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Club Policies and Procedures

2023

Club Policies and Procedures will be updated no less than yearly:

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**Club History and Purpose**

The club was founded in 1992 to provide safe and supervised childcare in a fun and friendly environment for school age children before and after school, Inservice and holidays, enabling parent/carer to work, return to work, education or even just to have a break.

Membership of the club is open to parent/carer of children who live within the catchment area of Newtonhill Primary School or attend said school whose children are between the age of 5 (or waiting to attend P1 with August start date) and 12 years of age. If space allows children may attend of other areas during holiday time.

The club is registered and graded by the Care Inspectorate and all staff are registered with Disclosure Scotland and Scottish Social Services Council (SSSC). We are registered for 80 children at any one time.

The club runs from the Bettridge Centre with pickups from Newtonhill Primary School opening hours during term time are 7.30am – 9.00am 3.20pm-6pm and during Inservice and holidays 7.30am-6pm. Children that attend local Academy make their own way to the centre.

Newtonhill Out of School Club is not linked to Newtonhill Primary School, and therefore ask parent/carers to be mindful that NOOSC will not receive notification of a child’s absence from school. Parent/carers must contact us directly to inform of any child’s absence from the club to save unnecessary concerns being raised when we are booked to collect children from school.

**Mission Statement**

The needs of the club are to promote the education of children in need of care during out of school hours and school holidays. To provide or assist in the provision of facilities for the recreation or other leisure time occupation of such children in the interest of social welfare, with the object of improving their conditions of life.

**Charity status**

Newtonhill Out of School Club (NOOSC) is a registered not for profit charity governed by a board of trustees and the Memorandum and Articles of the club. All trustees are appointed or reappointed by the club members at the annual general meeting which is held in October each year. All parent/carers whose children attend the club are invited to attend the AGM where they are given an update on the club’s activities during the previous year. All time and service given in support of the club by the trustees is given on a wholly voluntary basis.

The trustees have children who attend the club, providing them an understanding of the practical work of the club. Additionally, new trustees are invited to attend a board meeting before committing themselves to a role on the board. Trustees are also advised to read the OSCR’S guidance on the duties of charity trustees under the Charities and Trustees Investment (Scotland) Act 2005.

The trustees employ a manager who is responsible for the day to day running of the club and a team of playworkers.

**Aims and Objectives**

We aim to offer before and after school care and holiday care to children of school age up to 12 years. We aim to offer play and educational opportunities that are both fun and challenging. We will promote the dignity, privacy, safety, potential, and diversity of all users and staff/trustees of the club.

We will achieve these aims in the following way:

* We will always promote policies and procedures by following the guidelines, copies will be available for parent/carers to view online on our website and hard copies will be available in the centre.
* Policies will be reviewed regularly to ensure they meet the current legislation.
* The club will employ competent and confident staff that have been appropriately vetted.
* We will ask for two appropriate references, and an enhanced Disclosure/PVG check will be completed before a post is offered. We encourage lifelong learning and support all members of staff to reach their next level of qualifications (cross reference to SSSC code for employers) and be registered with the SSSC within six months of commencing employment and staff will follow SSSC code of practice.
* The club will provide a balanced range of activities, considering the ages, cultural, development needs, interests, and hours and pattern of attendance of each child and young person.
* The club is run by competent childcare workers and by experienced qualified managers who run a stimulating and safe service.
* The club will operate a self-evaluation scheme as a means of ensuring continuous improvement and will involve all staff and users in the process. We will do this by ensuring staff have regular appraisals and that everyone at the club; children, parent/carers and workers are involved in ensuring “the child is the centre”.
* We will engage with parent/carers in a friendly manner making conversation about things at the club.
* The club will be transparent in all its activities.
* The club will take account of local and national guidance in its activities.
* We will always promote positive behaviour.

**Safeguarding and Child protection Policy**

Safeguarding is to prevent harm, Child Protection is how we respond to the harm, Article 19 of the UN Convention on the Rights of child provides for the protection of children in and out of the home.

Aims and Objectives:

* To protect children and young people who receive Newtonhill Out of School services from harm. This includes the children of adults who use our service
* To provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy applies to anyone working on behalf of Newtonhill out of School Club including managers, and the board of trustees, paid staff, volunteers, sessional workers, agency staff, and students.

NOOSC will promote the safety of users to ensure that they feel safe and secure.

We believe that:

* Children and young people should never experience abuse of any kind
* We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them

We recognise that:

* The welfare of the children is paramount in all the work we do and in all the decisions we take for all children regardless of age, disability, gender reassignment, race, religion, or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
* Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
* Working in partnership with children, young people, their parents, carers, and other agencies is essential in promoting young people’s welfare.

We will seek to keep children and young people safe by:

* Valuing, listening to and respecting them.
* Appointing a nominated child protection lead for children and young people, a deputy for safeguarding.
* Adopting child protection and safeguarding best practice through our policies, procedures, and code of conduct for staff and volunteers.
* Developing and implementing an effective online safety policy and related policies.
* Providing effective management for staff and volunteers through supervision, support, training, and quality assurance measures so that all staff and volunteers know about and follow our policies procedures and behaviour codes confidently and competently.
* Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
* Recording, storing, and using information professionally and securely, in line with data protection legislation and guidance.
* Sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one to one discussion.
* Making sure that children, young people, and their families know where to go for help if they have a concern.
* Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families, and carers appropriately.
* Using our procedures to manage allegations against staff and volunteers appropriately
* Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
* Ensuring that we have effective complaints and whistleblowing measures in place
* Ensuring that we provide a safe physical environment for our children, young people, staff, and volunteers by applying health and safety measures in accordance with the law and regulatory guidance
* Building a safeguarding culture where staff and volunteers, children, young people, and their families, treat each other with respect and are comfortable about sharing concerns.

This policy has been drawn up based on legislation, policy and guidance that seeks to protect children in Scotland.

**Legislative Framework**

The legislative framework for intervention in child protection matters in Scotland is found mainly in the following:

GIRFEC is underpinned by Common Values and Principles which apply across all aspects of working with children and young people.

* The Children and Young People (Scotland) act 2014
* The Early Years framework
* The Police and Fire Reform (Scotland) 2012
* The Criminal Procedure (Scotland) 1995 which lists offences against children
* UN Convention on the Rights of the Child
* The Regulation of Care (Scotland) Act 2001 set up the Care Inspectorate which registers and inspects all the service regulated under the act taking account Health and Social Care Standards
* National Guidance for Child Protection in Scotland 2021
* General Data Protection and the Data Protection Act 2018

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| --- | --- |
| **Portlethen Social Work** | **Out of Hours Social Work** |
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Contact Details

Nominated Child Protection Lead Deputy Child Protection Lead

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**Partnership with Parent/Carers**

Newtonhill Out of School Club values and encourages the involvement of parent/carers in the life of the club. We will promote partnership with parent/carers by:

* Providing information on our aims and objectives, policies, and procedures these are available on request, in the club, or can be found on our website, [here](https://www.noosc.org/).
* Encouraging pre-admission visits; allowing parents and children to see the club and what we have to offer, or virtual walk through on request.
* Ensuring staff have a clear understanding of their role and responsibilities in protecting children and young people from harm, abuse, bullying, and neglected as per our child protection and safeguarding policies.
* Ensuring staff work effectively with parents to support each child and young person’s individual needs. (Getting It Right for Every Child)
* Regularly sharing information with parent/carers about their child/young person verbally on collection/drop off, by email, or at Care plan discussions each six month.
* Creating an environment where mutual respect, trust and open communication is promoted.
* Working with parents to promote positive behaviour and to deal with difficult behaviour, in line with the club’s promoting positive behaviour policy.
* Staff valuing and taking account of parent/carers views, giving feedback on any concerns to the manager
* Providing, where possible, a private area to have discussions with staff and parent/carers and children.
* Treating parents equally per [SSSC codes of practice](https://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/).
* Ensuring parent/carers can lodge a complaint without fear of victimisation.
* Ensuring parent/carers can contribute to the evaluation of the club’s work, and their child’s individual child’s care plan.
* By maintaining information confidentially while providing access to the records of their own child.

**Participation**

NOOSC supports the view that children and young people should always be treated with dignity and respect and that they should be enabled to realise their potential.

