisure activity:	
To improve general mood and well-being	Yes / No
To improve social skills and make friends	Yes / No
To participate in more activities	Yes / No
Other goals I would like my child/young person to achieve are:	
Most important goal:	
Other:	

<b>Section 11: Parent and family well-being</b>
As part of our research, we are interested to find out if your child joining a Sparkle club will have any impact on you and your family's well-being. If you would like to be involved in this research, please complete the sections below.
<p>1a) Please indicate on the scale below how much you think your child/young person joining a club will have a positive impact on <u>your</u> well-being?</p> <p>Not at all <input type="checkbox"/> A little <input type="checkbox"/> Not sure <input type="checkbox"/> Quite a lot <input type="checkbox"/> A lot <input type="checkbox"/></p> <p>Please explain why:</p>
<p>2a) Do you think that your child/young person joining Sparkle will have a positive impact on <u>your family's</u> well-being?</p> <p>Not at all <input type="checkbox"/> A little <input type="checkbox"/> Not sure <input type="checkbox"/> Quite a lot <input type="checkbox"/> A lot <input type="checkbox"/></p> <p>Please explain why:</p>

Profile completed by:	
Date:	

**Office use only:**

Support requirement as determined by the profile appointment					
2:1		1:1		Group	
Activities agreed:					
Area:					
CHECKLIST			Initials		Date
Profile checked/completed					
Confirm and update all details on spreadsheet					

Add child to register or waiting list/Print Profile		
Added to FLO spreadsheet, if required		

**Family Activities (if applicable):**

<b>Additional family members:</b>	
<b>Number of adults</b>	
<b>Name and age of siblings who may attend</b>	
<b>Does the child/young person or any family members attending the family activities, have any medical conditions that we need to be aware of?</b>	
<b>Are there any Manual Handling needs that the team need to prepare for, for any member of the family? E.g. wheelchair access, hoist, etc.</b>	

## Appendix 6 – Sparkle Admissions Procedure



### *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

#### **Nevill 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 Development Coordinator**

**Sparkle Administrator**

**Sparkle Office Manager**

Sara Filer

Carys Howells

Deborah Forde

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**

<b>Club</b>	<b>Age range</b>	<b>Day</b>	<b>Time</b>	<b>Cost (per person)</b>
<b>Afterschool club</b>	5-11 years	Monday	4.00-5.30pm	£5.00

<b>Afterschool club</b>	12-15 years	Tuesday	4.00-6.00pm	£5.00
<b>Youth club</b>	12-17 years	Monday	5.30-7.30pm	£5.00
<b>Youth club</b>	12-17 years	Thursday	5.30-7.30pm	£5.00
<b>Independent living skills</b>	14-17 years	Wednesday	5.30-7.30pm	£5.00
<b>Skills</b>	6-17 years	Wednesday	5.30-6.30pm	£3.50
<b>Swimming lessons</b>	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
<b>Minecraft and LEGO club</b>	8-17 years	Thursday	5.30- 6.30pm	£4.00
<b>Friday night club</b>	5-11 years	Friday	5.30-7.00pm	£5.00
<b>Play club 1</b>	5- 11 years	Saturday	1.00-2.00pm	£3.50
<b>Play club 2</b>	5-11 years	Saturday	2.00-3.00pm	£3.50
<b>Continuing care club</b>	12-17 years	1 <sup>st</sup> and 3 <sup>rd</sup>	11.00-3.00pm	£7.50
	5-11 years	Saturday each month	1.00-3.00pm	£5.00

#### Family sessions

<b>Club</b>	<b>Age range</b>	<b>Day</b>	<b>Time</b>	<b>Cost</b>
<b>MediCinema</b>	0-18 years	Tuesday Saturday	6.30pm start* 10.30am start	Donations suggested
<b>Little Stars</b>	0-4 years	Thursday	10.30–12pm	£5.00 per family
<b>Family Swim</b> (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)
<b>Sensory room bookings</b>	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

<b>Sparkling sibs</b>	7-11 years	Tuesday	4.30-6.00pm	£4.00
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### **Nevil Hall Children's Centre leisure activities**

<b>Club</b>	<b>Age range</b>	<b>Day</b>	<b>Time</b>	<b>Cost (per person)</b>	<b>Venue</b>
<b>Afterschool club</b>	5-11 years	Monday	5:00-6.30pm	£5.00	Blaina ICC
<b>Afterschool club</b>	5-11 years	Tuesday	5:00-6.30pm	£5.00	Blaina ICC
<b>Afterschool club</b>	5-11 years	Wednesday	5:00-6.30pm	£5.00	Blaina ICC
<b>Afterschool club</b>	5-11 years	Friday	5:00-6.30pm	£5.00	Blaina ICC
<b>Youth club</b>	12-17 years	Monday	5.30-7.00pm	£5.00	Blaina ICC
<b>Little stars</b>	0-4 years	Wednesday	10:30-12:00pm	£5.00	Blaina ICC
<b>Afterschool club</b>	5-11 years	Thursday	4:30-6:30pm	£5.00	SenC
<b>Afterschool club</b>	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](mailto:ABB_activities@wales.nhs.uk)

**Nevill Hall Children's Centre:** [Leisure@sparkleappeal.org](mailto: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:

<b>Eligibility criteria</b>	<b>1:1</b>	<b>Group</b>
Not currently <b>independently</b> 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 <b>fulltime</b> 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
<b>Maximum number of points awarded (highest need)</b>	<b>10</b>	<b>7</b>

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/carers. 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](mailto:family.liaison.abb@wales.nhs.uk)

**Nevil Hall Children's Centre:** [ABB.FamilyLiaisonNorth@wales.nhs.uk](mailto: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](mailto:fundraising@sparkleappeal.org)