



Boardgame Café Behaviour Policy

1. Purpose and Values

Our Youth Café is a safe, inclusive, and welcoming space for all young people. This policy ensures that everyone—including visitors, volunteers, and staff—feel respected, secure, and valued. Our core values are respect, safety, and community.

2. Expectations for Young People (The Code of Conduct)

To keep the café a great place to hang out, we ask everyone to follow these simple guidelines:

- **Respect others:** Treat all peers, staff, volunteers, and property with kindness. Bullying, discrimination, or abusive language will not be tolerated.
- **Keep it safe:** Violent, aggressive, or threatening behaviour is strictly prohibited.
- **Respect the space:** Help keep the café clean by disposing of rubbish. Do not damage the furniture, games, or equipment.
- **Illegal substances:** Smoking, vaping, alcohol, and illegal drugs are strictly banned inside and directly outside the café premises.
- **Be a good neighbour:** Respect our local community when entering and leaving the café by keeping noise levels reasonable.

3. Role of Staff and Volunteers

Our team is here to support you. Staff and volunteers will:

- Model positive, respectful, and fair behaviour.
- Listen to your concerns and support you if you feel unsafe.
- Address challenging behaviour calmly, consistently, and fairly.
- Maintain clear and professional boundaries.

4. How We Manage Challenging Behaviour

If a young person struggles to meet these expectations, we use a restorative approach to help them understand the impact of their actions. The steps generally follow this progression, depending on the severity of the situation:

- **Step 1: Verbal Reminder:** An adult or youth Leader will have a quiet, informal chat with the young person to remind them of the café guidelines. Where the young person reflects on their behaviour and wishes to behave within the guidelines going forward they will be welcomed back into the café.
- **Step 2: Formal Warning:** If the behaviour continues, a formal warning may be given, the young person will be asked to leave the café for the day and parents will be informed. Where the young person reflects on their behaviour and wishes to behave within the guidelines going forward they will be welcomed back into the café.
- **Step 3: Temporary Suspension:** For persistent disruption or serious breaches (such as racism, bullying, physical violence or substance use), the young person will be asked to leave the café for the day, parents will be informed and a temporary ban may then be issued. Where the young person reflects on their behaviour and wishes to behave within the guidelines going forward they will be welcomed back into the café.



- **Step 4: Permanent Exclusion:** If following temporary suspension any further disruptions or serious breaches will result in permanent exclusion.

5. Safeguarding and Serious Incidents

- **Immediate Exclusion:** Any illegal activity, weapons, or physical violence will result in an immediate ask to leave and an automatic suspension.
- **External Involvement:** If an incident compromises the immediate safety of anyone in the cafe, staff/volunteers reserve the right to contact parents/guardians, emergency services, or local authorities.
- **Reporting:** All serious incidents and exclusions will be formally recorded in our incident log.

Policy adopted on October 2026

Review on October 2027

By Youth Leadership Team



Boardgame Cafe Youth Group Safeguarding Policy

1. Purpose and Scope

This policy applies to all adult staff, volunteers, church leaders, and trustees working within the youth ministry at Holy Family Parish of Maidenhead and Twyford. The purpose of this policy is to protect children and young people (aged 0 –18) who attend our youth groups, events, and trips from harm, abuse, and exploitation.

We recognise that the welfare of the child is paramount, as enshrined in the Children Act 1989 and 2004. Every child, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, has a right to equal protection from all types of harm or abuse.

2. Our Safeguarding Commitment

As a church youth group, we commit to creating a safe, nurturing, and respectful environment where young people can grow socially, emotionally, and spiritually. We will achieve this by:

- Valuing, listening to, and respecting children and young people.
- Appointing a Designated Safeguarding Lead (DSL) and a Deputy DSL.
- Adopting robust safeguarding practices and safer recruitment procedures for all leaders and helpers.
- Providing clear procedures for identifying and reporting cases, or suspected cases, of abuse.
- Supporting anyone who has been abused or is at risk of abuse.

3. Key Contact Roles and Details

- **Designated Safeguarding Lead (DSL):** George Lam | 07714410731 | safeguarding@stjosephsparish.co.uk
- **Deputy Designated Safeguarding Lead:** Bernice Fernandes | 07859950760 | safeguarding@stjosephsparish.co.uk
- **Church Leader / Catechist:** Fr. Tiberius Vuni | 07888627223 | Tvuni@portsmouthdiocese.org.uk
- **Local Authority Designated Officer (LADO):** Achieving for Children LADO service, Mandy Burrows, 07774332675, LADO@achievingforchildren.org.uk

4. Safer Recruitment and Training

To ensure young people are safe in our care, all adult youth workers (both paid employees and volunteers) must undergo a rigorous vetting process before commencing work:

- **Application & Interview:** Completion of a formal application form and a face-to-face interview/discussion.
- **References:** A minimum of two satisfactory references must be taken up, including one from a previous employer or ministry leader.
- **DBS Checks:** An Enhanced Disclosure and Barring Service (DBS) check with a barred list check is mandatory for all roles involving regulated activity with children. This must be renewed every [3/5] years.