We will achieve this by:

* Providing opportunities for children and young people to express their views, exercise choice and influence the activities of the club. They will be supported to establish a children’s committee yearly.
* We will provide a suggestion box and encourage the children to share their ideas.
* We will follow the GIRFEC framework this can be found [here.](https://www.gov.scot/policies/girfec/)
* Actively consulting children and young people to make informed choices.
* Enabling children and young people to make informed choices.
* Providing opportunities for children and young people to learn about healthy lifestyles and relationships, hygiene, diet, and personal and online safety.
* Treating everyone equally and fairly.
* Support and encourage children to take responsibility for their behaviour, activities e.g. helping tidy up.
* Providing opportunities for the children and young people to be involved in the evaluation of the club’s activities.
* Staff will use encouragement and their training to encourage the children and young people to try new activities.
* We will provide an environment where children feel confident and safe, thus ensuring they have the time and space to express themselves in whatever form suits them.
* We will encourage the children to contribute to club rules and boundaries and suggest healthy food and activities.

**Play**

All children are entitled to play, it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves. It is also a key component of a healthy lifestyle, enabling good physical, emotional, social development, mental health, and wellbeing.

At NOOSC we recognise the importance of play to child’s physical and emotional development. As playworkers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play but allow children to initiate and direct the experience for themselves. The staff will plan and record with children their activities and snacks to ensure a wide variety of activities are available.

Play work principles can be found [here.](https://www.playscotland.org/)

**Facilitating Play**

We support and facilitate play by:

* Providing an inclusive environment which is safe and suitable for playing in.
* Providing a range of equipment chosen by the children, resources and activities chosen by the children daily. Keeping a record of these to ensure that varied play opportunities are offered.
* Activities planned and completed are included in our Newsletter, on our [website](https://www.noosc.org/), and can be viewed by parent/carers on our Facebook page.
* Encouraging children to request additional or alternative equipment as they choose, and if a request must be refused, explaining why.
* Not expecting children to be always occupied.
* Making outdoor play available as much as possible.
* Involving children in planning activities, to reflect their own interests and ideas.
* Planning activities that enable children to develop their natural curiosity and imagination.
* Allowing children freedom of creative expression, particularly in artistic or creative play.
* Intervening in play only when necessary to reduce risks of accident or injury, or to encourage appropriate social skills.
* Warning children in advance when an activity or game is due to end.

**Play Areas and Equipment**

* All indoor and outdoor play areas are checked, and risk assessed daily before the children use them.
* We will keep an inventory of resources and equipment, which is updated regularly and reviewed to identify where additional resources are required.
* Children participate in selecting additional equipment and resources for use at NOOSC.
* The resources used at NOOSC promote positive images of different ethnic backgrounds religions, and abilities, in line with our Equal Opportunities policy.
* The club is also involved in our local and wider community to aid the children’s knowledge and development.

**The Rights of the Child.**

NOOSC supports the view that children and young people should always be treated with dignity and respect and that they should be enabled to realise their potential.

The United Nations Convention on the Rights of the Child (UNCRC) is a legally binding international agreement setting out the civil, political, economic, social, and cultural rights of every child, regardless of their race, religion, or abilities. More information can be found [www.togetherscotland.org.uk](http://www.togetherscotland.org.uk)

We will achieve this by:

* Providing opportunities for children and young people to express their views, exercise choice and where possible, influence the activities of the club by actively consulting children and young people and valuing their views. We encourage use of the suggestion box, ideas to be displayed and used.
* The large white board will be used to gauge children’s opinions or to ask questions.
* The club will enable the children and young people to make informed choices.
* Providing opportunities for children and young people to learn about healthy lifestyles and relationships, hygiene, diet, and personal safety including online safety.
* Treat everyone equally and as per SSSC codes of practice, and Health and Social Care Standards providing opportunities to be involved in the evaluation of the club’s activities.
* We will also work where appropriate with other agencies involved with the health and wellbeing of the child.

**Additional Support Needs**

In keeping with our Equal Opportunities Policy NOOSC will provide equality of opportunities to all children and families and is committed to the inclusion of children with additional support needs.

Additional support needs cover a wide range and can include children who have physical or intellectual disability, children facing short term difficulties, children with language needs and children with behavioural problems.

To ensure a warm welcome NOOSC staff will:

* Need detailed knowledge of a child’ specific needs to ensure their needs are met and can be supported within the club.
* If appropriate, advice should also be sought from other agencies, e.g., health visitor, school nurse and social workers.
* Develop a Care plan between the club and the parent/carer/agencies to assess and identify child’s needs (see relevant information form) and review every six months or as when required.
* While in the club all children will be treated as equals and will be encouraged to participate fully. Staff will observe the child, assess their needs and interests, and will develop the sessions to take account of these.
* Parent/carer need to inform staff of any dietary requirements, this must be recorded and all staff fully informed. Routine or emergency medication will only be given under strict guidelines agreed by parent/carer and staff (see relevant medication form).
* Parent/carer who themselves have additional support needs will be made welcome at the club and supported in keeping with our Equal Opportunities Policy.

**Equal Opportunities**

NOOSC believes in the dignity, choice, safety, potential, equality, and diversity of its users and staff.

We will actively promote these principles by:

* Ensure our Policies and Procedures and promotional material reflect these principles in practice.
* Ensuring everyone is treated with dignity and respect and valuing different ethnic backgrounds, language, culture, social diversity, faiths, and gender.
* Ensuring all children are treated equally and fairly, endeavouring to establish an environment that is free from bullying, harassment, and discrimination and in line with our anti-bullying policy.
* Training staff in recognising harm, abuse, neglect, bullying and discrimination and in challenging such behaviour.
* Ethnic monitoring of admissions, waiting lists and recruitment.
* The club will adhere to all relevant legislation by keeping up to date with circulars from Childcare Strategy, Care Inspectorate, and SSSC and other agencies as required.

**Promoting Positive Behaviour**

NOOSC aims to promote positive behaviour by treating everyone connected with the club with dignity, respect, equality, and fairness always. A safe and secure environment free from bullying, harassment and discrimination will be created this will ensure that users are free from exploitation and abuse.

This will be achieved by:

* Each child and young person being valued as an individual.
* Having a safeguarding and child protection policy.
* Ensuring that staff interaction with children and young people builds confidence, encourages learning new skills, and values the contributions of children and young people.
* Working with parent/carer to promote positive behaviour and deal with difficult behaviour.
* Encourage the participation of children and young people in the life and work of the club (suggestion forms, and discussions with children).
* Allowing the children to contribute to establishing club rules and boundaries.
* Promoting friendships with all age groups.
* Ensuring staff are trained in recognising harm, abuse, neglect, bullying and discrimination. Staff will actively challenge and respond to such behaviour. Ensure staff receive up to date training in child protection and are aware of GIRFEC.
* Encourage children and young people to take responsibility for their own behaviour.
* Following the club’s code of behaviour and ensuring that it is applied and reviewed annually.
* Having a safe environment that meets all relevant legislation and by carrying out regular risk assessments.

**Anti-Bullying**

NOOSC is committed to providing a caring, friendly, and safe environment for all children, parent/carers, and staff.

Bullying is never acceptable at our club.If bullying does occur, children and staff should be able to tell and know that incidents will be dealt with promptly and effectively. Parent/carers will always be notified of any incidents and support offered.

* We are a “telling” club. This means that anyone who witnesses bullying is expected to tell. Children are encouraged to report bullying incidents to staff, so that it can be dealt with promptly.
* All incidents will be recorded by staff.
* In serious cases parent/carer should be informed and will be asked to come to a meeting to discuss the problem.
* Bullying behaviour or threats of bullying must be investigated, and the bullying stopped quickly. An attempt will be made to help the bully change their behaviour.
* If promoting positive behaviour is not followed then, the results maybe exclusion after discussion with parent/carers.

**Complaints, Concerns, and feedback**

Users of NOOSC should be able to complain, comment effectively and give feedback, without fear of victimisation.

To achieve this, the club will:

* Promote an environment of mutual respect, trust, and open communication. Treat everyone equally and fairly.
* Annual questionnaire to parent/carers and children will take place. This will provide opportunities for everyone to be consulted, with views being valued and transparent.
* Train staff in handling of complaints.
* Record all complaints, comments, concerns, and praise whether they are made formally or informally.
* Provide a private area for users to discuss matters with staff.
* Provide Care Inspectorate with information on the club’s response to complaints, as and when requested.
* When a member of staff receives a complaint from a parent/carer, and when that staff member feels they cannot resolve the matter satisfactory, they should refer the issue to their line manager.
* The manager on receiving written report will inform the complainant in writing of the decision outlining how the complaint was investigated and detailing the outcome within five working days.
* Individual members of staff have a right to reply to any complaint at any stage.
* Parent/carer can contact the Care Inspectorate at [www.careinspectorate.com](http://www.careinspectorate.com). Care Inspectorate Compass House 11 Riverside Drive Dundee DD1 4NY.

**Absent Child Procedure**

NOOSC is committed to ensuring that children and young people are safe.

