Livingston Village Out of School Care Project

Little Villagers

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# Membership Terms & Conditions

*LVOOSCP* will at all times treat all users of the service with consistency and confidentiality.

The club is operated on a not for profit basis and is a Scottish Registered Charity (SC 035151).

All fees paid to the club are used to pay staff salaries and to develop and sustain the club and the employees of *LVOOSCP*.

Fees will be reviewed at least annually at the AGM and more frequently if the majority of the committee is in agreement.

Fees

* **Annual Registration**

Registration costs, per child, £10*[non-refundable]*

**Term Time:**

* **Breakfast Club**:

Mon to Fri - [08:00 to 08:50] **£2.65** *[incl. breakfast if needed]*

* **After School Club**

Monday-Thursday [15:20 to 17:45] **£6.00** *[incl. afternoon snack]*

Friday [12:05 to 17:45] **£8.00** *[incl. afternoon snack]*

* **Holiday Clubs**

During most school holidays and In-Service days *LVOOSCP* operates a holiday club. These will be advertised internally and on the website, please check for details and ensure application forms are completed by due date.

Full day [08:00 to 17:45] **£16**

Half day [a.m. 08:00 to 13:00]; [p.m. 13:00 to 17:45] **£8**

Childcare Responsibilities

When a child’s parent/guardian [or nominated collector] is on the premises they are responsible for that child. *LVOOSCP* will take over responsibilities once the parent has left the child in our care and until they return to collect the child again.

## Late Collection of Child/ren

The club[s] closing times are listed above and are also advertised on the *LVOOCP* website.

<http://www.littlevillagers.org.uk>

**ALL** children must be collected before the official closing time. All children must be collected by a nominated/registered person. On no account is it permissible for collection of a child/ren by a person under the age of 16 years old.

If a parent or guardian is unavoidably delayed they **must** contact the club staff*.  
A charge of £12 per hour may be made for any child not collected before the official club closing time – with a minimum 1 hour charge being applied.*

If no contact has been made with the club staff and a parent or guardian has not arrived to collect a child soon after the official club closing time, the club staff will attempt to contact the parent or guardian and/or the emergency contact. Thereafter, the Social Work Department will be contacted, they will organise emergency care.

*LVOOSCP* understand that occasional and exceptional delays are possible however if the parent/guardian fails to notify club staff of the likelihood of late collection of their child/ren and/or late collections occur on more than one occasion, the *LVOOSCP* Service will be suspended for the child/ren and the Management Committee will consider cancellation of the membership.

## Allocations of Sessions

*LVOOSCP* Management Committee will allocate *LVOOSCP* sessions annually, following the AGM. Allocations will be based upon application requests and availability of sessions. This allocation shall remain unaltered until such times as the Management Committee indicate an alteration.

Members can request additional sessions in writing at any time and if sessions are available the Management Committee will consider allocating them. A reduction/change in allocated session times requires a 1 month notice period.

Members will be charged for allocated sessions irrespective if they utilise them or not. Under no circumstances will unused session be refunded retrospectively.

Temporary cancellations will not be considered. If a member no longer has a need for session times then they should notify the Management Committee of this in writing and the sessions can be allocated to another member.

## Child Welfare

The welfare of your child is *LVOOCPS*’s main priority. Please ensure that you advise the staff of any circumstances that may upset your child’s normal behaviour, or any other relevant factor that you feel is important for them to be aware of in order to ensure that your child/ren gains the maximum benefits from attending our club.

Ensure that Contact details are updated as and when appropriate. It is essential that LVOOSCP Staff can contact someone quickly if they deem it necessary.

## Fees shall be paid monthly in advance

Acceptance of allocated sessions will constitute your contract with *LVOOSCP* and fees for these sessions must be paid in advance. Invoices will be sent out on, or around, the 21st day of the month prior to the due sessions. Fees **MUST** be paid by the 1st day of the month the due sessions will occur on.

[***e.g.*** Sessions for October will be invoiced around 21st of September and must be paid for by 1st of October].

It is also your responsibility to ensure LVOOSCP know you have made payment This can be done by e-mail, by a clear identifier on Voucher Payments or Direct Banking Payments or by using the “I’ve Paid” form on the website. Details on how and where to pay are listed below. They are also available on the website [www.littlevillagers.org.uk](http://www.littlevillagers.org.uk).

**If the bill is not paid within one week of date of issue then you will be charged a late fee of £5, which will be invoiced on the next month’s fees.**

In order to remove the risk of having large sums of money left on the premises overnight, payment should be made using one of the following methods only**:**

Cheque   
[pay by the 29th of the month to allow clearance by due date of 1st of month]

Direct Banking

Please use these details – **Royal** **Bank of Scotland**  
Sort Code - **83-28-45**

Account Number – **00653863**

Childcare Vouchers

*LVOOSCP* accept a variety of Childcare vouchers, please ask the Co-ordinator for information  
*LVOOSCP has future plans to bring online payments and email invoicing soon – details will be issued as and when available*.

**N.B. As of March 2010 cash payments will only be accepted in *exceptional* circumstances and only by prior arrangement with the Treasurer**.

## Cancellations

Term time

Cancellations must be made in writing one month in advance to avoid being billed for the sessions.

## Holiday Club

Cancellations on Holidays, Public Holidays and In-Service days are subject to the full fee for that day.

Session can be cancelled if LVOOSCP are notified before the end of the closing date for applications.

## Arrears of Fees Payments.

If any member’s fees remain unpaid following the issue of a reminder letter, then a second letter will be issued requesting full payment and informing that failure to meet payment by the due date for the *next* month’s service will result in all LVOOSCP services being withdrawn. *LVOOSCP* cannot collect children from class and provide a care service if fees are not paid.   
*It is the responsibility of the member to ensure payments are made in advance* ***by*** *the 1st day of the month*.

If fees are outstanding for a period in excess of 4 weeks Member Registration will be withdrawn, [and legal debt recovery measures will be put in place]. Should that member wish to re-register in future they will have to re-pay the registration fee and join the back of the waiting list. No priority shall be given to previous member status. *Members who re-register will receive fair and   
non-discriminatory treatment in considering placement applications*.

**Registrations will be refused if an outstanding debt to *LVOOSCP* exists.**

Persistent late payment of fees by any member will be raised at the Management Committee meeting and the Management Committee will consider withdrawing membership.

## Recovery of debt

If fees are not paid to the club the debt may be passed to a debt collection agency or an application made to the small claims court. This could result in a Sheriff Court Ruling against you and this will show up on any future credit check carried out on you, and therefore could affect your ability to obtain credit, goods or services.

## Financial Difficulties

If you are experiencing financial difficulties please speak to the Treasurer or to other Committee Members using the following e-mails

[treasurer@littlevillagers.org.uk](mailto:treasurer@littlevillagers.org.uk) [fees@littlevillagers.org.uk](mailto:fees@littlevillagers.org.uk)

Other sources of help include:

|  |  |
| --- | --- |
| **Citizens Advice Bureau West Lothian** | **The Advice Shop** |
| Suite Seven | Units 9-12, |
| Shiel House | Waverley Industrial Estate, |
| Shiel Walk | Bathgate, |
| Craigshill | EH48 4HY |
| 01506 432977 | 01506 776448 |

**The National Debt Line** [Scotland]: Tel: 0808 808 4000 / [www.nationaldebtline.co.uk/scotland](http://www.nationaldebtline.co.uk/scotland)

**Citizens Advice online Advice Guide** [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Version no.1 01/03/2010. This document supersedes all previous fee collection and payment recovery policies.

The Terms & Conditions of membership of Livingston Village Out of School Care Project is under regular review. While the Committee welcomes comment from all parties regarding its policies and procedures, all final decisions regarding them, taking into account statutory considerations, remain with the Management Committee of Livingston Village Out of School Care Project.

I confirm I have received a copy of Livingston Village Out of School Care Project Terms & Conditions.

I have read and accept the Terms & Conditions.

Child/Children’s name(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Sign\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Allocations Policy

## Aim

We aim to ensure that all sections of our community have access to LVOOSCP through open, fair and clearly communicated procedures.

In order to achieve this aim, we operate a full admissions policy.

## Policy Details

The club has been set up to provide childcare for pupils of the school outside school hours.

It will be based in the Community Rooms of Livingston Village Primary School and will be managed by Nikki Thom on behalf of the management committee.

The club is open for two sessions per day –

Morning will run from 8am till 8.45 am when children will enter the school

Afternoon will run from 3.20pm – 5.45 pm Monday – Thursday, and 12.05pm – 5-45pm Friday.

The cost will be £2.65 per morning session per child, and £6.00 per afternoon session per child Friday afternoon sessions cost £8

The rate is fixed even if you do not use your reserved session – please refer to Terms & Conditions if further information is required. The children will be provided with a breakfast or snack and a drink.

