

FÀS MÒR



Poileasaidhean & Dòighean-obrach

*Policies &
Procedures*

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ACCESS POLICY

Fàs Mòr is committed to an access policy which will support social inclusion and equal opportunities. The centre will operate Sabhal Mòr Ostaig's policy having regard to the interests of children and parents and the College's:

- role as a Gaelic Medium institution
- need to maintain academic standards
- financial viability

Fàs Mòr has made provision for those with disabilities and is committed to maintaining and developing accessibility to its building.

The College was not formerly able to offer access to childcare facilities. Fàs Mòr now offers a crèche facility for use by staff, students and the community.

BEHAVIOUR POLICY

The following behaviour is considered unacceptable in the creche, whether towards an adult or another child:

- Biting
- Hitting
- Pinching
- Inappropriate language
- Throwing/breaking toys/equipment/furniture.

Staff will encourage and support children to develop a sense of right and wrong by helping children to cooperate in the creche.

Staff will always try to explain, reason with and calm the child.

If the antisocial behaviour continues, the staff will direct the child to more positive activities.

If a child has hurt/upset another child they will be encouraged to apologise to the injured party.

As a last resort the child will be removed from the situation and asked to sit with a member of staff for a few moments to calm down.

An incident of discipline will be brought to the parent's attention and discussed with them.

Staff will be aware of the age and stage of development of the child and of any cultural, linguistic or particular needs.

Shouting or physical punishment will not be used. Physical intervention, i.e. holding, will be used only to prevent injury to the child, other children or an adult, or serious damage to property.

ADMISSIONS POLICY

Currently being updated

ADVERSE WEATHER POLICY

PARENTS

Please contact the centre in cases of adverse weather.

STAFF GUIDELINES

1. Please ensure parents are aware to contact the centre in cases of adverse weather.
2. Establish which schools are to close, liase with Headteachers/contact person.
3. Ensure that Fàs Mòr is not affected, and other staff members are able to commute to Fàs Mòr.
4. If a decision has to be made, inform chairperson or management committee contact.
5. If all the schools that Fàs Mòr collects from are closed due to weather, then the out of school care club will also close.
6. If schools are open in the morning re-check the situation at lunchtime, just in case any schools are closing early.
7. If able to, arrive at Fàs Mòr earlier than normal to check arrangements
8. Check register and answer machine, and act accordingly.
9. Ensure that at collection time, you have all the children that are booked in.
10. Once all the children have arrived, access where it is possible to stay open, or due to the safe home journeys of both staff and children it would be best to close.
11. Once playworkers have made the decision, contact chairperson, or management committee contact
12. While the children are being collected ensure that you always have adequate staff cover.

Any queries on the above contact the Manager or Chairperson of the Board of Directors.

CAREER REVIEW PROCESS

Preamble

Each member of staff will participate in an annual Career Review, the interview being conducted by the appropriate line manager. The review will allow members of staff to discuss their work performance, allow consideration of concerns and the identification of staff development needs and aspirations having regard to Fàs Mòr's plans.

The experience of the review should be positive and, with proper management should not involve unexpected issues.

2 Conduct of the Interview

Interviews should be positively orientated and should not deal with issues which should properly be dealt with in a disciplinary setting. Arrangements for the interview should be made in advance and, if possible should take place in an informal setting, free from interruptions. The agenda should, broadly, be agreed in advance and necessary documentation should be to hand.

The interview should be informal, constructive, participative and involve an exchange of views. The initial stage should involve a review of the outcomes from the previous review. The second stage should involve consideration of personal and Fàs Mòr plans while the final stage should involve the mutual identification of key objectives which should be recorded. Objectives should be achievable, assessable and time related.

Throughout the interview the Reviewer must be mindful of Fàs Mòr policies and practices.

3 Record Keeping

The success of the Career Review process is dependent on appropriate record keeping and processing. Reviewers and Reviewees should each sign the record of interview with Reviewees being given time to read what has been recorded. In the event that agreement cannot be arrived at the record should nevertheless, be signed and the Reviewee should note on the record that he/she has not agreed the content (or specific part of it). This part of the process should be completed within 10 working days of the date of interview.

On completion of the process the Reviewer should forward the signed record to the Chairperson and should pass a note of the staff development proposals identified to the Board for action as appropriate.

4 Staff Development

Fàs Mòr is committed to an ongoing staff development programme. However, while every effort will be made to meet individual staff development aspirations decisions as to the Staff Development Programme have to be made in the context of Fàs Mòr's priorities and in the light of available resources.

5 Resolution of Disagreements

The Career Review process should be regarded as an opportunity to raise issues and to seek resolution of any disagreements. The Reviewer should bear in mind that while a failure to meet objectives may lie with the Reviewee that failure might equally result from circumstances and / or management actions.

Exceptionally it is open to a member of staff to approach the Board to request that an alternative Reviewer be assigned to conduct the review. Such a request will normally be granted. However, it may not always be possible to assign another appropriate Reviewer. In such cases the final decision will lie with the Board.

In the event that it does not prove possible to resolve disagreement in the context of the Career Review process and the Reviewee considers outstanding issues to be substantive then he/she may, within 10 working days of the signing of the Career Review record, request the Board in writing to initiate the appeals procedure. Any such request will be dealt with in accordance with Fàs Mòr's Grievance Procedures.

6 Timescale

The Career Review record should include a timetable for monitoring of progress and should identify, where applicable, possible obstacles to attainment of specific objectives.

7. Preparation for the Interview

The advice on the conduct of the interview indicates that the agenda should, broadly, be agreed in advance. To this end the reviewer should indicate in writing to the reviewee not less than one week in advance of the review the areas he/she would like to discuss. The reviewee should be invited to indicate in writing to the reviewer not less than three days prior to the interview the areas the reviewee would wish considered. Every effort should be made in the course of the interview to ensure that issues raised by both parties are dealt with.

Fàs Mòr

CHILD PROTECTION POLICY

Fàs Mòr has adopted the Highland Child Protection Committee's Child Protection Policy. This is available for download from www.protectinghighlandschildren.orgs

A copy is also available to read in the Foyer at Fàs Mòr.

CHILD PROTECTION PRO-FORMA

To be completed by the Manager or Assistant Manager.

Facility: Date:

Name of child D.O.B:

Cause for Concern:

What created your concern? Was it a verbal disclosure from a child or was it observed physical or behavioural indicators.

Directly observed – Information from other sources:

Was this observed personally? Or was information passed to you from a colleague, parent etc.

Evidence – Possible signs of Abuse: Written and/or illustrated:

Was this observed, physical signs or behavioural indicators? Provide information of the affected area etc.

Child's Disclosure:

What did the child say to you? Was this a full or partial disclosure?

Fàs Mòr

Your Response:

How did you react? Did you make time to speak to the child? What did you say to the child?
(This provides evidence of the language used with the child and evidence of not using leading questions)

Parent/Carer Response:

What did the parent say when you informed them of the situation? Remain objective of the situation and do not make a judgement of the parent's response. Information must be factual.

Parents will only be spoken to if they have not been indicated in the suspected abuse.

Action Agreed:

What action will be taken and who has agreed this.

Staff name:.....

Staff Signature..... Date.....

Parent/Carer name:.....

Parent/Carer Signature..... Date:.....

CLOSURE POLICY

Whilst the centre strives to break even we are to an extent reliant upon external financial support for our day-to-day running. In the event of this support coming to an end, the centre will support the needs of staff, volunteers and users in the following ways:

- The committee shall ensure that at no time is the centre operating insolvently
- In the event of a failure to secure funding to operate the service, the committee shall ensure that a minimum of four weeks notice of intent to close the service will be given to all staff, volunteers and users
- Staff shall be given required statutory notice and any payments due such as holiday pay accrued
- The centre shall ensure that all outstanding bills are paid in full and that all monies due to the centre are collected
- Staff shall be directed to Citizen's Advice Bureaux and Job Centres for appropriate advice on benefits and employment opportunities.
- Volunteers shall be given details of volunteer support agencies
- Users shall be directed to the Childcare Information Service for advice on alternative childcare in the area.
- In disposing of the assets of the centre such as play equipment, the committee shall follow the constitution/Memorandum & Articles of Association and distribute the assets to charities with similar aims after settlement of any outstanding debts
- The committee will ensure they follow guidelines for closure of the centre by informing the Care Commission, Inland Revenue and Companies House as appropriate
- Arrangements shall be made for the storage of relevant documents /paperwork relating to financial details/accounts, accident books, child protection etc as required

Before making any decision to close the centre, the management committee will seek advice from their local Childcare Partnership.

CODE OF CONDUCT – CHILDREN

The centre is committed to observing policies to ensure the safe and smooth running of the service.

Goals for Good Behaviour:

1. Respect for all other people
2. Understanding and following club rules
3. Knowing the procedures at the end of the day
4. Good behaviour during lunch and snack times
5. Listening to carers and responding politely.

Ground Rules to Achieve Goals:

- We do not hit, bite, throw toys or otherwise hurt others in the centre or elsewhere
- We do not shout, swear or be rude to others
- Chairs and tables are for sitting or working and eating from
- We eat lunch and snacks at the table and we clear up after us
- We stay out of certain areas e.g. kitchen when we are asked to
- When it is near to going home time, we collect our belongings and tidy up any games we have been playing with
- We are careful of others around us
- We walk while we are at the centre and only run when we are doing a physical activity
- We are very careful with sand and water play to make sure we do not spoil other people's fun
- We share all toys remembering they belong to everyone at the centre and we don't bring our own toys unless we ask!
- We respect other people's property
- Remember the things that make you unhappy and try not to do these things to others - it makes them just as unhappy.
- We don't fool around in case we hurt others
- Kissing is for outside the centre!

Being able to follow the rules will make everyone happy and allow us to do much more!!

This code of conduct is continuously open to revision. We will be encouraging the children to take part in this ongoing process.

Staff will not ignore inappropriate or frequent misbehaviour, especially when it is persistent or disrupts other children. This includes physical or verbal abuse. The child/children involved will be separated from the other children and given 'time out', in a designated area, to calm down and recompose. Staff will conduct a one: one session with the child/children, both listening and talking to them about their behaviour and the effect it is having on the other children and the running of the session. At no time will any physical punishment be used on the children.

Parental Involvement:

If a child is continuously disruptive a meeting will be arranged between the parent/carer, senior worker and committee member. If there is no improvement, the senior worker will notify the parent/carer that the child, at this point, cannot participate in the centre.