A daily register is kept with the name of each child that is booked to attend the club on that day. A member of staff is responsible for the maintenance and management of the register at all times ensuring children are signed in and out of the club correctly.

Term time.

If a child is absent from School and the club has not been informed, we will follow the following procedure.

* P1-2: Staff will check with class teacher (if possible) to see if the child has been sent home during the day or is absent from school. Staff will ask the children in their class. If child is still missing, contact parent/carer.
* P3-7: Staff will ask the children before leaving the school grounds if the child had been in school that day. Staff will contact parent/carer. Staff will at no time, go looking for child putting other children at risk.
* When contacting parent/carer and the child is safe at home, parent/carer will be reminded by staff of the importance of notifying the club in future of the child’s absence, as per our Policies and Procedures.
* If it is not possible to contact parent/carer, emergency contact will be contacted, if there is no record of the child being absent then Police or Social work contacted.
* In the case of a child leaving the club without consent, staff will not jeopardise the safety of the other children and adhere to child: staff - ratio. If possible, a member of staff can try and talk the child back into the club. If this is not possible then the parent/carer will be contacted and informed of the incident, staff will take the lead from the parent/carer on further action to take.

Holiday/Inservice days.

* If a child has been booked into the club for that day and does not arrive within one hour of their expected arrival time, staff will contact parent/carer. If child is at home with parent/carer they will be reminded of the importance of informing NOOSC of the change in their plans. They will be charged for the time booked.

**Missing Child**

Children’s safety is always maintained at the highest priority both on and off the premises. Every attempt is made through carrying out regular risk assessments and following outing procedures, to ensure the security of the children is always maintained.

As soon as staff are aware a child is missing it will initiate the following procedures:

At the Centre.

* In the centre staff will use the walkie talkies to communicate to other staff child is missing.
* Staff will check on each area conveying back results of the search and ask other children.
* Staff will remain calm and will not let the other children know they are anxious or worried.
* If the child still cannot to found and after checking outside play area with no result parent/carer will be contacted. Staff will be guided by parent/carer.

Outings

* Guidelines for staff for outings/trips/walks will be followed**.**
* Staff will make children aware of the outing rules and areas children are allowed to play in.
* Staff will continue during play to ensure children are regularly accounted for.
* Staff will be designated an area to watch and be aware how many children are in their area.
* Staff will use the walkie talkies to make others aware a child maybe going home (outside setting play area).
* If at the end of the outing or as soon as staff are aware a child is missing, they will ask the other children when they were last seen and who they were playing with.
* Staff will check each area where children were playing.
* If in an indoor venue staff will contact the venue security, reception who will handle the search.
* Parent/carer and Police will be contacted.

**Uncollected child.**

If at the end of session, a child has not been collected, NOOSC will initiate the following procedures:

* Staff will ensure they reassure the child/ren, so they do not get anxious or worried.
* Parent/carer will be contacted.
* Emergency contact on application form will be contacted if parent/carer cannot be contacted.
* If after 30mins no contact has been made by the parent/carers, Police or Social work will be contacted.
* There will be a non-refundable charge of £30. This is due to two members of staff requiring to be on the premises when children are present.

**Medical**

**Health and Safety Administration of Medication**

NOOSC staff are willing to provide this service on a voluntary basis and can refuse if they are uncomfortable, not trained to do so or do not feel that they are being provided with enough information on the medication.

* Staff can administer the medication which has either been prescribed by a doctor or bought over the counter if appropriate paperwork has been completed. One member of staff will administer one member of staff will witness.
* Parent must inform senior staff and complete medication forms each time medicine is to be given. It must be in the original packaging, stating child’s name, dosage, method, and time of administration.
* Medication forms will be reviewed and updated three monthly or when required. Medication will be audited monthly and recorded.
* Medication should be handed directly to a staff member by the parent/carer, and it must be in the original packaging, instructions clearly stated, and the child’s name clearly visible.
* Staff must be informed of last administered dose, and this must be recorded on medication form.
* Children should not carry prescribed medication (unless it is an epi-pen or inhaler) or non-prescribed medication in their school bags.
* Children who carry own medication epi-pens, will be asked to hand over to staff when arriving at club or at school collection so it can be stored safely, and staff are aware where it is if required.
* Medication will be stored in appropriate designated box or in cold storage (medical drawer) if required such as the fridge.
* Parent/carers will be asked to take medication home daily if appropriate.
* Once medication has been administered, the member of staff will appropriately record this in the child’s file.
* Medication will only be administered if the first dose has already been given to child by the parent/carer to ensure the child does not have an adverse reaction.
* If medication is to be given on an “as prescribed basis,” it is important that the staff record the judgment made as to why medication must be given. Ask parent to be extremely specific.
* If I child refuses their medication staff will use their training to encourage the child to take their medication for their health and wellbeing. If a child continues to refuse parent/carer will be contacted and ambulance if required.
* If a child is given to much medication or given to the wrong child staff will contact parent/carer immediately and monitor child till collected.

**Prevention of Infection, Illness and Attendance**

NOOSC requires parent/carers to give advanced notice if your child is going to be absent from the club.

* In the case of illness, you should telephone/text or email the club to inform us of their absence.
* Even if your child wants to come back to the club, we will ask that you please keep him/her at home until they are completely well.
* We should be informed if your child is absent due to having contacted an infectious illness such as German measles, Chickenpox etc, because of the risk to pregnant woman.
* If your child is showing symptoms of vomiting and/or diarrhoea, The Public Health Board recommend the child stays off for a minimum of 48hrs after last episode, as to prevent spread of infection. The club also asks you adhere to this.
* If your child is ill when collected from school or becomes ill throughout the session, we will contact parent/carer or emergency contact given on membership form and would expect the child to be collected as soon as possible.
* Children must be fit to attend school to attend the club.

There is a list of common childhood illnesses and exclusion times information on this can be found in “Infection Prevention and Control in Childcare Settings.” May 2018 page no 20.

Please speak to a member of staff if you have any queries.

**NOOSC will commit the following procedures to prevent the spread of flu and any other viruses.**

* Encourage good hand hygiene practice to help prevent spread to staff and children.
* Children/staff to wash hands on arriving at centre/before and after snack and breakfast, when coming in from outside and when visibly soiled.
* Wash hands frequently with soap and water for a minimum of 20 seconds.
* Use alcohol-based hand rub where available if no access to soap and water.
* Avoid touching eyes, nose, and mouth with unwashed hands
* Cover nose and mouth with a disposable tissue when sneezing, coughing, wiping, and blowing the nose. Dispose of all tissue promptly into a bin. If you do not have any tissues available, cough or sneeze into the crook of the elbow. Wash or use alcohol-based hand rub to clean hands at first opportunity.
* Cleaning rota, frequent cleaning required after each session and disinfecting objects, surfaces that are touched regularly, using appropriate cleaning products and methods.
* Follow all guidance issued by the Scottish Government Care Inspectorate and health departments as and when required.

At the time of reviewing this information was current and up to date but please always refer to NHS and Government website for the latest guidance. The management of outbreaks of infectious disease in childcare settings are led by the Local Health Protection Team (HPT) alongside partners, such as the local authority and Care Inspectorate.

HPT OFFICE HOURS 01224 558520 OUT OF HOURS 0345 456 6000

It is the parent/carers responsibility to inform the club if their child has contacted and notifiable diseases e.g., measles, mumps, etc to allow the club to notify parent/carers and staff. Likewise, if a staff member has any notifiable disease, parents will be informed.

**Sun safety/Dehydration of children**

Keeping children safe.

NOOSC staff have a duty of care to keep children safe and healthy. Children are cared for throughout the year and every season presents its own challenge: during the summer staff must consider sun safety and the dangers of dehydration in the children in our care.

* We ask that parent/carers apply first layer of sun cream before child arrives at centre.
* Parents/carers are asked to supply their own sun cream for their child in the original container and clearly labelled with their child’s name
* Children to carry their own labelled sun cream in their bags (they will be given access to it at regular intervals throughout the day this includes trip days)
* Staff will encourage the children to apply it to themselves during the day (to promote independence) supervising each child depending on their age and stage of development
* Staff will help to promote sun awareness and encourage the children to take responsibility in protecting themselves from the sun.
* Children will be encouraged to play in shaded areas if staff feel it is appropriate
* Staff should make themselves aware of the dangers of dehydration in children and therefore encourage the children to drink plenty of water.
* All staff will monitor the children while outside asking the children to reapply sun cream if necessary and encourage them to drink water as and when needed
* Parent/carers are also encouraged to provide sun hats, sunglasses, and water bottles
* NOOSC staff will ensure children always have access to water.
* Failure to provide your child with the appropriate sun protection may prevent your child from participating in outdoor play.

