



Loanhead After School Project

Policies & Procedures

LASC Policies and Procedures

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Amendment Control and Review to Policy Documents

| Policy | Amendment /Review | Date |
|--|---|----------|
| Infectious Control | Designated isolation area | 08.02.10 |
| Children's Participation policy | Children have a right to choose their own ideas | 08.02.10 |
| Parent's Participation | Regular open days Actively listen to parents suggestions & feedback | 08.02.10 |
| Dealing with unwanted behavior policy | No update required | 23.03.10 |
| Emergency evacuation procedures | Fire Evacuation point | 23.03.10 |
| No Smoking policy | Allocated smoking area out of school grounds Wearing of uniform when smoking | 23.03.10 |
| Health & Safety | Car park area Nursery Cupboard Food probe thermometer Mobile phones | 23.03.10 |
| Accident & Incidents | Reporting of serious incidents Named Health & Safety Officer First Aid form | 23.03.10 |
| Infectious diseases | Included | 10.04.10 |
| Healthy eating / physical activity and well being policy | Included | 10.04.10 |
| Drugs & Alcohol policy | Included | 10.04.10 |
| Equal Opportunities & Inclusion Policy | Included | 14.04.10 |
| Disability discrimination policy | Included | 14.04.10 |
| Health & Safety policy | Reviewed & name changes | 29.07.10 |
| Mental Health Policy | Included | 05.10.10 |
| Sun Protection Policy | Included | 05.10.10 |
| Dignity at Work Policy | Included | 05.10.10 |



Playwork Principles

These Principles establish the professional and ethical framework for playwork and as such must be regarded as a whole. They describe what is unique about play and playwork, and provide the playwork perspective for working with children and young people. They are based on the recognition that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

1. All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons. The team will honour the children's requests and offer support and seek feedback on the activity.
3. The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
5. The role of the playworker is to support all children and young people in the creation of a space in which they can play.
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
7. Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of children.

www.skillsactive.com/playwork/principles

Reviewed : December 2009

Next review : December 2010



Admissions Policy

The project is open to all children aged 2—14 who register with us. Priority for places will be given to parents/carers in full or part time employment, further education or training. The Project is also able to offer respite care with prior arrangement with the Project Manager.

The After School Clubs offer childcare for children of primary school age, attending Loanhead, St. Margaret's, Roslin, Bilston and Paradykes Primary Schools.

We have provision for nursery age children at the Ramsay Campus before and after nursery and in Roslin. Breakfast Club only and pupils from S1 at all Clubs.

The community nursery offers places to children aged 2 up to school age.

Places in the holiday club can be taken to any child who registers with us.

All forms must be satisfactorily completed and annual registration fee paid before bookings can be made. It is the parent's responsibility to ensure that forms are updated should information change. Priority for places will be given to brothers/sisters of children already registered with the project. Other admissions will be dealt with on a first come first serve basis and will be allocated with regard for equality and fairness. A waiting list will come into operation should all places be taken. Names will move up the waiting list as places become available. The Project will reserve up to 5 spaces for children with additional support needs at each club. The Project will require prior notice for children with additional support needs to enable us to adequately meet their needs.

Playworkers are expected to be aware of this policy, be able to refer to it for enquiries and to keep all information received, confidential. Refer to our Record Keeping Policy. Parent information handbooks and application packs for after school club and nursery are available from the office, and all returned forms should be administered through office or senior staff.

This relates to Standard 8 - Equality and Fairness

Reviewed : December 2009

Next Review : December 2010



Child Protection Policy

Article 19 of the UN Convention on the Rights of the Child states that children have the right to be protected from harm.

It is the policy of the Project to safeguard the welfare of all children by protecting them from physical, sexual or emotional harm. Staff should at all times show respect and understanding for children's rights, safety and welfare and conduct themselves in a way that reflects the Aims and Objectives of the Project. Staff are required to undertake child protection training as part of their employment contract, and this should be updated at least every 2 years.

In order to help protect children staff are expected to follow the procedures set out on the following pages.

If you are concerned about a child you have a duty to report your concerns. This will normally be to the Project Manager. However if she, or another senior worker are not available you can call social work department for help and advice.

Weekdays from 9am – 5pm

You should contact Dalkeith Social Work Centre on 0131 271 3860

This will get you through to the main switchboard you should then ask for the “Duty social worker for the Children and Families team”.

Weekdays after 5pm

If you have an urgent concern ie you are concerned that the child is in imminent danger you can call the emergency social work Team based at Shrubhill in Edinburgh. The number is 0800 7316969

If you call social work for help or advice, or to make a referral, you are required to record your concerns as per LASC Child Protection Policy. You should also inform the project manager as soon as is appropriate that you have done so.

Responding to observed signs and indicators of possible abuse

- Consider the signs and indicators of possible abuse
- Consider other information about the child ie family background, history, changes in behaviour, staff discussion

After consideration, if you have any concerns about a child's welfare you have a duty of care to report this.

Confidentiality must be maintained, at all times. You must not and cannot tell anyone else, including colleagues and parents, unless you are asked to do so by senior staff. Even after a case is closed you must not talk about it with anyone.

- *Note down your concerns, keep this information confidential. Only pass this information to the senior worker in charge. This will normally be Irene Hogg, the project manager, however if she is not present the most senior worker should be informed. You should use the form provided and complete it as fully as possible. Forms are filed on the computer system under “Shortcut to Office files/Forms and Templates/Child Protection Form” You should print out a form and complete it*

ensuring you date and sign it. Ramsay and Roslin Campus have paper copies of this form available. You must make clear in the report these are observed signs and indicators. All documents must be kept in a secure place where only senior workers have access

- The senior worker will decide whether to report your concerns to the social work department. A social worker will then investigate the case, or may already be investigating the case. You may be asked for further involvement by the social work department, or you may hear no more about the case.

Responding to a disclosure

- Listen to what the child is saying to you
- Remain calm, do not jump to conclusions
- Reassure the child that they have done the right thing by telling you
- Inform the child that you have to tell someone else about this as they can help you and the child
- Do not ask leading questions. Remember it is not your job to investigate the allegation. It is your job to support the child and listen.
- Tell the child what you are going to do next
- As soon as possible after the conversation, report the disclosure on the forms required (as above).
- Pass this information to the senior worker, who will decide whether or not to contact social work

If you are the senior worker you must decide if there are grounds for concern. If you are concerned in anyway you should report these to social work.

Minimising risk of allegations against staff

As a playworkers you are in a unique position. You are likely to build a relationship with children which is based upon trust and friendship. Whilst this is a positive relationship it could also put you in a position which could be misinterpreted by others. Playworker must be aware of their professional boundaries and be aware of their behaviour both in the setting and out with.

In general

- Do not spend time alone with children away from other staff
- Do not spend time alone with children away from the play setting

LASC strongly recommend that playworkers do not engage with children and young people out with the setting and on internet communication such as chat rooms. This advice is designed to protect playworkers from possible allegations from children or parents/carers. Occasionally you may be approached to baby sit or child mind for parents not within working hours. Any such arrangement must be undertaken on the assumption that the arrangement is between the parents/carers and yourself as an individual not as a LASC employee. We would recommend that in such circumstances playworkers act in a manner which is compatible with LASC policy.

Clearly there may be times where being alone with children during working hours is unavoidable ie pick ups from school/nursery or assisting younger children in the toilet area. When this happens it should be with the full knowledge of senior workers and parents or carers (ie should be discussed beforehand)

Staff must never

- Engage in rough physical games with children, including inappropriate picking up of children
- Allow, or engage in, inappropriate touching of any form
- Engage in sexually provocative games

- *Use, or allow children to use, inappropriate language*
- *Make sexually suggestive comments about a child, even in fun*
- *Do things of a personal nature for children that they can do for themselves*

Staff must always

Record or report any allegation a child has made to the senior worker

Staff are expected to always monitor the children's use of the internet.

If you are concerned in any way about the work you are asked to undertake, you have a responsibility to raise these concerns with a senior worker.

This relates to Commission Standard 2 - A Safe Environment, Standard 3 - Health and Well being, Standard 6—Support and Development, Standard 7 - A Caring Environment, Standard 14—A Well managed Service.

Reviewed : December 2009

Next Review : December 2010



Equal Opportunity & Inclusion Policy

The aims of this policy are to ensure that:

- No-one receives less favourable treatment, on grounds of race, colour, nationality, ethnic or national origins, gender, sexual orientation, religion or belief, disability or age; or is disadvantaged by any conditions, requirements, provisions, criteria, procedures or practices that cannot be justified on any other grounds, or victimised for taking action against any form of discrimination or harassment, or instructed or put under pressure to discriminate against, or harass, someone on the above grounds.
- The organisation is free of unwanted conduct that violates the dignity of workers or creates an intimidating, hostile, degrading, offensive, or humiliating environment.
- Opportunities for employment, training and promotion are equally open to male and female candidates, candidates from all racial groups, candidates with or without disabilities, and candidates of any age, and of any sexual orientation, religion or belief.
- Selection for employment, promotion, transfer, training, and access to benefits, facilities and services, will be fair and equitable, and based solely on merit.