Re-admitting children:

Any child who has been excluded will be re-admitted at the discretion of the senior worker and the committee.

CODE OF CONDUCT – STAFF AND VOLUNTEERS

Attitude/Role model: You must, at all times, be aware of your responsibility when working within the centre. The children will look to you for guidance in many different aspects including socially and emotionally. If you feel that you have any problems in dealing with a child/children, parent /carer, e.g. due to clash of personality, you must speak to your senior worker to work through this.

Motivation: You must, at all times, remember that you are there to provide a stimulating and enthusiastic environment for the children. By providing opportunities for the children to participate in activities and opportunities you will show your encouragement.

Communication: You must, at all times, be aware that the language you use within the setting is appropriate for the children. Personal information should not be discussed in front of the children, or over their heads. Care must be taken to ensure that children are actively listened too and appropriate responses are given. Body language is important, as children will pick up mixed messages if both verbal & non-verbal language is conflicting.

Confidentiality: You must, at all times, be aware that information about individual children/families must not be discussed in front of the children or outside the setting to persons not relevant. You must refer and adhere to your club's confidentiality policy *at all times*.

Dress Code/Personal Hygiene: You must, at all times, remember that appropriate clothes must be worn within the centre and for trips out. E.g. high heels, short skirts and low cut tops are not appropriate. Soft shoes and comfortable clothes should be worn to support a variety of activities. You must be of clean and tidy appearance to support the children's awareness of personal hygiene.

Personal Conduct: You must, at all times, be aware that smoking in front of the children is strictly prohibited. It is not acceptable that you attend work with a hangover or be intoxicated with alcohol or drugs. If you feel you have any problems with the above, you must speak to your senior worker.

Interactions with children: You must, at all times, remember that when working with children your actions must be appropriate. This includes supporting the children with a positive attitude, promoting equal opportunities at all times and respecting the individual child. You should request support from a colleague if you feel you cannot deal with a situation effectively. Behaviours from the children, both positive & negative, should be dealt with consistently in relation to the centres policy and procedures.

Interactions with parents/carers: You must, at all times, remember to promote equal opportunities with all parents/carers. Ensuring that time is made to provide information to the parent/carers about their child's experiences.

Interactions with colleagues: You must, at all times, be aware that it is your individual responsibility to support the workings of the team. Any problems must be addressed promptly to support the positive atmosphere within the centre.

CODE OF CONDUCT FOR COMMITTEE AND STAFF

The progress and success of the centre depends on the confidence and support of current and future users. It is the duty of staff (including volunteer staff) and committee members to support and promote the service to the wider community and attempt to resolve any problems or issues relating to the centre within the centre.

All matters affecting children are of course confidential to staff, children's parents/carers and **where appropriate** to nominated committee members.

Members of staff and committee should at all times consider the benefits to the centre of any actions they may consider taking.

Staff and committee members have various responsibilities to the children, to each other, to the centre as an organisation **beyond that of individual parents and members of the community.**

Over and above specific duties attached to each staff/committee member's role they have the following responsibilities in the areas of accountability and confidentiality:

- All staff and committee members have a duty to support the centre in the community by promoting good practice including the following of policies and procedures
- Staff and committee members should not discuss specific issues within the community where these have a negative impact on any individual or on club's activities
- All staff and committee should actively seek positive ways of solving issues/ conflicts arising out of club activities with other staff/ committee members in line with confidentiality and complaints/grievance procedures
- Operational matters relating to specific children are confidential to the staff and child's parents/carers and only occasionally to certain members of the committee where appropriate
- Financial matters relating to the centre are confidential to staff and committee members
- Decisions about publicising operational, financial or other club issues will be made by the centre Committee as appropriate
- Any instances where staff and/or committee members feel that the community or other outside groups or agencies should know of internal issues **must** firstly gain approval of the committee including the Chairperson.

Committee and staff members of the centre have a duty to actively promote the benefits of the group.

I accept the above code of conduct and my duty to promote the centre and accept breaking this code may lead to disciplinary action.

Signed:

Role:

Date:

COMPLAINTS POLICY (PARENTS/CARERS/CHILDREN)

We are committed to the development of quality play, care and education, respecting the rights and needs of all children and their parents or carers. As such we welcome feedback from parents and carers or other stakeholders and are keen to learn about any areas which we need to improve.

If any parents, carers or stakeholders wishes to make a complaint or raise a concern they are invited to –

- Informally discuss the issue with the Manager or Assistant Manager:

Kirsten Shearer

Tel: 01471 888366

Sileas Landgraf

Tel: 01471 888367

Or alternatively

- Informally discuss the issue with the Chairperson:

Sheila Hamilton

Tel: 01471 888303

This informal complaint will be discussed, investigated and resolved within 7 working days.

If the matter is not resolved to your satisfaction within the agreed timescale you may contact the Board of Directors in writing:

Board of Directors
Fàs Mòr
Sabhal Mòr Ostaig
Sleat
Isle of Skye
IV44 8RQ

Your complaint will be investigated and responded to within 14 working days.

You may also complain formally to the Board of Directors in the first instance if you prefer, as per the process described above.

Alternatively you may, at any stage, contact the Care Commission directly:

The Care Commission, 1st Floor, Castle House, Fairways Business Park, Inverness, IV2 6AA (01463227630)

To be reviewed August 2010

CONFIDENTIALITY POLICY

Confidentiality along with Health and Safety will be observed in all aspects of working with children except in exceptional cases where other professionals may have to be brought into the centre's confidence. Failure to adhere to the confidentiality policy will be regarded as gross misconduct and may form grounds for instant dismissal. Confidentiality will be maintained regarding children, their families and staff/volunteers.

Areas of confidentiality include:

1. Medical details except where notification is required e.g. head lice, chicken pox etc.
2. Marital status
3. Financial matters including those of parents who receive assistance with childcare fees.
4. Parent/guardians' employment situation
5. Parent/guardians' and children's home situations where information has been given to the group in confidence
6. Court orders e.g. access rights, Social Work placements etc
7. Child Abuse (see above)
8. Religion
9. Children's addresses/phone numbers unless permission is given e.g. by a committee member to have their phone number listed for contact
10. Any records relating to the child within the centre such as accident/incident unless these require to be shared with parents and/or other relevant professionals
11. Records relating to staff and volunteers of the centre

All records will be kept in a safe, locked unit.

Signed

Manager.....Date.....

Employee/volunteer.....Date.....

CONSULTATION WITH CHILDREN

In line with the requirements of the Care commission and our Play Ethos at the centre we aim to consult with children about their club as widely as possible and in a variety of ways appropriate to the activity and the child. The following are guidelines to achieve this.

Consultation Methods:

Formal Consultation: Questionnaires

Evaluation Sheets

Focus group discussions

All of the above methods will depend on the age of the child(ren) and it will be necessary to consider the comments children make before being able to act on them. For example if questionnaires come back stating the children want a swimming pool attached to the centre, a focus group may follow that to look at options such as regular outings to leisure pools if possible, or if in a rural area, arranging a trip to a pool. A couple of paddling pools and increased water play may be a compromise. In either case children could then become involved in fundraising for the decisions they help to make. This system may be more appropriate when it comes to involving children in developing codes of conduct etc.

Informal Consultation:

General group chats

One to one chats

Suggestion boxes for activities/equipment etc

Idea boards/graffiti walls/whiteboard

Particularly for informal consultation it is important to ensure children are comfortable chatting. Children have excellent communication skills especially when they realise they are being listened to and taken seriously. It is important when chatting either inside or outside to have somewhere comfortable and secure to chat e.g. on beanbags in a group of friends. Remember as well that to gain information from younger/quieter children it may be useful to get help from older children to do this as they can often encourage others to chat in a way they would not do with adults. Perhaps if you have teenage buddies/ Duke of Edinburgh volunteers etc you can involve them in this way.

Ensure that consultation with children is a part of staff/committee meetings where appropriate and minute any comments/decisions. Ensure children are aware their ideas are recorded in this manner to show that they are valued. In this way your club is more likely to foster an atmosphere of open discussion and consultation with children on a day-to-day basis.

DATA PROTECTION POLICY

In accordance with the Data Protection Act 1984, all personal data held by Fàs Mòr regarding employees, trainees, volunteers and any other individual, and which is automatically processed by Fàs Mòr, is available to Data Subjects on application. This also applies to certain manual records which fall within the scope of the European Data Protection Directive (1999).

(Data Subject = an individual who is the subject of data held on a computer/on file.)

Making an Enquiry

Data subjects should write a 'Subject Access' letter address to Fàs Mòr. In this letter data subjects must ask for a copy of all information held about them to which the Data Protection Act and European Data Protection Directive applies. You will be asked to provide confirmation of identity. You will be asked to pay a fee not exceeding £10.

A written reply containing a copy of information held about you, as the data subject, will be sent to you within 40 days of providing confirmation of your identity.

Further Action

If you do not receive a response to your request within 40 days, or if the information you receive is incorrect, you can contact the Office of the Data Protection Registrar, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The Registrar can help ensure you get a reply, and if records about you are incorrect, ensure that any mistakes are corrected. If one of the Principles (see below) has been broken the Registrar can take enforcement action against the organisation.

The Enforceable Data Protection Principles

Once registered, data users must comply with the 8 Data Protection principles of good information handling practice contained in the Act. Broadly these state that personal data must be:

- Obtained and processed fairly and lawfully
- Held for the lawful purposes described in the data user's register entry
- Used for those purposes, and disclosed only to those people, described in the register entry
- Adequate, relevant and not excessive in relation to the purposes for which they are held
- Accurate, and where necessary, kept up to date
- Held no longer than is necessary for the registered purposes
- Accessible to the individual concerned who, where appropriate, has the right to have information about themselves corrected or erased
- Surrounded by proper security

If the Data Protection Registrar considers that breaches of the principles have taken place, enforcement action can be taken against a data user who may appeal in turn, to the independent Data Protection Tribunal. However, if it upholds the Registrar's enforcement action, failure to comply becomes a criminal offence.

DISCIPLINARY POLICY AND PROCEDURE

PURPOSE

This procedure is designed to help and encourage all employees to achieve and maintain standards of conduct, attendance and job performance.

This procedure applies to all employees of Fàs Mòr.

The aim is to ensure consistent and fair treatment for all and to clarify and reinforce rights and obligations.