**Accident, Incident, and Infection Control**

NOOSC is committed to ensuring that children and young people attending the club do so in a safe environment that is in line with all relative legislation.

The club’s management will ensure that:

* The club has a Health and Safety Policy that involves the use of regular risk assessment and regular maintenance of premises and equipment.
* The club’s management and appropriate staff are knowledgeable about relevant health and safety legislation and their responsibilities in law.
* There will always be at least two staff members on duty who hold a Practical Paediatric recognised First aid certificate, list of first aid qualified staff will be on display in the playroom.
* The accident and incident recording book are available each time the club is operational.
* All accidents and incidents involving children and young people, staff and anyone within the club’s premises are recorded.
* All accidents and incidents involving children and young people are reported to parent/carer both verbally and in written format.
* All accidents and incidents to staff and others that are required to be reported to another authority are duly reported e.g., R.I.D.D.O.R. See [www.hse.gov.uk](http://www.hse.gov.uk) for information on reportable incidents.
* All accidents and incidents involving the club’s premises, material or equipment must be reported verbally to a senior staff member and recorded.
* All equipment that is designed to either prevent an accident or incident or designed to tackle an accident/incident will be regularly maintained.
* The club’s no smoking policy is always adhered too.

**Management of Substances and Clinical Waste**

All substances harmful to health, e.g., cleaning liquids, should be stored in a cool cupboard, which is either locked, or out the reach of children. These should only be used when no children are present.

When dealing with children who have had an accident of any description, the following procedure should be followed:

* Staff should always wear disposable gloves and plastic/disposable apron where there is a risk of contact with blood or body fluids e.g., vomit or faeces.
* Soiled or bloodied gauze should be double bagged before being placed in outdoor waste bin.
* Used gloves and aprons and any soiled papers towels should also be in placed in outdoor waste bin as soon as possible.
* A child’s wet/soiled clothes to be double bagged and given to parent/carer.
* Clothes or soft toys stained with blood should be placed in a bag, sealed and then arrangements made for their cleaning/washing. Any items which cannot be cleaned will be disposed of.
* ASN children who may still wear nappies or pull ups will be changed by a senior member of staff using the disabled toilets, using the resources marked for this purpose. Soiled nappies will be put in bio hazard bags and given to parent/carer to dispose of.
* Staff are made aware as part of their training of C.O.S.H.E assessment requirements.

These are the precautions that should be taken to minimize any risk or infection with good hygiene practices:

Hand washing – Children and staff will be encouraged to wash hands (at least for 20 seconds) properly using hot water and liquid soap on arriving at the centre, after going to the toilet, before having snack breakfast/lunch, baking, after craft work, after playing outside or anytime they are visibly soiled. Hand sanitizer can be used if hot water not available.

Equipment – Equipment will, if possible, be washed each term or as and when required and recorded. Paint pots etc must be washed in the sink provided for them and dishes washed in dishwasher or in their basin. Broken equipment will be discarded when found and playdough discarded daily.

Protective clothing – Protective clothing is made available; children and staff are encouraged to wear this when doing art and craft or any messy play.

First aid treatment – Will be carried out by certified first aiders, who will assess the injury whilst wearing PPE. Accident/Incident form will be completed by staff after dealing with accident. It will be signed by parent/carer who will be given a copy. All cuts or abrasions will be covered with a suitable dressing. Gloves will be worn by staff to perform tasks where there is a risk of blood or bodily fluids. Soiled gauze will be double bagged before being put in outside bin.

Blood/body fluid spillages – Any spills should be dealt with promptly – absorb spills with paper towels, discard into waste bag, apply Milton liquid and leave in contact for two minutes. Absorb using paper towels before washing with hot water and detergent. Remember to wear protective clothing. Soft furnishings (blood or other bodily fluid visibly containing blood) – absorb the spill with paper towels and discard into plastic waste bag. Wash areas with lots of hot water and detergent (to dilute the spill) and dry the area thoroughly. All spills not containing blood should be dealt with using the same technique as those for soft furnishings.

Other spillage should, as above, be dealt with promptly for health and safety reasons.

Laundry – Tea towels to be discarded regularly and boil washed daily. Children’s soiled clothes to be double bagged and given to parent/carers at end of session.

Food waste bin- Food waste bin will be emptied at the end of each session or when visibly full.

**Health and Safety Policy**

Health and Safety is of utmost importance for the club. We will take reasonable and practical steps to provide a safe and caring environment for children and young people, staff, and visitors. We will ensure Health and Safety has a high profile, that adequate resources for health and safety are available, consult with all staff and provide training opportunities, and monitor and review health and safety continuously. The club will continue to promote well-being through physical activities, sports, and healthy diet.

* The club provides a safe environment, suitable for the club’s purpose, in line with all relevant legislation.
* The premises are hygienic, in good state of decoration and repair, and are smoke free.
* The staff to child ratio and the space standards in the Health and Social Care standards are met and have been considered.
* Furniture, equipment, and toys are clean and well maintained. There is a cleaning log to ensure all equipment is cleaned and checked regularly.
* Staff take measures to control the spread of infection.
* Regular risk assessments of the club’s premises, equipment, activities, outings are carried out.
* Risk assessments are reviewed on an annual basis, or if there is a substantial change, to determine if change to the environment, activities, or equipment of NOOSC changed the risk and associated preventative actions.
* The club’s management is aware of their responsibilities under relevant Health and Safety legislation.
* The club has a child Safeguarding Policy and Accident/Incident and Infection Control Policy.
* The club has clear guidelines on the use, storage, and administration of medication.
* All food is properly prepared and provides a well-balanced and healthy diet.
* All staff receive training in food hygiene.
* Allergens which are present in our breakfast/snacks are displayed for our children as well as parent/carers.
* Children and young people will learn about healthy lifestyles and relationships, hygiene, diet, and personal and online safety, through safe play and good daily hygiene practices.
* Children and young people will enjoy safety but not be overprotected. We aim to promote independence, so some risks are necessary.
* Children and young people will have regular access to fresh air and energetic physical play daily.
* All staff will be trained in emergency procedures. All staff will have first aid training or be in the process of updating their training.
* Staff will compete training in Duty of Candour.
* We will complete Duty of Candour report each year and make it available to be viewed on our [website](https://www.noosc.org/) and in our Newsletter.

**Security Policy**

* The Bettridge Centre uses closed circuit television (CCTV) images to protect Company’s property and to provide a safe and secure environment for employees, visitors, users of the centre.
* The CCTV has no audio recording facility.
* Cameras are located at strategic points through out the centre, these will be operational when NOOSC is operating.
* The images that are filmed are recorded centrally and held in a secure location.
* As the recording system records digital images, any CCTV images that are held on the hard drive of a PC or server are deleted and overwritten on a recycling basis and, in any event, once the hard drive has reached the end of its use, it will be erased prior to disposal.
* Any queries with regards to CCTV can be referred to the manager of the Bettridge centre.

**Evacuation Policy**

Fires, explosions, bomb threats and chemical spills are among the occurrences that may require emergency evacuation of the Bettridge Centre. Everyone who is alerted to this alarm is required to evacuate the building as quickly and as calmly as possible.

Employees have a duty to respond to this policy by:

* Working safety and efficiently.
* Using protective equipment provided for their use.
* Reporting incidents that may have led to or lead to injury ordamage.
* Adhering to procedure, jointly agreed on their behalf, for securing a safe workplace.
* Assisting in the investigation of accidents with the object of introducing measures to prevent reoccurrence.
* Keeping fire exits clear at all times.
* A fire drill to be done at least twice per year. This will be recorded so all staff know and understand the drill.
* Staff must not smoke in the play building or in the presence of children.

**Fire Evacuation Procedure**

In the event of the fire alarm sounding staff will follow procedure:

Lounge area – Playworker 1 on the register will request the immediate attention of everyone in the lounge. The children will be asked to line up at fire exit door in a safe manner. Playworker 1 will take register, children’s information, first aid, and phone with them and lead the children to the fire assemble point. Other staff will check toilets and follow children to the assembly point closing fire doors behind them. Assembly point – children line up behind numbered posts where register will be done.

Canteen Area – Playworker requests the immediate attention of everyone and requests they line up at the fire exit door before leading them to assembly point. Closing fire exit doors as they leave.

Small/Large Hall - Playworker will request the children line up at the fire exit door in a safe calmly manner, before leading the children out to the assembly point. Other staff member will check the toilets and close fire doors as they leave.

Outside – If children are playing outside the centre, on hearing the fire alarm, staff will gather the children together and escort them to the fire assembly point where children will line up behind numbered posts.

At no time will the children/staff re-enter the building to collect their belongings until building has been given all clear.

If it is not possible to re-enter building parent/carers will be contacted to collect children. Children and staff will remain at assembly point until all children have been collected.