If the club is oversubscribed then children will be offered places in line with the admission policy below.

## Application Process

All members must have signed acceptance of the Terms & Conditions otherwise membership is not valid, and therefore allocated sessions will not given [or if already offered will be withdrawn].

## New Entrants P1

Annual Registration for new places happens at our AGM in May for term time places commencing August of that year.

If you wish to apply for a place, please come to our AGM and complete an application form and return it to club.

Application forms will be available at the AGM or can be downloaded from the further Details section of our website [www.littlevillagers.org.uk](http://www.littlevillagers.org.uk).

Any places allocated are strictly on the basis that the child is granted entry to P1 of Livingston Village Primary School from the 1st day of August term. Any child who is unsuccessful in gaining entry will have their place removed and will if applicable be

eligible to re-apply if they gain entry at a later date.

## Existing Members – Changes to Booking

Once a place has been allocated to a child this will remain in place until the child leaves Livingston village Primary or the place is cancelled by the parent or Committee in line with Terms & Conditions.

If a parent wishes to make changes to their allocated places this can be done at any time by following the correct period of notice for reduction of sessions booked, or by applying using the Change of Booking form available at the club or on our website – Members Forms area.

## Siblings of Existing Members

These forms are issued in the April prior to the AGM in May and should be returned to the club in line with the publicised timescales.

Forms can also be found in the Members Forms area of the website [www.littlevillagers.org.uk](http://www.littlevillagers.org.uk) – please note this area is password protected and is available to registered users – see site for details on registration.

## New Entrants – Existing School Pupils

Applications from existing school pupils can be received throughout the year for consideration by the management committee and will depend on the policy below and places available at the time of application

Forms available at the club or on the website as detailed in P1 entrants above.

## Allocation of Places Process

No child shall receive less favourable treatment on the grounds of race, colour, ethnic or national origin, religious beliefs, disability or the ability to pay.

Information provided by you about you and your child will be treated confidentially and kept safe

In order to ensure fairness in the allocation of places, the following criteria will be taken into consideration:

* Priority will be given to members, siblings and those who make a regular commitment to the club.
* Priority will be given to children of working parents/ single working parents, parents who are studying or training to re-enter the workforce.

The management committee reserves the right to refuse admission to any child whose behaviour is, in its opinion, not in the best interests of other children’s health and safety. (This course of action would be implemented once agreed procedures for tackling behaviour problems have been exhausted.)

The management committee further reserves the right to refuse admission / readmission to any child or sibling where the parents have a record for persistent non-payment of fees.

Members, who have outstanding debts at the date of the AGM, unless prior arrangements are in place, will have their places removed. On settlement of any outstanding monies they will if applicable be able to reapply for a new place and be placed on the waiting list if appropriate.

## Allocation of places are applied as follows

* Changes for existing members which can be accommodated using existing available places
* Siblings of children already at the club.
* Forms handed in by the deadline
* Full time applicants who can be fully accommodated
* Part time applicants who can be fully accommodated

## Oversubscription of club

Places will be allocated by the Committee and each will be treated on an individual basis taking into account the application date, number of places requested, payment record, etc. Allocation will be undertaken as fairly as possible although the Club is committed to keeping charges as low as reasonably practicable. To this end, the aim is to fill as many places as possible and thus applications encompassing places for Before, After School and Holiday sessions may be given a higher priority. Written notification will be given by the Committee once a place is allocated.

Where no clear allocation can be made for places - a ballot for remaining places will be applied if necessary and allocated on a first offer basis – where a place is refused it will be allocated to the next on the list

The decision of the Management Committee will be final.

When the club is full, places will be allocated from a waiting list maintained by the club coordinator. Those who have been waiting longest will be offered a place first.

The current waiting list is available to all parents to inspect.

# Child Behaviour Management policy

We aim to teach children to behave in socially acceptable ways and to understand the needs and rights of others. The principles guiding management of behaviour exist within the programme for supporting personal, social and emotional development.

**Our Club recognises the importance of positive and effective behaviour management strategies in promoting children’s welfare, learning and enjoyment.**

The aims of our Behaviour Management policy are to help children to

• Develop a sense of caring and respect for one another.

• Build caring and co-operative relationships with other children and adults.

• Develop a range of social skills and help them learn what constitutes acceptable behaviour.

• Develop confidence, self discipline and self esteem in an atmosphere of mutual respect and encouragement.

## Behaviour Management Strategies

The Club, the Co-ordinator and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Behaviour management in the Club will be structured around the following principles:

* Staff and children will work together to establish a clear set of ‘ground rules’ governing all behaviour in the Club. These will be periodically reviewed so that new children have a say in how the rules of the Club operate.
* The Club’s ‘ground rules’ will apply equally to all children and staff.
* Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children’s energies by offering them alternative and positive options.
* Staff will be open in stating and explaining non-negotiable issues.
* When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.
* Staff responses to indiscipline and misbehaviour will be consistent and good behaviour will be praised.
* Persistent outbursts of bad behaviour may result in the child being excluded from the club.
* Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
* Staff will avoid shouting at work.
* Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.
* Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
* Staff will try to discuss concerns with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of negative behaviour and share strategies for dealing with it.
* Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out
* Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.
* Activities will be varied, well planned and structured, so that children are not easily bored or distracted.

The co-ordinator has overall responsibility for our programme for supporting personal, social and emotional development, including issues concerning behaviour.

* We require the co-ordinator person to:
  1. keep her/himself up to date with legislation, research and thinking on promoting positive behaviour and on handling children's behaviour where it may require additional support;
  2. access relevant sources of expertise on promoting positive behaviour within the programme for supporting personal, social and emotional development; and to
  3. check that all staff have relevant in-service training on promoting positive behaviour. We keep a record of staff attendance at this training.
* We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
* We familiarise new staff and volunteers with the setting's behaviour policy and its guidelines for behaviour.
* We expect all members of our setting - children, parents, staff, volunteers and students - to keep to the guidelines, requiring these to be applied consistently.
* We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by their key person. We work with parents to address recurring inconsiderate behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately.

**Strategies with children who engage in inconsiderate behaviour**

1. We require all staff, volunteers and students to use positive strategies for handling any inconsiderate behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development for example by distraction, discussion or by withdrawing the child from the situation.
2. We ensure that there are enough popular toys and resources and sufficient activities available so that children are meaningfully occupied without the need for unnecessary conflict over sharing and waiting for turns.
3. We acknowledge considerate behaviour such as kindness and willingness to share.
4. We support each child in developing self esteem, confidence and feelings of competence.
5. We support each child in developing a sense of belonging in our group, so that they feel valued and welcome.
6. We avoid creating situations in which children receive adult attention only in return for inconsiderate behaviour.
7. When children behave in inconsiderate ways, we help them to understand the outcomes of their action and support them in learning how to cope more appropriately.
8. We never send children out of the room by themselves.
9. We never use physical punishment, such as smacking or shaking. Children are never threatened with these.
10. Staff will never verbally abuse the child as a result of misbehaviour or indiscipline, nor will they deprive the child of food.
11. We do not use techniques intended to single out and humiliate individual children.
12. We use physical restraint, such as holding, only to prevent physical injury to children or adults and/or serious damage to property.
13. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of our setting leader and are recorded in our Incident Book. The child's parent is informed on the same day and signs the Incident Book to indicate that he/she has been informed.
14. In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.
15. We do not shout or raise our voices in a threatening way to respond to children's inconsiderate behaviour.

## Dealing with Negative Behaviour

When confronted with negative behaviour, staff will be clear to distinguish between ‘disengaged’, ‘disruptive’ and ‘unacceptable’ behaviour.

‘Disengaged’ behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

‘Disruptive’ behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

‘Unacceptable’ behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour, including in the first instance, temporarily removing a child from the activity session.

When an incidence of negative behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was negative about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the activity.

In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

## Hurtful behaviour

We take hurtful behaviour very seriously. Most children will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'. Hurtful behaviour is momentary, spontaneous and often without cognisance of the feelings of the person whom they have hurt.

## The Use of Physical Interventions

Staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.

If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling the Co-ordinator or, in extreme cases, the police.

Where a member of staff has had to intervene physically to restrain a child, the Co-ordinator will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

If a staff member commits any act of violence or abuse towards a child at the Club, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary Procedures Policy.

# Bullying

LVOOSCP aims to ensure that all children in our care have fun in a safe and caring environment. It is the responsibility of the OOSC Staff to do everything possible to protect the children from all forms of bullying. If bullying does occur all children should be able to tell any staff member and know that incidents will be dealt with promptly and effectively.