This policy applies to all aspects of employment, from recruitment to dismissal and former workers' rights.

We will take the following steps to put the policy into practice and make sure that it is achieving its aims:

1. The policy will be a priority for the organisation.
2. The Project Manager will be responsible for the day to day operation of the policy.
3. The policy will be communicated to all workers and job applicants.
4. Workers and their representatives and trade unions will be consulted regularly about the policy, and about related action plans and strategies.
5. All employees will be trained on the policy, on their rights and responsibilities under the policy, and on how the policy will affect the way they carry out their duties. No-one will be in any doubt about what constitutes acceptable and unacceptable conduct in the organisation.
6. Managers and workers in key decision-making areas will be trained on the discriminatory effects that provisions, practices, requirements, conditions, and criteria can have on some groups, and the importance of being able to justify decisions to apply them.
7. Complaints about discrimination or harassment in the course of employment will be regarded seriously, and may result in disciplinary sanctions, and even dismissal. The complaints procedure will be published a form that is easily accessible.
8. Opportunities for employment, promotion, transfer and training will be advertised widely, internally and externally, and all applicants will be welcomed, irrespective of race, colour,

nationality, ethnic or national origins, gender, sexual orientation, disability or age, religion or belief.

9. All workers will be encouraged to develop their skills and qualifications, and to take advantage of promotion and development opportunities in the organisation.
10. Selection criteria will be entirely related to the job or training opportunity.
11. We will make reasonable changes to overcome physical and non-physical barriers that make it difficult for disabled employees to carry out their work, and for disabled customers to access our services.
12. We will take a flexible approach to working arrangements. We will consider requests for changes carefully and objectively, and will accommodate them unless it would cause significant difficulties to the business or the employee.
13. Information on the ethnic and racial background, gender, disability, and age of each worker and applicant for employment, promotion and training will be collected and analysed, to monitor each stage of the recruitment process. The information will be held in strictest confidence and will only be used to promote equality of opportunity. Information about the religion/belief and sexual orientation of employees may also be monitored.
14. If the data shows that people from particular groups are under-represented in particular areas of work, lawful positive action training and encouragement will be considered for workers and others from that group, to improve their chances of applying successfully for vacancies in these areas.
15. Grievances, disciplinary action, performance assessment, and terminations of employment, for whatever reason, will also be monitored by gender, racial group, age, disability, religion/belief and sexual orientation.
16. Requirements, conditions, provisions, criteria, and practices will be reviewed regularly, in the light of the monitoring results, and revised if they are found to, or might, unlawfully discriminate on any of the above grounds.
17. All contracts between LASC and contractors to supply goods, materials or services will include a clause prohibiting unlawful discrimination or harassment by contractors and their staff, and by any sub-contractors and their staff. The clause will also encourage contractors and potential contractors to provide equality of opportunity in their employment practices.
18. Parents and clients will be made aware of the policy, and of their right to fair and equal treatment, irrespective of race, colour, nationality, national or ethnic origins, sexual orientation, gender, religion/belief, disability or age.

Ensuring Equal opportunities and Inclusion amongst the Children

19. "By aiming for inclusive play we are simply aiming for the best play experiences we can offer to all children"
(Theresa Casey, (2005) Inclusive Play, Practical Strategies for Working with Children aged 3—8, Chapman Publishing)
20. The Project aims to be an inclusive play space where all children are welcomed, and can take part in play. This means aiming to meet the needs of all children who attend, and reducing barriers to access. The Project believes in the dignity, privacy, choice, safety, potential, equality and diversity of its users. We will actively promote these principles by;
21. Treating everyone with dignity and respect
Valuing different ethnic backgrounds, language, culture and faiths
Providing, when appropriate, and if possible, materials and information in different formats and languages
establishing an environment free from bullying, harassment and discrimination

Regular consultation with users

Train staff in recognising harm, abuse, neglect, bullying and discrimination and challenging such behaviour

Programming activities and events which are inclusive of those with different cultures, faiths and languages

Promoting anti-discriminatory and inclusive practice amongst staff and users by providing flexible adaptive spaces

22. Staff are expected to understand anti discriminatory and inclusive practice and actively promote this in their work. Racist, sexist or other discrimination amongst children or staff will not be tolerated. Refer to the Behaviour Policy. Playworkers are expected to regularly observe children during play and ensure that all children have equality of access to play. This will mean supporting children in different ways.

These relate to Care Commission Standard 1 - Being Welcomed and Cared For, Standard 3 - Health and Well Being, Standard 5 - Quality of Experience, Standard 6 - Support and Development, Standard 8 - Equality and Fairness. Standard 9 - Involving the Community, Standard 11 - Access to resources

Reviewed April 2010

Next Review April 2011



Disability Discrimination Policy

The following statement complies with the Disability Discrimination Act 1995:

“It is unlawful for employers to discriminate against current or prospective employees with disabilities. Employers are required to act in a fair and common sense way.”

The aim of our policy is to ensure that no employee or job applicant receives less favourable treatment on the ground of disability or is disadvantaged by conditions or requirements that cannot be shown to be justifiable. The company will make any reasonable adjustments so that disabled persons are not put at any disadvantage compared with a non-disabled person. Selection criteria and procedure will be frequently reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and not their physical/mental abilities/disabilities. All employees will be given where appropriate, special training, to progress within the organisation. The Company is committed to a programme of action to make this policy fully effective.

The satisfactory operation of our Disability Discrimination Policy is the responsibility of every employee within the Company but principally the Project Manager to whom all queries should be directed.

The following headings are an integral part of our Disability Discrimination Policy and the implementation of each section is the responsibility of the Project Manager with the complete co-operation of the other Directors who shall be fully aware of all current relevant legislation.

Recruitment

The company will ensure recruitment and employment practises maximise the opportunity to attract and keep disabled persons. The job description/person specification for the vacant post will only include requirements which are clearly related to the duties in the effort to not deter the disabled by inadvertently discriminating against any person.

Discrimination and Harassment

Any employee who feels that he/she has any grievance for whatever reason, but especially disability discrimination or harassment of any kind, should make known his/her grievance to his/her Line Manager and if not satisfied with the action taken as a result of his/her complaint, shall appeal against this decision to the Project Manager, in writing. The Project Manager shall endeavour to rectify the situation at the earliest opportunity.

Recruitment Advertising

Job applicants will be informed of Company Policy on Disability Discrimination. Job applicants will be informed that the Company complies fully with the Disability Discrimination Act 1995 and shall receive a copy of this statement on request.

Provision of Services

Where necessary to ensure that the services we provide are suitable for people or organisations with disabilities the company will make every effort to arrange for the provision of suitable facilities or arrangements to ensure that anyone in this situation is not unduly disadvantaged.

Reviewed December 2009

Next Review December 2010



Promoting Positive Behaviour Policy

The child's right to play must be at the centre of all procedures playworkers use when managing situations. It is not the role of the playworker to discipline children. It is therefore the intention of this policy to provide guidance in helping children deal with their behaviour rather than put in place sanctions which will punish the child. We acknowledge that often a child's right to play is disrupted by the behaviour of other children and therefore guidance is required on how to deal with this.

Where a child or playworker's personal safety is threatened (ie physical or verbal abuse) playworkers should use their professional judgement in deciding when it is appropriate to intervene. This will be based upon the age of the child and the ability or intention of the child to deal with the situation themselves. Should a child wish to deal with the situation, the playworker will always remain close to offer support if required.

If the playworker decides it is appropriate to intervene this should be done in a positive and constructive manner. The playworker should primarily be seeking to understand why this behaviour has occurred. This may also be based upon observation of the child and their behaviour. The behaviour is likely to be based upon one, or both of the following factors.

Factors out with our control. For example a bad day at school, disruption in the family, or arguments with friends. In these circumstances the playworkers should empathise and understand the behaviour and put in place strategies to help the child deal with their feelings. This may include time away from the rest of the children, or a chance to deal with aggression or a talk through the problems.

Factors within our control. For example boredom, play opportunities not suitable, appropriate, lack of space to move around etc. Playworkers are expected to be able to adapt the environment to help meet these needs.

It may be the case that a child displays behaviour which is not normally socially acceptable due to additional support needs. Playworkers are expected to have the knowledge of the child and his/her needs and react accordingly, or seek advice from a more experienced playworker to help deal with the situation.

We believe that if a child's needs are being met, disruptive behaviour will not occur therefore playworkers should strive to meet children's play needs. We also recognise that this may not always be possible. Strategies for playworkers are suggested over.

This relates to Care Commission Standard 3—Health and Wellbeing, Standard 4 Engaging with Children, Standard 7—A Caring Environment Standard 14 - Well Managed Service

Your behaviour is also key to the behaviour of children. Playworkers should appear to be enthusiastic and positive about play and be an effective role model for other playworkers. Playworkers should never shout at children. Responding to unwanted/unacceptable behaviour by becoming angry or raising your voice is likely to result in an escalation of the situation.