If a staff member discovers the fire, they will follow Bettridge Centre procedures.

**Risk Assessment**

Risk assessments will be completed, planned, and evidenced for:

* All trips and outings including bus.
* All areas where activities are taking place.
* Activities and equipment used.
* Risk assessment training is available and all NOOSC staff will be able to access training.
* Risk assessment documents will be updated each year or when situations change.
* Assessment forms for trips etc, will be copied and taken on trip with consent forms.
* If staff notices any dangerous areas, occurrences, or pieces of equipment etc, they should report to the senior club staff or centre manager as soon as possible in the appropriate manner and document the danger and how it was reported and when.
* Staff will follow Visitor Policy when visitors approach the setting.
* Specific children will have their own risk assessment done. (Health issues, ASN children.)

**Visitors**

Our workplace visitor policy outlines our rules for receiving visitors to our premises. We want to ensure that visitors will not:

* Pose a threat to the children in our care, the premises and property.
* Distract our staff from their work.
* Be exposed to danger.

We will encourage new families to make appointments to visit the premises meet the staff, introduce them to the club or offered a virtual walk through.

Engage with Bettridge Centre manager to ensure any visiting contractors do so when we are not on the premises.

Organise training for evening or weekend when club is not operational.

Complete risk assessment when organising activities where trainer may need to attend e.g., Circus Skills, Zumba etc.

Visitors will be welcomed by a staff member and signed in after staff have checked their identifications. One staff member will stay with the visitor to ensure our guidelines are being adhered to and to ensure the safety of staff, visitor, and the children.

**Collection and Transport**

During term time the staff will collect the children from Newtonhill Primary School using this procedure:

P1-2

* Children on exiting the school infant door will be encouraged to stand together.
* Register is taken, headcount done to confirm number of children correlates with register. Children will be encouraged to get a partner and follow playworker in a safe manner using the walk that has been risk assessed to the Bettridge Centre escorted by staff.
* Younger and ASN children are given priority to walk with staff.
* Children should, where pavement allows walk in pairs. Staff should position themselves one at the front one at the rear and other in between, with adults walking on the outside of the pavement.
* If children cannot cross the road all at once, then staff should cross them in smaller groups.
* When crossing one staff member should stand in the middle of the road while children are crossing remembering to acknowledge drivers who have stopped.
* Crossing at the bridge will require two staff members to stand on the road with the children crossing between the two staff.
* Children will be encouraged to walk and use their learning from [www.roadsafety.scot](http://www.roadsafety.scot) when crossing the roads.
* Staff members at the front should look back to see if gaps have occurred and stop and let the children catch up.
* Children will be encouraged to wear hi viz jackets in the winter. Staff will wear them all year round.
* If a child is booked into the club and does not appear, staff will follow absent child procedure. At no time will staff look for child on their own, placing other children at risk.

P3-7

* The children will be collected by staff from P3/4/5 and P6/7 door. Once the register is taken, a head count will be done to ensure this correlates with the register before children leave the playground.
* The children will walk to the centre escorted by staff using route that has been risk assessed.
* Children who have completed training and have permission from their parent/carers can cycle to/from the centre (if traffic safety allows) having registered first with playworker. P7 ONLY. P4/5/6 children who are taking part in training will walk with their bikes to and from the centre. The children will be responsible for their own bike’s safe storage.
* Children will be discouraged from taking scooters etc.
* Children should where pavement allows walk in pairs. Staff should position themselves one at the front one at the rear and other in between, with adults walking on the outside of the pavement.
* If children cannot cross the road all at once, then staff should cross them in smaller groups.
* When crossing one staff member should stand in the middle of the road while children are crossing remembering to acknowledge drivers who have stopped.
* Crossing at the bridge will require two staff members to stand on the road with the children crossing between the two staff.
* Children will be encouraged to walk using their learning from [www.roadsafety.scot](http://www.roadsafety.scot) when crossing the road.
* Staff members at the front should look back to see if gaps have occurred and stop and let the children catch up.
* Children will be encouraged to wear hi viz jackets in the winter with staff wearing them all year round.
* If a child is booked into the club and does not appear, staff will follow absent child procedure. At no time will staff look for child on their own, placing other children at risk.

**Guidelines for staff for outings/trips/walks**

When taking children away on outings/trips/walks etc. NOOSC staff are asked to adhere to the following procedures to ensure risks are minimised and safety procedures are adhered to:

* Staff will explain to the children before setting out the behaviour expected of them.
* Younger children should have it explained in terms they understand.
* Staff should remember to take head count before leaving, head count on bus, head count to be taken throughout trip, and again before leaving to return to the club.
* Children’s information and register will be carried by a senior member of staff, who will ensure first aid kit, mobile phone, risk assessment etc, are taken on trip/outing.
* Staff should wear club uniforms to make them more easily identifiable for children, other staff members and the public.
* Trips will be risk assessed before commencing, documented, and recorded.
* It is the responsibility of the parent/carer to ensure their child is prepared for all weather conditions i.e., sun lotion or warm clothing.
* Children will be put into groups with group leader (if bus trip) before leaving.

**Bus Trips**

* Children will be encouraged to walk with a partner and get onto the bus with staff assistance, if required. One staff member to sit at front of bus who leads the outing.
* Staff member to be on the bus to direct the children to their seats and help with seatbelts, bags etc.
* Other staff members will go onto the bus at intervals to help with seatbelts settle the children.
* When coming off the bus this process will be reversed and the staff member at the front should lead the children from the bus.
* Other staff to escort children off bus and last staff member to ensure children have taken all personal belongings.
* Seatbelts must be worn by children and staff throughout the journey. Staff will sit at aisle side (with one child at the window).
* Staff will be spaced out between the children on the bus as much as possible, staff do not sit together.
* Children will be reminded of behavioural expectations while on the bus and to take all personal belongings from the bus.
* On arriving back to the centre, children will be escorted to the lounge and parent/carers will collect from there.

**Photography and Recording Policy**

* The Club provides photography/video equipment in the form of iPad and mobile phone for children and staff to use in supporting activities for children – these must only be used for club’s purposes.
* To ensure the appropriate use of this equipment and to safeguard children, only the equipment belonging to NOOSC maybe used to take appropriate and relevant images of children i.e., when engaged in activities and to support development observations. The club will remain vigilant and ensure that only children with parental consent have their photos taken and displayed.
* Any photos of the children must be used in accordance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and only if parental and child consent has been given. Parents can refuse consent via the club’s yearly membership forms. Staff and children are not permitted to take photos of anybody without that person expressed permission and only on equipment supplied by NOOSC for the purpose of recording play activities.
* Staff/visitors and parent/carers must not use their personal cameras or devices to take photos of the children at the club.
* The Bettridge Centre uses closed circuit television (CCTV) images to protect Company’s property and to provide a safe and secure environment for employees, visitors, users of the centre.

**Mobile Phone and Electronic Devices**

* The Club promotes the safety and welfare of all the children in our care. We aim to provide high quality, safe, stimulating, and consistent provision for all children and their parent/carers. We believe our staff should be completely focussed during their hours of working, ensuring all children in the club receive a professional and attentive service.
* The club is mindful that staff have a duty of care to ensure that children are protected from potential harm both within and beyond the physical and virtual boundaries of our club. That mobile phones and devices are part of everyday society, and in recent times this technology has been used inappropriately to harm children, posing a risk to their safety and wellbeing.
* In considering of these facts and to ensure our protection objectives, we do not allow staff to use personal mobile phones whilst working directly with the children. Staff can wear Apple Watches (or similar device), but it must only be used for time purposes. Watches that connect to the internet or a mobile phone must be on aeroplane mode whilst at work with the children.
* Mobile phones/walkie talkies are provided in the club to communicate between staff, with parents/carers and for staff to receive emergency calls. During operational hours, they will be kept in a central location, and pass- code protected – this security information must be protected i.e., not written down or shared.

**Children’s use of Mobile Phones**

* Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the club. The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children. Children must not use their mobile phone to take photographs of any kind within the club. If they want a photograph of a particular activity, they can ask a member of staff to take one using the club equipment. Club provides a safe container for children’s phones to enable them to take part in activities without them worrying about their phones.

**Parent/carers and Visitors use of Mobile phone**

* Parent/carers and all visitors must not use their mobile phone in the club (or any other device) for any reason, including taking photographs. This includes Parent/carers taking photographs of their own children. Should parent/carers require photograph of a particular activity a member of staff will facilitates this using club device.