PRINCIPLES

1. At any stage in the procedure the employee will be informed of the nature of the complaint against him/her and will be given the opportunity to state his/her case before any decision is made.
2. No disciplinary action will be taken against an employee until the case has been fully investigated. It may prove necessary to place an employee on suspension until such investigations are carried out. Suspension will be notified to the employee and will not normally exceed a period of 5 working days without a review. During such a suspension the employee will be paid at a rate equivalent to his/her contractual earnings.
3. No employee will be dismissed for a first breach of discipline except in the case of gross misconduct when the penalty will normally be summary dismissal, i.e. dismissal without notice or wages in lieu of notice.
4. At all stages of the procedure the employee will have the right to be accompanied by his/her Trade Union Representative or fellow employee of his/her choice.
5. An employee will have the right to appeal against any disciplinary penalty imposed.
6. In appropriate cases, (e.g. poor performance) an employee will be advised in writing of the time allowed for improvement and when and how reviews will take place.
7. The procedure may be initiated at any of stages 1-4, dependent upon seriousness of employee's alleged misconduct. In most circumstances it will be appropriate for the stages to be followed on a progressive basis. However this should not be regarded as automatic e.g. a final written warning will not be issued automatically following a first written warning if mitigating circumstances dictate other action is appropriate.
8. No disciplinary action will be taken against a Trade Union Representative until discussions have taken place with a full-time official of the Union.

COUNSELLING

It is Fàs Mòr's aim to encourage acceptable standards of conduct and performance. Every effort will be made to deal with minor issues through informal counselling with the Manager in order to avoid the need to implement the formal procedure.

The Manager will consider provision of support, practical assistance and/or training as appropriate to ensure that acceptable standards of work performance and behaviour are met.

Where informal counselling fails or the matter is more serious the following formal procedure will be used:

PROCEDURE

STAGE 1 – VERBAL WARNING

If conduct or performance does not meet acceptable standards the employee will be interviewed by the Manager and/or employer and given an opportunity to explain his/her actions.

If the explanation is not satisfactory, a formal VERBAL WARNING will be given and recorded in personal file.

The employee will be informed verbally of his/her right of appeal.

STAGE 2 - FIRST WRITTEN WARNING

If there is no improvement in the standard of conduct/performance, the employee will be interviewed by the Manager and/or employer and given an opportunity to explain his/her actions.

If the explanation is not satisfactory a FIRST WRITTEN WARNING will be issued.

The employee will be informed in writing of his/her right of appeal.

STAGE 3 – FINAL WRITTEN WARNING

If there is still no improvement in the standard of conduct/performance, the employee will be interviewed by the Manager and/or employer and given an opportunity to explain his/her actions.

If the explanation is not satisfactory a FINAL WRITTEN WARNING will be issued.

The employee will be informed in writing of his/her right of appeal.

STAGE 4 – DISMISSAL

a) *There is still no sustained improvement in the standard of conduct/performance whilst a final written warning remains live.*

b) *If any new offence occurs whilst a final written warning remains live.*

c) *If there is an allegation of GROSS MISCONDUCT*

The employee will be interviewed by the Manager and Employer.

If an acceptable explanation is not forthcoming DISMISSAL will normally result – with or without notice as appropriate.

In cases of GROSS MISCONDUCT dismissal may be without notice or payment in lieu of notice.

The employee will be provided, as soon as is reasonably practicable, with written reasons for dismissal, the date on which employment will terminate and the right of appeal.

TYPES OF OFFENCE

The following are examples of the various categories of misconduct and/or poor performance, but the lists are not exhaustive.

Misconduct Examples – Action taken at Stage 1 and/or 2 of Procedure

a) *Poor timekeeping (repeated lateness or early leaving).*

b) *Failure to notify promptly reasons for absence in accordance with procedures.*

Serious Misconduct Examples – Action taken at Stage 3 of Procedure

a) *Misuse of Company property.*

b) *Unauthorised absence.*

c) *Unsafe working practices.*

Gross Misconduct Examples – Action taken at Stage 4 of Procedure.

- a) Theft.
- b) Fighting.
- c) Fraud.
- d) Sexual and racial harassment/discrimination.
- e) Being under the influence of drink or drugs whilst at work.
- f) Deliberate damage of Company property.
- g) Verbal or physical assault.

AUTHORITY TO TAKE DISCIPLINARY ACTION

Verbal Warning	-	At least Manager level
First Written Warning	-	At least Manager level
Final Written Warning	-	At least Manager level
Dismissal	-	Manager and Employer

DURATION OF WARNINGS

STAGE 1 – VERBAL WARNING-	Will remain on employee's personnel record for 6 months.
STAGE 2 – FIRST WRITTEN WARNING-	Will remain on employee's personnel record for 12 months.
STAGE 3 – FINAL WRITTEN WARNING-	Will remain on employee's personnel record for 12 months.

APPEALS

An employee has the right of appeal against any disciplinary action. The employee will be advised of the right of appeal and the right to representation at the appeal. They will be advised of how and when to exercise this right of appeal when the warning is issued.

Appeals should be to at least one level above that at which the disciplinary action was taken.

PROCEDURE

1. Appeals against all warnings are to the Chair Person / Board.
2. Appeals against dismissal are to the Chair Person / Board.

TIME-SCALES

- (i) A minimum of 2 working days notice will be given before any disciplinary hearing is convened. (See Appendix I).
- (ii) Appeals against disciplinary decisions at all stages must be lodged within 5 working days of decision being received.
- (iii) All appeal hearings will be held within 5 working days of appeal being lodged. (Time scales may be modified at each stage by mutual agreement).
- (iv) At all appeal levels the outcome will be :
 - a) to confirm the disciplinary action; or
 - b) to allow the appeal entirely and dismiss the allegations; or
 - c) to substitute a lesser penalty.

EQUAL OPPORTUNITIES POLICY

This group recognises that discrimination is unacceptable and that it is in the interests of the centre to promote anti-discriminatory practice at all times.

All personnel have a responsibility for supporting anti-discriminatory practice.

AIMS

1. All staff, volunteers and visitors will treat the children and each other as individuals no matter their ethnic origin, culture, religion, gender, ability, social background or sexual orientation.
2. Staff will ensure the opportunity for all children to experience all activities is encouraged.
3. Staff will ensure that children's thoughts and ideas are actively listened to when planning opportunities
4. Staff will be aware of discriminatory and stereotypical behaviour and discourage inappropriate comments or actions.
5. Staff will nurture an atmosphere that is purposeful, respectful, challenging, stimulating and fun.
6. Staff will remain open to new ideas and value creativity and good thinking.

EMPLOYMENT

1. The manager will appoint the best person for each job and will treat fairly all applicants for the appointment.
2. No applicant will be rejected on the grounds of age, gender, sexual orientation, social background, disability, ethnic origin, culture or religion.

POSITIVE RELATIONSHIPS WITH PARENTS

1. Staff will respect the differences in families, their language and cultures.
2. Staff will encourage parents/carers to contribute whichever skills they possess at any opportunity.
3. Staff will ensure that there are open communications with parents in a way that supports individual needs

POSITIVE RELATIONSHIPS WITH CHILDREN

1. Staff will encourage children to respect the differences in families, their language and cultures.
2. Staff will ensure that there are open communications with children in a way that supports individual needs

The centre is committed to Article 31 in the United Nations Declaration in 'The Rights of the Child' (1989) – THE RIGHT TO PLAY

Established procedures for advising and informing individuals who are considering making a complaint under the terms of the policy:

Anyone considering making a formal complaint will, as a first step, have the right to obtain advice from Manager and/or the Chairperson. Alternatively advice may also be available from the Equal Opportunities Commission, St Stephens House, 279 Bath Street, Glasgow G2 4JL, Tel: 0141 248 5834, Website: www.eoc.org.uk

All formal complaints will be logged and should be reported to the Chairperson and Management Committee

In transmitting the information confidentiality will be preserved.

Specific laws related to this policy:

- ◆ Race Relations Act 1976;
- ◆ Sex Discrimination Act 1975;
- ◆ Disability Discrimination Act 1995;
- ◆ Data Protection Act 1998;
- ◆ Employment Equality (Religion or Belief) Regulations 2003;
- ◆ Disability Discrimination Act 2004

GRIEVANCE POLICY AND PROCEDURE

All personnel (staff, volunteers, trainees & committee members) will be expected to make efforts to solve problems arising in the personnel group first, with the individual(s) concerned. The grievance/complaints procedure will come into effect once these efforts are seen to be getting nowhere, i.e. when it is agreed by all parties involved that a resolution has not been found.

The complaints/grievance procedure exists to ensure that any problem or grievance that a personnel member may have relating to their involvement/employment with (name of club) can be resolved quickly and fairly. No action shall be taken to vary an employee's terms or conditions of employment, or otherwise alter the status quo of any personnel member while that personnel member is following the grievance procedure.

General notes applying to all stages of the grievance procedure

The personnel member should be advised that, at all stages of this procedure, the personnel member has the right to be accompanied by a colleague of their choice or their union representative (if appropriate), who will be supplied with the relevant papers. If the personnel member is a member of a union, the shop steward should be notified of all meetings at the same time as the personnel member is informed.

The grievance panel will consist of appropriate members of the management committee and any other relevant person(s) that the committee deem appropriate. The manager or grievance panel chair must keep a written record of each meeting. This should include details of the personnel member's case, the centre's response and the outcome of the meeting. The personnel member will be asked to sign the record of the meeting, but should be encouraged to consult with his/her representative before doing so. Copies of the record should be given to the Manager or Assistant Manager in charge, personnel member and his/her representative.

At the end of each stage of the grievance procedure, the personnel member must be advised of the next stage of the procedure by the manager/chairperson of the grievance panel. In all stages the time limits may be altered by mutual consent.

Every effort shall be made to resolve the grievance/complaint at each stage, and the proceedings shall be kept confidential to the personnel member, his/her representative, the senior playwork in charge and the grievance panel members.

Copies of correspondence and written records relating to a grievance/complaint will be retained in the personnel member's file. The correspondence and records relating to a particular grievance/complaint will be removed from the file after an appropriate period of time, and will be destroyed unless the grievance panel makes a decision otherwise for a good and specific reason.

Fàs Mòr

Stage 1

The grievance/complaint should first be raised with the Manager or Assistant Manager in charge/chairperson. If the grievance is against that person, then the personnel member should raise the matter one level higher.

