



# **THE RISING LIGHT**

## **AFTER SCHOOL CLUB**

**(POLICIES AND PROCEDURES)**

**AUGUST, 2019**

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## **1. ADMISSIONS POLICY**

For a child to be accepted into the **RISING LIGHT AFTER SCHOOL CLUB (RLASC)**, an application form is required to be completed by a parent/carer. This form holds details of the child and parents/carers, any medical conditions, emergency contacts and any other information we need to know whilst children are in our care.

Parents are encouraged to visit with their children before their start date. If possible two parents evening will be held for parents and children every year. This enables them to meet our staff and familiarise themselves with our facilities. During this time our staff will be at hand to discuss children's development and progress. We will endeavour to meet the needs of everybody and encourage liaison between parents and childcare staff to ensure a smooth transition for the child.

In line with care inspectorate regulations, we operate a staff: child ratio of 1:8 for 4-8yrs and 1:10 for 8-11yrs within and outside the club for our activities.

## **2. COLLECTION POLICY**

The parents' names and any other emergency contact are recorded on the application form and they have authorisation to collect their children from the club. If parents require anyone other than themselves to collect their children, they must inform us before hand and our staff will record same on the child's application form.

Parents will have the opportunity to add any other contacts to the form, if they wish another individual to collect their children. To ensure that all children are collected by their parents/carers or another named contacts, all children remain in the club until they are collected by registered named persons. Anyone asking to collect a child who is not a designated person will be denied access until the parent has been contacted. Parents should not compromise this process by asking other unregistered persons to collect their children. Written notes from parents giving permission for children to be collected by someone else will not be accepted

If unforeseen circumstances arise and parents need to make alternative collection arrangements by telephone, then a staff member of the club will telephone the registered contact persons on the enrolment form using the official contact numbers on the form to confirm the altered arrangements.

### **3. LATE PARENT/CARER POLICY**

In the situation when a parent/carer does not arrive to collect a child the child's welfare is the first consideration. The child will be cared for by staff and will be provided with suitable activities and refreshments. Children become distressed very quickly when parents/carers do not arrive. Parents/carers will be provided with a copy of this policy so that every effort will be made to collect their children on time. If parents/carers know they will be arriving late to collect their children, they should contact us prior to the end of the session. If parents/carers do not arrive to collect their children a member of staff will try and contact them. If contact is not made, the staff will contact other emergency contact persons provided on the child's enrolment form.

If after 30 minutes we are unable to contact the parent/carer, or the emergency contact person, then local out-of-hour children's services will be contacted whereupon they will assume responsibility for the care of the children and also for the contact of the parents/carers. Their address is:

*Social Care and Well-being, Aberdeen City Council  
Business Hub 8, 1st Floor North, Marischal College  
Broad Street  
Aberdeen  
AB10 1AB  
Phone: 01224 693936  
Text phone: 01224 699699  
Email: [OOHS@aberdeencity.gov.uk](mailto:OOHS@aberdeencity.gov.uk)*

#### **4. PARTNERSHIP WITH PARENTS/CARERS POLICY**

It is recognised that parents/carers are the first educators of their young children. The aim of the club is to support their essential work, not to supplant them. Therefore, we will:

- Welcome the contribution of parents/carers through liaison with them to ensure we are aware of all current details in case of changed circumstances.
- Make known to all parents/carers the systems for registering queries, making complaints or suggestions.
- Endeavour to support parents/carers whose first language is not English to ensure they have the necessary information.
- Ensure that children are collected by designated named persons.
- Ensure parents/carers complete all relevant enrolment/medical forms.
- Ensure that parents/carers are informed on a regular basis about their children's progress.

## **5. CUSTOMER CARE POLICY**

**RLASC** is committed to:

- Putting children and customers first.
- Meeting customers' needs as appropriate.
- Developing partnerships with parents and schools.
- Recognising and respecting the needs and rights of individuals.
- Continuous improvement in practice and process.
- Giving customers a warm welcome.
- Treating customers with courtesy, respect and consideration.
- Listening and responding appropriately to complaints.
- Conducting/dealing with customers with efficiency, integrity, fairness and professionalism.
- Providing customers with relevant, accurate, and up-to-date information.
- Making sure that customers are always aware of the standard of service we aim to provide.
- Actively seeking customer's comments and opinions on a regular basis through questionnaires.

