



# **WELCOME PACK**

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## Welcome

We would like to extend a very warm welcome to you and your child and look forward to working in partnership with you.

## About us

Welcome to Daddy Daycare Edinburgh. Daddy Daycare is owned by Alan and Lindsay Balfour. We have two daughters who inspired us to start the service. All our services are registered with Care Inspectorate.

We believe in providing a warm, safe and secure environment for the children in our care as well as providing activities which are fun, varied, educational and appropriate for the age of the children. We also believe in fresh air and exercise so wherever possible the children will make use of the outside space and local parks.

As you know the early years of our children's' lives are ones of rapid growth and development. Your child will join us having already gained lots of learning experiences from sharing family life with you. Our aim is to develop this learning experience by working alongside you, so that your child will be a confident, eager and enthusiastic learner.

## Aims and Objectives

Daddy Daycare aims to offer a sustainable childcare setting which will grow to meet the childcare needs of the local community in the long term. Our aim is to give your child the same sort of care that we would want for our own children; to provide high quality childcare in a safe and stimulating environment and to ensure each child feels happy and secure, something we feel is essential in enabling children to learn and develop to their full potential. We treat all children as individuals and ensure that each child has equal opportunities. We respect each child's individual background and diversity, treating them with equality and respect, and encourage the other children in our care to do the same.

Our aims and objectives for the operation of the business are:

- To work in partnership with parents.
- To provide a high-quality play/care environment in line with national standards and industry best practice.
- To promote both child and parent participation in the ongoing planning, development and evaluation of services.
- To promote community cohesion by bringing together children from multiple schools.
- To ensure that resources are matched to the needs and wants of the children.
- To promote equal opportunities and social inclusion.
- To encourage and provide opportunities for staff development through support, supervision, performance reviews and training.

We will care for your child whilst considering the Scottish Government's "Getting it right for every child" approach and the underlying SHANARRI principles.

We aim to provide a service where the child looks forward to coming here and the parents feel entirely confident that their child will be well looked after.

## Accident/Incident Policy

The safety of your child is paramount and we will take every measure we can to protect your child from hurting themselves. We are committed to ensuring that children and young people attending the club do so in a safe environment and that it is in line with all relevant legislation, and ensure that:

- The club has a Health and Safety Policy that involves the use of regular risk assessment and regular maintenance of premises and equipment.
- The club's management and appropriate staff are knowledgeable about all relevant health and safety legislation and their responsibilities in law.
- There will be at least one staff member on duty who holds a recognised, current First Aid Certificate – we aim for all staff to complete first aid certificates within 3 months of joining us.
- All accidents and incidents are recorded using an electronic form/log, and you will be given a copy of this form should an accident or incident occur involving your child. Staff will also outline the accident/incident to you verbally.
- All accidents/incidents to staff and others that require to be reported to another authority (for example Health and Safety Executive or Environmental Health) are duly reported.
- All accidents/incidents involving the club's premises, materials or equipment must be reported to the Manager.
- All equipment used designed to either prevent an accident/incident or designed to tackle an accident/incident will be regularly maintained.

## **Anti Bullying Policy**

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

### **Forms of Bullying**

- Emotional: being unfriendly, excluding, tormenting, ridicule, humiliation
- Physical: pushing, kicking, hitting, punching, pinching, violence, threats
- Verbal: name calling, sarcasm, spreading rumours, teasing
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact, sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Mobile/Internet: abusive emails, phone calls, text messages

### **Recognition of Bullying**

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

### ***Indicators of Bullying***

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

### **Dealing with Bullying**

#### ***How we help your child***

- We take any suspected bullying case seriously to ensure the child is safe.
- We encourage all children to speak and share their concerns.
- We reassure the child that we can be trusted and will help, although we do not promise to tell no one else.
- We keep records of what is said i.e. what happened, by whom and when.
- The staff report any concerns to the Manager where bullying has allegedly occurred.

#### ***Action towards the child engaging in behaviour which could be considered as bullying***

- We try to help them to understand the consequences of their behaviour and seek an apology from them.
- We inform their parents/guardians and impose sanctions as necessary.
- We encourage and support the child to change their behaviour.

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

*Bullying will not be tolerated by the club.*

### **Daddy Daycare staff bullying procedure**

- The staff member should listen to the child who is being bullied and reassure them that they are safe and have done the right thing by telling someone.
- If the bullying is not reported but a staff member observes that it is taking place, they should take the child aside and encourage them to open up about what's been happening to them.
- All reports of bullying should be treated seriously, the staff member should try to get as much detail as possible from the child about the other children who are suspected of bullying, when it occurs and how often it occurs.
- Even if bullying is not happening in the club, the staff member still has a responsibility to try and help the child. Where appropriate this may involve attending a Child Planning Meeting with other parties such as the school to ensure consistent support is in place.
- The staff member should explain to the child that to help them the Manager has to be informed.
- The Manager should sit in with the staff member and the child and allow the child to recount the story freely. The staff should use open but not leading questions to try to get as much detail from the child as possible. The Manager should keep a record of what the child has said.
- If the bullying is occurring outwith the club, for instance in school, then the Manager should inform the child's parents and suggest that they inform the relevant authorities.