The personnel member should be given an oral reply from the person s/he approaches as soon as possible and not later than 2 working days. If a written reply is requested, then this should be given to the personnel member within 5 working days of the grievance/complaint being raised. These time limits should only be exceeded if the investigation genuinely requires longer, and the personnel member should be asked to agree to an extension.

If the outcome is that action is agreed and a review period is set, then the personnel member and the Manager or Assistant Manager in charge/chairperson will meet at the end of that period to consider the progress.

Stage 2

If the personnel member is not satisfied by the response given in Stage 1, or by the progress after the end of the review period, s/he should raise the matter in writing with the chair of the grievance panel. A meeting of the grievance panel must be convened within 10 working days to consider the matter. The personnel member may, at this stage, be accompanied/represented by a fellow colleague of their choice or their union representative (if appropriate). The personnel member should be given a written reply within 5 working days of the meeting.

Stage 3

If the matter is not resolved satisfactorily within five working days, you may elect to appeal in writing to the Chairperson of the Management Committee, who will arrange for a meeting with an independent arbitrator who will give a decision on the matter within five working days. This decision is final.

A meeting with the arbitrator, the personnel member, the representative, the Chair of the Management Committee and the Manager in charge will be arranged.

The decision of the independent arbitrator will be final. The personnel member will be informed of the outcome of the meeting in writing within 2 working days of the meeting.

This complaints/grievance policy forms part of the Contract of Employment of all employees/trainees within Fàs Mòr and all employees/trainees have a contractual right to use the provisions in it for resolving problems. This complaints/grievance policy may be revised from time to time by agreement.

(See also contracts)

HEALTH AND SAFETY POLICY

Including

**RISK ASSESSMENT AND SAFETY CHECKLIST, FIRST AID, MISSING CHILD, INCIDENCE OF
VIOLENCE, ILLNESS AT THE CENTRE AND
ELECTRICAL EQUIPMENT SAFETY**

HEALTH AND SAFETY POLICY

NAME OF ORGANISATION: Fàs Mòr

**ADDRESS Sabhal Mòr Ostaig
Slèite
Isle of Skye
IV44 8RQ**

SIGNED _____ (Manager)

DATE _____

COMMITMENT TO HEALTH AND SAFETY

Fàs Mòr is committed to ensuring a safe and healthy environment for all children in their care, for all staff and volunteers and any other persons affected by our activities.

We will comply with statutory requirements as a minimum standard and over and above this, we will ensure a high quality of care is developed and maintained throughout all our staff, volunteers and activities.

The following policy explains our safety management systems and details how responsibilities for Health and Safety are allocated.

RESPONSIBILITIES

The Board of Fàs Mòr has overall responsibility for the Health and Safety at work for the employees of the organisation, volunteers and the children concerned.

Kirsten Shearer has day- to-day responsibility for ensuring the safety systems are suitably implemented (see also separate 1st Aid and emergency procedure policies).

Our organisation will access competent advice on health and safety matters through contact with:

- Environmental Health Department
- Local Authority
- Health & Safety Executive (including web site)
- Care and Learning Alliance
- Health & Safety Advisor – Richard Fox

GENERAL ARRANGEMENTS

SAFETY INDUCTION OF NEW STAFF, VOLUNTEERS AND TRAINEES

- New employees, volunteers and trainees will receive an initial Health and safety induction. This induction will outline the more significant hazards of the work place, safe systems of work and control measures to be taken.
- We will ensure that further induction, additional training, instruction and supervision will be provided until a sufficient and consistent degree of competence is demonstrated for the tasks and areas of work allocated.
- Content and issue of induction will be recorded.

RISK ASSESSMENTS AND SAFETY CHECKLISTS

The company will implement suitable and sufficient control measures through a process of risk evaluation. Risk assessments will be conducted and recorded in areas of significant risk identified, e.g. before any outings/trips etc

These risk assessments will be reviewed at a minimum of annual intervals and further risk assessments will be carried out when appropriate.

SMOKING

After taking note of NHS guidance, the organisation has decided that no smoking is permitted at the organisation's premises and in vehicles used by the organisation.

CONSULTATION

The organisation will ensure all staff and volunteers are informed of all relevant Health and Safety matters.

Staff and volunteers are encouraged to raise any concern relating to Health and Safety with management. Minutes of staff and/or committee meetings will record any Health and Safety issues discussed.

REVIEW

The safety policy and all safety systems will be reviewed at a minimum of annual intervals.

HEALTH & SAFETY

RISK ASSESSMENT

Area/activity assessed:	
Persons affected:	
Nature of risk:	
Degree of risk:	High Medium Low
Controls in place:	
Additional Controls Required:	
Priority:	Urgent Soon Non-urgent
Conducted by:	
Date:	
Signed:	

MANAGEMENT		Signed:	
Date received:		Target Date:	
Action decided:			

Record Keeping	Yes	No	Details of measures in place <i>or</i> Action required
Is each child registration up to date and renewed annually?			
Are all children signed in and out?			
Are all children and workers registered daily for emergency purposes (e.g. register kept at the main entrance)?			
What is the ratio of adults to children the service works to?			
Is there a list of children's special needs or requirements e.g. dietary needs and is this easily accessible?			
Is there a system for reporting broken toys and equipment/ repairs needed or other health & safety issues?			
Is the accident book accurate up to date and kept forever?			
Are all policies updated regularly?			
Is the record of fire drills and checks up to date and accurate			
Are contact numbers e.g. Child Protection, Social Work Services etc up to date and accurate?			

Signature.....

Date.....

Premises	Yes	No	Details of measures in place or <i>Action Required</i>
Is the entrance to the premises safe, uncluttered and suitable for access including during icy/wet spells, and taking into account disabled users?			
Are doors fitted with locks, which are easy to use particularly in case of emergency (e.g. Yale type rather than mortice)?			
Is the visitor book always signed when visitors arrive?			
Are doors fitted with door slammers?			
Are windows secure, fitted with safety glass or safety film, and able to be opened in case of fire?			
Are the premises adequately heated and ventilated (ideal temperature is 20 – 22 °C)			
Do heaters/pipes have guards/covers and are they kept clear?			
Are all electric points fitted with covers?			
Is electrical equipment including plugs and leads inspected regularly for breaks?			
Are tables/chairs other equipment used by other hall users stored safely before the out of school session?			

Kitchen	Yes	No	Details of measures in place or <i>Action Required</i>
Are all cleaning materials kept in a locked cupboard/other secure site?			
Have staff undertake Food Handling training?			
Are foodstuffs including packed lunches stored in a cool area/fridge?			
Are any medicines stored in the fridge clearly labelled and not accessible to children?			
Are foodstuffs such as raw and cooked meats stored at separate levels of the fridge to avoid cross-contamination? (Raw below, cooked above)			
Are separate cloths used for cleaning e.g. paints/snack tables etc			
Are there rules about children going into the kitchen and do all children understand these?			

Signature.....

Date.....

Toilets	Yes	No	Details of measures in place or <i>Action Required</i>
Are these cleaned regularly and all cleaning material stored securely?			
Are paper towels supplied?			
Is the water kept at a safe temperature?			
Are there appropriate materials for cleaning up bodily fluids to avoid cross contamination such as rubber gloves, plastic bags for disposing of soiled items etc?			
Are children aware of the need to wash their hands after using the toilet?			
Are toilets secure with no danger of other unwanted people being there when children will be using them?			

Signature

Date

Group Equipment & Practice	Yes	No	Details of measures in place or <i>Action required</i>
Are carpets and rugs in good condition and not curling at the edges /threadbare etc?			
Do furniture/soft furnishings comply with British Standards (non-flammable etc)?			
Are spills mopped up quickly?			
Is the floor swept regularly e.g. after snacks if sand is spilled etc?			
Are bins emptied every evening?			

Signature

Date

Toys & Equipment	Yes	No	Details of measures in place or <i>Action required</i>
Are toys and equipment in good condition and clean?			
Are toys cleaned regularly/ playdough replaced/ sand cleaned or sieved/ dressing up clothes washed etc?			
Are children encouraged to clear away toys and equipment when they are finished with them?			
Are items such as bookcases securely attached to wall?			
Are there safety mats around climbing frames/bouncy castles etc?			
Is there adequate adult supervision when using large equipment (at least one adult always present and other(s) in earshot)?			
Are there clear limits on the numbers of children using large equipment (e.g. only four on bouncy castle at any time)			

Signature.....

Date.....

Activities	Yes	No	Details of Measures in Place or <i>Action Required</i>
Regular cooking/baking activities are provided			
Adequate ratios of adult to children are maintained (consider use of knives/cookers etc)			
All surfaces/utensils etc are clean			
The children are involved in developing and understand the ground rules for the activity			
Children are involved in tidying up after the activity			
Are woodworking activities provided?			
As above adequate ratios of adult to children are maintained at all times and an adult is always present			
Tools and equipment are checked for damage/rust etc			
Wood is secured before cutting/planing etc			
The children are involved in developing and understand the ground rules for the activity			
Children are involved in tidying up after the activity assisted by a member of staff			
Are pets/animals present or visit the centre?			

Activities	Yes	No	Details of Measures in Place or <i>Action Required</i>
Are children/parents/carers advised when animals will be present?			
Are pets clean or are there risks of fouling and what measures are in place to deal with this?			
Do any children or adults have allergies?			
Are the children involved in developing and understand the ground rules for the visit/keeping pets?			

Signature

Date

Storage	Yes	No	Details of Measures in Place or <i>Action Required</i>
Does the centre have adequate storage?			
Are all children and staff/volunteers aware of safe methods of storing items (e.g. heavy, bulky items on the floor, small lightweight items higher up)			
Are containers clearly marked (this will also aid children to choose items for themselves)			
Are dangerous items of equipment such as woodworking tools stored securely e.g. in a locked cupboard?			
Are all substances, which could be harmful to children, kept, locked away including substances belonging to other Hall users?			
Are all medicines used by children or staff kept out of the way of children?			
Are all medicines (children and staff) recorded, counted and checked?			
Are outside storage areas secure from dampness and theft?			

Signature

Date

Fires/emergencies	Yes	No	Details of Measures in Place or <i>Action Required</i>
Is there a clear fire/emergency plan understandable by all (e.g. in pictorial form/ other languages)?			
Is there a record of all fire checks such as extinguishers, smoke alarms and blankets and is it up to date and accurate?			
Is there a record of fire drills – how often they are done and any problems with them recorded?			
Are fire doors always kept clear?			
Are there clear signs (green running person) indicating emergency exits?			
Is there a means of quickly and easily summoning emergency services e.g. phone/mobile phone for outings?			