The lives of many people are made miserable by bullying. Victims of bullying can feel lonely, isolated and deeply unhappy. It can have a devastating effect on a child self-esteem and destroy their self-confidence and concentration. They may become withdrawn and insecure, more cautious and less willing to take any sort of risk. They may feel it is somehow their fault or that there is something wrong with them and at worst cause depression and/or feelings of worthlessness that lead to suicide.

To ensure Livingston Village Out of School Care Project creates an atmosphere where bullying of children is unacceptable and to help Staff members manage bullying issues, guidelines for identifying and managing bullying have been developed.

Any suspicions or allegations of bullying of a child against a member will be dealt with through the Livingston Village Out of School Care Project Disciplinary Procedures and/or Responding to a Suspicion or Allegation of Abuse against a Staff Member of Livingston Village Out of School Care Project(Section 7.5).

Bullying is the use of aggression with the intention of hurting another person causing pain and distress to the victim.

## Forms of Bullying

There are several main forms of bullying:

**Homophobic:** because of, or focusing on the issue of sexuality

**Emotional:** being unfriendly, excluding, tormenting, ridicule, humiliation

**Physical:** pushing, kicking, hitting, punching, pinching, violence, threats

**Verbal:** name calling, sarcasm, spreading rumors, teasing

**Racist:** racial taunts, graffiti, gestures

**Sexual:** unwanted physical contact, sexually abusive comments

**Psychological:** Behaviour likely to instil a sense of fear or anxiety in another person.

**Mobile/Internet**: abusive emails, phone calls, text messages

## Preventing Bullying Behaviour

The Co-ordinator and the staff will make every effort to create a tolerant and caring environment in the Club, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

## Recognition of Bullying

The following list highlights some of the indicators of bullying. It is important to note that although a child could be displaying some of these signs or behaviours; it does not necessarily mean that the child is being bullied. These signs could indicate that the child has other problems, but bullying should be considered a possibility.

## Indicators of Bullying

* Unwillingness to attend school and the club
* Withdrawn, isolated behaviour
* Complaining about missing possessions and lost money
* Refuses to talk about the problem
* Easily distressed
* Lacking confidence, low self-esteem, anxious
* Begins to bully other children
* Changes in eating and sleeping patterns
* Starts stammering
* Has unexplained cuts and bruises

## Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion and the Club recognises this fact. In the event of such incidents, the following principles will govern the Club’s response:

* All incidents of bullying will be addressed thoroughly and sensitively.
* Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
* Staff has a duty to inform the Co-ordinator if they witness an incident of bullying involving children or adults at the Club.
* If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
* The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
* In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
* Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.
* A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
* All incidents of bullying will be reported to the Co-ordinator and will be recorded in the Incident Record Book. In the light of reported incidents, the Co-ordinator and other relevant staff will review the Club’s procedures in respect of bullying.

# Suspensions and Exclusions

Our Club is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children in the Club. Such procedures are outlined in the Behaviour Management policy above.

However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child’s place at the Club, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoiding repeat incidents.

Details of all warnings, suspensions and exclusions will be recorded and kept on the Club’s records. Each warning should be discussed with the child concerned and their parent/carer.

All staff will be made aware of any warnings given to a child. As a last resort, the Club has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident will a child be suspended from the Club with immediate effect. In such circumstances, the child’s parent/carer will be contacted immediately and asked to collect their child, even if the child normally signs themselves out. Children will not be allowed to leave the premises until a parent/carer arrives to collect them.

After an immediate suspension has taken place, the Co-ordinator will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it will be possible for them to return to the Club.

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the child’s age and maturity. Any other relevant information about the child and their situation should also be considered.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Wherever possible, the Club will give parents/carers time to make alternative arrangements for childcare during a period of suspension.

Staff should always keep parents/carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from the Club without prior discussion with the Co-ordinator. Staff will consult the Co-ordinator as early as possible if they believe that a child’s behaviour is in danger of warranting suspension or exclusion.

When a suspension is over and before a child is allowed to return to the Club, there will be a discussion between staff, the child and their parent/carer, setting out the conditions of their return.

# Confidentiality

It is our intention to respect the privacy of children and their parents and careers, while ensuring that they access high quality early years care and education in LVOOSCP.

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

We keep two kinds of records on children attending our setting.

Developmental records -These include photographs of children in the setting, samples of their work. They are usually kept in the club room and can be accessed, and contributed to, by staff, the child and the child's parents.

Personal records -These include registration and admission forms, signed consents, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.

Personal information about children, families and staff is stored in a lockable file whilst remaining as accessible as possible.

Parents have access to the files and records of their own children but do not have access to information about any other child.

Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person

Other records -Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.

## Access to personal records

Parents may request access to any records held on their child and family following the procedure below.

Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the Co-ordinator.

* The Co-ordinator informs the committee and sends a written acknowledgement.
* LVOOSCP commits to providing access within 14 days - although this may be extended.
* The Co-ordinator and Committee prepare the file for viewing.
* All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. A copy of these letters are retained on the file.
* 'Third parties' include all family members who may be referred to in the records.
* It also includes workers from any other agency, including social services, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
* When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.
* A photocopy of the complete file is taken.
* The Co-ordinator and Committee /Co-ordinator go through the file and remove any information which a third party has refused consent to disclose. This is best done with a thick black marker, to score through every reference to the third party and information they have added to the file.

What remains is the information recorded by LVOOSCP, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.

The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the Co-ordinator, so that it can be explained.

Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against LVOOSCP or another (third party) agency.

All the undertakings above are subject to the paramount commitment of LVOOSCP, which is to the safety and well-being of the child. Please see also our policy on child protection.

# Inclusion Policy

At LVOOSCP we aim to provide an Inclusive environment understanding that as individuals, children and adults alike all require some form of support. However we recognise that for some this may be specific and sometimes require the help of other outside professionals.

LVOOSCP has excellent access, however should any individual encounter any difficulties with our provision we would actively seek to support them.

We are committed to promoting the understanding of the principles and practices of equality – treating all those associated with LVOOSCP as individuals, according to their needs, with an awareness of our diverse society and appreciating the value of difference.

LVOOSCP provide an environment where all feel valued and free from discrimination, reflecting our multicultural society where families, staff and children work together. Further details are provided in our Equal Opportunities Policy.

LVOOSCP has regard to the Code of Practice on Special Educational Needs, and provides a broad and balanced curriculum that is accessible to all children recognising individual needs and working in close partnership with parents and other professionals. Further details are available in our Special Needs Policy.

Planning, resources and behaviour reflect the commitment from staff, parents/carers and volunteers to include all of our children.

## Special Educational Needs / Disability Policy

**Purpose of Policy**

  We provide an environment in which all children are supported to reach their full potential.

**Aims**

1. We include all children in our provision.
2. We provide practitioners to help support parents and children with special educational needs (SEN)/disabilities.
3. We identify the specific needs of children with SEN/disabilities and meet those needs through a range of strategies.
4. We work in partnership with parents and other agencies in meeting individual children's needs.
5. We monitor and review our practice and provision and, if necessary, make adjustments.

**Methods**

1. We ensure that the provision for children with SEN/disabilities is the responsibility of all staff.
2. We ensure that our inclusive admissions practice ensures equality of access and opportunity.
3. We ensure that our physical environment is as far as possible suitable for children with disabilities.
4. We work closely with parents of children with SEN/disabilities to create and maintain a positive partnership.
5. We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education.
6. We provide parents with information on sources of independent advice and support.
7. We liaise with other professionals involved with children with SEN/disabilities and their families, including transfer arrangements to other settings and schools.
8. We use the graduated response system for identifying, assessing and responding to children's special educational needs.
9. We provide a broad and balanced curriculum for all children with SEN/disabilities.
10. We provide a differentiated curriculum to meet individual needs and abilities.
11. We use a system of planning, implementing, monitoring, evaluating and reviewing individual play plans (IPPs) for children with SEN/disabilities.
12. We ensure that children with SEN/disabilities are appropriately involved at all stages of the graduated response, taking into account their levels of ability.
13. We use a system for keeping records of the assessment, planning, provision and review for children with SEN/disabilities.
14. We ensure the privacy of children with SEN/disabilities when intimate care is being provided.
15. We provide in-service training for practitioners and volunteers.
16. We raise awareness of any specialism LVOOSCP has to offer
17. We ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. IEP reviews, staff and management meetings, parental and external agency's views, inspections and complaints. This information is collated, evaluated and reviewed annually.
18. We provide a complaints procedure.
19. We monitor and review our policy annually.

# Equality and Diversity Policy.

LVOOSCP are committed to providing equality of opportunity and anti-discriminatory practice for all children and families.