### **Investigating reports of bullying in the club**

- The Manager should investigate all reports of bullying within the club.
- The Manager should try to establish the facts surrounding the allegation. Both the victim and the child being accused should be treated equally and fairly and dealt with separately.

### **Resolving the Bullying**

- If the allegation is found to be true, then the Manager should try to establish why the child has been engaging in bullying behaviour and explain the hurt that it causes their victim.
- The Manager should remind the child of the club's behaviour policy and explain that bullying will not be tolerated. The consequences if their behaviour continues should also be explained, for example taking a time out to reflect.
- The Lead Practitioner should ask the child accused of this behaviour to make a genuine apology to their victim where they are old enough to understand and reflect if possible, the Manager should try to reconcile both parties.
- When the parents of those involved come to collect the children the Manager should ask to speak to them privately and explain what's been happening and what has been done to try and resolve the situation.
- The parents should be reminded of the club's behaviour policy and asked that they help the club to enforce this.
- The Manager and other staff should monitor the situation to ensure that repeated bullying does not take place.
- Excluding the child engaging in behaviour which could be considered as bullying from the club should only be used as a last resort.



# Child Protection and Safeguarding Policy

## PART 1: Safeguarding and child protection policy - overview

**Daddy Daycare** is committed to safeguarding children and promoting their welfare.

We have a duty to care for the children in our care and to be aware of and keep records for child protection. We have a duty of care to look out for signs of physical, emotional or sexual abuse, neglect or non-organic failure to thrive. It also means that we have a duty to keep records of conversations/incidents that might be relevant to child protection. We have a duty to report any suspicions of potential abuse to Social Services at the local office:

### **City of Edinburgh Council - Social Care Direct**

*City Chambers*

*High Street*

*Edinburgh*

*EH1 1YJ*

Tel: 0131 200 2324

Email: [socialcaredirect@edinburgh.gov.uk](mailto:socialcaredirect@edinburgh.gov.uk)

Our first duty is to your child, so we do not have to alert you before contacting social services.

For our part we will ensure that the children are kept safe in our care. Daddy Daycare is committed to creating a safe environment for children and young people, and adults. We recognise our moral and legal obligations to protect children and will ensure that members will take all reasonable steps to promote safe practice and to protect children from harm, abuse, and exploitation. Our Policy is based on the following principles:

- The welfare of children is always the paramount consideration.
- All children have the right to be protected from abuse regardless of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/ or sexual identity.
- Protecting children and young people is everybody's responsibility.
- All children have a right to express their views on matters affecting them and these views should be considered when making decisions in relation to children.

All staff have a responsibility for safeguarding children, being vigilant and identifying and reporting any safeguarding concerns.

To promote children's welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Always listen to children.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. Safeguarding

children and child protection is a much wider subject than the elements covered within this single policy and other policies and procedures contribute to our overall approach to safeguarding.

We are vigilant in identifying signs of abuse and reporting concerns. We have a duty to safeguard and promote the welfare of children and it may be that our staff are the first people to identify that there is a problem. They may well be the first people in whom children confide information that may suggest abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such, we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work with other agencies, including as part of a multi-agency team where needed, in the best interests of the child.

**We aim to:**

- Keep the child at the centre of all we do, providing sensitive interactions that develop and build children's well-being, confidence and resilience. We will support children to develop an awareness of how to keep themselves safe, healthy and have positive relationships
- Ensure that children are never placed at risk while in our care
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Ensure that all staff feel confident and supported to share information and seek the help that the child may need
- Ensure staff are trained right from induction to understand the Safeguarding children and child protection policy, are alert to identify possible signs of abuse, understand what is meant by safeguarding children and child protection and are aware of the different ways in which children can be harmed, including by other children (peer-on-peer) through bullying or discriminatory behaviour
- Support staff to notice the softer signs of abuse and know what action to take
- Be aware of the increased vulnerability of children with disabilities and additional support needs and other vulnerable or isolated families and children
- Ensure staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all staff are familiar and updated regularly with safeguarding children and child protection issues and procedures including the local Child protection committee guidelines
- Ensure parents and guardians are able to access our policy at all times on the website.
- Make any referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the local Child protection committee guidelines
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and guidance.
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
- Ensure that staff identify, minimise and manage risks while caring for children
- Identify changes in staff behaviour and act on these as per the staff behaviour policy.

**Recording suspicions of abuse and disclosures**

Staff should make an objective record of any observation or disclosure (supported by the club manager). This record should include:

- Child's name
- Age of the child and date of birth
- Date and time of the observation or the disclosure

- Exact words spoken by the child
- The context of what triggered the disclosure (if one was made)
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any other witnesses
- Name of the person to whom any concern was reported, with date and time and the names of any other person present at the time
- Any discussion held with parent.

The person reporting this should sign these records as well as the manager or supervisor, dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth and staff may ask open ended questions. It is important to remember this because any subsequent investigation by the relevant authorities must not be compromised by staff putting words in the child's mouth. As soon as possible after the disclosure, details must be logged accurately.

It may be thought necessary that after discussion with all concerned the matter needs to be raised with the local authority Social Services team and the Care Inspectorate. Staff involved may be asked to supply details of any information they have concerns about with regard to a child. We expect all members of staff to co-operate with the Child Protection Team and the Care Inspectorate in any way necessary to ensure the safety of the child.