- **Induction & Training:** All new team members will undergo an induction covering this policy and must complete basic safeguarding training, with mandatory updates every [2/3] years.

5. Code of Behaviour for Adult Youth Leaders

All staff and volunteers must adhere to strict professional boundaries.

- **Do:**
 - Ensure all activities take place within a minimum ratio of two adults to any group of young people.
 - Work in an open environment where activities can be clearly seen by others.
 - Maintain a respectful and appropriate tone of voice and physical boundary.
 - Report any accidental damage, injuries, or highly emotional disclosures to the DSL immediately.
- **Do Not:**
 - Spend time alone with a child or young person out of sight of others.
 - Give young people lifts in cars alone, unless in an absolute emergency or with explicit, pre-arranged parental consent.
 - Develop inappropriate, secretive, or exclusive relationships with young people.
 - Engage with youth group members via personal social media accounts or private messaging apps. All digital communication must be transparent, group-based, or copy in parents/other leaders.

6. Recognising Abuse

Our team is trained to be alert to indicators of the four main categories of abuse, as defined in UK statutory guidance (*Working Together to Safeguard Children*):

- **Physical Abuse:** Non-accidental physical injury or failure to prevent physical injury.
- **Emotional Abuse:** Persistent emotional maltreatment or rejection that impacts a child's emotional development.
- **Sexual Abuse:** Forcing or enticing a child or young person to take part in sexual activities.
- **Neglect:** The persistent failure to meet a child's basic physical and/or psychological needs.

We are also alert to contemporary safeguarding risks, including **Online Harm/Cyberbullying, Child Sexual Exploitation (CSE), Child Criminal Exploitation (CCE)** (such as county lines), and radicalisation (**Prevent duty**).

7. Responding to a Disclosure or Concern

If a young person discloses abuse, or if a leader has a safeguarding concern, they must follow the **Recognise, Respond, Record, Refer** procedure:

1. **Respond Calmly:** Listen attentively without interrupting. Assure them they have done the right thing by telling you.



2. **Do Not Promise Secrecy:** Gently inform them that you must share this information with the safeguarding lead to keep them safe.
3. **Do Not Investigate:** Ask only clarifying questions if necessary, but do not probe or interview the child.
4. **Record Immediately:** Write down exactly what was said and observed using a standard Safeguarding Incident Report Form. Use the young person's own words. Include dates, times, and factual observations (not opinions).
5. **Refer to the DSL:** Hand the completed record to the DSL within **24 hours** (or immediately if the child is in imminent danger).

8. Reporting Procedures (The DSL's Role)

The DSL will assess the report and take appropriate action:

- If there is a **concern regarding immediate danger**, the DSL or the individual leader will contact the Police (999) or Children's Social Care directly.
- If the child is not in immediate danger, the DSL will consult with the local Children's Social Care team / Multi-Agency Safeguarding Hub (MASH) or the LADO within 24 hours of receiving the internal report.
- The DSL will maintain confidential, securely stored records of all safeguarding concerns, reports, and outcomes.

9. Whistleblowing and Allegations Against Staff

If an allegation is made against a member of staff, a volunteer, or a church leader, it must be reported directly to the DSL. If the allegation is against the DSL, it must be reported to the Church Leader or directly to the Local Authority Designated Officer (LADO). The person subject to the allegation will be suspended from duties involving children immediately, without prejudice, pending a full multi-agency investigation.

10. Review and Governance

This policy will be reviewed annually and updated whenever there are changes to UK safeguarding legislation or national church guidelines.

Date of Policy Adoption: October 2026 (date)

Date of Next Scheduled Review: October 2027 (date)

Signed on by: Youth Leadership team



First Aid Policy

Organisation Name: Youth Boardgame Cafe

Effective Date: September 2026

Review Date: September 2027

1. Policy Statement

The Boardgame cafe is committed to providing a safe and secure environment for all young people, staff, volunteers, and visitors. This policy ensures that the cafe meets its legal obligations under the Health and Safety (First-Aid) Regulations 1981 and adheres to UK safeguarding standards for working with children and young people. The purpose of this policy is to ensure that first aid arrangements are clear, accessible, and effectively managed so that immediate and appropriate assistance can be given when an injury or illness occurs.