We aim to:

* provide a secure environment in which all our children can flourish and in which all contributions are valued;
* include and value the contribution of all families to our understanding of equality and diversity;
* provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities;
* improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity; and
* make inclusion a thread that runs through all of the activities of the club.

The legal framework for this policy is:

* Race Relations Act 1976;
* Race Relations Amendment Act 2000;
* Sex Discrimination Act 1986;
* Children Act 1989; and
* Special Educational Needs and Disability Act 2001.

 Methods

* Admissions - our setting is open to all members of the community.
* We reflect the diversity of members of our society in our publicity and promotional materials.
* We provide information in clear, concise language, whether in spoken or written form.
* We provide information in as many languages as possible.
* We base our admissions policy on a fair system.
* We ensure that all parents are made aware of our equal opportunities policy.
* We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of colour, ethnicity, religion or social background, such as being a member of a travelling community or an asylum seeker
* We do not discriminate against a child with a disability or refuse a child entry to our club because of any disability.
* We develop an action plan to ensure that people with disabilities can participate successfully in the services offered by the setting and in the curriculum offered.
* We take action against any discriminatory behaviour by staff or parents. Displaying of openly racist insignia, distribution of racist material, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with appropriately.

Employment

* Posts are advertised and all applicants are judged against explicit and fair criteria.
* Applicants are welcome from all backgrounds and posts are open to all.
* We may use the exemption clauses of the Race Relations Act and the Sex Discrimination Act where this is necessary to enable the service to best meet the needs of the community.
* The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure Scotland. This ensures fairness in the selection process.
* All job descriptions include a commitment to equality and diversity as part of their specifications.
* We monitor our application process to ensure that it is fair and accessible.

Training

* We seek out training opportunities for staff and volunteers to enable them to develop practices, which enable all children to flourish.
* We review our practices to ensure that we are fully implementing our policy for equality, diversity and inclusion.

Activities

The activities offered in LVOOSCP encourages children to develop positive attitudes about themselves as well as to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

* making children feel valued and good about themselves;
* ensuring that children have equality of access to learning;
* recognising the different learning styles of girls and boys, making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities;
* positively reflecting the widest possible range of communities in the choice of resources;
* avoiding stereotypes or derogatory images in the selection of books or other visual materials;
* celebrating a wide range of festivals;
* creating an environment of mutual respect and tolerance;
* helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable;
* ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities;
* ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning; and
* ensuring that children speaking languages other than English are supported in the maintenance and development of their home languages.
* Valuing diversity in families
* We welcome the diversity of family lifestyles and work with all families.
* We encourage children to contribute stories of their everyday life into the club.
* We encourage parents/carers to take part in the life of the club and to contribute fully.
* For families who speak languages in addition to English, we will develop means to ensure their full inclusion.

Food

* We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
* We help children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them.

# Equipment and Resources Policy

We believe that high quality early years care and education are promoted by providing children with safe, clean, attractive, age and stage appropriate resources, toys and equipment.

We aim to provide children with resources and equipment that help to consolidate and extend their knowledge, skills, interests and aptitudes.

**Methods**

  In order to achieve this aim we:

1. provide play equipment and resources that are safe and - where applicable - conform to the BSEN safety standards or Toys (Safety) Regulation (1995);
2. provide a sufficient quantity of equipment and resources for the number of children;
3. provide resources that promote all areas of children's learning and development, which may be child or adult led;
4. select books, equipment and resources that promote positive images of people of all colours, cultures and abilities, are non-discriminatory and avoid racial and gender stereotyping;
5. provide play equipment and resources that promote continuity and progression, provide sufficient challenge and meet the needs and interests of all children;
6. provide made, natural and recycled materials that are clean, in good condition and safe for the children to use;
7. provide furniture that is suitable for children and furniture that is suitable for adults;
8. store and display resources and equipment where children can independently choose and select them as far as our set up and storage facilities allow;
9. we use a ‘daily safety check’ sheet to record the checking of resources and equipment. We repair and clean, or replace, any unsafe, worn out, dirty or damaged equipment;
10. will keep an inventory of resources and equipment.
11. we are working towards having a full inventory, and we will use it to:
    1. review the balance of resources and equipment so that they can support a range of activities across all areas of play, learning and development;
    2. record the date when any item is discarded due to being worn out, damaged or unsafe;
    3. provide adequate insurance cover for the setting's resources and equipment.
12. use the local library and toy library to introduce new books and a variety of resources to support children's interests; and
13. plan the provision of activities and appropriate resources so that a balance of familiar equipment and resources and new exciting challenges is offered

# Food and Drink Policy.

LVOOSCP regards snack and meal times as an important part of the club’s session. Eating represents a social time for children and adults and helps children to learn about healthy eating. As a provider OFSTED will be notified of any case of food poisoning affecting two or more children looked after on the premises.

At snack and meal times, we aim to provide nutritious food, which meets the children's individual dietary needs. This includes fresh water to be available at all times.

**Methods**

1. Before a child starts to attend LVOOSCP, we find out from parents their children's dietary needs and preferences, including any allergies.
2. We record information about each child's dietary needs in her/his registration record and parents sign the record to signify that it is correct.
3. We regularly consult with parents to ensure that our records of their children's dietary needs - including any allergies - are up to date. Parents sign the up-dated record to signify that it is correct.
4. We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
5. We implement systems to ensure that children receive only food and drink that is consistent with their dietary needs and preferences as well as their parents' wishes.
6. We plan menus in advance, involving children and parents in the planning.
7. We provide nutritious food at all meals and snacks, avoiding large quantities of saturated fat, sugar and salt and artificial additives, preservatives and colourings.
8. We include foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
9. We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known allergy to nuts.
10. Through discussion with parents and research reading by staff, we obtain information about the dietary rules of the religious groups to which children and their parents belong, and of vegetarians and vegans, and about food allergies. We take account of this information in the provision of food and drinks.
11. Effort to ensure Halal meat or Kosher food is available for children who require it.
12. We require staff to show sensitivity in providing for children's diets and allergies. Staff do not use a child's diet or allergy as a label for the child or make a child feel singled out because of her/his diet or allergy.
13. We organise meal and snack times so that they are social occasions in which children and staff participate.
14. We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
15. We provide children with utensils that are appropriate for their ages and stages of development and that take account of the eating practices in their cultures.
16. We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and that they can ask for water at any time during the session/day.
17. We inform parents who provide food for their children about the storage facilities available in the setting.
18. We give parents who provide food for their children information about suitable containers for food.
19. In order to protect children with food allergies, we have rules about children sharing and swapping their food with one another.

# Health and Safety Policy

LVOOSCP believes that the health and safety of children is of paramount importance. We make our club a safe and healthy place for children, parents, staff and volunteers.

We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

**The person with overall legal responsibility for health and safety is the Chairperson**

**Nicola Jane Thom is given the responsibility for ensuring the day-to-day implementation of this policy.**

**The person in charge will have the following responsibilities:**

1. Implementation of this policy and bringing it to the attention of all employees
2. That all risks which are presented by the work for which they are responsible are assessed and recorded, with suitable controls implemented
3. Compliance with safety precautions
4. Ensuring that all new entrants are properly inducted into LVOOSCP, which must include an awareness of all precautions and procedures applicable to the job, and the emergency procedures
5. Ensuring that no person is permitted to work at any kind task unless they have been properly and fully instructed
6. Ensuring that all staff are aware of the location of all fire fighting equipment and alarm call points in the department, and are conversant with its effective use
7. Ensuring that any legal requirements relating to the operation of the Club are fully compliedwith, including (but not limited to):

* Inspection of all fire fighting equipment
* Safe use of electrical equipment
* Maintenance of all appropriate records
* Necessary safety training of staff
* Statutory inspections equipment
* Provision of first aid equipment
* Risk Assessment is carried out on the evacuation of the building

1. Ensuring that any responsibilities delegated to subordinate staff are clearly identified
2. Ensuring that access to the premises by Parents or Carers is strictly limited to safe areas
3. Ensuring that their area of responsibility is kept in a safe state in good repair and inspected on a regular basis

Employee responsibilities include the following**:**

1. Each employee is responsible to take reasonable care for his or her own acts or omissions and the effect that these may have upon the safety of themselves or any other person
2. Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures
3. Every employee must work in accordance with any health and safety procedures, instruction or training that has been given
4. No employee may undertake any task for which they have not been authorised and for which they are not adequately trained
5. Every employee is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment
6. **All employees** are under a duty to familiarise themselves with this policy.

## Risk Assessment

  Our risk assessment process includes:

1. checking for hazards and risks indoors and outside, and in our activities and procedures. Our assessment covers adults and children;
2. deciding which areas need attention; and
3. developing an action plan that specifies the action required, the timescales for action, the person responsible for the action and any funding required.