Staff must not comment either publicly or in private about the alleged or actual behaviour of staff or a parent.

### **Informing parents**

In the event that a suspicion of abuse is recorded, the first port of call will be Social Care Direct (or the Police if necessary/out of hours) who will assess and advise on action to be taken. As part of this process they will also advise on when parents should be informed and we will follow this advice.

### **Contact telephone numbers**

- Care Inspectorate 0345 600 9527
- Scottish Social Services Council (SSSC): 0345 603 0891
- Social Care Direct: 0131 200 2324
- Out of hours Emergency Social Care: 0800 731 6969
- Prevent Delivery Unit East on 0131 311 3230; West on 01236 818 940; or North on 01382 596 021
- Non-emergency police 101
- Emergency Police 999
- NSPCC helpline 0808 800 5000

## PART 2: Recruitment, selection, induction and training

### Recruitment and selection

Through the implementation of our Safer recruitment policy, we endeavour to prevent unsuitable people from becoming members of staff. Procedures include relevant checks, such as requesting references, establishing the identity of applicant and conducting criminal records disclosures. Where

required, staff and stakeholders have PVG checks. This process is covered in more detail by our Safer Recruitment procedure.

### **Induction and probation for staff**

As part of our induction process, all new workers will receive basic training on this Safeguarding children and child protection policy so they have the necessary knowledge and skills to safeguard and promote the welfare of children. This topic is discussed in their group induction prior to their first working day at a site and two courses are assigned to staff prior to their first working day on our online training system.

Within the first week of induction, all staff will receive a copy of this policy (these policies are also available on our online training system and on our website for new staff to access prior to their first day). It is the line manager's responsibility to ensure that the new staff member understands it and is able to follow it. All safeguarding training must be completed by the end of the probationary period.

All staff are expected to keep their safeguarding knowledge and skills up-to-date and report any concerns they may have. We maintain records to ensure all staff have received the training they need.

We also operate a Mobile Phone and Camera policy and Social Media policy, which state how we will keep children safe from these devices whilst at club.

### **Allegations against those working or volunteering with children**

If an allegation is made against a member of staff, student or volunteer we will follow the procedure below.

The incident will be dealt with by the manager with support from the Senior Operations Manager and the Provider

- A full investigation will be carried out by the appropriate professionals to determine how this will be handled
- The SSSC and Care Inspectorate will be notified immediately.
- We reserve the right to suspend any member of staff during an investigation
- All investigations/interviews will be documented and kept in a secure file for access by the relevant authorities
- Unfounded allegations will result in all rights being re-instated
- Substantiated allegations will be passed on to the relevant organisation (police) and will result in the termination of employment. The Care Inspectorate will be notified immediately of this decision and Scottish Social Services Council.

*\*If serious accusations are made, Police should be informed and the internal investigation paused until told to resume by Police. This is to not impede the Police investigation or compromise witnesses\**

We have a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of Alan Balfour.

## PART 3: Reporting procedures

### **Reporting procedures**

All staff have a responsibility to report safeguarding concerns and suspicions of abuse. These concerns will be discussed with the Child Protection Officer as soon as possible.

- Staff will report their concerns to the Child Protection Officer (in the absence of the Officer they will be reported to the Deputy Child Protection Officer).
  - There is a sign in each club noting these individuals for staff, parents and children (though disclosures can be made to anyone)
- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely
- If appropriate, the incident will be discussed with the parent/carer, such discussions will be recorded and the parent will have access to these records on request
- If there are queries/concerns regarding the injury/information given then the following procedures will take place:

The Child Protection Officer will:

- Contact Social Care Direct to report concerns and seek advice immediately, or as soon as it is practical to do so (if it is believed a child is in immediate danger we will contact the police). Staff have a flow chart to assist them with decision making.
- Inform Care Inspectorate
- Record the information and action taken relating to the concern raised
- Speak to the parents (unless advised not to do so by Child Protection Team)
- The Child Protection Officer will follow up action taken by Child Protection Team if they have not contacted the setting within the statutory timeframe
- All information will be recorded on a child specific chronology. This will be reviewed at least monthly by the manager and separately each month in the chronology review meeting with the Senior Operations Manager. Some cases may be reviewed more regularly (e.g. weekly) depending on the case, individuals involved and frequency of change.

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the Child Protection Officer or deputy they should call the Senior Operations Manager or the Provider, or they can call NSPCC and report their concerns anonymously.

### **Responding to a spontaneous disclosure from a child**

If a child starts to talk openly to a member of staff about abuse they may be experiencing then staff will:

- Give full attention to the child or young person
- Keep body language open and encouraging
- Be compassionate, be understanding and reassure them their feelings are important using phrases such as “you’ve shown such courage today”
- Take time and slow down: show respect, pause and do not interrupt the child, let them go at their own pace
- Recognise and respond to their body language
- Make it clear you are interested in what the child has to say
- Reflect back what they have said to check your understanding, use their language to show it’s their experience

- Reassure the child that they have done the right thing in telling you. Make sure they know that abuse is never their fault
- Where possible, have the discussion in a quiet or private area (though be mindful of interrupting the child if you change locations and if this will potentially cause them to stop disclosing information)
- Never talk to the alleged perpetrator about the child's disclosure. This could make things a lot worse for the child.

Any disclosure will be reported to the Child Protection Officer immediately, following our reporting procedures.