Signature.....

Date.....

Outside areas at the premises	Yes	No	Details of Measures in Place or <i>Action Required</i>
Is outside play is offered on a regular basis to allow physical play and fresh air?			
Are outside areas clean, well maintained and free from litter including animal fouling, glass, syringes etc?			
Are outside security lights operational?			
Are gates and fences in a good state of repair?			
Are ramps and entranceways suitable including during wet/icy weather?			
Are there arrangements in place for grass cutting/general maintenance?			
Is outdoor equipment in good working order, clean etc?			
Are there arrangements for shaded areas in hot weather?			
Are the children safe from strangers in the outside area?			
Are the children involved in developing and understand the ground rules for playing outside?			
Are permission slips held for each child for use of sunscreen, and is this administered/self administered as necessary?			
Are risk assessments carried out for major and minor outings?			
Are there arrangements for road safety particularly pickup/set down points when children arrive/leave?			

Signature.....

Date.....

People	Yes	No	Details of Measures in Place or <i>Action required</i>
Adults			
Are all staff and volunteers Disclosure and reference checked?			
Do staff undertake regular training including Health & Safety updates (including manual handling)?			
Do all staff/volunteers have a full induction including Health & Safety, Child Protection, confidentiality etc?			
Are staff trained in techniques to support positive behaviour and to deal with negative behaviour inc where necessary restraint of children?			
Do staff/volunteers keep personal belongings out of the way/reach of children?			
Are adults aware of appropriate supervisory methods for children e.g. when playing on large equipment, woodworking, physical games?			

Signature

Date

People	Yes	No	Details of Measures in Place or <i>Action required</i>
Children			
Are children aware of the need for them to be aware of responsibility for health & safety for themselves and other children?			
Are children aware of and involved in the setting of ground rules?			
Are these rules/procedures understandable by all (e.g. in pictorial form/ other languages)?			
Are parents encouraged to keep sick children at home and do they inform the centre if their child has an infectious disease?			
Is there a policy/procedure regarding bullying and the support of children affected by negative behaviour?			
Are children involved in the planning of activities, choice of toys, equipment, outings etc?			

Signature.....

Date.....

FIRST AID / EMERGENCY POLICY

FOR

Fàs Mòr

BASED AT

Fàs

FIRST AID ARRANGEMENTS

The nature of First Aid arrangements considered to be appropriate will depend on the nature and location of premises and activities undertaken. Generally speaking, the higher the risk and the more people concerned – the more First Aid provision is required.

Registration and medical consent forms will be completed for each child attending the facility, and should be referred to prior to administering any first aid, depending on the severity of the incident and whether this would delay life-saving first aid.

Invasive or specialist first aid, such as epi-pens or diabetic injections, will not be administered by any member of staff unless they have up to date, appropriate training and current consent in writing from parents.

At least one member of staff or volunteer present will have current certificated First Aid whenever children are in attendance. This will require more than one member of staff or volunteers having such training – this will allow holidays, time off for training, sick leave etc. The Red Cross 2 day Childcarers First Aid Course is recommended, or similar, to be renewed at a minimum every 3 years. You must note who the first aiders are or to display current first aid certificates.

At least one First Aid box will be available and suitably marked at the premises. Staff and volunteers should be familiar with its location. One specific member of staff or volunteer will be formally allocated the responsibility of regularly ensuring the First Aid box contents are appropriate and replenishing the box if required.

All First Aid administered will be recorded, signed and copied to parents/carers.

Vehicles owned by the organisation should be equipped with appropriate First Aid boxes. It is also recommended that organisations ensure all vehicles transporting staff, volunteers and children on behalf of the organisation should be equipped with appropriate First Aid boxes/kit.

If the organisation arranges for outside activities to be conducted away from the premises, then it will be necessary to ensure additional First Aid arrangements are made including taking a First Aid kit on a planned walk.

Any special needs will be identified and suitable additional First Aid arrangements made if required.

1 Emergency Procedures

Every club must have emergency procedures written down and on display. Amongst other things these **MUST** include:

- A named person responsible for first aid
- The location of the first aid box
- Fire procedures
- Emergency contact numbers

Accident report forms/accident book will be completed for every accident, and all accidents, will be reported to parents.

If an accident occurs in the Centre the staff will:

- Assess the situation and ensure that you will not put yourself or others in further danger
- Assess the casualty whilst another member of staff removes the children to a safe place or another room.
- Administer basic first aid if required, and/or summon emergency help.
- Contact the child's parents/carers or emergency contact if necessary. Staff will ensure all parents/carers/emergency contact numbers are detailed in the daily register.
- Complete an accident form, including name of child, any witnesses, summary of accident, any injuries and action taken. * a copy of the accident form will be signed by the parent/carers and will be filed confidentially.
- If someone requires hospitalisation whilst at the Centre, every effort will be made to contact the parents/carers/doctor prior to transportation via ambulance to the nearest available hospital to the Centre.
- A review should be carried out assessing how the accident took place and what steps can be taken to prevent it happening again.

Should the situation not require outside help

- Ask a first aider/appointed person on the premises to attend to the injury if you are not qualified
- Check registration forms or ask the adult to ensure that the person has no allergies e.g. plasters
- Remain calm and ensure the casualty is supported
- Record the accident following the centre's procedures

If an incident occurs in the Centre, the staff will:

- Record the details in the Incident Book.
- Sign and date the summary.
- Pass on any relevant information/concerns etc. to any relevant parties.

Accidents/injuries to a member of staff in the Centre:

- Other member of staff will assess the situation, administer basic first aid if required, and/or summon emergency help and, if necessary, contact member of staff's next of kin.
- Record details in Accident Book.

Fàs Mòr

- Report accident/injury to senior member of staff.

Major Incidents/Emergency Arrangements:

If the Centre requires to be evacuated, the staff will assemble the children in the outdoor play area and take them to the designated assembly point which is the car park, where all parents/carers will be contacted.

If full evacuation of the area is required, staff will take the children to the alternative assembly area which is located outside Àrainn Chaluim Chille where all parents/carers will be contacted.

2 First Aid

Our named person responsible for first aid and completion of appropriate

accident/incident report forms are: *Kirsten Shearer ~ Manager*

In the event of the above person's absence, *Sìleas Landgraf ~ Assistant Manager*

will act as deputy person responsible for first aid.

The Manager is responsible for replenishment of the first aid boxes. There will be one first aid box located in a secure cupboard in the kitchen area. There will be one first aid box located in a secure location in the office. All members of staff/volunteers will be informed of the locations of the first aid boxes.

The contents will be as follows:

- First aid box
- 1 first aid guidance leaflet
- 1 infant resuscitation leaflet
- 1 child resuscitation leaflet
- 1 contents checklist
- 30 waterproof plasters
- 2 sterile eye pads
- 2 triangular bandages
- 2 large sterile dressing pads
- 2 medium sterile dressings
- 2 small sterile dressings
- 3 packs of 5 sterile gauze swabs
- 2 sterile non-adherent absorbent dressings
- 1 roll surgical tape
- 1 pair scissors (blunt)
- 4 pairs vinyl gloves (medium)
- 2 antiseptic wipes (alcohol free)
- 6 safety pins
- 2 sterile disposable plastic tweezers
- 1 tubular finger bandage size 01 with applicator

4 Recording of Accidents/Incidents

All accidents/incidents **must** be recorded and parents informed (no matter how minor the accidents).

If the accident/incident results in an employee/volunteer/trainee having more than 3 days off work (**including non-work days**), you must send a completed accident report F2508, to your local HSE authority, within 10 days. In addition the Care Commission and/or Local Authority Health & Safety Officer will need to be informed. Details are on the Health & Safety poster or in the phone book (01463 713459 for those in Orkney, Shetland & Highland).

If the accident/incident results in death or major injury for any person on your premises (including as a result of physical violence), then you **must** notify your local HSE authority immediately. They will ask for brief details, and you must follow up with a completed accident form (F2508) within 10 days.

To be reviewed May 2010

ACCIDENT/INCIDENT RECORD

Full name of casualty:	Telephone Number:
Address:	

Date of accident	Time of accident	Time parent/carers informed
Name of person who dealt with incident		First aid treatment administered

Was medical aid sought YES/NO	If yes, from where?
----------------------------------	---------------------

<p>ACCIDENT REPORT Please details everything that happened before, during and after the accident/incident, including a diagram of the scene (if appropriate). If necessary, continue on the reverse of this form.</p>

Name & address of witness	Name & address of witness
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Please tick if statement is attached		Please tick if statement is attached	
--------------------------------------	--	--------------------------------------	--

Name of club	Address
--------------	---------

Name of person recording accident/incident details	Signature	Date
--	-----------	------

I confirm that I have received a copy of this accident/incident record	
Date	Signature of parent

FÀS MÒR FIRE/EMERGENCY EVACUATION PROCEDURES

When fire alarm is sounded, the following procedure must be followed immediately.

- The person in charge will ask all children to stand and assemble at the door. He/she will pick up the register, which includes all contact numbers.
- A senior member of staff will check that the fire is not located outside the door (by looking through the glass panels in the door) and check that the exit is not blocked by fire.
- That member of staff will then lead the children quickly and calmly from the room without stopping to pick up any personal items (however if it is cold outside the person who is collecting the register may collect the children's coats also) They will exit from the fire door, directly into the grounds and will assemble at a safe distance from the building.
- The person in charge will meanwhile count the children out of the room, and quickly check that no-one has been left behind. They will check the toilets/kitchen areas etc. for any children before vacating the building.
- All children will be led to the assembly point, which is located in the Car Park. Here the person in charge will take the register and carry out another head count. The person in charge should then report to the fire brigade on arrival.
- No one will re-enter the building until instructed to do so by the fire brigade.

If you discover a fire:

- 1 **Activate nearest fire alarm**
- 2 **Close door to prevent fire spreading**
- 3 **Evacuate the building, calmly and safely following procedure**

Location of extinguishers: at all exits

Location of fire alarm: beside fire extinguishers at all exits

To be reviewed October 09

ILLNESS/INJURY WHILE ATTENDING FÀS MÒR

CHILDREN:

If a child attending the centre becomes ill or is injured, or a playworker feels that a child is too unwell to remain at the centre the following procedure is to be carried out:

- Keep the child in a calm, quiet area, away from the other children, and activities.
- Observe the child at all times
- Call the parent, using contact numbers available on registration sheet, arrange with the parent what to do in the best interests of the child
- If a parent is unavailable, other emergency contact numbers from the registration forms should be contacted
- If emergency contacts cannot be reached, then it may be necessary to call in a relief staff member to look after the ill child on a one to one basis until contact can be made. If this is so, then it may be necessary to invoice the parents for the time the relief staff member is needed.