  We maintain lists of health and safety issues, which are checked:

1. daily before the session begins;
2. weekly; and
3. termly - when a full risk assessment is carried out.

## Insurance Cover

We have public liability insurance and employers' liability insurance. The certificate for public liability insurance is displayed in our Operational Plan file and on our notice board in the foyer.

## Awareness Raising

1. Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.
2. Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part.
3. Health and safety issues are explained to the parents of new children so that they understand the part played by these issues in the daily life of the setting.
4. As necessary, health and safety training is included in the annual training plans of staff, and health and safety is discussed regularly at staff meetings.
5. We have a no smoking policy.
6. Children are made aware of health and safety issues through discussions, planned activities and routines.

## Children's Safety

1. We ensure all staff employed have been checked for criminal records by an enhanced disclosure from the Criminal Records Bureau.
2. Adults do not normally supervise children on their own.
3. All children are supervised by adults at all times.
4. Whenever children are on the premises at least two adults must be present.

## Security

1. Systems are in place for the safe arrival and departure of children. The times of the children's arrivals and departures are recorded.
2. The arrival and departure times of adults - staff, volunteers and visitors - are recorded.
3. Our systems prevent unauthorised access to our premises.
4. Our systems prevent children from leaving our premises unnoticed.
5. The personal possessions of staff and volunteers are securely stored during sessions.

## Windows

1. Low level windows are made from materials that prevent accidental breakage or are made safe.
2. Windows are protected from accidental breakage or vandalism from people outside the building.

## Doors

  We take precautions to prevent children's fingers from being trapped in doors.

## Floors

  All surfaces are checked daily to ensure they are clean and not uneven or damaged.

## Kitchen

1. Children do not have unsupervised access to the kitchen.
2. All surfaces are clean and non-porous.
3. There are separate facilities for hand-washing and for washing up.
4. Cleaning materials and other dangerous materials are stored out of children's reach.
5. When children take part in cooking activities, they:
   1. are supervised at all times;
   2. are kept away from hot surfaces and hot water; and
   3. do not have unsupervised access to electrical equipment.

## Electrical/gas Equipment

1. All electrical/gas equipment conforms to safety requirements and is checked regularly.
2. Our boiler/electrical switchgear/meter cupboard is not accessible to the children.
3. Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
4. There are sufficient sockets to prevent overloading.
5. The temperature of hot water is controlled to prevent scalds.
6. Lighting and ventilation is adequate in all areas including storage areas.

## Storage

1. All resources and materials which children select are stored safely.
2. All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

## Outdoor Area

1. Our outdoor area is securely fenced.
2. Our outdoor area is checked for safety and cleared of rubbish before it is used.
3. Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.
4. Where water can form a pool on equipment, it is emptied before children start playing outside.
5. All outdoor activities are supervised at all times.

## Hygiene

1. We regularly seek information from the Environmental Health Department and the Health Authority to ensure that we keep up to date with the latest recommendations.
2. Our daily routines encourage the children to learn about personal hygiene.
3. We have a daily cleaning routine for the setting which includes play room(s), kitchen, rest area, toilets and nappy changing areas.
4. We have a schedule for cleaning resources and equipment, dressing-up clothes and furnishings.
5. The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.

## Activities

1. Before purchase or loan, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting.
2. The layout of play equipment allows adults and children to move safely and freely between activities.
3. All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded.
4. All materials - including paint and glue - are non-toxic.
5. Sand is clean and suitable for children's play.
6. Physical play is constantly supervised.
7. Children are taught to handle and store tools safely.
8. Children who are sleeping are checked regularly.
9. Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.

## Food and Drink

1. Staff who prepare and handle food receive appropriate training and understand - and comply with - food safety and hygiene regulations.
2. All food and drink is stored appropriately.
3. Adults do not carry hot drinks through the play area(s) and do not place hot drinks within reach of children.
4. Snack and meal times are appropriately supervised and children do not walk about with food and drinks.
5. Fresh drinking water is available to the children at all times.
6. We operate systems to ensure that children do not have access to food/drinks to which they are allergic.

## Fire Safety

1. Fire doors are clearly marked, never obstructed and easily opened from inside.
2. Smoke detectors/alarms and fire fighting appliances conform to BSEN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.
3. Our emergency evacuation procedures are approved by the Fire Safety Officer and are:
   1. clearly displayed in the premises;
   2. explained to new members of staff, volunteers and parents; and
   3. practised regularly at least once every six weeks.
4. Records are kept of fire drills and the servicing of fire safety equipment.

## First Aid and Medication

 At least one member of staff with current first aid training is on the premises or on an outing at any one time. The first aid qualification includes first aid training for infants and young children.

Our first aid kit:

1. complies with the Health and Safety (First Aid) Regulations 1981;
2. is regularly checked by a designated member of staff and re-stocked as necessary;
3. is easily accessible to adults; and
4. is kept out of the reach of children.

At the time of admission to the setting, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval.

Parents sign a consent form at registration allowing staff to take their child to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary on the understanding that parents have been informed and are on their way to the hospital.

Our Accident Book**:**

1. is kept safely and accessibly;
2. all staff and volunteers know where it is kept and how to complete it; and
3. is reviewed at least half termly to identify any potential or actual hazards.

When there is any injury requiring general practitioner or hospital treatment to a child, parent, volunteer or visitor or where there is a death of a child or adult on the premises, we make a report to the Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.

## Dealing with incidents

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations). We report to the Health and Safety Executive:

1. any accident to a member of staff requiring treatment by a general practitioner or hospital; and
2. any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.
3. Any dangerous occurrence is recorded in our Incident Book. See below.

## Our Incident Book

1. We keep an incident book for recording incidents including those that that are reportable to the Health and Safety Executive as above.
2. These incidents include:
   1. break in, burglary, theft of personal or the setting's property;
   2. fire, flood, gas leak or electrical failure;
   3. attack on member of staff or parent on the premises or near by;
   4. any racist incident involving a staff or family on the centre's premises;
   5. death of a child, and
   6. a terrorist attack, or threat of one.
3. In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it - or if it was reported to the police, and if so a crime number. Any follow up, or insurance claim made, should also be recorded.
4. In the unlikely even of a terrorist attack we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard Fire Safety Policy will be followed and staff will take charge of their key children. The incident is recorded when the threat is averted.
5. In the unlikely even of a child dying on the premises, for example, through cot death in the case of a baby, or any other means involving an older child, the emergency services are called, and the advice of these services are followed.
6. The incident book is not for recording issues of concern involving a child. This is recorded in the child's own file.

## Policy and procedure for outings

LVOOSCP is committed to ensuring all children are taken out at least once a day subject to staff ratio and weather permitting.

It is expected that children will arrive at LVOOSCP dressed appropriately for the weather.

We aim to organise more formal outings at our nursery unit at least once a term.  Charges for these outings, if applicable, will be notified to parents/carers in advance of the outing and will be billed on a term basis in arrears.  It is hoped that these outings will enhance and re-enforce, in a practical way, what your child is learning in the nursery.  First aid equipment will be taken.  We will ask parents/carers to sign a consent form in advance of such outings.

**Operational procedures for outings**

The same standard of care and interaction with the children is expected of staff, volunteers  and students on outings.

The worker’s prime responsibility on outings is to ensure the safety of the children.

However they will expected to balance this responsibility with ensuring that children have the maximum opportunity to experience and explore new environments, to socialise and to have fun.

**Types of outings**

Different types of outings take place and each will require slightly different preparations and staffing levels.

Trips on foot, e.g. visits to the park, the library, local markets and places of interest.

Trips on public transport to places like museums, farms, etc.

**Outings and visits**

1. We have agreed procedures for the safe conduct of outings.
2. Parents sign a general consent on registration for their children to be taken out as a part of the daily activities of the setting.
3. Parents always sign consent forms before major outings.
4. A risk assessment is carried out before an outing takes place.
5. Our adult to child ratio is high, normally one adult to two children.
6. Named children are assigned to individual staff to ensure each child is individually supervised and to ensure no child gets lost and that there is no unauthorised access to children.
7. Staff take a mobile phone on outings, and supplies of tissues, wipes, pants etc as well as a mini first aid pack, a snack and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
8. Records are kept of the vehicles used to transport children, with named drivers and appropriate insurance cover.
9. A minimum of two staff should accompany children on outings and a minimum of two should remain behind with the rest of the children.

**Animals**

1. Animals visiting the setting are free from disease and safe to be with children, and do not pose a health risk.
2. Children wash their hands after contact with animals.
3. Outdoor footwear worn to visit farms are cleaned of mud and debris and should not be worn indoors.

## Safety of Adults

Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.