### **Staffing and volunteering**

Our policy is to provide a secure and safe environment for all children. We will therefore not allow an adult to be left alone with a child if they have not received their Disclosure Scotland clearance check. Employees will not be able to start in their roles without a returned PVG check.

We ask all new staff to register with the Protecting Vulnerable Groups (PVG) scheme under the Protection of Vulnerable Groups (Scotland) Act 2007.

All staff will attend safeguarding children and child protection training within their first six months of employment and receive initial basic training during their first week. Prior to their first day at a club, they will two courses assigned to them on the topic and review policies and procedures in their group induction. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the club.

We have a named person within the club who co-ordinates safeguarding children and child protection and welfare issues. The Child Protection Officer undertakes specific training and accesses regular updates to developments within this field.

A sign is displayed in each club with the name of the Child Protection Officer and the deputy in their absence.

- We provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
- All Disclosure Scotland checks will be updated on a regular basis to ensure the suitability of the adults caring for the children. We ask all staff requiring updated checks to join the PVG scheme
- We abide by the Care Inspectorate requirements regarding references and suitability checks for staff and volunteers to ensure that no disqualified person or unfit person works at the club or has access to the children
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us. If we are unable to receive two references and we believe there is a genuine and legitimate reason for this then an Enhanced Monitoring approach will be taken.
- Volunteers, including students, do not work unsupervised
- We abide by the Protection of Vulnerable Groups Act 2007 requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise lead to dismissal for reasons of child protection concern

- We have procedures for recording the details of visitors to the club and take security steps to ensure that we have control over who comes into the club so that no unauthorised person has unsupervised access to the children
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- Signs of inappropriate staff behaviour may include inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. This is not an exhaustive list, any changes in behaviour must be reported and acted upon immediately
- All staff will attend regular supervision meetings where opportunities will be made available to discuss safeguarding children and child protection training and any needs for further support
- The deployment of staff within the club allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

### **Confidentiality**

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Child Protection Officer. All staff and volunteers are bound by confidentiality and any information will not be discussed out of work, or this will become a disciplinary matter.

The club has due regard to the data protection principles as in the Data Protection Act 2018 and General Data Protection Regulations (GDPR)<sup>1</sup>. These do not prohibit the collection and sharing of personal information, even without consent, if this would put the child at further risk. We will follow the principles around data collection and information sharing and ensure any information is recorded and shared in an appropriate way.

### **Support to families**

- The club takes every step in its power to build up trusting and supportive relations among families, staff and volunteers within the club
- The club continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst investigations are carried out in the best interests of the child
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the Child Protection Team, with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

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<sup>1</sup>[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/721581/information\\_sharing\\_advice\\_practitioners\\_safeguarding\\_services.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/information_sharing_advice_practitioners_safeguarding_services.pdf)

## PART 4: Definitions of abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them, or by failing to act to prevent harm.

Children may be abused within a family, institution, or community setting by those known to them or a stranger. This could be an adult or adults, another child or children.

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

### **Indicators of child abuse** Failure to thrive and meet developmental milestones

- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include: <sup>2</sup>

Emotional states: Fearful, withdrawn, low self-esteem.

Behaviour: Aggressive, habitual body rocking.

Interpersonal behaviours:

- Indiscriminate contact or affection seeking
- Over-friendliness to strangers including healthcare professionals
- Excessive clinginess, persistently resorting to gaining attention
- Demonstrating excessively 'good' behaviour to prevent parent disapproval
- Failing to seek or accept appropriate comfort or affection from an appropriate person when significantly distressed
- Coercive controlling behaviour towards parents
- Lack of ability to understand and recognise emotions
- Very young children showing excessive comforting behaviours when witnessing parental or carer distress.

### **Child-on-child abuse**

If child-on-child abuse is suspected, then any concerns must be reported in line with our safeguarding procedures.

Child-on-child abuse is also known as peer-on-peer abuse; children are included as potential abusers in our policies. Child-on-child abuse may take the form of bullying, physically hurting another child, emotional abuse or sexual abuse. Reporting procedures in these instances remain the same although additional support from relevant agencies may be required to support both the victim and the perpetrator. Children who develop harmful behaviours are also likely to be victims of abuse or neglect.

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<sup>2</sup> <https://www.nice.org.uk/guidance/ng76/chapter/Recommendations>

## **Physical abuse**

Action needs to be taken if staff have reason to believe that there has been physical harm or injury to a child, which may involve hitting, smacking, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles, trunk and face. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. This is fabricated or induced illness or FII.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds, drowning or suffocation. These are not usual childhood injuries and should always be logged and discussed with the manager or child protection officer.

If physical abuse is suspected, then any concerns must be reported in line with our safeguarding procedures.

## **Fabricated illness (FII)**

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. The parent or carer may seek out unnecessary medical treatment or investigation, they may exaggerate a real illness and symptoms, or deliberately induce an illness through poisoning with medication or other substances, or they may interfere with medical treatments. Fabricated illness is a form of physical abuse and any concerns will be reported, in line with our safeguarding procedures.

FII is a form of physical abuse and any concerns must be reported in line with our safeguarding procedures.