## **6. COMPLAINTS POLICY**

**RLASC** is committed to ensuring that all children using the club have a positive and rewarding experience. However, it is inevitable that there may be an occasion when a concern arises that requires investigation. In the majority of cases, it is expected that any such concerns will be resolved in an appropriate and effective way with the Manager. Should a complaint be raised that requires a more formal investigation and response, **RLASC** has a procedure in place to ensure that the complaint can be dealt with as quickly as possible and in the best interests of all parties involved. Legally this should be completed within 20 working days. The initial contact should be with the Manager who will do his/her best to resolve the complaint. If after this initial contact, customers feel that their concerns have not been addressed, they should then request to speak to a member of the senior management team, who will assist them.

All complaints received by a member of staff must be recorded, even if the complaint is resolved informally. Both informal and formal complaints will be recorded and reported to the Board of Trustees. If parents/carers are not satisfied with the manner with which the complaint has been dealt with they should contact Aberdeen Care Inspectorate on:

*AB1  
48 Huntly Street  
Aberdeen  
AB10 1SH  
03456009527  
enquiries@careinspectorate.com*



## **7. CONFIDENTIALITY POLICY**

All concerns and complaints will be treated with discretion, and as far as possible will be treated in confidence. Any information regarding children or families given either verbally or in writing will be treated as confidential. Parents will have access to their own children's records but not to others. All documentation relating to a child is stored in a file, which is not accessible to any unauthorized party. We will obtain signed permission from parents prior to obtaining video/photographic material of their children.

All staff members are aware of this policy and the club will not discuss any child with others unless we have permission from the parent/carer. However, some information will have to be shared with those involved in order that a complaint can be investigated. Where there is a statutory requirement, the club will however divulge confidential information to specific agencies in regards to certain types of complaint and social services if we have any concerns that your child is being abused. Please see our Child Protection Policy for more details.

## **8. BEHAVIOURAL MANAGEMENT POLICY**

The ethos of **RLASC** is that children flourish best in an ordered environment in which everyone knows what is expected of them and are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

In order to achieve this, staff of **RLASC** will discourage behaviours such as bullying, name calling, racial or any other form of discrimination, kicking, smacking, pinching, biting or any other form of physical violence towards other children and staff. Reasonable behaviour from all children and clear, consistent rules will be established according to the child's own level of understanding. Good behaviour will be encouraged; behaviour that includes physical or verbal abuse, hurts or upsets or behaviour that shows a lack of respect for others or property will always be challenged.

**RLASC** staff members are required to:

- Adopt a consistent and positive approach to the management of children's behaviour and high expectations will be met through positive encouragement and appropriate praise of good behaviour.
- The club manager has overall responsibility to Implement the Promoting Good Behaviour Guidelines, behaviour management issues, staff training, discussing the handling of children's behaviour, and advising staff on appropriate strategies.

- Inform parents of particularly serious incidents or persistent unacceptable behaviour. This will not be done in front of their child. The play worker or the Manager will usually discuss these incidents with the parent, using objective observation records to establish an understanding of the cause.
- Recognise children's different stages of development and understanding and will ensure that rules, expectations and procedures for dealing with unwanted behaviour are used appropriately.
- Encourage children to solve their own conflicts whenever possible. Staff will act as mediators, acknowledging angry and upset feelings, defining the difficulty, ask appropriate questions and provide support for an amicable settlement. This approach gives children confidence as effective problem solvers and respect for their peers.

**RLASC** staff members will not:

- Use any form of corporal punishment, humiliation, segregation, withholding of food to deal with unacceptable behaviour.
- Label a child in any way to indicate that they are "undesirable" or "naughty".

## **9. PROMOTING GOOD BEHAVIOUR**

**RLASC** staff will promote desirable behaviour by valuing co-operation and a caring attitude, being polite and sharing with others to ensure children develop appropriately. Staff will work to the following guidelines in order to promote positive behaviour:

- Physically challenging, emotionally satisfying and rewarding activities to be provided to enable children to “let off steam” and feel good about themselves.
- Praise is given for good behaviour rather than attention for negative behaviour.
- Encouragement of sharing and negotiation.
- Children to be consulted when creating rules and boundaries.
- Staff to use appropriate, positive language e.g. “stand nicely”, rather than “don’t push in the line”, etc.
- Staff will model good behaviour to set an example.
- Staff will encourage children to be responsible, e.g. tidying up after play.
- Staff will help children to understand the consequences of their behaviour.
- Children will be reassured that they are valued as individuals even if their behaviour may sometimes be unacceptable.

## **10. ANTI-BULLYING POLICY**

**RLASC** is committed to providing a caring, friendly, stimulating and safe environment for all of the children cared for. Bullying of any kind is unacceptable. If bullying does occur, people should be able to tell and know that incidents will be dealt with promptly and effectively. The Club is also committed to providing a safe and friendly environment for all employees; all employees have the right not to be bullied or harassed, and have the right to complain should this occur.