Playworkers should;

Recognise particular times of day, or events and activities in which disruptive behaviour is more likely to occur, (for example low staff numbers, snack times, rainy

days) and put in place strategies to avoid this.

Recognise the difference between playful behaviour and behaviour which may cause harm to others. If behaviour is dangerous or may cause harm to others playworkers should;

Take a moment to consider why this behaviour has occurred and consider an appropriate reaction to the behaviour(taking a breath often helps)

Develop a range of responses to behaviour which will positively deal with the situation. It is inappropriate to treat each situation in exactly the same manner as each child is different and will react differently. In general terms, however the child or children concerned should be encouraged to talk with the playworker in a calm manner away from other children. This discussion may include an explanation of why the child behaved in the way they did and what effect it had on other children if appropriate.

Recognise when you are feeling angry or frustrated with a child's behaviour and ask for help from another playworker. Dealing with the situation when you are tense or angry will not help.

Be prepared to look at your own behaviour and that of other playworkers which may have led to the behaviour happening (ie were the child's needs being met) and be prepared to discuss this openly with other team members in order to best meet the needs of the child

Playworkers concerned about any particular behaviour by a child should record incidences of the behaviour. This report should include what happened just before the situation, details of the incident and the response of the playworker. These reports are valuable tools in developing strategies for dealing with future behaviour issues.

Playworkers should never shout at a child, blame the child for the behaviour or label them as “naughty” or “difficult” etc

Reviewed : 23rd March 2010

Next Review March 2011



Accidents and Incidents Policy See also Health and Safety Policy

Loanhead After School Project is committed to providing a healthy environment for staff, volunteers, children, parents and visitors. The management will operate with due regard to the health and safety of any person using or visiting the project. We will do this by;

- i. Ensuring the Project has a Health and Safety Policy which is adhered to
- ii. Ensuring the Project Manager retains overall responsibility for establishing and monitoring Health and Safety arrangements, and having procedures in place to enable this.
- iii. Having a named staff member who is responsible for monitoring health and safety within each play setting on a day to day basis.
- iv. At all times having at least 75% of our staff trained and holding current first aid certificates
- v. Ensuring all accidents/incidents involving staff, volunteers, children, parents and visitors are recorded and that all staff and volunteers are trained in how to do so
- vi. Having an accident and an incident book available at all times the project is open
- vii. Ensuring all accident/incidents which are required to be reported to authorities such as the Health and Safety Executive are reported. This will be the responsibility of the Project Manager.
- viii. All accidents /incidents involving the projects premises should be reported to the senior worker in charge who will inform the project management

Staff are expected to;

- i. Undertake first aid training (or already hold a current first aid certificate). Only staff who are trained to do so should respond to injuries.
- ii. Report any accidents or incidents immediately in the appropriate manner. All accidents involving injury to staff or children must be recorded in the accident book which is kept in the office. Accidents involving children must be reported to parents or carers as soon as possible and the accident book should be signed by the parent/carer to confirm they have received the information. Serious incidents are to be recorded in writing in the incident book, which should remain confidential, others incidents should be relayed to the senior worker on duty verbally, or written in the message book
- iii. Be aware of hazards, and potential hazards, and encourage the children to be aware of these, and to respond to these in the appropriate manner. You must also balance the need for the children to experience risk and challenge against the need to keep them safe from harm
- iv. Be aware of the health and safety policy including the need for regular health and safety checks and risk assessments

If you administer first aid – **you MUST complete an accident form. All accident forms must be signed and dated by staff member and parent on the day of the accident. Staff must make sure it is clearly signed by a member of staff and the parent.**

If in doubt fill in a form

Incidents must all be written up in the incident book and again signed and dated. Leave at least one page between reports in incident book in order to write up any follow up reports.

If a child approaches a staff member to say they have hurt themselves- this must be checked. If this happens during breakfast club staff must inform the school what has happened and any injury so that they are aware if the child complains during the school day.

All serious accidents & incidents are to be reported to the named personnel in each setting

Roslin Alan Docherty at Roslin pavilion

Ramsay Community Learning & Development Dept at Ramsay Campus

LCLC Irene Hogg

All accidents/incidents must also be reported to Irene Hogg as head of the project.

Health & Safety Officers in each setting are as follows:

Roslin Lesley Smart (Vicky Lynch to cover in Lesley's absence)

Ramsay Marie Dickson

LCLC Yvonne Toddman (breakfast) Nicola Hamilton (Nursery & ASC)

John Hogg is overall Health & Safety Officer for all projects.

This relates to Care Commission Standard 3 - Health and Well being, Standard 14 - A Well Managed Service

Reviewed : 8th February 2010

Next Review February 2011



Health and Safety Policy

The Project views the health and safety of its staff, children, parents, volunteers and visitors as of paramount importance. We also believe that children need to and want to experience risk and challenge during play. Playworkers must manage the level of risk according to the needs of the children so that they are not exposed to unacceptable harm.

“Children need and want to take risks when they play. Play provision aims to respond to these needs and wishes by offering children stimulating, challenging play environments for exploring and developing their abilities. In doing this, play provision aims to manage the level of risk so that children are not exposed to unacceptable risks of death or serious injury.”
Play Safety Forum

www.ncb.org.uk

We aim to;

- i. provide a safe environment in line with all relevant legislation
- ii. provide premises which are smoke free. Smoking is not permitted throughout the building or the surrounding area. Staff and volunteers are not permitted to smoke at any time whilst in contact with the children. Should staff require support to cease smoking, relevant literature and contact numbers are available (see smoking policy)
- iii. Remain within correct staff: child ratio. staff; children ratios are as follows, age 2 and under 3 years 1:5 age 3 and over 1;8 If all children are 8 or over 1; 10. Two adults will be in attendance at any one time. Where children aged 3 and over attend for a session which is less than 4 hours (continuously) the ratio may be 1;10. This means that our normal Mon—Thurs ASC session can be 1;10.
- iv. provide equipment and toys which are clean and well maintained and have established procedures for this.
- v. undertake regular risk assessments of clubs premises, equipment and activities.
- vi. nominate one senior staff member to have responsibility for undertaking regular health and safety checks. Contingency plans will be made if (s)he is absent
- vii. ensure the Project's management are aware of their responsibilities under relevant Health and Safety legislation.
- viii. ensure the Child Protection and Accidents and Incidents Policies are adhered to
- ix. ensure all food (including baking activities) is prepared within basic food hygiene guidelines
- xi. Ensure safe operation of setting up and putting away of bouncy castle (see guidance notes from Health and Safety Executive and LASC procedure)
- xii. encourage children to learn about healthy lifestyles through play activities
- xiii. ensure children are appropriately supervised, but not over protected (see providing play opportunities section)
- xiv. provide regular access to outdoor play for at least 50% of the time they attend the project
- xv. ensure at least 75% of all staff hold a current First aid certificate

Staff are expected to be aware of the following:

- i. The Loanhead After School Club has a named Health & Safety Officer for all sites. The H&S Officer is John Hogg
The following named individuals have responsibility to undertake regular health and safety checks within the different projects.

| | |
|--------------------------|-----------------|
| Loanhead Breakfast Club | Yvonne Todman, |
| Loanhead Breakfast Club | Nicola Hamilton |
| Roslin After School Club | Lesley Smart |
| Ramsay Campus | Marie Dickson |

- ii. Every playworkers have responsibility to undertake risk assessments for the activities they are planning. Children should be exposed to a level of risk and challenge during play. The playworker is responsible for assessing the degree of risk and supervise the activity accordingly.
- iii. Use, storage and administration of medication—Playworkers will not normally be expected to administer medication unless in an emergency and then only by staff trained to do so. Exceptions to this must be dealt with by a senior staff member. An administration of medication form must be completed in advance, by the parent/carer. These must be dated and signed. These forms are kept in a locked filing cabinet in the offices of Loanhead, Roslin and Ramsay.
- iv. If a child has sickness and/or diarrhoea or other infectious illness, the child should be isolated from the other children as much as possible. The parent or emergency contact should be phoned and the child removed from the club. The child should be free of sickness and/or diarrhoea for 48 hours before returning to the club. Playworkers should inform parents of this as they pick up their child. Children should not be sent to the ASC if they have an infectious illness. Any concerns about a child should be discussed with the senior worker or Project Manager. Notices will be put up in the setting informing other parents of an infectious illness.
- v. While on outings to sites that have pets or animals and to insure the health and safety of our children and control of infection, staff are required to follow the policies and procedures of the venue. This will include regular hand washing after contact with animals.
- vi. If staff notice or suspect headlice, the parents should be informed as the child is picked up. This should be done in a sensitive manner and staff should advise the parent/carer to treat the child. Staff should then put a notice on the parents notice board for parents to be aware of headlice.
- vii. Food Safety. Staff must adhere to the guidelines on the following page when preparing snack, or undertaking a baking activity. All projects must have a food probe thermometer and should report and fault to the main office.
- vii. Staff should be aware of safe moving and handling techniques (training is available) and should familiarise themselves with the procedure for setting up and clearing away of bouncy castle (see procedures).
- viii. To ensue the safety of children during pick up and drop off. Ensure strict control when in the vicinity of moving vehicles.
- ix. All staff volunteers, schools & college placement visitors will not be allowed mobile phones on the play setting at any time.
- x. All equipment must be stored in cupboards properly and in a safe manner.
- xi. Toilets must be checked several times during the day signatures must be displayed

Cleaning

Effective cleaning gets rid of bacteria on hands, equipment and surfaces. This helps to stop bacteria from spreading onto food.