**Technology Use, Data Storage and Management**

* The club uses computerised and mobile technology for operational purpose. NOOSC technology/devices are used for work purposes and should only be used by authorised persons.
* Only technology owned by the club will be used on the premises.
* All computers, laptops and mobile devices are password protected to ensure any data stored on them is secure. No unauthorised use or removal of any technology from the club is permitted.
* The devices are locked securely in the setting when club is not in operation.
* If a device is taken home due to unforeseen circumstances, the manager must be informed and the person taking the device home must ensure it is securely stored and not accessed by another individual and returned to the club as soon as possible.

**Online Safety**

* NOOSC recognise the exciting opportunities technology offers to staff and children in our club and have invested in age-appropriate resources to support this. While recognising the benefits, we are mindful that staff have a duty of care, and they will ensure that children are protected from potential harmful online material and that appropriate filtering and monitoring systems are in place.
* When used appropriately and safely, technology can support development, therefore we encourage children to use a range of technological resources for a wide range of purposes. At the same time, we do all we can to ensure that technology is used appropriately and that children are safeguarded against risks.
* All staff have a shared responsibility to ensure that children are supervised when using any technologies, ensuring appropriate and safe use. This forms part of the wider duty of care and it is essential that staff respond promptly to report/address any issues or concerns. We will ensure that any online safety concerns that do arise will be dealt with swiftly, ensuring children and staff adhere to safe practices and continue to be protected.
* It is important that children and young people receive consistent messages about the safe use of technology and can recognise and manage the risks posed in both the real and virtual world.

Information will be shared with children about online safety through general interaction when engaged in any related activity:

We aim to:

* Raise awareness amongst staff, children and parent/carers of the potential risks associated with online technologies, whilst also highlighting the many learning and social benefits
* Support safeguarding protocols and rules for acceptable use

**Email**

The club has access to an email and private Meta account to use for all club related business, including communicating with parent/carers. This allows email content to be monitored and protects staff from the risk of allegations, malicious or inappropriate contact with children and their families.

**Social Networking**

The use of social networking sites, such as Meta have become increasingly popular. Such sites are used to chat with and share information, photographs, and news with friends across the world. Whilst the use of such sites has many benefits there are potential problems concerning privacy and inappropriate usage, especially those working with children. These may include breaches of confidentiality, unsuitable language, or images, and in some cases breaches of the law.

Staff must not access personal social networking sites whilst work within the club, however NOOSC recognises that staff may use the internet in their personal time and may participate in social networking. If a member of staff choses to do this in their own time, they are expected to follow the professional standards as set out in SSSC guidelines and employee handbook.

**Corporate**

**Admission Policy**

Membership of NOOSC is open to parent/carer of children who live in the catchment area of Newtonhill Primary School or attend said school if spaces available during holidays children who live out with Newtonhill can attend.

* We will work in partnership with parent/carer for your child.
* Our staff will have both the time and the training to welcome you and your child to our club.
* You will be provided with sufficient information about the club and its operation to enable you and your child to make an informed choice about the club.
* You will be encouraged to make at least one pre-admission visit and your child can attend for one complete session prior to taking up a space.
* Places are offered on a first come, first served basis. Priority will be given to siblings of children already attending.
* All members shall pay a non-refundable annual membership fee when their child’s space has been confirmed.
* Member’s children shall be in the age range 5 years or waiting to commence primary one in the August of that year to 12 years. ASN children may attend after risk assessment has been completed and discussion with parent/carer has taken place to ensure NOOSC can provide the best care for their child.
* When the club is full, places will be allocated by registration date.
* The allocation of places is based on equality and fairness, when the session numbers are met (maximum 80) and we have a cancelation, the place will be given on a first come first serve basis.
* Any information provided by you about your child will be treated confidentially and kept safe as per our Confidentiality and the Secure Handling of Information Policy. The only exception to this maybe in extreme circumstances as a duty of care to professionals such as Police, Social Care or Health Care Professionals.
* Once your child has been offered a permanent place, they will be expected to attend the days booked (staff are employed based on the number of children that are booked in). Non-attendance will be charged term time usual hours, holiday/Inservice days’ time booked for.

**Adverse Weather/Closure Procedure**

NOOSC will follow the closure procedure, in the event of severe weather conditions, electrical or heating fault, or the premises having to close, or insufficient numbers of children attending to make it cost effective.

We will do this by:

* Notifying the school if necessary.
* Contact all parent/carer on register and inform them of the need to close and reason why.
* No charge will be taken on enforced closure day.
* If the school closes before 9am, children who attend the breakfast club will remain at the centre and this will be treated as an Inservice day. Staff will inform parent/carer to advise of school closure and where their children are.
* If the school closes during the school day you must follow the school procedure.
* On-going issues, we may open depending on demand, staff, and facility availability.
* The safety of the children is our top priority so we ask parent/carer to ensure their children are aware of what they should do in an emergency closure does happen.
* Please note that in poor weather children will need to walk to and from school therefore appropriate clothing and footwear will be required for all weather.
* It is parent/carer responsibility to make sure emergency details are correct and kept up to date.

**Fee/Membership Payment**

To run a high-quality childcare setting it is essential that fees are paid on time. Childcare fees are invoiced twice a month and must be paid within 30 days of receipt of invoice unless other arrangements have been made with management. Membership is paid annually or when your child has a confirmed space.

Any account falling into arrears will trigger the following procedure:

* If an account falls into arrears a reminder invoice will be issued to bring account up to date within seven days.
* If this fails a letter will be issued informing that if account is not paid in full by month ending the account arrears will be passed to a Debt Collection Agency and the child will be unable to attend the club.

Any child leaving the setting with outstanding fees will trigger the following procedure:

1. To give a last opportunity to settle an account the parent/carer will be informed of the date that information will be passed to the Debt Collection Agency.
2. If the account is not settled, it is out the hands of the setting, and all payment plus any additional charges by the debt collection agency will have to be paid to them.

**Childcare Vouchers**

Childcare Voucher schemes are a benefit, provided by HMRC and your employer. The exchanged part of the salary is exempt from tax and National Insurance contributions.

Newtonhill Out of School Club cannot refund any overpayment of childcare vouchers directly to a parent/carer. All childcare voucher overpayments must be claimed through the childcare voucher scheme provider. Parents are advised to keep track of payments against invoices to ensure that gross overpayment of childcare fees is not occurring.

Newtonhill Out of School Club will issue notifications to parents that are consistently overpaying fees and advise an adjustment of their monthly payments.

**Confidentiality and the Secure Handling of Data**

Record Keeping

Newtonhill Out of School Club will maintain records that are required for the efficient and safe management of the club and to promote the welfare, care and learning of the children and the young people.

* Records will be kept in accordance GDPR.
* Each child will have a Chronological Record placed in their file and completed when required.
* Parents / carers will have access to their child’s own records.
* Records which identify children’s details will be treated as confidential and will be stored securely and disposed of in a safe manner when the child no longer attends the club.
* Records will be made available to Care Commission Officers on request.

Records will include:

* Completed admission forms.
* Care Plans
* Incident and Accident forms
* Permission for medication/ administration records
* All about me forms
* Chronological Record

**Staff**

**Confidentiality Policy**

The operation of NOOSC involves the sharing of information between users, the club and other agencies involved in the health and wellbeing of the child. To ensure that all information on children attending the club is respected and remains confidential, the club will actively promote confidentiality in the following ways:

* Provide training for staff on required records/reports i.e., personal files which will be kept locked in filing cabinet.
* Provide training for staff on handling confidential/sensitive information as per child protection guidelines.
* Provide secure storage for files and information.
* Staff will adhere to relevant legislation in the keeping of records.
* Providing parent/carer access to their child’s own records when requested.
* Undertaking not to disclose confidential information unless required to do so in matters of child protection or life or death situations.
* Staff will not discuss children/parent/carer outside of the club environment this includes social networking sites.
* We comply with the requirement of the General Data Regulation (GDPR) regarding obtaining storing and using personal data.
* Children’s records and family information will be shredded and deleted if the child no longer attends the club and fees are paid to date.
* Staff will follow SSSC guidelines on confidentiality.

CONFIDENTIALITY POLICY ON THE SECURE HANDLING, USE, STORAGE AND RETENTION OF DISCLOSURE INFORMATION POLICY STATEMENT

General Principles

Newtonhill Out of School Club complies fully with the Code of Practice, issued by Scottish Ministers, regarding the correct handling, holding, and destroying Disclosure information provided by Disclosure Scotland under Part V of the Police Act 1997, for the purposes of assessing applicants’ suitability for positions of trust. It also complies fully with the GDPR and other relevant legislation pertaining to the safe handling, use, storage, retention, and disposal of Disclosure.

