



Parent's Handbook **And Contract**

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CONTENTS

Page

2 – 4	How to Use Your Club
5	What Makes Our Club Special
6	Aims and Objectives
7 – 8	Complaints Procedure
9 – 12	Child Protection Policy
13 – 15	Behaviour Management Policy
16 – 19	Documentation and Information Policy
20 – 23	Health, Illness and Emergency Policy
24	On-site Policies
25	Parent Promise

How to Use Your Club

	After School	Holiday/In-Service	Breakfast
Monday - Friday	3.00pm- *6.15pm	*7.15am – *6.15pm	*7.15am – 9.00am

*Check with Club as times vary

Bookings for Collection

1. In order to ensure a safe and reliable service and efficient collection procedures, we recommend you inform the office of any changes to your requirements.
2. It is also recommended that you notify your child's teacher of the days your child (ren) will attend the club (for Primary 1, 2 and 3 children in particular).

Emergency Collections

1. Any collection, which is not part of your regular booking, is classed as an emergency collection.
2. Emergency collections should be arranged one day in advance by speaking directly to the club staff. (Messages can be left on the club answer machine, leaving your name and your child's name).
3. Fees for any extra days attended should be paid on the day.

Cancellations

1. If your child will not be attending the club as per your normal booking, a phone call should be made directly to the club between 7.30am and 1.00pm. **Your fees will NOT be waived even if you cancel your booking.**
2. **Failure to advise the Club of your child's non-attendance will put your childcare place in jeopardy and your Contract may be terminated.**

Changes to Contract

1. Permanent changes to your normal booking should be made by speaking to the manager and noting the changes on your current Membership Form. These changes require 4 weeks notice.
2. It is the responsibility of the parent to notify both the child and the school of any changes to the normal booking, whether the changes are permanent or temporary.

Termination of Contract

Four weeks notice is required when terminating your child's attendance at the club. Notice should be given in writing to the Club. If you do not terminate your contract in writing you may still be liable for the childcare costs.

Fees

1. Fees should be paid weekly or per calendar month. Failure to adhere to this clause will result in your childcare place being withdrawn and the debt being handed over to our Debt Collection Agency.
2. Full childcare fees are payable for non-attendance except when the club is not in operation.
3. Fees can be paid by cheque or cash or via some childcare voucher schemes.

Working Families Tax Credit

1. Parents on low and middle incomes may be eligible for help with their childcare costs through the Childcare Tax Credit. For further information, please ask the manager of our club.

Collection Procedure

1. In order to maximise safety and security when collecting children from school, a documented collection procedure is in use and is available to all parents.
2. We advise that children should be brought to the club before their first start date, to allow us to discuss collection points and procedures with them.
3. In the interest of safety, parents should remind children on the relevant day that they will be using the service and notify the club and the school of any changes, as detailed above.
4. Children will **only** be permitted to leave at the end of the evening with the persons named for collection on the Membership Form. Parents should inform us in writing of any changes to the named person(s), in order that our records are kept up to date and for security purposes.
5. **Late collections.** If a child has not been collected by 6.15pm, Lanarkshire Childcare Services staff will call emergency contact numbers as detailed on the Membership Form, to arrange collection. In the unlikely event that a child has not been collected by 6.30pm, and staff have been unable to locate any of the emergency contacts, under the conditions of the regulation of the Care Scotland Act 2001 will be contacted for advice. Parents will be responsible for any additional operational costs incurred because of late collection.

Holiday Club

1. Booking for our Holiday Club should be made well in advance on a Holiday Club Booking form, available from the club.
2. Children should be dropped off and collected at the club when the Holiday Club is in operation. No collections will be in operation.
3. Snacks will be provided during morning and afternoon sessions. Parents should provide a packed lunch when your child will be attending over the lunchtime period i.e. 12.00pm – 1.00pm.

4. Off site trips may be offered during our holiday programme. Information regarding trips and events will be made available to you prior to the start of the holiday sessions. Some trips and outings may incur a cost, which will be added to your weekly/monthly invoice.

Administration of Medicines

1. Should staff be required to administer prescribed short-term or long-term medication to your child, you will be required to complete and sign a Medicine Administration Form.
2. Two staff members will be designated responsible for administering the prescribed medication to your child and you will be required to instruct them in the procedure for this.
3. It is your responsibility to notify the Manager of any changes to regular prescribed medication.