What you need to do

- i. Every one who handles food must wash their hands before starting work, after a break, after going to the toilet, after emptying a bin and before starting a new task.*
- ii. Clean food areas and equipment between different tasks, especially after handling raw food*
- iii. Clean as you go, mopping up any spills as they happen*
- iv. Use appropriate cleaning products and follow the manufacturers instructions*
- v. Don't let food waste build up.*

Cooking

Thorough cooking kills harmful bacteria in food

What you need to do

- i. Don't serve any food that isn't properly cooked, check with food temperature probe*
- ii. Once food is cooked, serve it immediately or keep it hot until serving*
- iii. If you are cooking food in advance, cool and chill it quickly*

Chilling

Chilling food stops bacteria from growing and multiplying.

What you need to do

- i. Put food that needs to be chilled in the fridge straight away*
- ii. Cool cooked food as quickly as possible and then put it in the fridge*
- iii. Keep chilled food out of the fridge for the shortest time possible during preparation*
- iv. Don't overload the fridge*

Cross contamination

Cross contamination is when bacteria spread between food, surfaces or equipment. It is most likely to happen when raw food touches (or drips onto) other food, equipment or surfaces.

What you need to do

- i. Keep raw and ready to eat food separate*
- ii. Wash your hands thoroughly after touching raw food*
- iii. Clean surfaces thoroughly before you start to prepare food and after they have been touched by raw food*

Reviewed July 2010

Next Review July 2011



Emergency Evacuation Procedure

On hearing the fire alarm, staff should immediately end the play.

In a clear, calm manner, inform the children that the noise they are hearing is the emergency alarm and they must leave the building as soon as possible.

Direct the children to the nearest fire exit.

Check there are no children left in the area that you are responsible for and lead the children to the fire assembly point. Once there reassure the children.

The most senior member of staff in the setting is responsible for collecting the daily register. (In Loanhead the administrative team must call the emergency services by dialing 999). Also, if it is safe to do so, a member of staff as requested by the senior member of staff should check the toilets and make sure there are no children. Once everyone has been evacuated the senior member of staff must call out the names of the register and ensure all children are present. Staff should also report their presence to the senior worker.

You must not reenter the building until you have been told it is safe to do so by the fire services.

On returning to the building, reassure the children and discuss the event as appropriate. Raise awareness of emergency procedures amongst the children.

Reviewed January 2010

Next Review January 2011



No Smoking Policy

Purpose

This policy has been developed to protect all employees, service users, customers and visitors and company drivers from exposure to second hand smoke and to assist compliance with the Smoking, Health and Social Care (Scotland) Act 2005.

Exposure to second hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non smokers within the same air space does not completely stop potentially dangerous exposure.

Rationale

Smoking is a preventable cause of premature death and ill health in our society. Passive smoking—breathing other people's tobacco smoke—is also potentially harmful. To provide a means of highlighting and raising the awareness of the dangers of smoking.

Procedures

This policy applies to all employees, contractors and visitors.

Employees will be made aware of the dangers of smoking via the Scotland's Health at Work (HWL) programme. Appropriate literature will be displayed to support no smoking campaigns.

Smoking is never allowed within the school campus nor is it allowed within the perimeter of the school campus. At no time should cigarette ends and matches be carelessly discarded or left lying around. Those employees / volunteers who do smoke, must only do so during allocated breaks and must be outside the perimeter of the school campus and well out of sight from the children. All uniforms must be covered if taking a smoke break

The smoking policy applies to all staff, contractors & visitors. The following arrangements have been made for informing contractors & visitors of the policy's existence.

Clearly worded signs will be sited.

Management & staff will inform contractors & visitors of the policy as necessary.

Implementing and Monitoring

This policy will be reviewed annually to ensure that it continues to meet the general principal. Employees violating the smoking policy shall be dealt with under the Loanhead After Schools Clubs disciplinary procedure.

Smoking Cessation

Information packs, leaflets and telephone numbers that offer information for those considering giving up smoking will be displayed and be made ready available.

Agencies who offer support groups can be contacted and arrangements made for employees wishing to attend.

Reviewed : 23rd March 2010

Next Review March 2011



Infection Control Policy

Loanhead After School Club undertake to protect all our service users from contamination, from infection, and to adhere to National Health Service guidelines to exclude and report any infection or contamination properly.

- Exclusions for infection is displayed on the notice board for parent's information and also there is information in the parents pack informing them about what they should do if their child has an infectious disease.
- We undertake to inform the relevant bodies of any notifiable illness or contamination.
- Contamination may result in the After School Club ceasing to operate and relevant bodies will be notified of this.
- To prevent contamination the setting will be kept to the highest standard of cleanliness.
- All equipment used to store food will be cleaned weekly and stock will always be checked and rotated.
- All toilet facilities will be deep cleaned as infection occurs and will continue to be monitored and cleaned until the infection is cleared.
- Any child who we become aware of having contacted an infectious illness will be removed from the play setting and parents will be informed immediately. A designated isolation area will be identified within each project.

Sickness and Diarrhoea policy

- In the event of a child having 2 consecutive loose bowel movements or is unwell through vomiting, we will contact the parent/carer to inform them that their child must be collected from the setting as soon as possible.
- In compliance with NHS Health protection guidelines any child or staff with sickness or diarrhoea must be absent from the setting until they are free from symptoms for 48 hours.

Reviewed : 23rd March 2010

Next Review March 2011



Healthy Eating / Physical Activity and Well Being Policy

A good diet is important for good health and can help to maintain a healthy body weight, enhance general well being and reduce the risks of heart disease, cancer, diabetes, osteoporosis and other diseases. Exercise is also very important. It has been proven that physical exercise is good for you and boosts self esteem and moral.

Our aim is to promote Healthy eating and physical exercise awareness to staff in order to increase level of fitness and reduce sickness and create a sense of well being

The aims are to:

Provide healthy eating information on staff notice boards

Provide healthy options at staff meetings

Provide free water to all staff

Encourage staff to use the café facilities which provide a wide range of healthy food

Encourage staff to get involved in the walking group

Promote physical activity on staff notice board ie leaflets etc

Reviewed May 09

Next Review May 2010



Drug and Alcohol Policy

Loanhead After School Club is committed to maintaining healthy, safe and productive working conditions and welfare for all its employees. Our aim is to keep the working environment free from the inappropriate use of alcohol and drugs.

This policy applies to all employees including contractors, volunteers and agency workers where applicable.

The After School Club aims to:

- Alert all employees to the risks associated with drinking alcohol and using un prescribed drugs
- Encourage employees with a drug or alcohol problem to seek help at an early stage
- Clarify the responsibility of both employees and management where it appears that a drug or alcohol problem is causing work related problems.
- Provide information and education on the adverse effects of alcohol and drugs to all employees

It must be recognised that the definition of alcohol and drugs within the terms of the policy, can be defined as a substance or product which is psychoactive (altering the mind & body). Psychoactive substances include glues and solvents.

Alcohol and Drug taking on the premises will not be permitted. Any employee arriving at work under the influence of alcohol or narcotics will be suspended and will be subject to a disciplinary hearing. Any employee arriving at work experiencing symptoms of the after effects of excess drinking or use of narcotics will be invited to attend a voice of concern, which will be followed by a disciplinary hearing for re offenders.

Further information on sensible drinking, including units can be found at:

www.infoscotland.com/alcohol

Reviewed 10 April 2010

Next Review April 2011



Record Keeping Policy

The Project will maintain records that are required for the efficient and safe management of the project and to promote the safety and welfare of the children. We will do this in accordance with the Data Protection Act.

Children's records will be kept in a locked office. Only senior and office staff will have access to this information

Information may be passed on to other staff members in order to maintain the child's health and welfare, this information will not be passed out with the club without parents/carers consent. This will include medical and personal information and emergency contact information

Parents/carers reserve the right of access to all information held about their child(ren)

The Care Commission may require access to children's information during inspection visits

Staff are expected to be aware of this policy and maintain confidentiality regarding information, breaches to this will result in disciplinary action.

This relates to Care Commission Standard 8 Equality and Fairness, Standard 14 A Well Managed Service

Reviewed : December 2009

Next Review December 2010



Complaint Handling Policy

Users of the service can be confident that they are able to complain effectively and without fear of victimisation.

The Project will;

- i. Promote an environment of mutual respect, trust and open communication
- ii. Treat every one fairly and equally
- iii. Follow guidance set out in the complaints procedure set out below
- iv. Record all complaints
- v. Treat all complaints in confidence and deal with complaints in a private area
- vi. Provide information on the response to complaints to the committee or to the care commission when requested to do so

Staff are expected to refer any complaint by parent/carer or other, immediately to senior staff. The complaint will be investigated and the complainant will be informed of the outcome. In the event of an unsatisfactory outcome the complainant retains the right to write to the committee regarding the complaint. The complainant can also contact the Care Commission directly. Information on where to write to is contained within the parents handbook.