Bullying can be described as deliberate hostility or aggression towards another with the specific intention of hurting that person. It usually takes place over a period of time and can result in physical and emotional distress to the victim. It is recognisable in many forms:

- Physical: Kicking, hitting, pushing or any other form of violence.
- Verbal: Name calling, spreading rumours, teasing, racial abuse, making threats.
- Emotional: Tormenting, humiliating, etc.
- Sexual: Unwanted physical or sexually abusive comment.

### **Responding to Bullying:**

All members of staff have a responsibility to respond quickly and effectively to incidents of bullying. In order to ensure that this responsibility can be met it is advised to follow these guidelines:

- Ensure that the children are aware that bullying will not be tolerated or ignored.

- Ensure that children know that they will be supported if they disclose an incident.
- Where appropriate, invite parents/carers of all children involved to a meeting to discuss the problem.
- Ensure that all incidents are recorded appropriately and any agreed actions are followed through “Supporting Victims of Bullying”.
- Offer an immediate opportunity to discuss the experience with a member of staff.
- Reassure the child that appropriate action will be taken.
- Support the child in rebuilding their self-esteem and confidence.

Children who bully others must learn that bullying is unacceptable, and that there are consequences for this type of behaviour, and be provided with support and encouragement to change their behaviour through discussion, trying to establish why the child has resorted to bullying and explaining why their behaviour needs to change.

## **11. OUTSIDE PLAY POLICY**

**RLASC** has an outside playground, which is available for us to use, where the children can develop their gross motor skills and imagination. A member of staff will be assigned to take a staff mobile phone with them outside in case of an emergency. The children will have regular access to outdoor play. A first aid kit will be taken to outside areas. In the event of an accident where first aid is needed, the situation will be assessed to decide the appropriate course of action.

All children wishing to go to the play park outside the club premises must be signed out at the front desk and when coming back into the club they must be signed back in. A proper risk assessment will be carried out on the play park and field will be checked for anything that may be dangerous to children's play prior to them entering the area.

## 12. CHILD PROTECTION POLICY

**RLASC** is firmly committed to the belief that all children and young people have a fundamental right to be protected from harm, and fully recognises its responsibility for child protection. The safety and protection of all children and young people that use the Club is paramount, and has priority over all other interests. This policy takes into account The Children's Act 1989 and Children and Family Act 2014

The purpose of this Child Protection Policy is to ensure at all times the maximum protection from any kind of harm for all children and people involved. For the purposes of this policy, **RLASC** has defined harm as:

- Abandonment: Leaving a child alone and unattended in circumstances that are inappropriate for their age/level of ability.
- Emotional abuse: Persistent emotional ill treatment that has a severe adverse effect on the emotional development of a young person. It may involve conveying to them that they are not wanted, not loved, useless, and worthless. It may involve inappropriate expectations (such as taking on the responsibilities of an adult within the family) being placed on the young person leaving them feeling frightened and unable to cope It may also involve the exploitation or corruption of young people.
- Neglect: The persistent failure to meet the basic physical and physiological needs of a young person that results in the serious impairment of their health and development, including the failure to provide adequate food, clothing and shelter and failure to respond to basic emotional needs, such as being cared for when sick.



- Physical abuse: Hitting, kicking, shaking, slapping, throwing, burning, scalding, poisoning, drowning, suffocating or other action intended to cause physical harm or ill health to a child.
- Racial abuse: Any type of verbal or physical abuse that is directed at an individual because of their racial background.
- Sexual abuse or sexual exploitation: Forcing or enticing a young person to participate in sexual activities, whether or not the young person is aware of what is happening. It includes child prostitution, encouraging young people to watch or participate in the production of pornographic material and encouraging young people to behave in sexually inappropriate ways. Sexual acts include penetrative (rape or buggery) and non-penetrative acts such as touching or stroking. The Sexual Offences Act 2003 defines “consent” as “if the child agrees by choice and has the capacity to make that choice”. The Act removes the element of consent for many sexual offences for:
  - a) Children under 16.
  - b) Children under 18 having sexual relations with a person in a position of trust (e.g. teachers, police officers, youth workers, foster carers).
  - c) Children under 18 involved with family members over 18.
  - d) Persons with a mental disorder, impeding choice or who are induced, threatened or deceived.
  - e) Persons with a mental disorder who have sexual relations with care workers.

In relation to young people under the age of 13, consent is irrelevant. Please be aware that in an event when a child reports certain issues we may not contact or inform parents before reporting to the social work department.