## **Female genital mutilation (FGM)**

FGM is a procedure where the female genital organs are injured or changed with no medical reason. The procedure may be carried out shortly after birth, during childhood or adolescence, just before marriage or during a woman's first pregnancy, according to the community.

It is frequently a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, difficulties in childbirth, causing danger to the child and mother, and/or death (definition taken from the Multi-agency statutory guidance on female genital mutilation). Other consequences include shock, bleeding, infections (tetanus, HIV and hepatitis B and C) and organ damage.

FGM is a form of physical abuse and any concerns must be reported in line with our safeguarding procedures.

In addition, there is a mandatory duty to report to police any case where an act of FGM appears to have been carried out on a girl under the age of 18.

## **Breast ironing**

Breast ironing, also known as breast flattening, is a process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or to delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage. These actions can cause serious health issues such as abscesses, cysts, itching, tissue damage, infection, discharge of milk, dissymmetry of the breasts, severe fever.

Breast ironing/flattening is a form of physical abuse and any concerns must be reported in line with our safeguarding procedures.

## **Sexual abuse**

Sexual abuse involves forcing, or enticing, a child to take part in sexual activities. Sexual abuse does not necessarily involve a high level of violence and includes whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse.

Sexual abuse can take place online and technology can be used to facilitate offline abuse. Adult males are not the sole perpetrators of sexual abuse; women also commit acts of sexual abuse, as do other children. This policy applies to all children up to the age of 18 years.

Action must be taken if staff witness symptoms of sexual abuse including a child indicating sexual activity through words, play or drawing, having an excessive preoccupation with sexual matters or having an inappropriate knowledge of adult sexual behaviour, or language, for their developmental age. This may include acting out sexual activity on dolls or toys or in the role-play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words.

Additional signs of emotional and physical symptoms are shown below.

Emotional signs	Physical signs
<ul style="list-style-type: none"> <li>• Being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age or stage of development</li> <li>• Personality changes, such as becoming insecure or clingy</li> <li>• Regressing to younger behaviour patterns, such as thumb sucking or bringing out discarded cuddly toys</li> <li>• Sudden loss of appetite or compulsive eating</li> <li>• Being isolated or withdrawn</li> <li>• Inability to concentrate</li> <li>• Lack of trust or fear of someone they know well, such as not wanting to be alone with a carer</li> <li>• Becoming worried about clothing being removed.</li> </ul>	<ul style="list-style-type: none"> <li>• Bruises</li> <li>• Bleeding, discharge, pains or soreness in their genital or anal area</li> <li>• Sexually transmitted infections</li> <li>• Pregnancy.</li> </ul>

If **sexual abuse** is suspected, then any concerns must be reported in line with our safeguarding procedures.

### **Child sexual exploitation (CSE)**

CSE is defined as a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

We will be aware of the possibility of CSE and its potential signs and symptoms. If we have concerns, we will follow the same procedures as for other concerns and we will record and refer as appropriate.

### **Adult sexual exploitation**

As part of our safeguarding procedures, we will also ensure that staff and students are safeguarded from sexual exploitation.

### **Emotional abuse**

Emotional abuse is persistent emotional ill treatment that has severe and persistent adverse effects on a child's emotional development. 'Persistent' means there is a continuous or intermittent pattern which has caused, or is likely to cause, significant harm. Emotional abuse

is present to some extent in all types of ill treatment of a child, but it can also occur independently of other forms of abuse.

It may involve:

- conveying to a child that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person
- exploitation or corruption of a child, or imposition of demands inappropriate for their age or stage of development
- repeated silencing, ridiculing or intimidation
- demands that so exceed a child's capability that they may be harmful
- extreme overprotection, such that a child is harmed by prevention of learning, exploration and social development
- seeing or hearing the abuse of another (in accordance with the Domestic Abuse (Scotland) Act 2018)

Signs and indicators may include delay in physical, mental and/or emotional development, sudden speech disorders, overreaction to mistakes, extreme fear of any new situation, neurotic behaviour (rocking, hair twisting, self-mutilation), extremes of passivity or aggression, appearing to lack confidence or self-assurance.

If emotional abuse is suspected, then any concerns must be reported in line with our safeguarding procedures.

### **Neglect**

Neglect consists in persistent failure to meet a child's basic physical and/or psychological needs, which is likely to result in the serious impairment of the child's health or development. There can also be single instances of neglectful behaviour that cause significant harm. Neglect can arise in the context of systemic stresses such as poverty, and is an indicator of both support and protection needs.

'Persistent' means there is a pattern which may be continuous or intermittent which has caused, or is likely to cause significant harm. However, single instances of neglectful behaviour by a person in a position of responsibility can be significantly harmful. Early signs of neglect indicate the need for support to prevent harm.

The GIRFEC SHANARRI indicators set out the essential wellbeing needs. Neglect of any or all of these can impact on healthy development. Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing and shelter (including exclusion from home or abandonment); to protect a child from physical and emotional harm or danger; to ensure adequate supervision (including the use of inadequate caregivers); to seek consistent access to appropriate medical care or treatment; to ensure the child receives education; or to respond to a child's essential emotional needs.

Faltering growth refers to an inability to reach normal weight and growth or development milestones in the absence of medically discernible physical and genetic reasons. This condition requires further assessment and may be associated with chronic neglect.