* We use Disclosure information only for the purpose for which it has been provided. The information provided by an individual for a position within the organisation is not used or disclosed in a manner incompatible with the purpose. We process personal data only with the express consent of the individual. We notify, the individual of any non-obvious use of the data, including further disclosure to a third party, identifying the Data Controller, the purpose for the processing, and any further relevant information.

## Newtonhill Out of School Club recognises that, under section 124 of the Police Act 1997, it is a criminal offence to disclose Disclosure information to any unauthorised person. We, therefore, only pass Disclosure information to those who are authorised to see it in the course of their duties. Newtonhill Out of School Club will not disclose information provided under section 115(8) of the Act, namely information, which is not included in the Disclosure, to the applicant.

* We do not keep Disclosure information on an individual’s personnel file. It is kept securely, in a lockable, non-portable storage container. Access to storage units is only permitted to authorised and named individuals, who are entitled to see such information in the course of their duties.
* We do not keep Disclosures or Disclosure information for any longer than is required after a recruitment (or any other relevant) decision has been taken. In general, this is no longer than 6 months. This is to allow for the resolution of any disputes or complaints. Disclosure information will only be retained for longer than this period in exceptional circumstances, and in consultation with Disclosure Scotland. The same conditions relating to secure storage and access will apply during any such period.
* Once the retention period has elapsed, we will ensure that Disclosure information is immediately destroyed in a secure manner i.e., by shredding, pulping, or burning.
* Newtonhill Out of School Club will not keep disclosure information which is awaiting destruction in any insecure receptacle (e.g., A waste bin or confidential waste sack). We will not retain any image or photocopying or any other form of the Disclosure information. We will keep a record of the date of issue of the Disclosure, the name of the subject, the Disclosure type, the position for which the Disclosure was requested, the unique reference number of the Disclosure and details of the recruitment decision taken.

**Recruitment Policy and Procedures**

The organisation is committed to following the Care Inspectorate Safer Recruitment guidelines, our recruitment policy is fair and compliant with all relevant legislation and helps lead to a positive experience and outcomes for the children and families who use our care.

NOOSC is committed to safeguarding and promoting the welfare of the children and families in our care.

This commitment influences practice at the advertising stage for new posts in that a variety of types of publications and internet sites will be used (within overall advertising budget and geographical locality of the post) to ensure that underrepresented groups are able to access information on vacancies for posts. Application packs include:

* Copy of the equal opportunities policy
* Job description
* Application form
* A brief background sheet on the organisation and the post(s) on offer
* A form for candidates to complete should they require support or assistant for the interview (e.g. Sign language interpreter). If a candidate requires assistant for interview this will be arranged.

Short listing criteria will be set out for each post on specific forms, which must be competed for each candidate for the purposes of openness and accountability of the selection process.

Short listing criteria will be used to select a list for interview. The NOOSC will only interview candidates who meet the criteria for the post.

For permanent and fixed term posts where the organisation is the main employer, the appointment to short list and interview panel will contain:

* + Relevant member(s) of staff with expertise and/or management responsibility for the post.
  + At least one member of the staffing subgroup and a trustee
  + Appointment of representative of funding body/partnership agency (if required as part of conditions of grant funding or partnership work).
  + Any organisation staff member or board member involved in the selection process in any way must declare an interest and withdraw from the processes if any of the candidates are known to them through any relationship which may be seen to influence their ability to make impartial and fair judgements during the selection process.
  + Any member of staff or the board or committee intending to apply for a vacant post should immediately inform the manager and retire from any involvement in the planning, preparation and decision-making processes relating to employment with the organisation.

* Interviews will use the same format, tests and overall questions for each candidate, with relevant supplementary questions on specific experience and skills for individual candidates.

The panel (3-4 at most) will share questions. Panel members must take part in pre-interview briefing meetings, arrange and agree the following code of conduct.

NOOSC Aims to welcome candidates for interview and to give them the opportunity to show how their skills and experience matches the requirements for the post. All candidates will be treated with courtesy and respect and be allocated the same amount of time, format of interview, and style of questioning.

All interview panel members will be committed to our equal opportunities policy and be familiar with relevant employment legislation and good recruitment practice, including good interviewing and assessment skills. Inexperienced panel members will be willing to take part in relevant training and monitoring and will follow guidance issued at pre-interview briefing meetings.

All panel members agree that no inappropriate or irrelevant questions or comments will be made to candidates (eg .Childcare arrangements) and those judgements will be made solely on the basis of the criteria for the post.

All interview assessments will be made through a combination of criteria score sheets and interviewer’s notes. The panel will decide on the best candidates and notes will also be kept of the discussion. All interview notes and forms will be kept in confidential archive files for a minimum of three years.

All appointments will be subject to PVG Disclosure and Professional Register checks, and this information will be recorded, and appointments will be offered on condition of satisfactory assessment of such checks.

All offers of appointment will be made subject to satisfactory references: which will be sought immediately after the acceptance of the candidate of the provisional offer. All new appointments to the organisation carry a three-month probationary period. All candidates for posts to the organisation must demonstrate a commitment to equal opportunities.

If either:

* + The conditional offer is not accepted by the candidate or,
  + The references (or PVG check) are unsatisfactory.

The offer of appointment will go to the next best suitable candidate interviewed who in turn will be subject to take up of references and PVG Disclosure check.

If no other suitable candidate is available, a second round of recruitment should be undertaken and/or, in the case of difficult to fill specialist posts, secondments sought from relevant agencies.

The employment law legislation set out in the staff handbook is adhered to in the organisations recruitment policy.

This policy will be reviewed on an annual basis to ensure compliance with relevant employment legislation and good practice: policies and procedures.

# Policy on the Recruitment of Ex-Offenders

## Policy Statement

NOOSC complies fully with the Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997 and 2007 act, for the purposes of assessing applicants’ suitability for positions of trust. The code identifies obligations which registered bodies, countersignatures and other.

We undertake to treat all applicants for positions, fairly and not to discriminate unfairly against the subject of a Disclosure based on conviction or other information revealed.

This policy on the recruitment of ex-offenders is made available to all Disclosure applicants at the outset of the recruitment process.

We are committed to equality of opportunity, to following practices, and to providing a service which is free from unfair and unlawful discrimination. We ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of gender, marital status, race colour, nationality, ethnic or national origins, age, sexual orientation, responsibilities for dependants, physical or mental disability, or offending background, or is disadvantaged by any condition which cannot be shown to be relevant to performance.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential, and welcome applicants from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on skills, qualifications, and experience.

We will request a Standard or Enhanced Disclosure only where this is considered proportionate and relevant to the position: this will be based on a thorough risk assessment of that position. Where a Disclosure is deemed necessary for a post or position, all application forms, job adverts, careers literature, website, and any other appropriate literature will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, we shall encourage all applicants selected for interview to provide details of their criminal record at an early stage in the application processes. We ask that this information is sent under separate, confidential cover, to a designated person within the organisation and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

In line with the Rehabilitation of Offenders Act 1974, we will only ask about convictions which are defined as “unspent” in terms of that Act, unless the nature of the position is such that we are entitled to ask questions about an individual’s entire criminal record.

At interview, or under separate discussion, we shall undertake to ensure an open and measured discussion on the subject of any offences or other matters that might be considered relevant for the position concerned. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the subject of that Disclosure before withdrawing a conditional offer of employment.

We ensure that at least one member of the interview panel have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to employment of ex-offenders (e.g., the Rehabilitation of Offenders Act 1974).

We undertake to make every subject of a Disclosure aware of the existence of the Code of Practice, and to make a copy available on request.

Having a criminal record will not necessarily debar you from working with Newtonhill Out of School Club. This will depend on the nature of the position, together with the circumstances and background of your offences.

**Alcohol and Drug Abuse**

Newtonhill Out of School Club is committed to providing a workplace that is safe in every sense and fully productive, so that everyone can conduct their jobs and fulfil their responsibilities unhindered. This means striving to ensure, amongst other things that the workplace is free from the effects of substance abuse which includes alcohol.

The following standards of behaviour are a requirement of all employee’s:

* Employees should be fit and ready to always carry out their work duties when at work.
* Alcohol is not permitted during working hours and the workplace is always designated alcohol free.
* Any breach may be treated as serious misconduct.

Support

It is the employee’s responsibility to advise their supervisor or board of director member of any drug or alcohol dependency condition and of any current medical treatment with they may be receiving for dependency. It is a critical success factor in treating a drug or alcohol dependency that the condition is recognised early. Where an employee with a drug/alcohol dependency discloses their dependency, they will be offered advice and help.

**Substance Abuse**

NOOSC is committed to providing a safe, productive work environment for its employee’s this means striving to ensure that the workplace is free from substance abuse. That is, the use of illegal drugs, the misuse of legal drugs or other substances, and the abuse of alcohol. NOOSC wishes to ensure that all employees recognise the threat posed by substance abuse and aim to minimise the risks involved. NOOSC can provide employees with information to raise awareness of the consequences and dangers of drug use and alcohol abuse.