Staff should also be aware of the Reporting of Misconduct Policy. In the case of staff grievance see Additional Information section.

All complaints will be acknowledged within 3 days

All conclusion and action resulting through complaints will be addressed and discussed with complainant within 28 days

If the complainant is dissatisfied with the proposed resolution they must contact the Board of Directors to appeal.

If this does not find a resolution then the Care Commission must be contacted to address the matter

Other than in exceptional cases, complaints will not be investigated if 12 months have lapsed.

This relates to Care Commission Standard 7 A Caring Environment ,
Standard 8 Equality and Fairness, Standard 14, A Well Managed Service

Reviewed : December 2009

Next Review December 2010



Confidentiality Policy

In order to respect the dignity and privacy of all users, the Project will actively promote confidentiality in the following ways

- i. Ensure staff are aware on procedures of handling information according to the Data Protection Act
- ii. Ensure information is kept in locked filing cabinets and in a locked office, to which only senior staff members will have access
- iii. Adhering to relevant legislation
- iv. Providing access to children's records only by parents/carers of that child
- v. Not disclosing confidential information, unless in the case of child protection or in an extreme emergency

Staff are expected to be aware of the record keeping policy. All information discussed at team meetings must be kept confidential, any breach of this confidentiality will be dealt with by disciplinary procedures.

This relates to Care Commission Standard 7 - A Caring Environment, Standard 8 - Equality and Fairness

Reviewed : December 2009

Next Review : December 2010



Partnership with Parents Policy

The Project believes it is vital to maintain the involvement of parents and carers.

We will promote this partnership by

Providing all parents and carers with a Parents handbook

Offering and encouraging pre-admission visits free of charge

Ensuring staff are well trained and aware of their role and responsibilities in terms of child protection

Ensuring staff pass on information regarding their child's day to parent/carer as they pick up their child

Provide a parents information notice board which will contain relevant information regarding activities and future events

Creating an environment where mutual respect, trust and open communication are promoted

Working with parents to promote positive behaviour and reporting disruptive behaviour as soon as possible.

The staff team aim to value and respect the views of parents, and will promote anti-discriminatory behaviour throughout the club

Provide a private area to discuss matters in confidence

Provide a clear complaints procedure

Encouraging parents to become members of the management committee, and to have a say in decision making

Undertake regular evaluation of parents comment and concerns

Staff are expected to greet each parent warmly and to inform them how their child has been, and what activities they have been up to. If staff have not been in contact with a particular child, they should direct the parent to the worker who has. Each day a member of staff will be nominated as "parent contact". It will be their responsibility to pass on relevant information and to ensure the parent/carer signs their child out. Staff are also expected to inform parents about future activities and events and to encourage parents to take part in activities such as parents evenings, fundraising events and management committee. Parents will also be asked for their participation with skill presentations eg Police, teachers, photographers etc

This relates to Care Commission Standard 1—Being Welcomed and Valued, Standard 7—A caring Environment, Standard 8—Equality and Fairness, Standard 9—Involving the Community, Standard 13- Improving the Service

Reviewed : 8th February 2010

Next Review February 2011



Staff Recruitment and Training Policy

LASC aims to recruit only suitably qualified and/or experienced staff. As of October 2006 (see details below) all staff are invited to register with the Scottish Social Services Council. The registration process is part of a drive to improve standards across the care sector. Every worker will require to be registered at a level appropriate to their job role and be expected to work to the agreed codes of practice set out by the SSSC. The recruitment process takes into account equal opportunities and recognised recruitment practises.

- All applicants for staff and volunteer positions will be treated equally and fairly and will be valued for their ethnic background, language, culture, faith, gender and sexuality.
- All staff and volunteers will be subject to an enhanced criminal records check from Disclosure Scotland, the taking up of two written references (one of which will be previous employer), and appropriate registration requirements set out by SSSC
- Staff will be selected with a range of qualifications and experience, and will be offered positions relevant to that qualification or experience, and in line with the clubs Aims and Objectives.
- All staff will receive induction training and will be offered relevant further training opportunities as and when they arise. Staff will receive regular support and supervision sessions with their line manager.
- All posts are subject to a three month probation period.

During their employment, staff will be actively encouraged to participate in relevant training. LASC believe that staff participating in further training will enhance the quality of care provided at the After School Club *and* the personal commitment to the project by staff. Staff are required to identify their training needs through the regular support and supervision sessions and through their Personal Development Plan. After participating in training staff will be required to complete a training evaluation form. This is to enable LASC to identify suitable training and to reflect upon the organisations aims and development. A review of training undertaken by staff will be completed annually.

Essential qualifications

Following Scottish Social Services Council requirements all staff should hold or be working towards a relevant qualification by 2007. Those which are most relevant to the play setting are outlined below. A full list is available from the SSSC. (www.sssc.uk.com)

Our staff will be expected to hold the following (or equivalent) qualification.

SVQ level 2 Playwork/Scottish Progression Award (Support Worker)

SVQ level 3 Playwork (Practitioner)

SVQ Level 4 Childcare and Education with Management Strand to include Playwork/ SVQ

Level 4 Playwork (Lead Practitioner)

Staff are expected to be aware of this policy and have the responsibility to ensure relevant and current registration with the SSSC. Information regarding registration can be found at www.sssc.uk.com or by speaking with the manager.

Mangers/lead practitioners can register from October 2006
Practitioners can register from March 2007
Support Workers can register from October 2008

Requests for training will be dealt with according to need, and funding arrangements will be sought where possible.

All playworkers are required to have attended, or to attend the following courses. Half time will be given for participation in the training listed below.

- First Aid
- Food Hygiene
- Child Protection
- Special Needs
- Moving & Handling

In addition to the above mandatory training LASC will also offer in house staff training during team meetings. Staff members are required to participate in this training which will address issues specific to the After School Club.

Reviewed : December 2009

Next Review: December 2010



Reporting of Misconduct (whistle blowing policy)

The Project aims to provide a transparent child care provision. Any allegation of misconduct by staff will be dealt with quickly and efficiently and will take into account the concerns and views of all those concerned.

Misconduct can be defined as behaviour which is contrary to the aims and objectives of the Project or is in contradiction to the policies and procedures. Misconduct may be reported by staff, visitors, volunteers, parents, carers or children. It should be referred to the Project Co-ordinator or the Senior Play Leader. This can be done verbally or in writing. An account of this meeting will be kept. The Project Manager will then investigate the allegation with the staff member concerned. The outcome of this investigation will be made available to the person making the allegation. If the allegation is against the Project Manager, or the outcome of the investigation is not satisfactory, the allegation should be addressed to the management committee. The committee, or a sub group of the committee will investigate and the result of that investigation will be made known to the complainant. If there is allegation of child abuse relevant outside agencies will be informed and appropriate action will be taken. Should the allegation be directed against the initial contact person, that person will not comment about the allegation, but state that they have a duty to report the allegation to the Project Manager to deal with. Staff are encouraged to become members of the appropriate trade union.

Staff are expected to actively promote the Aims and Objectives of LASC and they, along with other members of the public have a responsibility to report any behaviour that is contrary to these Aims and Objectives. Staff undertake regular support and supervision sessions during which time they are encouraged to report any concerns in confidence.

This relates to Care Commission Standard 14 A Well Managed Service

Reviewed : December 2009

Next Review December 2010



Absence through illness policy

- You must notify your line manager as soon as possible, at least half an hour before your start time if breakfast club or nursery and by **10.00am** at the latest on the day in question for after school club, if you are unable through illness or injury to attend work.
- You must speak to a member of staff. Please do not leave voice mails.
- If you are absent through illness or injury, a return to work interview will be conducted, and a self certification form completed. Counseling may be given during these interviews, and may lead to disciplinary action being taken in appropriate cases.
- If absent on 3 or more occasions in a three month time frame, external occupational health support, or general practitioner advice may be sought.
- On the seventh continuous day of absence you must provide the Company with a medical certificate from a registered medical practitioner stating the reason for your absence and how long you should stay away. This must be addressed to the Project Manager.
- Continued absence must similarly be covered by medical certificates from your doctor. These must be addressed to the Human Resources Officer.
- LASC complies with legislative procedures and Statutory Sick pay will be paid for eligible absences.

Sickness and Diarrhoea policy

- In the event of a child having 2 consecutive loose bowel movements or is unwell through vomiting, we will contact the parent/carer to inform them that their child must be collected from the setting as soon as possible.
- In compliance with NHS Health protection guidelines any child or staff with sickness or diarrhoea must be absent from the setting until they are free from symptoms for 48 hours.

Reviewed : December 2009

Next Review : December 2010



Helmet use policy

Use of Helmet Policy for Bicycle, Skates, Scooter and Tricycle use

Approximately 900 adults and children lose their lives each year because of the head injuries sustained while bicycling. Approved helmets have been shown to reduce head injury by 85% and brain damage by 88%.