Signs of child abuse and neglect may include:

- Significant changes in a child's behaviour;
- Deterioration in a child's general well-being;
- Unexplained bruising or marks;
- Comments made by a child which give cause for concern;
- Inappropriate behaviour displayed by other members of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed: When a child makes a disclosure to a member of staff, **RLASC** will:

- Reassure the child that they were not to blame and were right to speak out;
- Listen to the child but not question them unnecessarily;
- Give reassurance that the staff member will take action;
- Record the incident as soon as possible

If a member of staff witnesses or suspects abuse, they will record the incident straightaway. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

**Logging an incident:**

All information about the suspected abuse or disclosure will be recorded on the Logging a concern form as soon as possible after the event. The record should include:

- Date of the disclosure or of the incident causing concern;
- Date and time at which the record was made;
- Name and date of birth of the child involved;
- A factual report of what happened. If recording a disclosure, you must use the child's own words;
- Name, signature and job title of the person making the record.

The record will be given to the Club manager who will decide whether they need to contact Social Care or make a referral. If any member of staff thinks that the incident has not been adequately dealt with, they may contact Social Care themselves.

**Allegations against staff:**

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an incident record form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the social work department and Care inspectorate.
- Following advice from the authorities, it may be necessary to suspend the member of staff pending full investigation of the allegation.

### **Promoting awareness among staff:**

**RLASC** promotes awareness of child abuse issues through its staff training.

- The manager has relevant experience and receives appropriate training;
- Safe recruitment practices are followed for all new staff;
- All staff has a copy of this Child Protection policy, understands its contents and are vigilant to signs of abuse or neglect;
- All staff are aware of their statutory requirements with regard to the disclosure or discovery of child abuse;
- Staffs are aware of what to do if you're worried a child is being abused

### **Use of mobile phones and cameras:**

Photographs will only be taken of children with their parents' permission. Only **RLASC** camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children may use their mobile phones to take photographs at the Club.

### **Contact numbers:**

The Joint Child Protection Unit:

4 Milton fold Court  
Bucks burn  
Aberdeen  
AB21 9DS

Phone: 01224 306877

Emergency Out of Hours: 01224 693936

Police Scotland: 101

Social Work Duty Team: 01224 522055; 0800 7315520

If you are worried about a child, you can also speak to a Health Visitor, Teacher, Nursery Worker, Family Doctor, Social Worker, Police Officer or Children's Reporter.

### **13. DATA PROTECTION POLICY**

**RLASC** employees and representatives shall always operate within the law, complying with all legislative and regulatory requirements, and any other external obligations. Although the legislation applicable to the local environment shall always apply where there is no specific legislation or this is less stringent, the spirit of UK law should be adopted and followed, assuming that it does not conflict with the local legislation.

All personal data shall be obtained, maintained, stored, used and shared only in strict accordance with the Data Protection Act 1998. **RLASC** keeps a considerable amount of information about all children enrolled such as name, address, age, ethnicity, parents' consent and health. All parents have access to their children's personal file upon request to the Manager. All of the children's personal information will be collected, used fairly and lawfully and stored safely.

## **14. EQUALITY AND DIVERSITY POLICY**

**RLASC** is committed to taking positive and proactive steps to ensure provision of a safe and caring environment, free from discrimination, for children. The club's equality and diversity procedures aim to help everyone involved in the club to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

**RLASC** aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. The club will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

To realise **RLASC** objective of creating an environment free from discrimination and welcoming to all, we will follow these equality and diversity procedures:

- Ensure that our services are open and available to all parents/carers and children in Aberdeen.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the club's services.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of equality and diversity issues in planning and implementing the club's programme of activities.

- Ensure that the club's recruitment policies and procedures are open, fair and non-discriminatory.
- Ensure that all members of staff are aware of, and understand, the equality and diversity policy as it relates to all aspects of its work.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language, attitudes and challenging any discriminatory incident.

## **15. ACCIDENT/INCIDENT PROCEDURE**

The safety of children is paramount and **RLASC** will take every measure to protect children from hurting themselves. However, sometimes accidents do happen. The following procedures will be in place when dealing with such a situation:

- We will comfort the children and reassure them.
- We will assess the extent of their injuries and if necessary call for medical support/ambulance if necessary.
- We will give any first aid procedures that are necessary. There is at least one member of staff on duty every day that has been trained to carry out these procedures and have acquired a certificate.
- Once the child is more settled, we will contact parents/carers as soon as possible to inform them of the accident and if necessary we will ask parents/carers to return to pick up their children or meet us in the hospital.

After every accident, however minor, we will:

- Complete a report in the accident log book.
- Ask parents/carers to sign the report.
- Give parents/carers a copy of the report.

If the incident requires any medical treatment then **RLASC** will seek appropriate medical service. It is important that parents/carers keep the club informed regarding the child's condition following an accident and if they have sought medical advice.