In the event of medical treatment being sought for the child, please ensure that the consent for this has been signed. Bear in mind that a doctor or ambulance may have to be called. (Common-sense and the best interest of the child should dictate any action taken)

STAFF MEMBER:

If a staff member becomes ill while on duty at Fàs Mòr, the following are the procedures to be carried out:

- Inform other member of staff, that they are unable to carry on with their duties
- Other staff member to contact other staff/committee members on their list, to enquire if they are able to come along to cover the ill staff member leaving
- The ill staff member cannot leave until adequate cover is found for the children
- The staff member must not return until they are better
- If staff member is ill before commencement of club, they must inform other staff member as soon as possible on the day, to enable other cover to be organised.

SAFE LIFTING TECHNIQUES

Step 1 Assess the load

- If it is beyond your capacity do not attempt to move it. It may be suitable to obtain assistance or use mechanical handling. (Some individuals can only handle lightweight loads).
- You may require to push or rock the load to obtain some idea of the weight and weight distribution.
- Assess the position of the load. (You may lose control of it and it may fall on you when you start to move it).
- Assess whether you will be able to see where you are going once you have picked up the load.

Step 2 Plan the lift

- Assess where the load is to be placed.
- Remove obstructions such as discarded wrapping.
- Estimate the centre of gravity and position this part of the load close to the body if possible.
- Ensure the route over which the object will be carried is free of slip, trip and fall hazards.
- If you need help, decide prior to the lift who is giving commands and ensure everyone involved can be heard.

Step 3 Position the feet

- If you decide to lift an object, position the feet comfortably apart. (e.g. shoulder width)
- It may be an advantage to place one foot slightly forward of the other.

Step 4 Grip

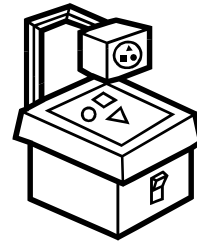
- Try to keep the arms within the area covered by the legs and feet.
- Try to obtain a balanced, comfortable grip of the load.
- Try to lift with the palms rather than the fingers.

Step 5 The lift.

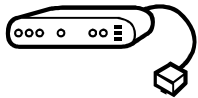
- Bend the knees if lifting from the floor or low levels.
- Do not significantly bend your back or stretch.
- Lean forward a little over the load.
- Lift smoothly and don't jerk.
- Keep the load close too your body if possible.
- Do not twist the body whilst lifting. Use the feet to step around to face another direction.
- Keep the shoulders level and facing the same way as the hips.
- Apply the above when setting the load down.

THE FOLLOWING MUST BE CONSIDERED WHEN ASSESSING THE RISK: -

- **The task**
- **The environment**
- **The load**
- **The individual capabilities**



Electrical Equipment Checks



Item	Check
Equipment flexes	Check these are free from damage such as cuts, fraying etc
Plugs	Check these are free from cracks and other damage, that the flex is securely attached to the plug
Electrical appliances	These must be free of damage such as loose elements in kettles etc
Switches	Check these are working properly - no sparks, switch depresses fully etc

Faulty equipment

Any faulty electrical equipment must be switched off and unplugged as soon as it is discovered.

The item should be labelled stating that it must not be used

Report the fault to the responsible person (e.g. your Health & Safety Representative)

DISCOVERY OF A MISSING CHILD

If you discover that a child in your care has gone missing the following is the procedure to follow:

1. Establish where and when the child was last seen
2. Discreetly ask the other children if the child stated any intentions of leaving/going somewhere
3. If you are outside of the building, one or two playworkers stays with the children, any other playworker/s search the area.
4. If you are inside the building, one or two playworkers stays with the children, while any other playworker/s search inside the building
5. Complete a systematic search of the building, in case the child is hiding
6. All searches, whether inside or outside are to be carried out in a calm manner – do not transfer any sense of panic to the other children
7. If the child is quickly found it is important that a playworker talks to the child and finds out why this situation came about and steps are taken to ensure it does not happen again.
8. The management committee contact/chairperson should be kept informed as to the progress of the search should the child not be found quickly.
9. If after 15 – 20 minutes of searching, and the child has not been found then parents should be contacted
10. If the parents cannot be contacted, then you must contact the emergency numbers
11. Once contacted, the parents/emergency contact may be able to inform you of possible places the child may go to. These should then be contacted.
12. If after a further 15 –20 minutes and the child still has not been found the police should be contacted (the parents should also be informed of this).
13. If the child is found before the police arrived, please ensure that you contact everyone previously contacted to inform them that the child has been found, and is safe and well
14. If the child has not been found before the police arrive then the matter is now in the hands of the police and full co-operation will be given both by playworkers and management committee

Any queries regarding the above can be directed to either the Fàs Mòr Board contact/ chairperson or Manager or Assistant Manager.

INCIDENCE OF VIOLENCE

Procedures in place for incidents involving violence or threatened violence against a child, parent/carer or personnel within Fàs Mòr.

CONTACT POLICE: 999

PROCEDURES:

- The safety of the children within the setting is of vital importance – try to keep them away from the incident
- The incident should be dealt with in a calm and re-assuring manner – to ensure that the children remain unaffected as far as possible.
- Identify an area for confidential discussions if this is possible
- Contact the police for assistance in dealing with the incident – Social Work Services may need to be involved.
- A report of the incident should be stored in a confidential file. The report must be clear, concise, signed and dated. It may be needed at a later date for reference.

HEALTHY EATING POLICY

“We aim to provide a range of snacks that will encourage the children to develop positive attitudes towards healthy eating and the confidence to try foods from other countries and cultures”

We will achieve this aim by following these guidelines:

- Children are routinely offered milk or water. The “Welfare Fund Unit” funds the provision of milk.
- We aim to follow the advice offered within ‘The Nutritional Guidelines for Early Years’.
- Fresh fruit is offered daily.
- When providing snacks we try to use low salt/sodium products.
- Sugary foods are rarely offered (Usually only for special occasions i.e. Christmas party, or during our baking sessions) and children are not allowed to bring sweets or chocolate into the centre.
- Where a child suffers from a food allergy or parents wish their child not to have certain foods we will accommodate their preferences or needs.
- We actively encourage the children to help decide what snacks they would like and they have the opportunity to choose from a range of healthy options.
- As a precaution we do not offer foods that contain nuts or raw eggs.

SIGNED _____

DESIGNATION _____

DATE _____

To be reviewed April 2010

ILLNESS

If you are unable to attend work due to illness or injury you must notify your Head of Service [or someone in the office] as soon as possible [within one hour of the normal starting time]. When you report absence due to sickness you must report on the nature of the illness, the likely length of absence and the likely date of return. If you are unable to do this personally, or get someone to do it on your behalf, you must provide a reasonable explanation for not doing so.

If you are absent for 7 [or fewer] consecutive days [including Saturdays and Sundays] you must fill in a Self-certificated Form [available from the office or the Facilities Manager] immediately you return to work. If you are absent for more than 7 consecutive days you must request a Self-certificated Form from the office for the first 7 days and , on the 8th day, get a Doctor's Certificate which should be sent to the office immediately.

Pay while absent through illness or injury

An employee who is absent through illness or injury will receive [in any one period of 12 months as defined in the Inland Revenue booklet E14] sickness allowance at full or half pay according to the following table:-

Service at beginning of absence	Full Pay	Half Pay
Less than 1 year	4 weeks	8 weeks
1 Year but less than 2 years	8 weeks	8 weeks
2 years but less than 4 years	16 weeks	16 weeks
4 years and more	24 weeks	24 weeks

From the 4th day an employee is absent, part of these payments will be Statutory Sick Pay and this portion will be identifiable on the payslip each month. If an employee is receiving N.I. sickness benefit during the period of absence, he/she should forward form BS12 and any other forms detailing benefits to the office as soon as possible so that Statutory Sick Pay can be calculated correctly.

MEDICINE POLICY AND PROCEDURE

Consent of medicine

- In all cases of medication the parent or guardian must complete a Medication Administration Record, before leaving the creche.
- In all cases of medication the parent or guardian must have given the first dose of any medication to be given i.e. to ensure the child has not reacted to the medicine, suffered side effects etc.
- Parents/guardians must provide the medicine to be administered, clearly labeled with their child's name and dosage. If the parent/guardian hasn't done so the staff must make sure it is done before the parent/guardian leaves the creche.
- Parents/guardians must clearly state the dosage and specific times that the medicine has to be administered.
- A member of staff will discuss the request with the parent, ensure that the form has been filled out clearly and correctly and will sign their authorization on behalf of the creche to confirm that our requirements have been met.

If illness occurs throughout the day the parent must be contacted and informed of their child's condition. Parent's must then decide what action has to be taken next.

Storage of medicine daily/kept on premises

All medicine should be:

- Kept out of reach of children in a sealed box labeled medicine, in a locked cupboard or fridge.
- Stored at appropriate temperature.
- Clearly labeled with child's full name and stated dosage.

Administration of medicine

It will be agreed by staff at the beginning of the day who shall administer the child's medicine.

All medicine administered by a member of staff must be witnessed by a second member of staff. Both members of staff must follow the administration of medicine procedure detailed below.

Administration of medication procedure

- Both the member of staff administering the medication and the member of staff witnessing the medication are responsible for ensuring that this procedure is adhered to.
- Both staff members must refer to the Medication Administration Record form, immediately before administering the medication.
- Both staff members must check the medication (i.e. bottle, sachet etc.) immediately before administering the medication.
- The member of staff administering the medication should measure out the appropriate dose. The member of staff witnessing the medication must check this dose is correct.

Only once all of these steps have been adhered to can the medicine be administered to the child.

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- Both staff members must sign the Medication Administration Record form immediately to confirm that they have followed this procedure and have administered the correct authorised medication.
- The person collecting the child must be given the Medication Administration Record to read and sign, to ensure they are aware of both the dosage and time of medication.

Use of medicine

All medicines should be used appropriately according to the manufactures instructions.