Malnutrition, lack of nurturing and lack of stimulation can lead to serious long-term effects such as greater susceptibility to serious childhood illnesses and reduction in potential stature. For very young children the impact could quickly become life-threatening. Chronic physical and emotional neglect may also have a significant impact on teenagers.

If neglect is suspected, then any concerns must be reported in line with our safeguarding procedures.

### **Child Criminal Exploitation (CCE)**

CCE can be described as when an individual, or group, takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim may have been criminally exploited even if the activity appears consensual. CCE does not always involve physical contact as it can also occur using technology.

CCE can include children being forced to work in cannabis factories, being coerced into moving drugs or money across the country, forced to shoplift or pickpocket, or to threaten other young people. Some of the following can be indicators of CCE:

- Children who appear with unexplained gifts or new possessions
- Children who associate with other young people involved in exploitation
- Children who suffer from changes in emotional well-being
- Children who misuse drugs and alcohol
- Children who go missing for periods of time or regularly come home late
- Children who regularly miss school or education, or do not take part in education.

If staff have any concerns regarding CSE or CCE, they will be reported following our safeguarding reporting procedures.

### **County lines**

The National Crime Agency (NCA) defines county lines as gangs and organised criminal networks involved in exporting illegal drugs from big cities into smaller towns, using dedicated mobile phone lines or other form of 'deal line.' Customers live in a different area to the dealers, so drug runners are needed to transport the drugs and collect payment.

Perpetrators often use coercion, intimidation, violence (including sexual violence) and weapons to ensure compliance of victims. A child is targeted and recruited into county lines through schools, further and higher educational institutions, pupil referral units, special educational needs schools, children's homes and care homes.

Signs and symptoms include:

- Changes in dress style
- Unexplained, unaffordable new things (for example, clothes, jewellery, cars etc.)
- Missing from home or school and/or significant decline in performance
- New friends with those who don't share any mutual friendships with the victim, gang association or isolation from peers or social networks
- Increase in anti-social behaviour in the community including weapons
- Receiving more texts or calls than usual
- Unexplained injuries
- Significant changes in emotional well-being
- Being seen in different cars or taxis driven by unknown adults
- A child being unfamiliar with where they are.

If involvement in county lines is suspected, then any concerns must be reported in line with our safeguarding procedures.

## **Cuckooing**

Cuckooing is a form of county lines crime in which drug dealers take over the home of a vulnerable person in order to exploit them criminally as a base for drug dealing, often in multi-occupancy or social housing properties. Signs that this is happening in a family property may be an increase in people entering or leaving the property, an increase in cars or bikes outside the home, windows covered or curtains closed for long periods, family not being seen for extended periods, signs of drug use or an increase in anti-social behaviour at the home.

If we recognise any of these signs, we will report our concerns as per our safeguarding children and child protection reporting process.

## **Contextual safeguarding**

As young people grow and develop they may be vulnerable to abuse or exploitation from outside their family. These extra-familial threats might arise at school and other educational establishments, from within peer groups, or more widely from within the wider community and/or online.

As part of our safeguarding procedures we will work in partnership with parents and carers and other agencies to work together to safeguard children and provide the support around contextual safeguarding concerns.

## **Domestic abuse / Honour based violence / Forced marriages**

We look at these areas as safeguarding children and child protection concerns. Please refer to the separate policy for further details on this.

## **Extremism and radicalisation**

Under the Counter-Terrorism and Security Act 2015, there is a duty to safeguard vulnerable and at risk children by preventing them from being drawn into terrorism. This is known as the Prevent Duty.

Children can be exposed to different views and receive information from various sources and some of these views may be considered radical or extreme. Radicalisation is the way a person comes to support or be involved in extremism and terrorism; usually it's a gradual process so those who are affected may not realise what's happening. Radicalisation is a form of harm. The process may involve:

- Being groomed online or in person
- Exploitation, including sexual exploitation
- Psychological manipulation
- Exposure to violent material and other inappropriate information
- The risk of physical harm or death through extremist acts.

For further information visit [The Prevent Duty](#) website.

If radicalisation or extremism is suspected, then any concerns must be reported in line with our safeguarding procedures. This includes reporting concerns to the police.

## **Online safety**

While the growth of internet and mobile device use brings many advantages, the use of technology has become a significant component of many safeguarding issues such as child sexual exploitation and radicalisation.

There are four main areas of risk associated with online safety:

- Content - being exposed to illegal, inappropriate or harmful material such as pornography, fake news, racist or radical and extremist views
- Contact - being subjected to harmful online interaction with other users such as commercial advertising or adults posing as children or young adults
- Conduct - personal online behaviour that increases the likelihood of, or causes, harm, such as making, sending and receiving explicit images and online bullying
- Commerce - risks such as online gambling, inappropriate advertising, phishing and or financial scams.

Report online safety concerns to the DSL and to the Child Exploitation and Online Protection Centre (CEOP): <https://www.ceop.police.uk/Safety-Centre/>

Inappropriate content received via email must be reported to the DSL and to the Internet Watch Foundation (IWF): <https://www.iwf.org.uk/>

## **Child trafficking and modern slavery**

Child trafficking and modern slavery is when children are recruited, moved, transported and then exploited, forced to work or are sold.

For a child to have been a victim of trafficking there must have been:

- Action: recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation
- Purpose: sexual exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs.