Loss or Damage to Property

1. Lanarkshire Childcare Services cannot be held responsible for loss or damage to children's property. Parents should ensure that children take care of their own personal belongings.

Customer Comments

1. Lanarkshire Childcare Services is committed to providing the highest quality service for you and your children. We have a Praises and Grumbles form which is available to all parents should they wish to note any comments about the service we provide. A box for completed forms is situated within the club.
2. **Alternatively, if you prefer, you can speak to the Manager at the club, phone the club or write to us**
3. From time to time, we also conduct Customer Satisfaction surveys. These surveys help us to ensure we are providing the best service possible and we are giving our customers what they really want. You may be asked to fill out a questionnaire during one of these surveys and we would appreciate it if you could take the time to do so.

What Makes Our Club Special?

In January 1996 we established Forgewood After School Service, due to our success in providing quality, affordable Childcare recognised by North Lanarkshire Childcare Partnership in September 2001 we relished the opportunity to expand our services thus Lanarkshire Childcare Services evolved, a team of **qualified**, professional people who specialise in Childcare for Primary School Children.

QUALIFIED

It is with a combination of **childcare knowledge**, experience and our background of working in **customer-focused** environments, that we have been able to design the very best quality service; one, which we are confident, will **exceed your childcare needs**.

- **Our After School Club** bridges the gap between school and home time, with 3 hours of fun packed activities.
- **Our Holiday Club** fills summer time with action packed activities and trips and takes away the stress of finding childcare for 13 weeks per year!
- **Our Breakfast Club** is your children's own version of the **big breakfast**, a big help for the early bird, working parents.

OUR TEAM

People are the key to our success, **YOU, YOUR CHILDREN** and **OUR TEAM**. To make sure we provide the best care for your children, we have developed a recruitment process, which helps us to select, **the right people**, with the **right skills, experience** and **attitude**.

Once selected our staff are vetted and have to successfully complete personal checks by Disclosure Scotland.

QUALITY

Quality is not just a buzz word at Lanarkshire Childcare Services We are proud to say that we have achieved Investors in People and are working towards achieving Aiming High **QUALITY ASSURANCE AWARD** in recognition of **quality systems and staff training and development on;**

Positive play, a caring environment, a child centred service, partnership with parents, access, equal opportunities, management, staffing, administration, food, premises, collection, and range of services.

Our commitment to continual development of a quality service ensures your children are being cared for in a safe, reliable and fun environment.

FUN ACTIVITIES

Why do Lanarkshire Childcare Services Kids' **love their club?** ... Because our staff **LISTEN** to them, **TALK** to them and **WATCH** to see what they enjoy playing best. This means that when our team get together each month to design our club activity planner, we know we have created an exciting programme, which is **tailored** to provide **FUN** for all our little members.

Aims and Objectives

This statement outlines the services that children, parents/carers and the community can expect from our Club, and the values that inform our work:

Our Club aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the Club continues to meet the needs of children and parents/carers.

Our Club is committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Our Club is committed to providing:

- Care and activities that put the needs and safety children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Regulation of Care (Scotland) Act 2001 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

Complaints Procedure

Our Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the Club's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

Stage One

If a parent/carer has a complaint about some aspect of the Club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. As outlined in the Partnership with Parents/Carers policy, the Club is committed to open and regular dialogue with parents/carers and the Club welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Club will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Club will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

Making a Complaint to Care Inspectorate

Any parent/carer can, at any time, submit a complaint to Care Inspectorate about any aspect of registered childcare provision. Care Inspectorate will consider and investigate all complaints received.

Your local Care Inspectorate office;

Care Inspectorate
Princes Gate
Castle Street
Hamilton
ML3 6BU
Tel: 01698 897 800

The Registered Person;

Jacqui Collins
Managing Director / Owner
Hagen Drive
Carfin
Motherwell
ML1 5RZ
Tel: 01698 861 263

Child Protection

Our Club believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.

First Aid

A high number of our staff are First Aid trained. The course is specific to children.

The Club is committed to reviewing its Child Protection policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers during their child's settling in period.

Recognising Child Abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. All staff have child protection training and will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect.

Physical Abuse: This involves hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child's ill health also constitutes physical abuse.