Thus in order to reduce risk as far as possible without detracting from the freedom of having fun, helmets **must** be worn by all young people wishing to use the two and three wheeler bicycles, skates and scooters when under care of the After School Club.

Any child not wishing to wear the helmets provided will not be permitted to use the equipment. This policy is in place to protect the child from harm, and promotes a positive message to all young people who use bicycle, skates etc out with the After School Care of the importance of safety.

Reviewed November 2009

Next Review November 2010



Disability Discrimination Policy

The following statement complies with the Disability Discrimination Act 1995:

“It is unlawful for employers to discriminate against current or prospective employees with disabilities. Employers are required to act in a fair and common sense way.”

The aim of our policy is to ensure that no employee or job applicant receives less favourable treatment on the ground of disability or is disadvantaged by conditions or requirements that cannot be shown to be justifiable. The company will make any reasonable adjustments so that disabled persons are not put at any disadvantage compared with a non-disabled person. Selection criteria and procedure will be frequently reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and not their physical/mental abilities/disabilities. All employees will be given where appropriate, special training, to progress within the organisation. The Company is committed to a programme of action to make this policy fully effective.

The satisfactory operation of our Disability Discrimination Policy is the responsibility of every employee within the Company but principally the Managing Director to whom all queries should be directed.

The following headings are an integral part of our Disability Discrimination Policy and the implementation of each section is the responsibility of the Managing Director with the complete co-operation of the other Directors who shall be fully aware of all current relevant legislation.

Recruitment

The company will ensure recruitment and employment practises maximise the opportunity to attract and keep disabled persons. The job description/person specification for the vacant post will only include requirements which are clearly related to the duties in the effort to not deter the disabled by inadvertently discriminating against any person.

Discrimination and Harassment

Any employee who feels that he/she has any grievance for whatever reason, but especially disability discrimination or harassment of any kind, should make known his/her grievance to his/her Line Manager and if not satisfied with the action taken as a result of his/her complaint, shall appeal against this decision to the Managing Director, in writing. The Managing Director shall endeavour to rectify the situation at the earliest opportunity.

Recruitment Advertising

Job applicants will be informed of Company Policy on Disability Discrimination. Job applicants will be informed that the Company complies fully with the Disability Discrimination Act 1995 and shall receive a copy of this statement on request.

Provision of Services

Where necessary to ensure that the services we provide are suitable for people or organisations with disabilities the company will make every effort to arrange for the provision of suitable facilities or arrangements to ensure that anyone in this situation is not unduly disadvantaged.

Reviewed : December 2009

Next Review December 2010



Internet Acceptable Use Policy

Use of the Internet by employees of LASC is permitted and encouraged where such use supports the goals and objectives of the business.

However, LASC has a policy for the use of the Internet whereby employees must ensure that they:

- comply with current legislation
- use the Internet in line with companies policies and procedures
- do not create unnecessary business risk to the company by their misuse of the Internet

Unacceptable behaviour

Internet use, on Company time, is authorised to conduct Company business only. Internet use brings the possibility of breaches to the security of confidential Company information. Internet use also creates the possibility of contamination to our system via viruses or spyware. Spyware allows unauthorised people, outside the Company, potential access to Company passwords and other confidential information.

Removing such programs from the Company network requires IT staff to invest time and attention that is better devoted to progress. For this reason, and to assure the use of work time appropriately for work, we ask staff members to limit Internet use.

In particular the following is deemed unacceptable use or behaviour by employees:

- visiting Internet sites that contain data which would be classified as indecent, pornographic, obscene, or which incites violence, hatred or any other illegal activity
- using the computer to perpetrate any form of fraud, or software, film or music piracy
- using the Internet to send offensive, bullying or harassing material to other users
- downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such licence
- hacking into unauthorised areas
- creating or transmit defamatory material
- undertaking deliberate activities that waste staff effort or networked resources
- introducing any form of computer virus into the corporate network
- Using Internet chat software wasting company time

Monitoring

LASC accepts that the use of the Internet is a valuable business tool. However, misuse of this facility can have a negative impact upon employee productivity and the reputation of the business.

In addition, all of the company's Internet-related resources are provided for business purposes. Therefore, the company maintains the right to monitor the volume of Internet and network traffic, together with the Internet sites visited. The specific content of any transactions will not be monitored unless there is a suspicion of improper use.

Sanctions

Failure to comply with these guidelines will result in disciplinary procedures. Breach of this policy could be deemed Gross Misconduct.

If you are in any doubt about an issue affecting Email use and access you should consult the IT Manager.

Reviewed : December 2009

Next Review December 2010



Email Acceptable Use Policy

Use of email by employees of LASC is permitted and encouraged where such use supports the goals and objectives of the business.

However, LASC has a policy for the use of email whereby the employee must ensure that they:

- comply with current legislation
- use email in an acceptable way
- do not create unnecessary business risk to the company by their misuse of the Internet

Unacceptable behaviour

- use of company communications systems to set up personal businesses
- send chain letters
- forwarding of company confidential messages to external locations out with the company profile.
- distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as bullying or harassment
- accessing copyrighted information in a way that violates the copyright laws
- breaking into the company's or another organisation's system or unauthorised use of a password/mailbox
- broadcasting unsolicited personal views on social, political, religious or other non-business related matters
- transmitting unsolicited commercial or advertising material
- undertaking deliberate activities that waste staff effort or networked resources
- introducing any form of computer virus or malware into the corporate network
- Do not represent yourself as another person
- Please keep this in mind, also, as you consider forwarding non-business emails to associates, family or friends. Non-business related emails waste company time and attention

Monitoring

LASC accepts that the use of email is a valuable business tool. However, misuse of this facility can have a negative impact upon employee productivity and the reputation of the business.

In addition, all of the company's email resources are provided for business purposes. Therefore, the company maintains the right to examine any systems and inspect any data recorded in those systems.

In order to ensure compliance with this policy, the company also reserves the right to use monitoring software in order to check upon the use and content of emails. Such monitoring is for legitimate purposes only and will be undertaken in accordance with a procedure agreed with employees.

Company Owns Employee Email

Keep in mind that the Company owns any communication sent via email or that is stored on company equipment. Management and other authorised staff have the right to access any material in your email or on your computer at any time. Please do not consider your electronic communication, storage or access to be private if it is created or stored at work.

Sanctions

Failure to comply with these guidelines will result in disciplinary procedures. Breach of this policy could be deemed Gross Misconduct.

If you are in any doubt about an issue affecting Email use and access you should consult the IT Manager.

Reviewed : December 2009

Next Review December 2010



Bouncy Castle Handling Policy

It is recommended that 4 people assist in this task.

It is assumed that all staff are aware of safe lifting techniques and use these throughout the procedure. Staff should not lift anything if they feel it is beyond their capabilities.

Setting out.

Remove any loose equipment from on top of the bouncy castle before rolling.

A minimum of 2 people should roll the bouncy castle on its trolley to the centre of the gym hall.

3 people should position themselves at one end of the bouncy castle. (the end of the trolley which has the 'lip') The other should hold the trolley in place (away from the end which does not have the lip as that is the end the trolley will be coming off)

Ensuring safe lifting techniques are used, and at the same time, lift one end of the bouncy castle and push it over on its end. It will come off the trolley and tip over its self and fall on the floor (if it has been put away correctly the buckles will be face up).

Undo the straps of the bouncy castle and fold one of the lengthways flaps under the castle (as much as possible without lifting the castle)

3 people should roll the bouncy castle off the cover in the direction over the flap- which has been tucked in. Remove the cover.

Unroll the bouncy castle.

4 people should position themselves along the length of the castle and take a firm hold of the edge. At the same time lift and unfold the castle to its full size, repeat on the other side.

At this point, check where in the hall the castle is positioned. It should not block fire escapes or be too near a wall. The opening of the castle should point into the gym (not at a wall). If it needs to be moved 4 people should position themselves around the side to be pulled, and at the same time pull it into the correct position.

The large red mat should be placed at the entrance to the castle and the large crash mat should go on top, this stops it from slipping. The remaining smaller mats should be placed around the entrance. Don't forget to put some at the side of the 'step'.

Check the zip is closed at the back; attach the tube to the blower securely, ensuring the tube is not bent.

Plug in the blower and allow castle to inflate. **DO NOT LET ANY CHILDREN ON UNTIL YOU HAVE CHECKED THE POSITION, OF THE CASTLE IS FREE FROM DEBRIS, AND THE MATS ARE IN THE CORRECT POSITION**

No more than 8 children should be allowed on at any time and a staff member must be vigilant at the entrance to the castle at all times

Putting away

Clear all children from the castle.

Switch off power and unplug

Open zip at back of castle

Undo tube from blower

Wherever possible allow castle to deflate naturally.

When castle is entirely flat, fold step onto castle and pull the towers into the centre so that the castle is a square. When pulling the towers, ensure that at least 2 staff do this, for each side.