2. Roles and Responsibilities

2.1 The PPC/Clergy

- Ensure that adequate first aid provisions, including trained personnel and equipment, are available at all times the cafe is operational.
- Conduct an annual First Aid Needs Assessment to ensure provision matches the cafe's capacity and risk level.
- Ensure employers liability insurance and public liability insurance are valid and cover first aid activities.

2.2 Appointed Persons and First Aiders

- **Designated First Aiders:** Staff members holding a valid Emergency First Aid at Work (EFAW) or First Aid at Work (FAW) certificate. Because this is a youth setting, at least one staff member on duty should hold a **Paediatric First Aid (PFA)** qualification if children under 8 attend, or be trained in youth-specific first aid.
- Take charge when someone falls ill or is injured.
- Call for emergency medical services (999 or 112) when required.



- Maintain the first aid boxes, ensuring they are fully stocked and items are within their expiry dates.

2.3 All Staff and Volunteers

- Familiarize themselves with the location of first aid kits and the identity of designated first aiders.
 - Report all injuries, accidents, and near-misses immediately using the Accident Book.
 - Never administer medication unless specifically authorized, trained, and with written parental consent (see Section 6).
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3. First Aid Provision and Locations

3.1 First Aid Boxes

First aid boxes are stocked in accordance with British Standard BS 8599-1. They are easily accessible and located at:

- **The Parish Office**
- **The Kitchen / Servery Area**

3.2 Automated External Defibrillator (AED)

- An AED is located at Maidenhead fire station
 - No formal training is required to use the AED as it provides verbal instructions, but staff receive orientation on its location and use.
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4. Procedures in the Event of Injury or Illness

1. **Assess the Situation:** Ensure it is safe to approach. Do not put yourself or others at risk.
 2. **Call for Help:** Alert the designated First Aider on duty immediately.
 3. **Administer Treatment:** The First Aider will assess the casualty and administer appropriate first aid within the scope of their training.
 4. **Serious Injury or Illness:** If the injury/illness is severe, the First Aider or a bystander must immediately call 999 or 112 for an ambulance.
 5. **Boardgame Specific Hazards:** Be aware of minor choking hazards (dice, small game tokens) and minor cuts (paper cuts from cards, cardboard components). Address these promptly using the appropriate first aid materials.
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5. Parent/Guardian Notification & Safeguarding



Because the cafe primarily serves young people, specific safeguarding protocols apply:

- **Minor Injuries:** For minor scrapes or bruises treated on-site, the young person's parent or guardian must be informed when they are collected, or via a phone call/text if they attend independently.
 - **Major Injuries / Hospitalization:** If a young person requires emergency hospital treatment, a staff member must call the parent/guardian immediately. A designated staff member or volunteer will accompany the young person to the hospital in the ambulance if a parent has not yet arrived. They must bring the youth's emergency contact and medical details with them.
 - **Safeguarding:** First aid must always be administered in an open, visible area of the cafe. Avoid taking a young person into a private room alone for treatment unless absolutely necessary for medical dignity, in which case a second staff member/volunteer must be present to witness.
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6. Medication Control

- Staff and volunteers are **not permitted** to administer general medication (e.g., paracetamol, ibuprofen) to young people.
 - **Prescribed Medication & EpiPens:** Young people who carry their own emergency medication (e.g., asthma inhalers, EpiPens) should be encouraged to administer it themselves. If they are unable to do so due to the severity of their condition, a trained First Aider may assist or administer the medication in accordance with the young person's healthcare plan and explicit prior parental consent.
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7. Recording and Reporting

7.1 The Accident Book

Every instance of first aid administration must be recorded in the Accident Book. This must be completed as soon as possible after the event. Records must include:

- Date, time, and place of the incident.
- Name of the injured or ill person.
- Details of the injury/illness and what first aid was given.
- What happened to the person immediately afterwards (e.g., went home, resumed gaming, went to hospital).
- Name and signature of the First Aider.

Note: In accordance with GDPR and the Data Protection Act 2018, the Accident Book must be kept securely, and completed pages must be removed and stored confidentially.

7.2 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)



The Boardgame café leaders are responsible for reporting serious workplace accidents, occupational diseases, and specified dangerous occurrences to the Health and Safety Executive (HSE) via the RIDDOR website within statutory timeframes.

Signed: Youth Leadership team

Date: October 2026