Sexual Abuse: This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

Emotional abuse: Varying degrees of emotional abuse is present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill-treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

Neglect: Neglect is the persistent failure to meet a child's basic physical, emotional or psychological needs, such as is likely to have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm or ill health. Neglect can also manifest itself in a failure to meet the basic emotional needs of child.

Staff Support and Training

The Club is committed to ensuring that it meets its responsibilities in respect of child protection through the provision of support and training to staff. Therefore, the Club will ensure that:

- All staff, students and volunteers are carefully recruited, have verified references and have full and up to date Enhanced Disclosure checks.
- All staff and volunteers are given a copy of the Child Protection policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- All staff are aware of the main indicators of child abuse.
- All staff are aware of their statutory requirements in respect of the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse to the Manager.
- The Club will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary Policy.

Safe Caring

All staff understand the Club's child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid or minimise time when members of staff, students or volunteers are left alone with a child. If staff are alone with a child, the door of the room should be kept open and another member of staff should be informed.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book.
- Staff will never carry out a personal task for children that they can do for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet. Staff are aware that this and other similar activities could be misconstrued.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.
- Staff will never disclose their personal details to children in their care. Staff should not encourage contact outside the workplace and should make their Manager aware of any behaviour they view as inappropriate.
- All allegations made by a child against a member of staff will be fully recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this.

Dealing with Allegations

The Club is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. The Club will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse, the Manager will immediately refer the case to the local statutory child protection agencies.

Further to this, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will report this to the Manager at the earliest possible opportunity.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written records of all reported incidents will be produced and maintained. Information recorded will include full details of the alleged incident; details of all the parties involved; any evidence or explanations offered by interested parties; relevant dates, times and locations and any supporting information or evidence from members of staff. The Club will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The Manager will be responsible for ensuring that written records are dated, signed and kept confidentially.
- If an allegation of abuse is made against the Manager, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality.
- Any children involved in alleged incidents will be comforted and reassured.

In circumstances where a child makes an allegation or a disclosure, the member of staff concerned will:

- 1 Listen fully to all the child has to say.
- 2 Make no observable judgement.
- 3 Ask open questions that encourage the child to speak in their own words.
- 4 Ensure the child is safe, comfortable and not left alone.
- 5 Make no promises that cannot be kept; such as promising not to tell anybody what they are being told.

Referring Allegations to Child Protection Agencies

If the Manager has reasonable grounds for believing that a child has been – or is in grave danger of being – subject to abuse, the following procedure will be activated:

- Contact will be made, at the earliest possible opportunity, with the local social services department.
- The Manager will communicate as much information about the allegation and related incidents as is consistent with advice given by social services and the police.
- At all times, the safety, protection and interests of children concerned will take precedence. The Manager and staff will work with and support parents/carers as far as they are legally able.
- The Club will assist the social services and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- Care Inspectorate will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.

Behaviour Management

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 Manager 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.
- Positive behaviour will be reinforced with praise and encouragement.
- 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 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.

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.

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 Manager or, in extreme cases, the police.

Where a member of staff has had to intervene physically to restrain a child, the Manager 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.

Documentation and Information

The Club recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

The Club is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the Club.

The Club is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the Club holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

Record Keeping

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).
- Date of birth.
- Gender.
- School attended.
- Home address and telephone number(s).
- Parents or carers name.
- Parents or carers place of work and contact number(s).
- Any other emergency contact names and numbers.
- Family doctor's name, address and telephone number.
- Health visitor's name, address and telephone number (if applicable).
- Details of any special health issues (including a special educational needs or physical disability statement).
- Details of any special dietary requirements, allergies and food and drink preferences.
- Appropriate records of children's progress and achievements.
- Names of people authorised by parents/carers to collect children,
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant.

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by the Club:

- An up to date record of all the staff, students and volunteers who work at the Club, including their name; address; telephone number; Disclosure Scotland check; references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at the Club.
- A record of any other individuals who reside at, or regularly visit/spend time at the Club, including their contact details.
- The daily attendance registers, as set out in the Arrivals and Departures policy.
- An up to date waiting list with details of all children waiting for a place at the Club, as set out in the Documentation and Information policy.
- Records of the activities planned and implemented by the Club, including any off-site visits and outings.
- Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Health, Illness and Emergency policy).
- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy).
- An Inventory Record of all equipment owned or used by the Club, including safety checks and repairs carried out, (in accordance with the Equipment policy).
- A fully completed and up to date Accident Record Book and Incident Record Book.
- Additionally, a regularly updated version of the admissions list will be kept off the premises, but close by, in case of an emergency, such as a fire.