Position staff along the edge of the castle facing inwards (the entrance should be on your left hand side. At the same time, pick up the base (blue) and walk into the centre and fold edge of castle over to centre. Walk around to the other side (so that the entrance is on your right) and repeat.

Pick up the folded edge and repeat (fold over again)

Walk around to the entrance end and roll as tightly and straight as possible up towards the tube end. Let any remaining air out, before rolling further. At least 3 people should do this.

Lay the cover on the floor in front of the castle (strap side down) and continue to roll until the castle is positioned in the centre of the cover. Lift end flaps first and secure, then side flaps.

Position the trolley at one end of the castle, one member of staff to hold in place (be careful not to have hands or feet on the trolley, but at the side). Remaining staff to lift one end and push castle over on its self to land on the trolley. Communicate at all times with the staff member holding the trolley so they are aware of when the castle will fall.

Push trolley back into cupboard

Reviewed : December 2009

Next Review December 2010



Pandemic Policy

Experts advise that a further flu pandemic is inevitable, but cannot say when it will happen. When it happens, it is expected to affect all areas of the UK. Depending on the severity of the pandemic, 25-50% of the population may be infected at some stage, and 50,000 – 700,000 more people than usual may die over the course of a pandemic.

LASC (including associated campuses) would wait for Midlothian Council or Scottish Executive to communicate information relating to advised actions.

We aim to continue operating as normally as possible during a pandemic – and will plan for much higher than usual levels of staff absence and other possible disruption arising from the pandemic. However, as children are highly efficient 'spreaders' of respiratory infections, closing LASC for a period might significantly reduce the number of children infected.

We will not know until nearer the time, about the nature of a pandemic strain of virus, and children's vulnerability to it.

The decision on closure remains with the Project Manager in Conjunction with the Board of Directors. However, if there is general advice by Midlothian Council and or Scottish Executive to close childcare settings, employers would be expected to follow this. They will also decide whether a nursery should close for other reasons (i.e. lack of staff). If there is advice to close all childcare facilities in an area, the local authority would tell the centre's when this advice will be reviewed; after such a review, the local authority would advise centre's whether to remain closed or to re-open and, if they are to re-open, whether any specific conditions should apply.

LASC will decide whether staff would be expected to come into work. However, staff should not come to work if they are ill, and should follow the standard LASC absence policy in such cases.

LASC will take the following action:

- have up-to-date contact details for staff and parents;
 - arrangement to keep a sick child separate from other children (and minimise their contact with staff) until you can get him or her home or collected by parents;
 - If we are able to remain open, if appropriate – our plans should include systems to minimise the spread of infection. Hand washing will be made a priority and disposable tissues will be readily available and disposed of immediately after use in designated bins.
- * check that we have necessary supplies, and remind staff of key information – such as that they should not come into work if they have any virus-like symptoms.

In a pandemic, if LASC remains open, we will ensure:

- Hygiene measures are in place to reduce the risk of infection;
- Ensure that staff showing any signs of infection go home;
- Ensure that children showing signs of infection are taken home or collected by parents.

- Provide any information requested by your local authority (e.g. absence rates).

Further guidance and updates is available from
www.scotland.gsi.gov.uk/pandemicfluadvice

Reviewed : December 2009

Next Review December 2010



Procedure for Picking up Children by Bus
(St Margaret and Loanhead Primary Schools)

- Before leaving the club, staff should check and take with them the pick up sheets. This should be done against the daily register sheet and the message book.
- Any discrepancies should be checked against the fees book
- Staff should ensure they have a mobile phone with them

Loanhead Nursery pick ups Monday – Friday

- Pick up at 12.00 noon from the nursery
- Children's names should be checked against the pick up sheets. If there are any discrepancies staff should attempt to speak to a class teacher if possible. If this is not possible staff should phone the after school club and inform them of the discrepancy.
- The children should then be escorted to the car park and onto the transport
- Ensure children are seated and have seat belts strapped prior to departure.
- **If a child is not on your pick up sheets after all the checks you have done, but says they should be coming to the After School Club.** Inform the school of your intentions, take the child with you back to the club. At no time tell the child that they are not supposed to be coming as this can cause distress to a child. Immediately on arrival add the child's name to the daily register and inform a senior worker and office staff who will phone the parents/carers.
- **If a child is on your list and is not at the school.** Check the school if they have been in that day. If they have been in ask the school where they have gone, or who they have gone with. Immediately phone the club and inform them what has happened, the senior worker will phone the parents/carers. If the child has not been in school that day, make a note and inform the senior worker as soon as you get back to the club. Write an explanation in the communications book.

If you are uncertain what to do, contact the most senior play leader for assistance.

Reviewed January 2010

Next Review January 2011



Procedure for Picking Up Children On Foot

- Before leaving the club staff should check the pick up sheets. This should be done against the daily register sheet and the message book.
- Any discrepancies should be checked against the fees book

Paradykes, Ramsay Campus, Roslin pick ups Monday – Thursday

- Primary 1 & 2 (Monday – Thursday)
- School bell goes at 2.45pm staff are expected to be waiting for the children at this time.
- Pick ups are to be made outside the respective classrooms
- One member of staff should pick up from the nursery building (if more than 8 children there should be 2). Ring the buzzer introducing yourself and wait in the hallway for the children to arrive.
- One member of staff should pick up the P1 & P2 children, wait outside until the bell goes, greet the teacher, the teacher will let the children out.
- Check the children's names against the pick up sheet. If any discrepancies discuss with the teacher.
- Walk the children down to the club. Children should be encouraged to stay together with the staff member.

On Fridays P1 and 2 should be collected from the dining hall and escorted to the club after they have finished lunch at approx 12.30pm

Make sure all the children are ticked in by a member of staff, write a note in the register if there are any discrepancies and inform a senior worker.

If the child is not on your pick up sheets after all the checks you have done, but says they should be coming to the After School Club. Inform the school of your intentions, take the child with you back to the club. At no time tell the child that they are not supposed to be coming as this can cause distress to a child. Immediately on arrival add the child's name to the daily register and inform a senior worker who will phone the parents/carers

If a child is on your list and is not at the school. Check at the school if they have been in that day. If they have been in ask the school where they have gone, or who they have gone with. Immediately phone the club and inform them what has happened, the senior worker will phone the parents/carers. If the child has not been in school that day, make a note and inform the senior worker as soon as you get back to the club. Write an explanation in the daily register.

If you are not clear about any of the above, it is your responsibility to ask a senior worker.

Reviewed : December 2009

Next Review December 2010



Sustainable Development Policy (Environmental Policy)

LASC seek to promote a positive attitude to the environment amongst staff and children. We will achieve this by;

- Promoting awareness of environmental issues through play activities with children. This will involve outdoor play whenever possible and activities such as seed planting, kite making, water play etc
- Wherever possible, reusing and recycling materials and equipment for use in the play environment.
- Using local resources such as parks and footpaths to raise children's awareness of their own environment

In addition to this we are working towards a work environment which will reduce the impact on the environment. For example recycling paper, cans, walking trips instead of buses etc

Reviewed : December 2009

Next Review December 2010



Mental Health and Wellbeing Policy

1. Introduction

The Loanhead After School Club (LASC) Mental Health and Wellbeing at Work Guidance has been developed to promote and encourage health and wellbeing at work. The guidance is endorsed and fully supported by the LASC Management board.

Experience demonstrates organisations that adopt an organisational approach to improving health and wellbeing may achieve substantial increases in:

- ← staff moral
- ← job enrichment
- ← quality of work life

and reduced costs associated with:

- ← absenteeism
- ← staff turn over
- ← risk management

The term “mental health difficulties” encompasses a wide range of experiences that affect an individual’s ability to balance his/her life. The difficulties can range from stress and anxiety to serious mental health conditions diagnosed and treated by the health services. It is important to avoid the use of negative terms, with stigma attached to them, which may deter staff from accessing the support required. The inappropriate use of medical terms which might mislead and label unnecessarily must be avoided.

Staff will be encouraged to respond to individual needs rather than labels

All staff are expected to:

- maintain a non-stigmatising community
- treat each member of staff with dignity and respect as an individual and not a problem or a condition
- take advantage of training and information sources
- uphold confidentiality (wherever safety is not at risk)
- recognise the limits of what they can do

The LASC recognises that, where individuals help a colleague experiencing mental health difficulties, each person has boundaries or limits to his/her knowledge, responsibilities and competence, and that these boundaries must be respected. The LASC will provide its staff with suitable advice and training on:

- Identifying mental health difficulties
- Recognising the need to refer an individual to support services
- Accessing the NHS support services

The LASC will provide staff members with information on the support available and will encourage them to access those services through a series of publicity and awareness

campaigns and through staff induction procedures

The LASC has a limit on what they can offer in this regard and is committed to working closely with its Human Resources Manager, Health Services and other relevant bodies.

2 . Practical Advice: What to do if:-

A – You think you might have a mental health difficulty yourself;

Talk to someone. There are people in the buildings who have been made aware of all the university resources for helping to deal with any developing situation. They are not trained experts but they can point you in the right direction. Their names are available on the School Web Pages.