1. When adults need to reach up to store equipment or to change light bulbs they are provided with safe equipment to do so.
2. All warning signs are clear and in appropriate languages.
3. Adults do not remain in the building on their own or leave on their own after dark.
4. The sickness of staff and their involvement in accidents is recorded. The records are reviewed termly to identify any issues that need to be addressed.

# Administration of Prescribed Medication Policy

Whenever possible parents should ask their GP to prescribe medication in dose frequencies which enable it to be taken outside After school / Nursery / Holiday hours.

However, if parents wish LVOOSCP to administer the medication they should give the appropriate club a written request (using the appropriate form) detailing the medication to be given along with the frequency, dosage and any other relevant information (e.g. interaction with other medicines such as paracatamol). Oral information from the child or parent will not be acted upon.

If required, the parents will be able to visit the establishment during the day to administer medication in person.  
  
The parent must supply the medication in a suitable container clearly labelled with:  
- the child’s name  
- the name of the medicine  
- the method, dosage and timing of administration  
- the date of issue  
- the expiry date  
  
Details of possible side effects should also be given.  
  
The medicines should preferably be packed and labelled professionally. Where possible not more than one week’s supply should be sent at one time.  
  
It is important that an up-to-date record of the parent’s home and work telephone numbers be kept so that they can be contacted at any time.  
  
Medicines will be kept in a safe place, separate from the first aid box. Bronchodilators and medications needed in an emergency will be readily accessible. LVOOSCP Co-ordinator will be made responsible for administering medication.  
  
Medicines no longer required will be handed back to the parent. If parents do not collect medicines after a reasonable period of time they will be given to a pharmacist for disposal.

# Little Villagers Illness Exclusion Policy

This Policy has been implemented to ensure that a healthy and safe environment is provided for the children and staff of Little Villagers at all times. Infection in a club setting can spread rapidly, therefore Little Villagers will endeavour to prevent the spread of infection and to promote good health and hygiene practices.

## Parent Responsibilities

Parents/carers of children must ensure that they provide and keep up to date for the out of school staff an emergency contact number in the case of emergency situations that may occur at the out of school site and the child needs to be taken away from the premises as a matter of urgency.

Parents/carers are responsible for making the out of school staff aware of any medical conditions and allergies that require medication, particular observation or any other attention.

Parents must ensure that they are able or a contact person can arrive at the out of school site no later than one hour after they have been informed of the child’s illness. It is not conducive to the ill child and other children/staff to be exposed to children who may have infectious conditions.

LVOOSCP staff will be flexible and understanding to the needs of the working parent/carer, however Staff follow the ‘Child Sickness Protocol’ that states that –

For conditions such as diarrohea, vomiting, suspected infectious disease, then the child will be expected to be collected by the parent/carer/nominated person within the hour.

The following guidance is used by out of school Staff to assist them to make the decision to contact parents/carer/nominated person. Guidance for timeframes for this has been obtained by discussion with a GP and guidance from the NHS.

## Staff Reponsibilities

It is the Club’s responsibility to ensure that children, parents and staff who have a contagious illness are excluded from Little Villagers for the recommended exclusion period for that illness.

It is the Club’s responsibility to ensure that sick children are not admitted to Little Villagers.

Staff cannot undertake the care of sick children, in particular those with infectious diseases, diarrhoea, vomiting and high temperatures. It is not conducive to the health of the Nursery Staff or the other children attending the out of school service to be exposed to these unnecessarily**.**

It is the Club’s responsibility to inform parents of any outbreak of a contagious infection which may affect the health of their children.

To prevent the spread of germs

It is the responsibility of all staff to care for children who become unwell whilst attending Little Villagers and to adhere to the Little Villagers Incident and Accident Policy.

To report incidents of certain infections to other parents and staff whilst maintaining the anonymity of children and staff concerned.

Infections which would be reported are:

* + - head lice
    - measles
    - chickenpox
    - mumps
    - scabies
    - meningitis
    - whooping cough

To highlight the importance to parents that in the event of an outbreak of an infection at Little Villagers, children who have not been immunised will often be at more risk of infection. This is of particular importance in cases of the following:

* + - measles
    - mumps
    - rubella
    - whooping cough

To exclude children, staff and parents with contagious infections from

Little Villagers, until the infection is treated and considered to no longer

pose a risk to others. Any exclusion should be handled in a manner so as

to cause no further distress or embarrassment to those concerned and to

maintain confidentiality.

To monitor other children and staff for signs of the same infection.

To monitor all cases of infections in the Little Villagers Incidents & Accidents Book, along with the action taken.

Little Villagers aims to prevent the spread of infection by and to identify signs of illness in children and staff whilst attending Little Villagers. To do this the following steps will be taken

1. Contact with parents/carers will be made in the first instance following any symptoms of the child being unwell.

2. Administration of appropriate medication if necessary provided that written permission by the parent/carer is obtained.

3. Monitor the child over the next hour.

4. If no improvement in child’s condition the parent/carer/nominated person is expected to collect the child within one hour of informing them

In cases where the parent cannot be contacted staff will contact the emergency contact given on the child’s membership form.

Where necessary we will limit contact between children who are unwell and other children until they can be collected, taking into consideration the sensitivity of such a situation and ensuring that the child is not made to feel bad as a result.

Staff members who become ill whilst at work or begin to show signs of a contagious infection will be sent home. The Co-ordinator will immediately contact a replacement member of staff to maintain the child to staff ratio. Should this not be possible Emergency Closure procedures may have to be followed.

## Dealing With Children Who Become Unwell

Staff are vulnerable and do contract illnesses from children they care for, as do other children attending the out of school service. As a result and in order to comply with Health and Safety Policies, and maintain essential children : staff ratios, the health of the out of school Staff cannot be compromised by caring for children with any suspected illnesses. e.g.

If a child becomes unwell during the course of a session, staff will ensure that that the child is treated promptly and appropriately and that the risk to other children is minimised. All such incidents will be recorded in accordance with Little Villagers Incidents & Accidents Procedures.

In cases where some form of minor treatment has been administered due to illness or an accident involving a child, Little Villagers Administration of Medicines Procedure will be adhered to.

## Medical / Illness Rules

1. LVOOSCP Staff reserves the right to refuse admittance to any child who appears unwell on arrival at Little Villagers or if they show signs of any ailment that could be contagious or could affect the ability of staff to care for the sick child and other children.

2. Similarly, staff who appear for work showing signs of a contagious, or other ailment, that affects their ability to care for the children, will be excluded in accordance with the exclusion procedures below.

3. LVOOSCP cannot be held responsible for any child contracting any of the common diseases, such as a cold, flu, chicken pox etc.

4. LVOOSCP Staff cannot administer pain relief or Prescription Medicines without the written consent of the parent/carer on the day of attendance of the child at Little Villagers. Forms are available for this on request but parents/carers may provide the Staff written permission together with the medicine to be administered, dosage, time to administer and other relevant data on the day of their child’s attendance at Little Villagers.

5. If a child becomes unwell after arrival at Little Villagers, the Staff cannot administer pain relief without parents/carers written permission. The parents/carer/person nominated as the emergency number will be contacted and asked to collect the child as soon as possible.

6. If Staff feel that a child is in immediate need of further medical aid they will be taken immediately to the appropriate facility by ambulance or staff transport. In such circumstances parents/carers will always be informed prior to this. However, special consent from the parents/carers is necessary to allow for the Staff to obtain treatment without delay, which may include surgery recommended by a doctor or dentist for any acute condition of alleviation of pain.

7. Senior Staff observed by one other staff member will administer medicines. The medicine, dosage, time and quantity will be logged into the Medicine Book, signed by both staff members and then shown to the parent/carer when they collect the child at the end of the session. The parent/carer will be asked to countersign the book to confirm that the medicine was administered.

8. Parents /carers of children with identified medical need such as asthma, febrile convulsions etc, will also need to complete a medicine form, but this will be kept on record for reference purposes, as and when there is the need to administer appropriate medication.

9. Any child who has an illness that results in a greater need for care than staff can provide will be excluded until treatment has been received and the child is feeling better.

10. Any staff member who has an illness that affects their ability to properly care for the children will be excluded until treatment has been received and they are feeling better.

