

Preformers Policies & Procedures 2026–2027

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1. Child Protection Policy

Introduction

Preformers is committed to providing a safe, supportive, and nurturing environment for every child attending our preschool performing arts classes.

We recognise our responsibility to safeguard and promote the welfare of all children and expect all adults involved with Preformers to share this commitment.

Scope

This policy applies to:

- Class leaders
- Volunteers
- Contractors
- Parents/carers attending Sessions
- Any individual representing Preformers

This policy applies to all activities, classes, events, parties, and performances organised by Preformers.

Legal Framework

This policy is guided by current UK safeguarding legislation and guidance, including:

- Children Act 1989 and 2004
- Working Together to Safeguard Children
- Keeping Children Safe in Education (KCSIE)
- Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018
- UK GDPR

Key Principles

- The welfare of the child is paramount.
- Every child has the right to protection from harm.
- Safeguarding is everyone's responsibility.
- Concerns must always be taken seriously and acted upon appropriately.
- Children should be treated with dignity, respect, and kindness.

Safer Recruitment

- All staff and volunteers working directly with children will hold an enhanced DBS check where required.
- Appropriate references and suitability checks may be obtained.
- Staff are expected to maintain professional boundaries at all times.

Training

Preformers ensures that:

- Safeguarding training is regularly updated.
 - Staff understand how to recognise signs of abuse or neglect.
 - Staff understand reporting procedures and confidentiality requirements.
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Supervision

- Parents/carers remain responsible for supervising their child throughout Sessions unless otherwise agreed.
 - Children must never be left unattended.
 - Appropriate supervision ratios and risk assessments will be maintained.
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Recognising Concerns

Concerns may include:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Bullying
- Domestic abuse exposure
- Online safety concerns

Any safeguarding concern must be reported immediately to the Designated Safeguarding Lead.

Reporting Concerns

Designated Safeguarding Lead (DSL):

Rosemary Millward

Email: rosie@preformers.co.uk

All concerns will be:

- Recorded appropriately
 - Handled sensitively
 - Shared only on a need-to-know basis
 - Referred to relevant authorities where necessary
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Confidentiality

Safeguarding information will be treated confidentially but may be shared where necessary to protect a child.

Review

This policy will be reviewed annually or sooner if legislation or operational needs change.

Date Approved: 7 May 2026

Review Date: May 2027

2. Code of Conduct

Introduction

Preformers aims to provide a welcoming, inclusive, and positive environment for all children and families.

Respect and Behaviour

All attendees are expected to:

- Treat others respectfully
- Use appropriate language
- Encourage kindness and inclusion
- Respect personal boundaries
- Follow staff instructions

Discrimination, bullying, intimidation, or aggressive behaviour will not be tolerated.

Parental Responsibilities

Parents/carers must:

- Supervise their child at all times
 - Support safe participation
 - Inform Preformers of any medical or additional needs
 - Avoid disruptive behaviour during Sessions
 - Arrive and collect children promptly
-

Photography and Social Media

- Photos/videos of your own child may be taken for personal use.
 - Images of other children must not be shared publicly without consent.
 - Preformers reserves the right to restrict photography where necessary.
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Health and Safety

All attendees must:

- Follow venue safety rules
 - Report hazards or concerns
 - Use equipment appropriately
 - Follow emergency procedures if instructed
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Breaches of Conduct

Preformers reserves the right to refuse entry or remove individuals from Sessions where behaviour is unsafe, disruptive, or inappropriate.

Date Approved: 7 May 2026

Review Date: May 2027

3. Complaints Procedure

Introduction

Preformers is committed to delivering high-quality classes and customer service.

We welcome feedback and aim to resolve concerns fairly and promptly.

Informal Resolution

Where possible, concerns should first be raised informally with Rosemary Millward.

Many issues can be resolved quickly through open communication.

Formal Complaints

If the issue cannot be resolved informally, complaints should be submitted in writing via email.

The complaint should include:

- Your name
 - Details of the concern
 - Relevant dates/times
 - Any supporting information
-

Complaint Process

- Complaints will be acknowledged within 5 working days.
- Complaints will be investigated fairly and confidentially.
- A written response will usually be provided within 14 working days.

If additional investigation time is required, you will be informed.

Appeals

If dissatisfied with the outcome, you may request a further review in writing.

Confidentiality

Complaints will be handled sensitively and shared only where necessary.

Contact

Rosemary Millward
Preformers Owner & Director
rosie@preformers.co.uk

Date Approved: 7 May 2026

Review Date: May 2027

4. Health, Hygiene & Infectious Illness Policy

Introduction

Preformers is committed to maintaining a clean, healthy, and safe environment for children, families, and staff.

This policy replaces previous COVID-19-specific procedures and reflects current public health guidance.

Illness and Attendance

Children or adults should not attend Sessions if they:

- Have a contagious illness
- Have a fever
- Are vomiting or experiencing diarrhoea
- Are otherwise too unwell to participate comfortably

Parents/carers should notify Preformers of contagious illnesses where appropriate.

Hygiene Measures

Preformers promotes:

- Regular handwashing
 - Good respiratory hygiene
 - Cleaning of equipment and props
 - Ventilation where possible
 - Safe cleaning practices
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Cleaning

- Shared props and equipment are regularly cleaned.
 - High-contact surfaces are maintained appropriately.
 - Cleaning products are stored safely.
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Public Health Guidance

Preformers may introduce temporary measures in response to:

- Local outbreaks
- Public health advice
- Government guidance

- Venue requirements
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Medical Emergencies

- A qualified first aider will be present where possible.
- Emergency services will be contacted when necessary.
- Parents/carers remain responsible for providing accurate medical information.