Modern slavery includes slavery, servitude and forced or compulsory labour and child trafficking. Victims of modern slavery are also likely to be subjected to other types of abuse such as physical, sexual and emotional abuse.

Signs and symptoms for children include:

- Being under control and reluctant to interact with others
- Having few personal belongings, wearing the same clothes every day or wearing unsuitable clothes
- Being unable to move around freely
- Appearing frightened, withdrawn, or showing signs of physical or emotional abuse.

If child trafficking or modern slavery are suspected, then any concerns must be reported in line with our safeguarding procedures.

## **Up skirting/down blousing**

Up skirting and down blousing are criminal offences. They involve taking pictures of someone's genitals, buttocks or other intimate images under their clothing without them knowing, either for sexual gratification or in order to humiliate, or distress, the individual.

If up skirting or down blousing is suspected, then any concerns must be reported in line with our safeguarding procedures.

## **Child abuse linked to faith or belief (CALFB)**

CALFB can happen in families when there is a concept of belief in:

- Witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs)
- The evil eye or djinns (traditionally known in some Islamic faith contexts) and dakini (in the Hindu context)
- Ritual or multi murders where the killing of children is believed to bring supernatural benefits, or the use of their body parts is believed to produce potent magical remedies
- Use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation.
- Children's actions are believed to have brought bad fortune to the family or community.

If CALFB is suspected, then any concerns must be reported in line with our safeguarding procedures.

## Complaints Policy

We aim to create a good working relationship with parents, which will enable minor complaints and irritations to be handled immediately and informally. However, users of Daddy Daycare should be able to complain effectively and without fear of victimisation. To achieve this Daddy Daycare will:

- Promote an environment of mutual respect, trust, and open communication.
- Treat everyone equally and fairly.
- Provide opportunities for everyone to be consulted and to value the opinions expressed.
- Produce a Complaints Procedure to support the club's Aims and Objectives.
- Train staff in the handling of complaints.
- Promote the Complaints Procedure with users.
- Record formal complaints.
- Provide a private area for users to discuss matters with staff.
- Provide the Care Inspectorate with information on the club's response to complaints as and when requested to do so.

To ensure that any customer complaints are handled quickly, efficiently, and courteously and solutions are implemented which satisfy both the customer and the club the following procedures will be adopted:

- All staff should be fully trained in the procedures for handling customer complaints successfully.
- The person who takes the initial customer complaint is responsible for documenting the complaint and providing a solution where possible.
- The Manager is responsible for ensuring that complaints are resolved effectively.
- The Manager is responsible for monitoring the customer complaints process and level of customer complaints.
- A customer complaint should be handled positively and regarded as a challenge and an opportunity to improve the quality of service.
- If a comment, suggestion, or complaint is received from a customer, either orally or in writing, and a swift and appropriate resolution cannot be achieved, a Customer Complaint Form must be completed - this can be done by any member of staff.
- The Customer Complaint Form should include full details of the complaint (if appropriate to do so and taking into account the need for anonymity) and be passed at the earliest opportunity to the Manager who must enter the complaint in the Customer Complaint Log giving it a unique number.
- The Manager should then send a Complaint Acknowledgment Letter/email to the customer within 24 hours reassuring the customer that the complaint has been received and is being dealt with. If the Manager needs more information they should contact the customer. Records of any correspondence should be attached to the Customer Complaint Form.
- Customer complaints should be resolved within five working days. If this is not possible, then the customer should be updated with the progress on a regular basis.
- Once appropriate corrective action has been agreed, and responsibilities assigned and documented on the Customer Complaint Form, the Manager should co-ordinate and monitor the implementing of the action.
- A copy of the form is held in the Customer Complaints file and the original is passed to the member of staff who is responsible for resolving the complaint.
- Any customer complaints which have not been completed by the "action by" date should be investigated by the Manager extending the "action by" date if necessary and advise the customer accordingly in writing.

- Once the solution has been implemented successfully, the member of staff responsible should sign the Customer Complaint Form and pass it back to the Manager confirming that the action has been implemented.
- The Manager should notify the customer, in writing, that the problem has been resolved and what action was taken.

Customers can contact the Care Inspectorate directly at any time, here are their contact details:

The Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
Phone: 0345 600 9527  
Email Address: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

Or Online using the Care Inspectorate form at this link:  
<http://www.careinspectorate.com/index.php/contact-us>

## Disability and Additional Support Needs Inclusion policy

Daddy Daycare Edinburgh believes that all children have a right to play and be cared for and strives to be able to welcome all children who want to use its club, whatever their disabilities or additional needs. We will make reasonable adjustments to try and ensure that children with additional support needs are able to join the club and participate fully.

To achieve an environment that includes all children equally in play:

- All children in the club, irrespective of their special needs, are encouraged wherever possible and appropriate to participate in all of the club's activities.
- Each child with additional support needs will have a detailed plan which outlines how we will support them.
- Staff work closely with the parents to ensure that
  - The club draws upon the knowledge and expertise of the parents in planning provision for the child.
  - The child's participation and achievements are shared and discussed with parents on a regular basis.
- Parents are aware of the arrangements for the admission and integration of children with additional support needs.
- If it is felt that a child's needs cannot be met in the club without additional staff and/or equipment, every effort will be made to seek funding to ensure that appropriate care can be given to the child and that they can continue to attend. At present funding for 1:1/enhanced care is provided by Edinburgh Council and we will liaise with them to try and secure funding where we believe a child cannot be provided with appropriate care within our standard operating ratios.
- Where necessary we work in liaison with relevant professionals outside the group to meet children's particular needs, and staff will attend in-service training whenever possible and appropriate. This may include participation in Child Planning Meetings.