## Exclusion Criteria & Timescales

In cases where a child, parent or member of staff are known to have contracted a contagious infection or an illness that could affect other children and staff, Little Villagers will implement the following recommended exclusion procedures:

**All infectious illnesses must be reported to the Co-ordinator who will advise on the exclusion period, if any, and will inform staff and other parents if necessary. In some cases the Local Health Authority may be contacted for advice and guidance.**

**Please see table below for exclusion timescales.**

|  |  |  |
| --- | --- | --- |
| ***ILLNESS*** | | ***RECOMMENDED PERIODTO BE KEPT AWAY*** |
| Diarrhoea and/or Vomiting (with or without a specified diagnosis) | | Until diarrhoea and vomiting has cleared for a minimum of 48 hours. Period of exclusion varies according to length of time for illness to clear. |
| Rash with fever or behavioural change | | Exclusion until a doctor has determined the illness is not infectious. |
| Influenza / Fever/throat infections | Exclusion until feeling better and fever has gone down | |
| Swine Flu (H1N1) | Any child who displays symptoms which could be Swine Flu will be isolated until they can be collected – other parents/carers will be informed especially those in high risk groups.  All children who are experiencing symptoms should stay away from the club until symptoms have subsided. Once diagnosed children should stay away until advised by your GP | |
| Shingles | Exclusion until lesions are crusted | |
| Strep throat | Exclusion until 24 hours after treatment has been initiated | |
| Chickenpox | 7 days from onset of rash – it is necessary to wait until all spots have healed or scabbed | |
| Measles or German measles | 7 days from onset of rash – child is most infectious before the diagnosis is made and most children should be immune due to immunizations. | |
| Hand, foot and mouth disease | Exclusion until treatment has been received and last lesion has disappeared. | |
| Impetigo | Exclusion for at least 48 hours after antibiotic treatment has commenced and spots are no longer weeping fluid | |
| Scabies | Until treated | |
| Scarlet Fever | 5 days from commencing antibiotics | |
| Whooping Cough | Exclusion for 5 days as long a course of antibiotics has been completed, otherwise 14 days | |
| Head Lice | Until exclusion until full course of treatment has been received and live head lice eradicated. | |
| Verruca | No need for exclusion, but verrucae must be covered if going swimming | |
| Mumps | 9 days from onset of swollen glands – child most infectious before diagnosis is made | |
| Ringworm | Those who have the infection on an exposed area such as the scalp or hands will be excluded for one week and permitted to return only after treatment has commenced. Those who have the infection on an area that can be covered with clothing can return within 24 hours of commencing treatment. Those affected should not share clothing or towels with others and should wash hands thoroughly before eating and after using the toilet. | |
| Conjunctivitis | Until treated with medication by GP and treatment commenced for at least 24 hours | |
| HIV | Exclusion is not necessary. Little Villagers will consult with the child’s parents/guardians, doctors and other appropriate health workers to put into place necessary Health & Safety and Emergency Procedures. The identity of any child who has HIV will remain confidential in accordance with Little Villagers Policy On Confidentiality. The child should not be seen to be treated differently from other children, this being especially true in event of an accident. | |
| Threadworms | Until treatment with medication by GP | |
| Meningitis | Exclusion until feeling well enough to return | |
| TB | Cases are rare, exclusion until non-infectious | |
| Herpes Simplex | Exclusion until cold sores have dried up or the appropriate anti-viral treatment has commenced | |
| Hepatitis A | Exclusion until one week after onset of illness or jaundice (if symptoms are mild). | |
| Hepatitis B & C | Exclusion is not necessary unless the child is unwell to the extent that they are distressed and the ability of staff to care for other children is affected. Any open sores, cuts or abrasions that are weeping or moist must be covered up by a waterproof covering and securely attached. If a potentially infectious event occurs, e.g. a carrier bites another child and breaks the skin the wound should be washed thoroughly and the child should be taken to the hospital or emergency doctor | |
| Other Illness | Exclusion period will depend on illness and guidance from GP | |

# Safe Guarding Children Policy.

**Livingston Village Out of School Care Project will**:

* Promote the health and welfare of children by providing opportunities for them to take part in the after School Club safely.
* Respect and promote the rights, wishes and feelings of children.
* Promote and implement appropriate procedures to safeguard the well-being of children and protect them from abuse.
* Recruit, train, support and supervise its Staff to adopt best practice to safeguard and protect children from abuse and to minimise risk to themselves.
* Require Staff to adopt and abide by this Child Protection Policy and these Procedures.
* Respond to any allegations of misconduct or abuse of children in line with this Policy and these Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
* Review and evaluate this Policy and these Procedures on a regular basis.

**Principles**

* The welfare of children is everyone's responsibility, particularly when it comes to protecting them from abuse.
* Their natural sense of fun and spontaneity can blossom in a positive environment. It provides an excellent opportunity for them to learn new skills, become more confident and maximise their own unique potential.
* This Policy and these Procedures are based on the following principles:
* The welfare of children is the primary concern.
* All children, whatever their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/or sexual identity have the right to protection from abuse.
* It is everyone's responsibility to report any concerns about abuse and the responsibility of the Social Work Department and the Police to conduct, where appropriate, a joint investigation.
* Within the Little Villagers Nicola Thom (Coordinator) is the designated child protection officer.
* All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately. All incidents must be reported to Nicola Thom the clubs child protection officer.
* All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.

**Review**

* This Policy and these Procedures will be regularly monitored and reviewed:
* In accordance with changes in legislation and guidance on the protection of children or any changes within Livingston Village Out of School Care Project.
* Following any issues or concerns raised about the protection of children within Livingston Village Out of School Care Project.
* In all other circumstances, at least annually.
* Another child protection officer will be assigned if Nicola Thom no longer works with the club.

## CHILD PROTECTION POLICY

### Recruitment and Employment

All reasonable steps must be taken to ensure unsuitable people are prevented from working with children.

For all positions that require regular contact with children the following recruitment procedures must be

completed. .

### Advertising

All forms of advertising used to recruit Staff for positions involving regular contact with children will include the following:

* The aims of Livingston Village Out of School Care Project and, where appropriate, details of the particular position involved.
* The responsibilities of the role.
* The level of experience or qualifications required (e.g. experience of working with children is an advantage).
* Details of Livingston Village Out of School Care Project's open and positive stance on child
* protection.

### Pre-application Information

Pre-application information for positions involving regular contact with children will be sent to applicants and will include:

* A job description including roles and responsibilities.
* A candidate specification (e.g. stating qualifications or experience of working with children or vulnerable adults required).
* An application form and self-declaration form.
* Information on Livingston Village Out of School Care Project and related topics.
* Enhanced Disclosure form will be completed, and employment will not commence until disclosure is returned and checked that all is clear.
* Registration with the SSSC codes of practice keeping up to date and clear with the conduct you are expected to meet. You are encouraged use the codes to examine your own practice and look for areas in which you can improve.

### Application and Self-Declaration Form

All applicants will be requested to complete an application and self-declaration form. The purpose of the application form is to obtain relevant details from the applicant for the position.

The purpose of the self declaration form is to collect information on criminal behaviour that is relevant to the position e.g. criminal records or investigations.

### References

References will be sought as required. Where possible at least one of these references will be from an employer or a voluntary organisation where the position required working with children in any of the following capacities: employee; volunteer; or work experience. If the person has no experience of working with children, specific training requirements will be agreed before appointment.

### Checks

Livingston Village Out of School Care Project is registered with the Central Registered Body for Scotland] and prior to appointment a Disclosure Scotland check and/or equivalent international check will be completed.

This will require the prospective position holder to complete and submit a Disclosure Scotland form, with the results returning to the Chairperson.

As recommended by Disclosure Scotland (Protecting the Vulnerable by Safer Recruitment, 2002) the following types of checks are to be requested for positions requiring contact with children

*Standard Disclosure*

* Standard disclosures will be requested from those applying for positions listed in the Rehabilitation of Offenders Act 1974 (ROA) (Exceptions) Order 1975.
* These categories include occupations with duties that involve regular contact with children and young people under the age of 18; and the elderly, sick and

handicapped people.

*Enhanced Disclosure*

* Enhanced Disclosures will be requested for positions that involve a greater degree of contact with children.
* For example positions that requires regular contact with, training, supervising or being in sole charge of children and young people.

### Interview

For positions that require regular contact with children, interviews will be carried out. An interview will include requests for additional information to support the application.

### Offer of Position

Once a decision has been made to appoint an individual, an offer letter will be presented to the applicant including the details of the position, any special requirements and the obligations e.g. agreement to the policies and procedures of the organisation, the probation period and responsibilities of the role.

Confirmation of the position being accepted will require the offer letter to be formally accepted and agreed to in writing e.g. by the individual signing and dating their agreement on the offer letter and returning it to the organisation.

### Induction

The induction process for the newly appointed member will include the following:

An assessment of training, individual aids and any other needs and aspirations.

Clarification, agreement and signing up to the Child Protection Policy and Procedures.

Clarification of the expectations, roles and responsibilities of the position.

### Training

Newly appointed Staff will complete the following training over an agreed period:

Protecting children.

Working effectively with children (including presentation skills, developing child friendly resources and activities).