The following standards of behaviour are required by all employees:

* Employees should be fit and ready to carry out their duties at all times whilst at work or on NOOSC business.
* Employees are prohibited from being at work or on NOOSC business whilst impaired by drugs or alcohol or with illegal drugs present in their system.
* The use, possession, sale or distribution of illegal drugs and the misuse of legal drugs or other substances is prohibited.

Alcohol consumption is not permitted during working hours.

## DON’T

* Use, keep, sell, or distribute illegal drugs misuse illegal drugs or other substances.
* Consume alcohol during work hours or be under influence during work.
* Do not ignore a case of substance abuse if you witness one.

**Whistle Blowing**

NOOSC will not accept or condone any behaviour by staff, volunteers or other adults associated with the club that is contrary to the club’s aims and objectives, Policies and Procedures. We will actively encourage and support the reporting of such behaviour.

We will do this by:

* Promoting an environment of mutual respect, trust, and open communication.
* Promoting an environment that is free from bullying, harassment, and discrimination.
* Treating everyone equally and fairly, with dignity and respect and by valuing individual differences.
* Ensuring that the quality of the work of each member/volunteer is effectively monitored as well as the work of the club, through regular reviews and appraisals.
* Ensuring that procedures are in place for reporting unacceptable behaviour/practices, and they are reviewed annually.
* Actively supporting staff / volunteers who “blow the whistle” both during an investigation and after in line with the relevant legislation. We will do this through keeping them up to date with what is happening and offering counselling/support sessions.

Staff are encouraged to use staff meetings to discuss views so any conflict can be managed away from the children.

# **Volunteering**

Any volunteers wishing to work in Newtonhill Out of School Club will initially have to attend for interview to assess their suitability. Reference will also be sought.

* If volunteer is under the age of sixteen a reference will be obtained from their school guidance teacher.
* Volunteers over the age of sixteen are required to undergo an Enhanced Disclosure Scotland/PVG check.
* Once cleared through Disclosure Scotland, the volunteer will be accountable to the Support workers, Practitioners, Manager.
* A Volunteer agreement and Induction form must be completed.
* Volunteers will be able to access required training courses in relation to the work being carried out.

**Training, Development and Appraisal**

STATEMENT ON TRAINING, QUALIFICATIONS AND PERSONAL DEVELOPMENT

We are committed to the ongoing training and development of all staff, and we will seek resources and opportunities to provide training.

Staff will be supported in reaching the qualifications level required for their post.

Staff who have reached the qualifications level for their post, will be supported, and encouraged to continue with their personal and professional development. In house training and sharing of skills will be promoted.

**Induction Training**

**For all new staff the following induction training will be provided:**

* Introduction to the aims and objectives of the organisation.
* Introduction to all Policies and Procedure the Scottish Social Services Council Codes of practice and Health and Social Care standards.
* Shadowing of a senior colleague to learn day to day routines and procedures.
* A guide to the premises, layout, staff breaks, accident and emergency procedures and storage systems.
* An assessment of key skills with a training plan developed from this assessment to fill gaps in knowledge.
* After the successful completion of a probationary period, a further assessment and appraisal to determine ongoing training and qualifications needs.
* Registration on appropriate courses available to obtain necessary qualifications.

## Ongoing Supervision and Support

Line Managers should set up regular meetings with staff to review and plan their work, to discuss any concerns or issues, and to inform staff of relevant information, which affects their working practice and procedures.

## Keeping Informed and Attending Training

NOOSC also requires all staff to read updates on relevant legislation or organisational policies and procedures, to attend any training events or meetings they are directed to, by their Line Manager.

**Meeting Qualification Requirements for Registration with the SSSC**

All staff are expected to be able to register with the SSSC by either meeting the qualifications grade for their post, or by working towards such qualifications within the designated time period.

## Appraisal

All staff will receive an appraisal from their designated line manager every six months.

This appraisal will include assessment and updating of their training and personal development plan, including progress made, milestones reached and achievements. The update will set training and development targets for the following year or beyond in the case of longer-term training and qualifications study.

Staff who are not meeting targets in terms of training, qualifications and personal development plans will need to show good reasons for the delay or lack of progress. This can include external factors relating to the availability and resources for training and development; personal factors such as maternity leave or a long period of sick leave; or confidential personal circumstances the member of staff should share with the line manager if this is affecting work or progress in training.

The appraisal is also an opportunity to share information and assessment of general progress with the post; to discuss and try to solve any problems or difficulties, and to give the line manager the opportunity to highlight praiseworthy work achievements; to identify less than satisfactory areas of work performance, in order to give the post-holder opportunities to improve; to make recommendations for promotion (or demotion) or salary increases linked to performance or qualifications achievements.

If a member of staff is not performing well in their post or needs support through personal circumstances the appraiser may recommend, follow up progress meetings between appraisal dates.

The appraisal interview is a two-way process and staff are encouraged to prepare on the basis of reporting on their own views on their achievements and training needs and give feedback on the level of support and opportunities provided by the organisation. If they have any problems with carrying out their post, this should not be saved to discuss at an appraisal interview but discussed as soon as possible with their line manager,

If the duties of a job description have changed significantly, then the appraisal interview is an opportunity to recommend to the management alterations to the job description by authorised staff/management.

**Staff Health and Safety Policy**

NOOSC is a Registered Company and Charity (SC289711), registered in Scotland. In pursuance of its objectives, the Charity runs the Newtonhill Out of School Club at the Bettridge Centre, Newtonhill, Aberdeenshire.

The aims of Newtonhill Out of School Club (the Club) are to promote education for children in need of care during out of school hours and school holidays, to provide facilities for recreation and other leisure time occupations of such children in the interest of social welfare and to improve their conditions of life.

The Clubs operating times during school term times is Mondays to Fridays from 7-30am to 9-00am and 3-20pm to 6-00pm. During holiday periods and on in-service days the club operates from 7-30am to 6-00pm.

The Staff are an integral part of NOOSC and their commitment and enthusiasm in looking after the children needs are highly regarded and widely recognised. The Club focuses on the training and registration of Staff with the Care Inspectorate which can only improve the service offered, giving the parent or carer piece of mind that the Club is employing high quality trained Staff.

Health and safety is an important consideration for the Club. We will take all reasonable steps to provide a safe and caring environment for children, staff, and our visitors. We will ensure Health and Safety has a high profile, that adequate resources for Health and Safety are available, consult with all Staff and provide training opportunities, and monitor and review health and safety continuously.

The staff relentlessly strive to look for ways to make the Club a safe, enriching, and fun place for the children to be at. The club continues to promote well-being through physical activities, sports, and healthy diet.

Overall and final responsibility for Health and Safety is that of manager Heather Edmond with the help of Vicky McBain who have day to day responsibility for ensuring this policy is put into practice.

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| **STATEMENT OF GENERAL**  **POLICY** | **RESPONSIBILITY**  **OF: Name/Title** | **ACTION/ARRANGEMENTS** |
| To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities. | Senior Staff | * Relevant risk assessments completed and actions arising out of those assessments implemented. * (Risk assessments reviewed every year, or earlier if working habits or conditions change.) |
| To provide adequate training to ensure employees are competent to do their work. | Manager | Staff are given necessary health and safety induction and provided with appropriate training. |
| To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health. | Manager | Staff routinely consulted on health and safety matters as they arise. |
| To implement emergency procedures – evacuation in case of fire or another significant incident. | Manager | * Escape routes well always signed and kept clear. * Evacuation plans are tested from time to time and updated, as necessary. * All Staff receive regular First Aid training. Food hygiene, * Child protection * Emergency First Aid equipment is available at the Bettridge Centre. |
| To maintain safe and healthy working conditions, provide and maintain equipment and electrical goods, and ensure safe storage/use of substances. | Manager | * Toilets, washing facilities and drinking water provided. * System in place for routine inspections, testing and washing of equipment and for ensuring that action is promptly taken to address any defects. |

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| Health and safety poster is displayed: | Lounge | | |
| First-aid box and accident book are located: | Accident book – filing cabinet/register  First aid boxes – in kitchen, lounge cupboard and in various areas (portable) | | |
| Accidents and ill health at work reported under RIDDOR: | Reporting of Injuries, Diseases and Dangerous Occurrences Regs) [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor) Tel: 0845 300 9923 | | |
| Signed: (Employer) |  | Date: |  |
| Subject to review, monitoring, and revision by:  Yearly or as required. | Heather Edmond |  |  |

Employers with five or more employees must have a written health and safety policy and risk assessment.