## **16. HEALTH AND SAFETY POLICY**

The Health and Safety of children is very important to us; we have therefore documented the following procedures that will be in place to support this.

- All toys and equipment's will be checked and cleaned regularly to ensure they are safe for a child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development. All equipment is fitted correctly to prevent accidents.
- All plug and socket that requires covers will be kept covered when not in use.
- We have procedures in place in the event of a fire.
- The kitchen area is kept very clean, following hygiene guidelines on the storing of food, keeping the fridge at the correct temperature, etc.
- We ensure that the children do not have access to any waste.
- We do not permit smoking within the premises.
- We follow strict hygiene guidelines to prevent cross contamination.
- The toilet will be kept clean and all hazardous materials kept out of reach of the children (kept in a cupboard). Children will wash their hands before and after snacks.
- We have strict Child Protection guidelines in place.
- Children must stay with staff members when we are away from the club's premises.
- We have emergency contact details with us when going for outings should we need to contact the parents/carers.

- We will work with parents/carers to teach the children about safety issues like crossing the road and stranger danger.
- We will work with parents/carers to teach the children about making healthy food choices and physical exercise.
- We will restrain children if they are putting themselves or others in danger, for example running into a road.

## **17. INFECTION PREVENTION AND CONTROL POLICY**

### **Hand Hygiene:**

- All children will have to wash their hands before sitting down to eat and also after having their snack.
- All children will have to wash their hands after using the toilet.
- All children will have to wash their hands after being in contact with any animal or after playing outside.

### **Toilet Hygiene:**

- The toilet will be clean before arrival of children every day.

### **Food and Kitchen Hygiene:**

- All feeding equipment's shall be cleaned after every use and shall be kept within a clean cupboard.
- A good quality hand wash shall be used by staff members to wash hands and the hands of the children before and after preparing/eating food.
- All worktops within the kitchen area shall be cleaned with appropriate cleaning fluid before any food is prepared on it.
- All foods shall be stored within correct temperatures.
- All fruits and vegetables shall be washed before allowing the child to eat it.

### **Cleaning of Toys:**

- All play equipment's will be kept clean and well maintained.

**Cleaning of Floors and Surfaces:**

- All floors shall be cleaned before children's arrival and monitored throughout the club session to prevent any hazards.

**Management of Ill Children**

- When dealing with children who have injured themselves and bleeding, disposable gloves and aprons will be worn.
- If a child becomes unwell whilst in our care, a parent/carer or emergency contact shall be called in order to collect the child.
- We are unable to accept children that are unwell until 48hrs after illness.

**Waste Disposal:**

- All food waste and general rubbish shall be placed in the bin and emptied daily or more if required.
- Hands shall be washed thoroughly with appropriate hand wash detergent after handling of waste.

**Disinfections:**

- All tables and chairs used by children will be cleaned prior to and after use.

## **18. WELFARE OF SERVICE USERS**

**RLASC** will ensure that the welfare of the children under its care is not compromised. To ensure that the above mentioned promise is kept, the following policies and procedures have been put in place:

- Encourage positive behaviour and ensure that the children's right to dignity, privacy, choice, safety, realising potential, equity and diversity are not violated.
- The children are always safeguarded. No child is physically chastised or punished.
- Information and complaints are handled properly and professionally.
- The premises where children are been taken care of is secure.
- Every child is given an equal opportunity.
- Medication and cases of injuries/illnesses are properly taken care of, documented and retained for record purpose.
- Proper food and general hygiene procedures are in place at all times to prevent the spread infection.
- No smoking within the premises.

## **19. WHISTLE BLOWING POLICY**

**RLASC** is required by Section 40 of the Childcare Act 2006 to take the necessary steps to safeguard and promote the welfare of children. This includes raising/reporting concerns of unacceptable behaviour that puts a child at risk. Therefore, it will take the necessary steps to keep all children safe and well and act upon any concerns accordingly. To do this, **RLASC** will:

- Promote a transparent setting and practice.
- Encourage employees/volunteers/parents to act quickly and raise any concerns they may have about the After School Club, fellow staff members and the care provided. Such concerns will be logged, investigated and acted upon accordingly.

Unacceptable behaviour may include (but is not limited to):

- Any form of abuse (physical, verbal or psychological).
- Putting the child at risk.
- Acting illegally.
- Acting in contravention to the National Care Standards and SSSC codes of practice.
- Misuse of club materials.