B- You think one of your colleagues has a mental health difficulty

Talk to them. If you don't feel you are in a position to do this, then mention it to one of the LASC Human Resource Manager, mentioned above. They will treat it confidentially and may be able to offer that person the support they need to take a step back and look at their situation. If not then they will know what to do.

C- One of your staff comes to you for support with a mental health difficulty.

It is the policy of the School to support staff experiencing problems. If it is within your power to make adjustments to help alleviate the problem then you should do so.

The LASC duty of care towards its staff is determined externally by legislation such as the Health and Safety at Work Act 1974, Human Rights Act (1988), Data Protection Act (1988), Disability Discrimination Act (1995) and Disability Act (2001).

The LASC exercises that duty of care through this Policy and through the related Club policies as per our staff hand book

You will need to check whether the developing situation can be dealt with under one of the existing policies. HR can assist with this.

If a member of your staff informs you of a long term mental health issue then it may be covered by the Disability Discrimination Act. This Act defines disability as “a physical or mental impairment which has a substantial and long-term adverse effect on the ability to carry out normal day to day activities” and defines “long-term” as “12 months or more”. Certain mental health difficulties may fall under this definition and will therefore qualify as disabilities.

If a member of staff declares a long term mental health difficulty (and therefore a disability) to a member of staff, this information must be passed on to the relevant Head of Centre in order to facilitate support. The LASC must make reasonable adjustments in order not to disadvantage the individual.

However, most cases are likely to be of shorter duration, in which case the situation will be dealt with under the LASC sickness absence procedures

The behaviour of some individuals experiencing mental health issues may be very disruptive and may contravene Disciplinary Codes and/or be detrimental to the wellbeing of other members of the LASC staff. Formal action may be suspended where an individual has declared to the LASC effects of the behaviour, and to seek to identify suitable support to moderate that behaviour.

3 . Confidentiality

Whilst all dealings with staff are subject to the LASC policy on confidentiality, it must be emphasised that this is often of paramount importance with regard to those experiencing mental health difficulties. It must also be emphasised, however, that confidentiality may be necessarily breached in certain circumstances where the individual is deemed to be a risk either to him/herself or to other people. If there is a conflict between these two statements then it should be stressed safety (of the individual or other members of our community) takes precedence over confidentiality.

4. Implementation Policy

Training will be offered to all LASC staff in conjunction with the HR manager. This will take the form of regular access to information about what support is available and an annual course on recognising and dealing with mental health issues in the workplace.

Incorporated : September 2010

Next Review September 2011



Sun Protection Policy

Young skin is delicate and very easily damaged by the sun. All children, no matter whether they tan easily or not, should be protected from the sun.

Children with fair or red hair, pale eyes or freckles are at most risk. Keep babies under six months out of direct sunlight, especially around midday.

Skin cancer is very rare in children. But many skin cancers take years to develop. Damage to the DNA of our skin cells when young, may develop into skin cancer several decades later. The most serious type of skin cancer - melanoma - is the second most common cancer in 15 to 34 year olds.

Studies have found that sunburn during childhood can increase the risk of skin cancer later on in life. This is why it is important to ensure that children stay safe in the sun.

- i. **Set good habits for the future** Teaching children safe sun habits while they are young sets a good pattern for later life. This will be conducted through discussions, stories and activities on 'safety in the sun'
- ii. **Remember you can burn in the UK** The Great British sun is quite capable of burning the children
- iii. **Use shade** Keep young children in complete shade as much as possible eg: under trees, umbrellas, canopies or indoors. Provide shade for prams and buggies, if possible.
- iv. **Cover them up** When outdoors, protect the children's skin with loose-fitting [clothes](#), and a wide-brimmed hat that shades their face, neck and ears. Encourage children to wear hats with brims. The wider the brim, the more skin will be shaded from the sun. Request that parents provide suitable clothing and a hat to cater for protection in the heat.
- v. **Use sunscreen wisely** Use at least a [factor 15 sunscreen](#). Apply to areas that are unprotected by clothing, such as the face, ears, feet and backs of hands. Choose sunscreens that are formulated for children and babies' skin. These products are less likely to contain alcohol or fragrances that might irritate the skin and cause allergic reactions. Ensure parents provide suncream with their child's name noted on the container. Only use this suncream for the specified child as allergies may occur from using a different cream,
- vi. **Apply sunscreen generously and regularly.** Put some on before children go outdoors. Sunscreen can easily be washed, rubbed or sweated off – so reapply often throughout the day.
- vii. **Rehydration.** LASC will offer water and/or juice and encourage children to keep themselves hydrated during the summer months.

By following the above regulations LASC will enable the children to take part in the activities and trips on offer outside during the good weather and minimise the risk of them getting burnt.

LASC personnel will positively encourage the children to use the protection, however do not force the children to do so. LASC will encourage the parents to reinforce the importance of sun protection when at home.

Incorporated September 2010



Mobile Telephone Use Policy

In order to safeguarding children the following mobile telephones policy will be adopted, within the After School Club and nursery settings.

- i. All staff must ensure that their mobile telephones are left inside their bag during working hours.
- ii. Only the Project Manager and Senior Play Leaders can have their mobile telephone to hand during working hours.
- iii. When on outings the nurseries own mobile telephone will be used, these telephones do not have a camera incorporated into them.
- iv. If any staff member has a family emergency and require to keep their mobile close at hand then Senior Play Leaders must be consulted and give permission for this to happen.
- v. Under no circumstances must cameras of any kind be taken into the bathrooms with prior consultation with management.
- vi. If photographs need to be taken in a bathroom i.e. (photographs of the children washing their hands) then management must be told and staff supervised whilst carrying out this kind of activity. At all times the camera must be placed in a prominent place where it can be seen.
- vii. All cameras in the nursery including those on staff mobile telephones can be subject to scrutiny at any time by the Human Resources Officer or Project Manager.
- viii. Any staff member, volunteer or student found to be none compliant with this policy would face disciplinary action.

Incorporated : August 2010

Next Review August 2011



Dignity at Work Policy

1 Purpose and scope

1.1 The purpose of the dignity at work policy is to ensure a culture of working relationships in which everyone is treated with dignity and respect, where harassment is known to be unacceptable and individuals have the confidence to deal with and challenge harassment or bullying without fear of ridicule or reprisals.

1.2 The policy and procedure apply to all LASC employees.

2 Policy

2.1 LASC is committed to tackling behaviour deemed inappropriate in working relationships. In most instances issues can be resolved informally. However, any complaint will be taken seriously and investigated swiftly. In certain circumstances, for example when the incident appears to be very serious or occurs repeatedly, the complainant is recommended to consult the Human Resources Officer and the disciplinary procedure may be invoked.

3 Definitions

3.1 Harassment is unwanted conduct in working relationships affecting the dignity of employees. It is actions or comments that are viewed as demeaning and unacceptable to the recipient or that create a hostile, degrading, humiliating or offensive environment for a member of staff.

3.2 Harassment includes any form of unwanted verbal, non-verbal or physical conduct of a sexual nature, for example, unwelcome sexual advances, touching, standing too close and the display of offensive materials.

3.3 Bullying can be defined as persistent, offensive, abusive, intimidating or malicious behaviour, abuse of power or sanctions which makes the recipient feel threatened, humiliated or vulnerable and which undermines self-confidence. Examples include shouting in public, persistent or unfair criticism, ostracising people, threats and instilling fear, inappropriate use of email, spreading malicious rumours, constantly undervaluing effort, withholding information, removing areas of responsibility and imposing inappropriate tasks.

3.4 Certain behaviour or actions may be acceptable to one individual while unacceptable to another. It is the deed and the impact on the recipient, which constitutes harassment. The recipient has a responsibility to make their colleague aware that they find it unacceptable and ideally to explain why.

4 Responsibilities

4.1 Everyone has a responsibility to behave in a way that is not offensive to others and to acknowledge that views and opinions held by others, and decisions made by managers and supervisors, may not always coincide with their own. Such differences are unlikely to constitute harassment.

4.2 It must be recognised that those in positions of authority have both a right and responsibility to discharge managerial duties. In so doing they may need to adopt a firm or assertive style, but they should take care not to demean, devalue or intimidate employees.

4.3 An employee found to be making mischievous or malicious complaints is likely to be subject to the disciplinary procedure.

5 Procedure

5.1 All complaints will be dealt with confidentially as far as possible. However, LASC has a duty of care to all employees and it may be necessary to investigate and take action regarding a complaint without the consent of the complainant.

6 Informal procedure

6.1 If the employee feels able to, then often the quickest and most effective means of dealing with an issue is to raise the matter informally with the person or persons concerned, explaining that their behaviour is offensive or unacceptable.

6.2 The employee should feel free to ask for support from their Project Manager or Human Resources Officer at any time.

7 Formal procedure

7.1 The Grievance procedure should be used to bring a complaint against another employee where the informal procedure has been ineffective.

7.2 An employee should keep a written record of any incidents, such as what happened, when and where it occurred, whether there were any witnesses or names of others who have been treated in a similar way. It is also helpful to consider how the situation may be resolved.

Incorporated : August 2010

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