Date Approved: 7 May 2026

Review Date: May 2027

5. Data Protection & GDPR Policy

Introduction

Preformers is committed to protecting personal data and complying with UK GDPR and the Data Protection Act 2018.

Information Collected

Information may include:

- Parent/carers contact details
 - Emergency contacts
 - Child names and dates of birth
 - Medical or accessibility information
 - Attendance and payment records
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Lawful Basis

Personal information is processed under:

- Consent
 - Contractual necessity
 - Legal obligations
 - Legitimate interests
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Data Security

Preformers:

- Restricts access to personal information
 - Uses secure systems where possible
 - Stores records appropriately
 - Removes information when no longer required
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Data Sharing

Information is only shared:

- With trusted providers where necessary
- For safeguarding purposes
- Where legally required
- In emergencies

Preformers never sells personal information.

Your Rights

Parents/carers may:

- Request access to information
 - Request corrections
 - Request deletion where appropriate
 - Withdraw consent
 - Raise concerns with the ICO
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Contact

Data Protection Lead: Rosemary Millward

rosie@preformers.co.uk

Date Approved: 7 May 2026

Review Date: May 2027

6. Equality, Diversity & Inclusion Policy

Statement

Preformers is committed to creating an inclusive environment where every child and family feels welcomed, respected, and valued.

Equality Principles

Preformers does not discriminate on the basis of:

- Race
 - Ethnicity
 - Religion or belief
 - Disability
 - Gender
 - Sexual orientation
 - Family structure
 - Socio-economic background
-

Inclusion

We aim to:

- Make reasonable adjustments where possible
 - Encourage participation from all children
 - Celebrate diversity positively
 - Foster respect and understanding
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Bullying and Harassment

Preformers has zero tolerance for:

- Bullying
- Harassment
- Discrimination
- Exclusionary behaviour

Concerns will be addressed promptly and appropriately.

Accessibility

Parents/carers are encouraged to discuss additional support needs with Preformers before attending Sessions.

Date Approved: 7 May 2026

Review Date: May 2027

7. Fire Safety Policy

Introduction

Preformers takes fire safety seriously and works with venues to maintain safe evacuation procedures.

Fire Safety Measures

- Venues must provide appropriate fire safety equipment.
 - Fire exits must remain clear.
 - Evacuation routes must be known to staff.
 - Risk assessments will consider fire safety.
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Evacuation Procedure

In the event of a fire alarm:

- Participants must leave immediately.
 - Staff will direct families calmly.
 - Parents/carers remain responsible for their child.
 - All attendees must proceed to the designated assembly point.
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Drills and Training

- Staff will familiarise themselves with venue procedures.
- Fire evacuation procedures will be reviewed regularly.

Date Approved: 7 May 2026

Review Date: May 2027

8. Health & Safety Policy

Introduction

Preformers is committed to providing a safe environment for all participants.

Responsibilities

Preformers will:

- Conduct risk assessments
- Maintain suitable insurance
- Promote safe practice
- Maintain equipment appropriately
- Respond to incidents appropriately

Parents/carers must:

- Supervise their child
 - Inform Preformers of medical needs
 - Follow safety instructions
 - Ensure children wear suitable clothing and footwear
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First Aid

- First aid equipment will be available.
 - Accidents/incidents will be recorded where appropriate.
 - Emergency contacts may be used if necessary.
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Equipment and Props

- Equipment is checked regularly.
- Damaged equipment will be removed.
- Props must be used safely.

Risk Assessments

Risk assessments are reviewed regularly and updated where necessary.

Accidents and Incidents

Any accidents, injuries, or near misses should be reported immediately.

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Review Date: May 2027

9. Privacy Policy Summary

Preformers collects and uses personal information only for legitimate business, safeguarding, and operational purposes.

Full details are available within the standalone Privacy Policy document.

Key points:

- Information is stored securely.
- Information is never sold.
- Parents/carers may request access to information.
- Promotional photography requires consent.
- UK GDPR principles are followed.

Contact: rosie@preformers.co.uk

10. Safeguarding Policy

Policy Statement

Preformers is fully committed to safeguarding children and promoting their welfare.

Safeguarding concerns will always be treated seriously.

Designated Safeguarding Lead

Rosemary Millward

Email: rosie@preformers.co.uk

Responsibilities

The DSL is responsible for:

- Managing safeguarding concerns
 - Maintaining records
 - Liaising with external agencies
 - Ensuring training is current
-

Safer Practice

- Appropriate professional boundaries are maintained.
 - Concerns are recorded accurately.
 - Confidentiality is respected.
 - Staff understand reporting procedures.
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Recognising Abuse

Staff are aware of indicators of:

- Physical abuse
 - Emotional abuse
 - Sexual abuse
 - Neglect
 - Domestic abuse exposure
 - Online exploitation
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Reporting

Concerns may be referred to:

- Staffordshire Children's Advice & Support Service
- Emergency Duty Team
- Police
- NSPCC

Emergency: 999

NSPCC Helpline: 0808 800 5000

Review

This policy is reviewed annually.

Date Approved: 7 May 2026

Review Date: May 2027

11. Website Terms of Use Summary

By using the Preformers website, users agree to:

- Use the website lawfully
- Respect intellectual property rights
- Avoid misuse or harmful activity
- Accept that third-party links are outside Preformers' control

Preformers reserves the right to update website content and policies at any time.

Full Terms & Conditions are available separately.

Contact Information

Preformers
109 Bridgeman Way
Lichfield
Staffordshire
WS14 0AL

Email: rosie@preformers.co.uk

Website: www.preformers.co.uk