All concerns will be treated in confidence and where appropriate, every effort will be made not to reveal the whistle-blower's identity. If a Staff/Volunteer/Parent wishes to disclose a concern they can do so by contacting the Manager at the club or on 01224 574 511. If they do not feel comfortable contacting the manager for any reason they can also contact Wilfred Emmanuel our Chair person. If a staff/volunteer/parent does not feel comfortable discussing issues with the setting or is unhappy about the

outcome or procedures followed they are free to contact the Aberdeen Care Inspectorate with their concerns at any time. Find below contact details:

Wilfred Emmanuel

Fountain House

29 Palmerston Road

Aberdeen

AB11 5QP

Aberdeen Care Inspectorate on:

*AB1*

*41 Huntly Street*

*Aberdeen*

*AB10 1SH*

*03456009527;*

*enquiries@careinspectorate.com*

## **20. DISCIPLINARY PROCEDURES**

**RLASC** 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.

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.

**RLASC** staff members will endeavour to support all children to develop appropriate behaviours within the play environment. For those children who require extra support in order to behave in an appropriate manner, staff will work with parents and carers to establish a consistent, coordinated approach to developing successful strategies. 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.

Persistent unacceptable behaviour from a child will result in the following:

### **Formal Warning:**

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 child'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, **RLASC** has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

### **Suspension:**

Only in the event of an extremely serious or dangerous incident will a child be suspended from **RLASC** 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, **RLASC** Manager will arrange a meeting with the child concerned and their parent/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. If appropriate, help and advice will be sought from concerned professionals in order to plan for the child's return. Every effort will be made in order to support all, and strategies will be implemented to promote a positive outcome. This may include seeking funding.

**RLASC** staff members would 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 Manager. Staff will consult the Manager 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 conditions of their return.

## **21. EMERGENCY PROCEDURES**

**RLASC** has the following emergency procedure in case of an emergency like flood or fire and the premises needs to be evacuated. Parents and carers should please ensure they are familiar with the following emergency procedures:

- The responsible person for the day will have the codes for exit handy;
- All children will be safely led across to 15 Palmerston road beside us;
- Our signing in/out book will be taken along;
- All toilets will be checked by staffs to ensure there's no one locked in;
- Members of staff will go through the emergency exit doors;
- In an event of flood, the children will be evacuated to the main hall of the second building (31 Palmerston Road);
- Attendance will be taken and parents/carers will be informed ASAP of the developments and our location;
- No unauthorised person is allowed into the building until we are sure it is safe to do so.

## **22. PLAY POLICY**

**RLASC** aims to:

1. Extend the choice and control that children have over their play, the freedom they enjoy and the satisfaction they gain from it;
2. Recognise the child's need to test boundaries and respond positively to that need;
3. Manage the balance between the need to offer risk and the need to keep children safe from harm;
4. Maximise the range of play opportunities;
5. Foster independence and self-esteem;
6. Foster children's respect for others and offer opportunities for social interaction;
7. Foster the child's wellbeing, healthy growth and development, knowledge and understanding, creativity and capacity to learn;
8. Create a varied and interesting environment that stimulates social, physical, creative, emotional and intellectual play. The setting includes the provision of open space, music, and range of objects and materials (loose parts) that children can select to develop their own play.

**RLASC** recognises children's right to play as contained in Article 31 of the UN Convention on the Rights of the Child 1991;

**RLASC** advocates play as integral to children's enjoyment of their lives, their health and their development. Children and young people – disabled and non-disabled – whatever their age, culture, ethnicity or social and economic background, need and want to play, indoors and outdoors, in whatever way

they can. Through playing, children are creating their own culture, developing their abilities, exploring their creativity and learning about themselves, other people and the world around them.

**RLASC** operates in accordance with the play work principles:

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

**RLASC** will plan activities and provide resources that are based on children's interests and supports individual children's needs to ensure all children enjoy themselves. Staff in the setting recognises the importance of free play with minimal intervention whilst keeping children safe from harm.

**RLASC** recognises and allows children to engage in the various types of play taken from Bob Hughes Taxonomy of Play types. Staff are encouraged to undertake Play work trainings and to keep up to date with developments in play work.

**RLASC** will consult with children and parents about the provision in a variety of ways on a regular basis. Consultation methods include discussions, questionnaires, and observations of children. The setting will regularly evaluate practice and resources and will keep an inventory which is updated when required.

## 23. PARTICIPATION POLICY

**RLASC** believes that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at the Club: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

**RLASC** follows the principles set out in Articles 12 and 13 of the **United Nations Convention on the Rights of the Child**, which state that:

*A child's opinion should be taken into account in anything that affects them. Children should have information disseminated in a way that enables them to make choices and decisions.*

Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made, and shows them that their opinions are important. **RLASC** actively consults the children and encourage them to participate in making decisions about the running of the Club through:

- Asking questions and paying full attention to the child's response, listening to what they are saying verbally and also observing their body language;
- Group discussions;
- Regular questionnaires and gathering other feedback on activities;
- Noticeboards;
- Regular Club meetings, between children and staff;

The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.