To be reviewed July 2010

PERSONAL AND DOMESTIC LEAVE

POLICY AND PROCEDURE FOR ALL STAFF

1. Policy Statement

1.1 This is the approved policy of Fàs Mòr [based on the model produced by the Further Education Partnership at Work Forum]. As part of its commitment to Equal Opportunities and achieving a fair and equitable balance between domestic and working life, Fàs Mòr supports the principle of personal and domestic leave. The Centre recognises that employees may have domestic and personal responsibilities outside of work. The Centre will provide a range of entitlements in order to enable employees to take period(s) of time off in extenuating personal or domestic circumstances without loss of salary and annual holiday entitlement. Time off for reasons associated with an employee's family or parental responsibilities is detailed in the Maternity or Family and Parental Leave Policies, as appropriate. The Centre seeks to balance the needs of their staff with the requirements of delivering a high quality service for students and the communities it serves.

1.2 Throughout employment in the Centre, staff will have differing demands on their time and energies at home as well as work. The following policy aims to assist employees who are seeking to achieve an equitable balance between their home and working lives.

1.3 Fàs Mòr will continue to grant special leave for other purposes, e.g. hospital appointments, dental appointments, religious festivals, in accordance with established procedure.

2. Personal and Domestic Leave

2.1 Fàs Mòr wishes to recognise employees' personal and domestic responsibilities as far as is reasonably practicable - for the employees' health, welfare and convenience - through making available the provision of time off which may be taken as required with the approval of the Centre, taking account of operational requirements.

2.2 The benefits of the personal and domestic leave scheme for the Centre include the recruitment and retention of staff in keeping with its overriding purpose to ensure the delivery of a high and quality educational experience for all learners.

3. Eligibility

3.1 Personal and Domestic leave applies to all employees of Fàs Mòr regardless of length of service or number of hours worked each week.

4. Entitlement

4.1 In cases of serious illness of a family member or an unexpected domestic crisis or emergency, employees may apply for up to a maximum of three working days *paid leave* in any 12-month period. Where appropriate, a reasonable amount of additional time off with or without pay may be granted at the discretion of the Board.

4.2 The definition of dependant includes - spouse, partner, child, stepchild, foster child, parent (natural, step or foster) or relative, a dependant of the employees who lives in the same household as the employee (other than their employee, tenant, lodger or boarder) or person who reasonably relies on the employee to make such arrangements on their behalf.

4.3 For the purposes of the above entitlement an unexpected domestic crisis or emergency may include situations such as those undernoted:

- where the employee has to provide assistance on an occasion when a dependant falls ill or is injured or assaulted
- where the employee has to make arrangements for the provision of care for a dependant who is ill or injured
- because of the unexpected disruption or termination of arrangements already in place for the care of a dependant
- to deal with an incident which involves a child of the employee and which occurs unexpectedly whilst the child is at school or in childcare provision.

This list is not exhaustive.

4.4 Fàs Mòr reserves the right to monitor the allocation of leave for each employee under the terms of this policy.

5. Application for leave

5.1 The employee concerned must notify his/her line manager of the situation at the earliest opportunity in accordance with Fàs Mòr established procedure for the notification of absence and inform him/her of the reason for the absence and how long the absence is likely to last.

5.2 The employee should attempt to maintain regular contact with the Manager or the Board. On return to work the employee, should complete the appropriate form, which should be submitted to the Manager for recording purposes.

6. Bereavement Leave

6.1 Leave with pay shall be granted on the following basis:

- where the employee is an immediate family member or dependant of the deceased mother/father (natural, step, foster), brother, sister, child, step child, foster child, partner or spouse) and/or where the employee is responsible for making arrangements in connection with a death, up to one working week
- where the employee is a relative of the deceased, one day
- in other cases, the time necessary to attend the funeral
- where an employee is required to conduct business in connection with a death (e.g. executor of the will), leave as necessary will be allowed, with due regard to be taken of the circumstances
- reasonable travel time will be given

7. Review Clause

7.1 This is the approved Policy of the Board of Fàs Mòr. This scheme and its operation shall be subject to periodic review in accordance with Fàs Mòr procedure. The application of the Policy and the exercise of discretion by managers will be monitored on an annual basis to ensure that the Policy is applied equitably to all categories of staff.

PLAY ETHOS FOR FÀS MÒR

This club recognises the assumptions and values of playwork as outlined in the SVQ standards particularly in that children's play is freely chosen and motivated from within, and that adults can through provision of appropriate environment enhance significantly opportunities for the child to play.

In the centre we recognise that play is vital to all areas of children's development –

- ✓ Social
- ✓ Physical
- ✓ Intellectual
- ✓ Creative
- ✓ Emotional

Our staff and committee recognise the importance of making children feel welcome and comfortable in the centre and will do this in the following ways:

- Prior to joining the centre parents/carers and children will be provided with easy to read information about the centre or if preferred a meeting with a senior staff member to discuss the centre and its aims, policies and procedures.
- We recommend that all those taking advantage of the centre visit us before the child(ren) start to use the service to ensure that children and adults feel they know the centre, its layout and staff. In this way children will be more confident and relaxed when they start to attend. This also sets the scene for good communication between parents/carers and the centre
- All parents/carers are encouraged to participate in the centre through open days, A.G.Ms, fundraising etc and to help their child to develop as an individual.

We also value the input of both parent/carers and children to our policy development including codes of conduct (to include action on bullying), health & safety, child protection and equal opportunities amongst others.

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We aim to give children the best possible opportunities for play and our club is laid out in a stimulating way making best use of the space we have both inside and out to allow a variety of activities from quiet corners to read and chill out, arts & crafts tables, outdoor games etc. giving them the chance to relax on their own or mix with their friends.

Play

- Supervised by trained staff who understand the importance of appropriate interaction with children
- Staff will consult with children to plan and provide a range of activities to meet their needs. Children's opinions about activities will be taken into account and valued.
- The centre has access to computers and the internet which can be used by children to support homework and other learning (Net Nanny is used to protect children)
- Where possible we will also seek to bring in outside agencies such as sports coaches and activity leaders to enhance your child's time at the centre or if you feel you have skills you can share with the children please feel free to discuss this with Manager or Assistant Managers.
- A wide range of equipment and resources including multi cultural and inclusive toys and books supports activity plans.
- Activities will also encourage children to think about their own health, lifestyle and relationships with those around them.

Through a system of effective communication between all those involved in the centre we will provide happy, safe, stimulating opportunities for children of school age whether they attend every day or on an ad hoc basis.

PROCEDURE IN THE EVENT OF AN UNCOLLECTED CHILD FROM THE SCHOOL BUS

Should a child not arrive at the designated collection point, and the parent has not informed the Club that they will not be attending, staff will follow these procedures:

1. Check with the bus driver that the child is not on the bus.
2. Having confirmed that the child is not on the bus, phone the primary school and check with the child's teacher or the school secretary to see if they have attended school.
3. If they are informed the child has been absent for the day, they will not be included in the register.
4. Should a child be on the school register but not be at the designated collected point and unable to be found within the school premises, the parent/carer is contacted immediately.

Any queries regarding the above can be directed to either the Fàs Mòr Board contact/chairperson or Manager or Assistant Manager.

RECORD KEEPING FOR SAFETY POLICY

Manager or Assistant Managers and staff with designated responsibilities are required to ensure that various records are maintained which contribute to the health and safety of the children in the group.

- **Children's Records**-all clubs are required to keep records of the children attending. These records must be collected before the parent/guardian leaves the child unaccompanied for the first time. The Manager or Assistant Manager should ensure that all parents/guardians fill in all the information requested (especially emergency contact phone numbers). You must ensure that these forms are kept safe to ensure confidentiality and are up to date. Be aware of any person who is legally denied access to a child.
- **A Daily Attendance register** must be maintained. The register should be marked as the children arrive and when the children leave the centre, so that staff know which children are present at all times. Every adult and child present must be recorded. During the session, the register must always be kept in the same place and not removed until all the children have left the premises.
- **Health & Safety Policy Statements** should be displayed prominently, understood by all staff and volunteers and reviewed regularly.
- **Accident & Incident Books** should be written up for all incidents to any child and kept indefinitely. These should record the date, time and place of the accident. They should also include the name of the person involved, the nature of the injury, what action was taken, who informed the parent and the name of anyone who witnessed the accident.
- **Fire Drill Records** should be kept as evidence of when they took place – these can be recorded in the register or the daily log/diary. It must be recorded how the drill went, identifying any problems and confirming the drill is still appropriate.
- **First Aid Box Contents** should be noted and checked regularly for replacement needs by a nominated person.
- **Registration and Insurance Certificate** of premises should be prominently displayed.

RECRUITMENT & SELECTION POLICY AND PROCEDURE GUIDELINES

It is the company's policy to recruit the best person for each vacancy, regardless of sex, race, creed, or disability. Whenever possible existing employees will be invited to apply for promotion opportunities.

PROCEDURE CHECKLIST

1. Agree vacancy, with either staff team or management committee.
2. Gather Job Description, Person Specification and recommended advert, advertising in the media or with posters and job centre. Closing Date is wise & Contact details are essential (Note: equal opportunities policy)
3. Application Forms should be filled out instead of or in addition to a c.v. in order to cover relevant information and a signed declaration.
4. All job applications must be acknowledged at the earliest opportunity & tracked.
5. Create a short list for interview against the job description and person specification, and inform them of an interview date as soon as possible.
6. Inform all unsuccessful applicants as soon as possible.
7. Applicants invited for interview should be sent a letter of interview with time, place and interviewer etc, and a map or details showing the interview location.
8. Where appropriate, skill tests will be developed to form part of the interview.
9. Use the appropriate interview questions for each candidate in conjunction with the returned application form. Make notes during the interview as feedback.
10. Following the interviews, make a decision and verbal offer.
11. Keep all the applicants information plus your letters to them as evidence of the procedure. This should be archived in a secure, locked place.
12. Confirm with an offer letter (this should request written acceptance), send copy to club showing start date and salary etc. All offers should be conditional of satisfactory references, Disclosure check and Probationary period of at least 3 months.
13. Complete a new start file, and carry out reference and disclosure checks.

APPLICATIONS

No one should be employed without having completed an Application Form.

The more job specific information you have relating to an individual the more likely you are to make a good decision.

Application Forms cover all aspects of the information required and no matter is overlooked, and include a signature to confirm truth when answering the questions.

Applications should be sent out immediately along with a job description and relevant information.