Any other identified training needs.

### Probation

Newly appointed members will complete an agreed period of probation on commencement of their role.

### Monitoring and Performance Appraisal

All members who have contact with children will be monitored and their performance appraised. This will provide an opportunity to evaluate progress, set new goals, identify training needs and address any concerns of poor practice.

## Members with Specific Responsibility for the Protection of Children

### Child Protection Officer

Nicola Thom has been appointed the Child Protection Officer; she has the main responsibility for managing child protection issues within Livingston Village Out of School Care Project.

The role and responsibilities of Nicola Thom the Child Protection Officer are detailed below. Specific responsibilities in relation to allegations against members are detailed in the Procedure for Managing Suspicions and Allegations of Abuse of a Child against Staff (Section 7.5).

**Role and Responsibilities of the Child Protection Officer**

**Nicola Jane Thorn (Club Coordinator)**

Within Livingston Village Out of School Care Project the Child Protection Officer will:

* Implement and promote Livingston Village Out of School Care Project's Child Protection Policy and Procedures.
* Regularly report to the **Management Committee**
* Act as the main contact within Livingston Village Out of School Care Project for the protection of children.
* Provide information and advice on the protection of children.
* Support and raise awareness of the protection of children.
* Communicate with members on issues of child protection.
* Keep abreast of developments and understand the latest information on data protection, confidentiality and other legal issues that impact on the protection of children.
* Encourage good practice and support of procedures to protect children.
* Establish and maintain contact with local statutory agencies including the Police and Social Work Department.
* Maintain confidential records of reported cases and action taken and Iiase with the statutory agencies and ensure they have access to all necessary information.
* Organise training for Staff.
* Regularly monitor and review the Livingston Village Out of School Care Project's Child Protection Policy and Procedures.
* Attend training on the protection ofchildren.
* Establish and maintain contact with local statutory agencies including the Police and Social Work Department.
* Monitor and review the Child Protection Policy and Procedures for their club.

## Code of Conduct for the Protection of Children

This code of conduct details the types of practice required by all members of Livingston Village Out of School Care Project when in contact with children.

The types of practice are categorised into good practice; practice to be avoided and practice never to be sanctioned. Suspicions or allegations of non-compliance of the Code by a member of Staff will be dealt with through the Livingston Village Out of School Care Project's Disciplinary

Procedure for misconduct or through Responding to a Suspicion or Allegation of Abuse against a Member of Livingston Village Out of School Care Project (Section 7.5).

### Good Practice

Livingston Village Out of School Care Project supports and requires the follOWing good practice by members when in contact with children.

When working with children:

* Make the club fun, enjoyable and promote fair play.
* Always work in an open environment e.g. avoid private or unobserved situations and encourage an open environment for activities.
* Treat all children equally, with respect and dignity.
* Put the welfare of each child first before winning or achieving performance goals.
* Be an excellent role model including not smoking or drinking alcohol in the company of children
* Give enthusiastic and constructive feedback rather than negative criticism.
* Ensure that if any form of manual or physical support is required for a child, it is provided openly, the child is informed of what is being done and their consent is obtained.
* Deliver educational instruction first verbally; secondly role-modelled; and thirdly, and only if necessary, with hands on - which must be accompanied by telling the child where you are putting your hands and why it is necessary and obtaining their consent.
* Involve parents, guardians and carers wherever possible.
* Build balanced relationships based on mutual trust that empower children to share in the decision making process.
* Recognise the developmental needs and capacity of children and avoid excessive training or competition and either pushing them against their will or putting undue pressure on them.

### First Aid and Treatment of Injuries:

If, in your capacity as an Employee of Livingston Village Out of School Care Project, a child requires first aid or any form of medical attention whilst in your care, then the following good practice must be followed:

* All staff must hold a current and up to date first aid certificate.
* Where practicable all parents/guardians of children under 16 must complete a Livingston Village Out of School Care Project Medical Consent Form before participating in the club.
* Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required.
* Keep a written record of any injury that occurs, along with the details of any treatment given.
* Where possible, ensure access to medical advice and/or assistance is available.
* Only those with a current, recognised First Aid qualification should respond to any injuries.
* Where possible any course of action should be discussed with the child, in language that they understand and their permission sought before any action is taken.
* In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible.
* The child's parents/guardians or carers must be informed of any injury and any action taken as soon as possible, unless it is in the child's interests and on professional advice not to do so.
* A Notification of Accident Form must be completed and signed and passed to the organisation as soon as possible.

For taking and transporting children away from home**:**

If it is necessary to provide transport or take children away from home the following good practice must be followed:

* Where practicable request written parental/guardian consent if members are required to transport children.
* Always tell another member that you are transporting a child, give details of the route and the anticipated length of the journey.
* Ensure all vehicles are correctly insured.
* All reasonable safety measures are taken, e.g. children in the back seat, seatbelts are worn.
* Ensure, where possible, a male and female accompany mixed groups of children. These adults should be familiar with and agree to abide by Livingston Village Out of School Care Project's Child Protection Policy and Procedures.
* Always plan and prepare a detailed programme of activities and ensure copies are available for other members and parents/guardians.

### Practice to Be Avoided

In the context of your role within Livingston Village Out of School Care Project, the following practice should be avoided:

* Avoid having 'favourites' - this could lead to resentment and jealousy by other children and could lead to false allegations.
* Avoid spending excessive amounts of time alone with children away from others.
* Ensure that when children are taken away from home adults avoid entering their rooms unless in an emergency situation or in the interest of health and safety. If it is necessary to enter rooms, the door should remain open, if appropriate.
* Avoid taking children to your home.
* Avoid, where possible, doing things of a personal nature for children that they can do for themselves.

### Important Note:

It may sometimes be necessary for members to do things of a personal nature for children, particularly if they are very young or vulnerable. These tasks should only be carried out with the full understanding and consent of the child and where possible their parents/guardians. It is important to respect their views. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible, particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child to carry out particular activities. Do not take on the responsibility for tasks

for which you are not appropriately trained.

### Practice never to be sanctioned

In the context of your role within Livingston Village Out of School Care Project, the following practices should never be sanctioned:

* Never engage in sexually provocative games, including horseplay.
* Never engage in rough or physical contact except as permitted within the rules of the game or competition.
* Never form intimate emotional or physical relationships with children.
* Never allow or engage in touching a child in a sexually suggestive manner.
* Never allow children to swear or use sexualised language unchallenged.
* Never make sexually suggestive comments to a child, even in fun.
* Never reduce a child to tears as a form of control.
* Never allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
* Never share a room with a child for sleeping accommodation.

# Never invite or allow children to stay with you at your homeComplaints Procedure

LVOOSCP believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our LVOOSCP and will give prompt and serious attention to any concerns about the running of the club. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Should anyone need to raise a complaint about any aspect of the club, their concerns will be taken seriously and investigated by a member of the Committee.

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

Appropriate action will be taken and the complainant informed of the outcome. If any individual is unhappy with the result of the investigation then they will be entitled to attend a committee meeting in order to pursue the issue.

A diary of complaints and their outcomes will be kept.

### Stage 1

1. Any parent who has a concern about an aspect of LVOOSCP provision talks over, first of all, his/her worries and anxieties with the co-ordinator.

### Stage 2

1. If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Committee / Co-ordinator.
2. Most complaints should be resolved amicably and informally at Stage 1 or at Stage 2.
3. LVOOSCP stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Co-ordinator may wish to store all information relating to the investigation in a separate file designated for this complaint.
4. When the investigation into the complaint is completed, the Co-ordinator meets with the parent to discuss the outcome.
5. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### Stage 3

1. The parent requests a meeting with the Co-ordinator and Committee. The parent should have a friend or partner present if required and the Co-ordinator should have the support of the Committee member present.
2. An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
3. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### Stage 4

1. If at the Stage 3 meeting the parent and LVOOSCP cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
2. The mediator keeps all discussion confidential. S/he can hold separate meetings with the Co-ordinator, the Committee member and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

### Stage 5

1. When the mediator has concluded her/his investigations, a final meeting between the parent, the Co-ordinator and the Committee member. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded

**Any unresolved matter could then be referred to:**

Care Commission

Stuart House

Eskmills

Musselburgh

EH21 7BP

0131 6534100

These details are displayed on our setting's notice board.

If a child appears to be at risk, LVOOSCP follows the procedures of the Area Child Protection Committee in our local authority.  In these cases, both the parent and Co-ordinator are informed and the Co-ordinator works with the Social Work Department to ensure a proper investigation of the complaint, followed by appropriate action.

**Records**

A record of complaints against LVOOSCP and/or the children and/or the adults working in our club is kept, including the date, the circumstances of the complaint and how the complaint was managed.