**RLASC** acts on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.

At **RLASC**, children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

- Choosing freely what type of play to engage in
- Choosing what snacks to eat, as well as where to eat them
- Preparing snacks themselves
- Selecting new equipment for the club
- Drawing up club rules
- Using our resource library to select toys or activities that are not already set out
- Using our suggestion box to request new resources, activities or other changes
- Activity planning
- Conducting risk assessments



## **24. MOBILE PHONE POLICY**

**RLASC** fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We have now put together this policy on the acceptable use of mobile phones that should be understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

### **Staff use of mobile phones:**

- Personal mobile phones belonging to members of staff are kept away during working hours;
- If a member of staff needs to make an urgent personal call, they can use the club phone or make a personal call from their mobile by consulting with other member of staff to avoid service disruption. If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager;
- Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

### **Children's use of mobile phones:**

- Children are not allowed to bring in their mobile phones to the club. Other device such as hand held games with no internet facility are allowed at the club but the club does not accept any responsibility for loss or damage of such devices brought to the club by the children.
- Children must not take photographs of any kind whilst at the club. If they want a photograph of a particular activity they can ask a member of staff to take one using the club camera.

### **Visitors' use of mobile phones:**

Visitors must not use their mobile phone – or any other device - to take photographs within the club. Parents are only allowed to take photograph of their child/ren at the club.

## 25. ADMINISTERING MEDICATION POLICY

If a child attending RLASC and requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent. The first dose of any medication (except lifesaving medication) should be administered at home and the child should be monitored for any side effects.

Ideally children should take their medication before arriving at the Club. If children carry their own medication (eg asthma inhalers), a staff member will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name and date of birth.

RLASC can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, date of birth, the date, the type of medicine and the dosage.

The manager or responsible staff will be responsible for administering medication or for witnessing self-administration by the child. Staff will also record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session. Medication will be stored in a locked cupboard and the medication that requires refrigeration will be stored in the refrigerator.

- Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given.
- When the medication has been administered, the designated person must:
- Record all relevant details on the **Medication Log**.
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.
- When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.
- If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Medication Log**.
- If a child is given a wrong dosage of medication NHS 24 (111) will be contacted immediately.
- If we are on an outing we would carry all medication for children involved in a special bag for medications and if needed we will also use icepacks.
- Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.
- A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency).

- If a child suffers from a long term medical condition the Club will liaise with the child's parents to develop a care plan and also a written note from their doctor to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements. In addition to permission to administer medication we would require parent to provide us with the medication so we have it in our care rather than always getting it from school.

## **26. INCLUSION POLICY**

Children should be treated fairly regardless of race, religion or abilities. This applies no matter:

- what they think or say
- what type of family they come from /what their parent do
- what language(s) they speak
- whether they are girls or boys
- whether they have a disability or if they are rich or poor

All children have an equal right to be listened to and valued. Our setting is an 'inclusive setting'. This means that ALL children are welcome and will be respected. Children are given equal opportunities and we have a positive attitude towards diversity. They are encouraged to make a positive contribution to our setting and we listen and care about what they want and how they feel. Much of what the children do here is through their own suggestions or inclinations.

All children are unique. This means that they have different needs and we make every endeavour to meet those needs. We will keep records on each child confidential. Information about their activities and lifestyle at the club will be shared with you and we would appreciate any other information you can give us, which will assist us in organising the type of care which your child needs and is entitled to. We will work with you to identify learning needs and respond quickly to any area of particular difficulty by planning opportunities that build on and extend your child's knowledge, experiences, interests and

Skills. This will help your child to develop self-esteem and confidence in learning ability.

Given the nature of our setting, we will have children of varying ages, and recognise that they will have individual needs. Resources are available for all age groups and we organise many age appropriate activities. Children learn from each other and much of what we plan will include all age groups. Every effort will be made to include children, wherever possible in these activities. We aim to provide a wide range of opportunities to motivate support and develop children and help them to be involved.

Girls and Boys and are allowed equal access to all the toys, resources and equipment that is available in our setting. They choose what they want to do or play with and if, for example a boy wants to play with dolls, we will not discourage this.

We endeavour to provide a safe and supportive environment which is free from harassment. We will challenge racial, religious, disability and gender stereotypes and all expressions of discrimination or prejudice. We value the fact that families are all different and that children may live with one or both parents, with other relatives or carers, with same sex parents or in an extended family.