Information and records held on children will be kept in a locked file, access to which will be restricted to the Manager and one other designated member of staff.

The Manager has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate.

All required records relating to individual children are maintained and retained for one year after children last attended the Club. This rule will be disregarded where regulations and guidance from Care Commission or other statutory agencies overrides it.

Notification of Changes

The Club recognises its responsibilities in keeping children, parents/carers, staff and Care Commission informed of any changes to the running or management of the Club that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, the Club will facilitate consultation with the affected groups or individuals.

In the following cases, it is mandatory for the Club to inform Care Commission at the earliest possible opportunity:

- Any change in members of staff and/or people living on the premises.
- Any significant change to the premises.
- Any significant change to the operational plan of the Club.
- Any allegation of abuse by a member of staff or volunteer or any abuse which is alleged to have taken place on the premises.
- Any other significant events.

Confidentiality

The Manager, staff, volunteers and any other individual associated with the running or management of the Club will respect confidentiality by:

- Not discussing confidential matters about children with other parents/carers.
- Not discussing confidential matters about parents/carers with children or other parents/carers.
- Not discussing confidential information about other staff members.
- Only passing sensitive information, in written or oral form, to relevant people and in a life or death situation.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Child Protection policy will override confidentiality on a 'need to know' basis.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Disciplinary Procedures policy.

Disclosure Information

In accordance with the Scottish Executive Code of Practice, for registered persons and other recipients of Disclosure Information, the club will ensure the following practice.

- Disclosures will only be requested when necessary and relevant to a particular post and the information provided on a disclosure certificate will only be used for recruitment purposes.
- The club will ensure that an individual's consent is given before seeking a disclosure, and will seek their consent before using disclosure information for any purpose other than recruitment.
- Disclosure information will only be shared with those authorised to see it in the course of their duties.
- Where additional disclosure information is provided to the club and not to the disclosure applicant, the club will not disclose this information to the applicant, but will inform them of the fact that additional information has been provided, should this information affect the recruitment decision.
- Disclosure information will be stored in a locked non-portable container, for a maximum of 3 months. Only those authorised to see this information in the course of their duties will have access to this container.
- Disclosure information will be destroyed by shredding.
- No image or photocopy of the disclosure information will be made, however the following details will be retained:-

Date of issue of disclosure

Name of subject

Disclosure type

Position for which disclosure was requested

Unique reference number of disclosure

Recruitment decision taken

- The club will ensure that all staff with access to disclosure information are aware of this policy and have received relevant training and support.

Health, Illness and Emergency

Our Club is committed to encouraging and promoting good health and to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care.

First Aid

Under duties set out in the Health and Safety (First Aid) Regulations 1981, the Club recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the Club.

The Club have staff trained in First Aid. These members of staff have an up to date First Aid certificate. The Manager is responsible for maintaining the correct contents of all First Aid boxes and administering basic First Aid when necessary and appropriate.

The Manager and the designated member of staff will ensure that there is a fully trained First Aider available at all times during sessions at the Club. The Manager will be responsible for enabling the members of staff concerned to receive adequate first aid training.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981.

The location of the First Aid box, and the names of any other qualified first-aiders, will be clearly displayed around the Club's premises.

A First Aid box will be taken on all off site visits or outings. This is the responsibility of the staff, or where this is not possible, the Manager.

In the Event of a Major Accident, Incident or Illness

The Club requests that parents/carers complete and sign the Emergency Medical Treatment Form enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident, incident or illness occurring at the club.

In the event of such an event, the following procedures will apply:

- In the first instance, the First Aider will be notified and take responsibility for deciding upon the appropriate action.
- The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.
- If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and signed.
- If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (from this point on, the provisions of the Club's Infectious and Communicable Diseases policy will govern the child's return to the Club).

- Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Club and its staff.
- All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the Club and its staff.
- The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the Club's policies or procedures, and act accordingly, making suitable adjustments where necessary.