You should measure the qualifications and experience therein against the job description and person specification to decide an interview list. The job description should show necessary qualifications/experience and the preferable qualifications/experience. If possible all applicants with necessary attributes should be interviewed. Anyone who does not meet the necessary criteria should not make it to the interview stage.

UNSUCCESSFUL APPLICATIONS

Unsuccessful candidates should be sent a letter advising them of your decision and thanking them.

(Remember that unsuccessful applicants can make Employment Tribunal Claims)

Your documentation must be filed as evidence of a fair procedure and archived for 6 months following the close of your vacancy.

It is recommended to note relevant feedback, on the appropriate forms provided. If an unsuccessful candidate asks for feedback it should be offered to them in order that they can try and improve themselves in the future.

INTERVIEWING

The key to successful interviewing is proper preparation.

(Remember that you are representing the centre and that the candidate is forming an image and opinion of the centre).

Arrange the interviews in a venue free from interruptions such as phone calls and mobile phone calls, and always leave plenty time between interviews.

Prepare interview questions, job description and person profile for each candidate.

Start with Introductions and Club History

Use the questions to ensure that all relevant/important areas are explored, however don't be afraid to extend on the questions depending on the answers that are offered and the application form/CV. It may be that an answer to one question raises other questions that you may wish to explore. Never make reference to anything that could be seen as discriminatory.

Throughout the questioning make reference to the profile score sheet so that you can make an accurate assessment of the overall picture (this would include things like personality for a play care worker for example, as it is important how they mix with children and if they complement the overall culture).

At the end of the interview, inform the candidate about the next stage of the process, and when you expect to be in a position to make a decision and inform them.

Always explain about Disclosure Reference and Medical checks and ask about anything that could affect their success in passing any such checks and ensure that it is okay to collect references.

You can include a second selection offering those who get through a chance to meet the children and be interviewed by them.

WRITTEN OFFER

The main terms, which should be included in the letter, are:

1. Job Title
2. Salary
3. Normal Working Hours
4. Date and time of commencement
5. Any other relevant details or information
6. Who they will be reporting to
7. Conditions of continued service; References, Disclosure and Probationary Period.

It should also include a request for written acceptance, and a request for them to attend at their earliest convenience to complete a Disclosure Form, explaining that it must be passed before they commence employment and what information is needed in order to complete the form.

Issue any suitable unsuccessful candidates with a hold letter in case another vacancy arises or the successful candidate changes their mind for any reason.

INTERNAL VACANCIES

When a vacancy arises existing staff should be informed that they are welcome to apply.

In the case of internal promotions, the employee who is to be promoted must be made aware of the conditions attaching to the promotion, e.g. salary, benefits.

Also what will happen should they be unsuccessful in their new role.

REFERENCES

The written offer of employment should make the offer conditional upon the receipt of two satisfactory references, one of which should be from a relevant employer and one from a professional person (i.e. Police, teacher etc).

Previous employers more commonly respond to telephone references and faxes and they need to be issued with the paperwork of the company.

You should not take up references that have not been offered by the candidate without their permission.

DISCLOSURE CHECKS

Before commencement of employment the successful candidate must complete and pass an enhanced Disclosure Scotland check and in the case of Manager or Assistant Managers also a Fit Person check through the care commission (this can be found in section 2). Any taxi drivers that take the children from school unsupervised must undergo a basic disclosure check.

RECRUITMENT PRO-FORMAS

There are a selection of forms that need to be used during recruitment for continuity, they are:

Application Form (ensure a return address is visible)

Job Description (send with application and aid for short listing candidates)

Person Specification (to help to shortlist candidates)

Interview Questions (for interviews)

Reference Request (for successful applicants)

Disclosure Form (to be completed by successful applicants with assistance)

Interview, Rejection, Offer Letters (to ensure that all candidates are given the same information), Medical Approval and Contract

The recruitment procedure is to act only as a guideline for the benefit of the centres and their employee's.

RESTRAINT POLICY

Whenever possible our centre staff use “non-physical control”, (a type of behaviour management where no physical contact is made between the adult and the child), whenever possible. This is achieved by talking to the child to explain why certain behaviour is not acceptable, helping them to resolve the problem. On occasion “time-out” i.e. removing the child for a short period after which they may return to play may be used. Often staff will distract a child helping to engage them in other activities. Praise is used to encourage and acknowledge positive behaviour.

On rare occasions where the above techniques prove ineffective some form of “restraint” or “physical control” may be required to prevent harm to the child or others around him. It will only be used as a last resort. In all cases the minimum force necessary to restrain the child will be used and staff should remain calm throughout. Restraint will be used for as short a period as possible.

A member of staff will gently hold the child from behind keeping their arms and hands secure. They will then sit on the floor with the child held in this position. If necessary the child’s feet can be secured by staff wrapping their legs around them. At all times the child will be reassured and spoken to calmly but firmly. Other staff will supervise and reassure the other children.

Incidents where physical restraint has been used will be recorded in the centre’s incident record book and explained to the parents/ carers on collection.

To be reviewed August 2010

SMOKE-FREE POLICY

Purpose

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

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

Policy

All of our workspaces are smoke-free and all employees have a right to work in a smoke-free environment. Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles. This policy applies to all employees, contractors, customers or members and visitors.

Agreed external areas for smoking are as follows:

Main entrance doors to Fàs where there are designated ash trays.

Implementation

All employees, consultants and contractors will be made aware of this policy.

Appropriate 'No Smoking' signs will be clearly displayed at the entrances to and within the premises.

Help to Stop Smoking

Support for smokers who want to stop will be provided. Sources of support are: Smokeline 0800 848484, www.hebs.com/tobacco, the Public Health Department of your local NHS Board, or your local GP surgery. Contact details can be found in your local directory.

STAFF TRAINING AND DEVELOPMENT POLICY

Through our recruitment and selection procedures we aim to employ the best person for the job. During interview we will explain the centre's policy regarding training and seek a willingness to develop personal skills and knowledge appropriately, once in post.

Fàs Mòr is committed to the self-development and motivation of every individual, and we will do all that we can to ensure that staff are appropriately qualified or working towards an appropriate qualification, as set out by the Scottish Social Services Council (SSSC). To meet statutory requirements staff will be required to undertake relevant training such as First Aid, Fire Safety, a Scottish Vocational Qualification, Food Hygiene, and Child Protection.

We will provide relevant and timely induction for all staff.

To develop good practise, areas for self development will be identified by each member of staff. Staff will be required to undertake a Personal Skill Analysis and in consultation with their Supervisor, and in accordance with our Staff Training Programme, reach an agreement and arrange a plan of action to address the development or training requirements which shall be recorded in their own Personal Development Plan.

To further support and encourage each member of staff to develop their skills and knowledge, regular support meetings and annual staff appraisals will be conducted to ensure that staff is achieving their training and development requirements in accordance to their Personal Development Plan.

We will access appropriate workshop, in-service and/or accredited training for each staff member provided by:

- Care and Learning Alliance
- The Local Authority
- HiMATS
- Local Colleges such as Sabhal Mor Ostaig
- Other appropriate training organisations.

We will ensure that all staff maintain a record of Continuous Professional Development.

We will facilitate staff attendance at training by ensuring that they are appropriately reimbursed for their time and resultant, agreed expenses.

We will ensure that adequate relief cover is provided for the centre so that other staff or the children are not disadvantaged by staff absence.

To gain maximum benefit to the centre, staff will provide feedback on the training attended to the centre manager and staff as agreed appropriate.

We will monitor the effectiveness of the training against The Care Standards.

STAFF TRAINING PROGRAMME

1. It will be ensured that staff shall undertake within a year of starting their employment, where possible depending on availability, the following training to meet statutory requirements.

First Aid
Food Hygiene
Fire Safety
Child Protection

It will also be ensured that each member of staff shall begin working towards an SVQ, or other relevant qualification in line with their job remit and SSSC requirements as soon as possible following their employment, and which should be completed within the given time scale given by the Training Services.

2. To further develop good practise and the quality of our service we will ensure each member of staff is able to develop their skills through further training. To identify training needs each member of staff will complete a Personal Skills Analysis and agree with their supervisor, taking into account the needs of the setting also, their key targets for development and how they shall meet these targets. It will be ensured that a Personal Development Plan shall be drawn up within 2 months of employment.
3. Each member of staff will be required to evaluate the training they have received and if necessary disseminate information to all other members of staff during a staff meeting or an internal development session.
4. Each member of staff will receive an appraisal once a year from the end of their probationary period. Staff will have the opportunity to complete their own self appraisal, followed by a discussion with their supervisor of their personal and professional progress.

To be reviewed August 2010

WHISTLE BLOWING POLICY¹

Fàs Mòr is committed to maintaining a culture where it is safe and acceptable for all employees and users to raise concerns about poor or unacceptable service, civil offences (including negligence, breach of contract) or misconduct. This policy is designed to assist those who have come to a decision to express a concern after a great deal of thought. The law only requires that there be genuine doubt, therefore the individual who decides to “whistle blow” is not expected to produce unquestionable evidence to support the concern. Producing the evidence is the responsibility of the centre.

Policy Principles:

- The person raising the concern (whistle blowing) will not be allowed to be victimised for doing so
- The victimisation of whistle blowers is a serious matter and disciplinary action will be taken should this happen
- The organisation will not attempt to conceal evidence of poor or unacceptable practice and disciplinary action will be taken if any evidence of such is destroyed
- Confidentiality policy/clauses do not forbid or penalise whistle blowing

A member of staff or volunteer may raise the concern with the manager or a committee member (in the case of the concern being about the manager).

The manager or committee member should then:

- Assure the whistle blower that confidentiality will be maintained unless this becomes unavoidable at a later stage and advise the whistle blower that for independent advice they can contact the charity Public Concern at Work on 020 74046609.
- Explain how the information will be recorded and stored – on a written file and stored in a locked filing cabinet or other secure place to which there is no general access or electronically using appropriate security codes.
- Consider the matter with other committee member(s) as appropriate
- Agree steps to deal with the matter within 5 working days including checking to see if this concern has been raised with others or at another time.
- If it is not possible to agree steps, the committee members/manager should contact an advisory body such as the Out of School Care Federation, Care Commission, ACAS, Data Protection, Citizen’s Advice Bureau (numbers are available in the phone book)

¹ This policy is informed by the Public Interest Disclosure Act 1999 and the Human Rights Act 1998

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etc. Whistle blowing should not be used in place of grievance procedures or be used to raise unfounded or malicious allegations against colleagues or users.