Although we are a new setting with limited resources, we will try to accommodate all children where ever possible. Please discuss your child's needs with us and we can look at ways we could adapt our practice to suit them. If your child has a disability, a leaning difficulty, does not speak English as

a first language or has any other special needs; we may be able to obtain assistance enabling us to give your child the appropriate type of care. With this in mind we keep up to date with current procedures to ensure that our setting is in line with the government guidelines for inclusion. We reflect on our practice and participate in training, where possible. We would like to welcome all children and their families to our setting.

## **27. HEALTHY EATING POLICY**

A balanced diet is essential for the maintenance and protection of health, to ensure that full mental and physical potential is reached each day and to optimise growth and development. Developing a healthy diet and good eating habits early in life will lay the foundations for future health.

The National care standards states:

***Children and young people have access to a well-balanced and healthy diet which takes account of ethnic, cultural and dietary requirements, including food allergies.***

As we provide children with snacks and drinks, these must be healthy, balanced and nutritious. Fresh drinking water is to be available at all times. RLASC recognises the importance of a healthy lifestyle and healthy eating habits in accordance with the Health Promotion and Nutrition (Scotland) Act 2007.

### **Aims**

- To make meal/snack times a pleasurable and safe experience.



- To support children and their families, creating an awareness of healthy eating and promoting as appropriate.

### **Objectives**

- All staffs are expected to embrace the policy in a positive manner.
- Integrate the aims into the ethos of the club, particularly when snack is provided, through the children's learning and development and social activities.
- To work within the health and safety guidelines regarding food preparation and storage.

### **Promoting Good Practice**

- Staffs have attended relevant trainings and have food handling qualifications.
- We involve the children in planning the menu.
- Children are always reminded about the importance of hand washing. When working with food, children are encouraged to follow basic hygiene routines – wearing apron, washing hands before and after working with food.

## **28. SUN PROTECTION POLICY**

Sunshine makes the world a pleasant place to live and we all want to be outside enjoying sunny weather. However, there are dangers from too much sun even on cloudy days too. The ultra violet (UV) rays from the sun can be harmful, particularly to young children's skin and eyes. The heat from the sun can also cause dehydration and sun stroke.

Rising Light Afterschool Club is committed to ensuring that all children and staffs caring for them are fully protected from the dangers of too much sun. No matter what colour a child's skin they can still be overcome by heat, especially if they get sweaty or dehydrated. The sun is at its hottest between the hours of 11.00am to 3.00 pm so it is important to seek shade, drink plenty of fluids and have breaks from direct sunlight during these times.

### **Aims**

- To present information to parents and children about enjoying the sun safely.
- To incorporate the knowledge of sun care in to the club's activities and discussion opportunities.
- To make children aware of the dangers of the sun and how to protect themselves against these.
- To encourage children to take responsibility for their own safety based on a clear knowledge and understanding of the dangers.

## **Guidance**

At RLASC we promote sun safe practice and how important it is for children to have continuous access to outdoor play and learning experiences.

Children should wear suitable clothes, covering up most of the skin, particularly shoulders and neck. This could be light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn, strappy tops are not suitable and shoulders should be covered. Children should wear hats which cover the head and neck. (These can be brought to the club to wear for outdoor playtimes and visits offsite). The club has limited number of sun hats for children without one.

Parents are encouraged to apply high protection sun cream on their children, preferably no lower than Sun Protection Factor (SPF) 25 before attending club. (Sun cream will not be administered by staff.) Parents are also encouraged to teach their children how to apply sun cream to themselves; children are then reminded to do this at the club before going outdoors.

A sun cream of no lower than SPF 50 is available in the club. Children will be encouraged to apply this to faces and exposed areas, if they are not wearing sun cream. Support will be offered where needed. Children are encouraged to bring water bottles when attending the club and drink plenty of fluids, preferably water, which is always available in the club and for outdoor activities. A cool bag with extra bottles of cooled water is available for outdoor play.

Shady places are used to play and sit if the sun is very bright and hot. The club would take great care when keeping children outside for prolonged

activities/play when the sun is very bright and hot. Outdoor play will be shortened and combined with periods in the club. The club is also mindful of long-term exposure when taking children offsite and this is considered as part of the risk assessment prior to the visit/outing taking place.

Should a child or adult do get sun burnt the procedure to follow are:

- Immediate removal from the sun
- Cool the burnt area by spraying or sponging with cool water
- Ensure appropriate clothing is in place prior to accessing outdoors.
- Offer cooled water.

Seek advice and help from a doctor/GP if:

- The sun burn covers a large part of the body.
- The skin is blistered and swollen, not just pink.

Name:.....

Signature:.....

Date:.....