In the Event of a Minor Accident, Incident or Illness

- In the first instance, a First Aider will be notified and take responsibility for deciding upon any appropriate action.
- If the child does not need hospital treatment and is judged to be able to safely remain at the Club, the First Aider will remove the child from the activities and, if appropriate, treat the injury/illness themselves.
- If and when the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session.
- At the end of the session, the First Aider will fully inform the parent/carer of the incident or accident and any treatment given.
- If the injury or illness incurred is such that treatment by the First Aider is deemed inappropriate, but does not warrant hospitalisation, the parent/carer will be contacted immediately and asked to collect their child. Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible (from this point on, the provisions of the Club's Infectious and Communicable Diseases policy will govern the child's return to the Club).
- All such accidents and incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book and parents/carers should sign to acknowledge the incident and any action taken.
- The Manager and any other relevant staff should consider whether the accident or incident highlighted any actual or potential weaknesses in the Club's policies or procedures, and make suitable adjustments if necessary.

Medication

In circumstances where the a First-Aider is absent, the Manager will assume all responsibilities.

- Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the Club, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.

- Staff may only administer medication to the child if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form
- Staff have the right to decline such a request from a parent/carers if they are in any way uncomfortable with this. The Club is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training.

The procedure for administering medication at the Club is as follows:

Medication will never be given without the prior written request of the parent/carers and a written instruction including frequency, dosage, any potential side effects and any other pertinent information. This should be signed.

A member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

- prior consent is arranged.
- all necessary details are recorded.
- that the medication is properly labelled and safely stored during the session.
- another member of staff acts as a witness to ensure that the correct dosage is given.
- parents/carers sign in the Medication Record Book to acknowledge that the medication has been given.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the Manager and the child's parent/carers will be notified, and the incident recorded in the Medication Record Book.

Where children carry their own medication (asthma pumps or insulin for example), the Club recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

Full details of all medication administered at the Club, along with all Administering Medication Forms, will be recorded and stored in the Medication Record Book.

Sun Protection

The Manager and staff understand the dangers posed to children and themselves by over exposure to the sun.

In hot weather, parents/carers are encouraged to provide sunscreen for their children. A store of sun protection should also be kept on the premises. Children will also be encouraged to wear a hat when playing outside in the sun.

When deemed necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has been given by the parent/carer on the Admissions Form.

In hot weather, staff will encourage children to drink water frequently. Staff should also ensure that shady areas out of the sun are always available to children when playing outside.

Closing the centre in an emergency

In very exceptional circumstances, the Club may need to be closed at very short notice due to an unexpected emergency. Such incidents could include:

- Serious weather conditions (combined with heating system failure).
- Burst water pipes.
- Discovery of dangerous structural damage.
- Fire or bomb scare/explosion.
- Death of a member of staff.
- Serious assault on a staff member by the public.
- Serious accident or illness.

In such circumstances, the Manager and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken.

Steps will then be taken to inform parents/carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

On-site Policies

1. Admissions and Fees
2. Aims and Objectives
3. Arrivals and Departures
4. Behaviour Management
5. Bullying
6. Care, Learning and Play
7. Child Protection
8. Complaints Procedure
9. Dealing with Racial Harassment
10. Documentation and Information
11. Equal Opportunities
12. Equipment
13. Fire Safety
14. Food and Drink
15. Health and Safety
16. Health, Illness and Emergency
17. Hygiene
18. Infectious and Communicable Diseases
19. Involving and Consulting Children
20. Missing Children
21. Partnership with Parents and Carers
22. Physical Environment
23. Settling In
24. Site Security
25. Smoking, Alcohol and Drugs
26. Special Needs
27. Staffing
28. Students and Volunteers
29. Suspensions and Exclusions
30. Uncollected Children
31. Visits and Outings

Parent Promise

Lanarkshire Childcare Services promises that all parents:

- ✓ Will be kept informed about the club's services and any changes or developments that may occur.
- ✓ Will receive a Membership pack with information on how to use the club and will be entitled to visit the club prior to your child becoming a member.
- ✓ Will be well informed about by the staff about the Club's Policies and Procedures which will be available at all times in the Club.
- ✓ Will be encouraged to use the Club's Praises and Grumbles procedure and will have complaints dealt with in an efficient manner.
- ✓ Will be welcomed at the Club and at all times by the staff and will be given the opportunity to discuss your child's achievements, experiences and progress.
- ✓ Will be listened to and given the opportunity to express their views and concerns.
- ✓ Will be consulted by the Manager of any important decision affecting the Club.

Jacqui Collins

Owner / managing director