## Dropping off and Collection Policy

### **Collection:**

We will only release your child from our care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect when you register. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss with us if you would like to use this system.

As part of the ethos of the club incorporates the use of the local park and botanical gardens, we may not always return to the club immediately after collecting your child. We will always ensure that we have returned and your child is available for collection by 5pm. Should you wish to collect before this time, please call or message the club mobile number which we will supply and staff will be able to advise on a suitable meeting place. If you are going to be late to collect for whatever reason please contact us and let us know when you expect to arrive.

If we have not heard from you and you are late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with anyone we are legally required to inform Social Services and follow their advice. (In the case of a terrorist attack or National Emergency then this procedure will not be put into practice-see separate policy)

We reserve the right to make an additional charge for late collection.

## Emergency Procedure

In the event of a fire or any other emergency, our main priority would be the safety of the children and staff.

Within the care setting we have the following items to aid in case of emergency:

- Fire Alarm (these are tested weekly)
- Fire Blanket
- Fire Extinguishers
- First aid kit
- Clear access routes to the fire exits

## Evacuation Procedure

On noticing an emergency, we will take the following courses of action:

- Assemble all children and evacuate in an orderly fashion using the nearest safe exit.
- Collect child register and emergency contact list
- Close doors on exit to contain or prevent the fire from spreading
- Phone fire brigade
- Phone children's emergency contacts
- At all times keeping the children calm and under constant supervision
- At no point should anyone re-enter the property

## Other Emergencies

If the children have an emergency that results in injury:

- Administer first aid
- Phone for ambulance (if appropriate)
- Phone parents/emergency contact

## Equality and diversity policy

**Daddy Daycare Edinburgh** wishes to reflect and meet the needs of the communities local to its club and is committed to equal opportunities for all children and families who wish to use its facilities. In order to achieve this, each club

- welcomes children from all backgrounds, regardless of their ethnicity, skin colour, culture or religion;
- welcomes children with special needs, provided that facilities can be arranged practically to provide a safe, stimulating environment for that child (see "Disability and Special Needs Inclusion policy);
- seeks to avoid any form of discrimination in all activities, whether of gender, ethnicity or disadvantage by an member of staff, child or parent;
- does not tolerate any discriminatory language, behaviour or remarks by children, parents or staff;
- accommodates religious and cultural preferences in food and activities ;
- seeks to value each child as an individual, respecting their religion, racial origin, cultural and linguistic background;
- respects and will try to be aware of the major events and religious festivals in the children's lives and welcomes the diversity of backgrounds from which they come;
- ensures that both boys and girls have full access to all kinds of activities and equipment are equally encouraged to enjoy them.

All staff are made aware of the club's Equality and Diversity Policy and are required to commit to its principles and contents.

## Exclusion Policy (Medical)

Exclusion from the childcare environment may be necessary to reduce the spreading of infectious diseases such as:

Swine Flu- Until 2 weeks free of infection

Chicken Pox – Child must remain absent until all the spots are crusted over.

Scabies – Until 24 hours after the treatment began

Headlice – After treatment and all lice have been removed

Sickness/Diarrhoea – Until 48 hours free from either

Conjunctivitis – Until antibiotics have been administered for at least 24 hours

COVID19 – If a child displays any of the symptoms they must isolate at home and arrange a test. IF the test is positive the child must remain at home for two weeks.

Each child's illness will be looked at on an individual basis and compared with our detailed infection control policy. The final decision to exclude the child from the childcare environment will be decided by the manager.

## Food and Nutrition Policy

At Daddy Daycare Edinburgh we aim to provide the children in our care with nutritious and healthy food. We do not provide meals at the club (except at breakfast clubs), but all children will be offered snacks when in our care. These snacks are chosen in line with the Scottish Government's "Setting the Table" guidance and Edinburgh Council guidance on food provision in schools.

The sharing of refreshments plays an important part in the social life of Daddy Daycare Edinburgh club. Eating together is a social activity and children will be encouraged to sit together at a table, with staff.

Each child who attends is given the opportunity to vote on their preferred snack options for the following week. They will be asked to choose:

- 2 types of fruit or veg;
- 1 starchy carb.

Staff will then use the voting results to prepare a menu for the week. The items voted for will have appropriate accompaniments such as spread, humus, healthy dips, etc. A copy of the menu will be displayed for parents/carers.

We use the Setting the table guidance on portion sizes to define how much food we provide for the group, providing the recommended portion size of each item – this means that a larger amount will be provided overall but this is appropriate given the age ranges. Food will be provided in sharing bowls/plates with children allowed to serve themselves – this encourages portion control and independence and makes snack time fun and relaxing.

We only provide water to drink, and this will be available both at snack time and throughout the day.

Allergies will be catered for – our aim is for our menus to be relatively low in typical allergens (e.g. we use dairy free spreads) but where a child has an allergy to an item on offer, they will be

offered a substitute in line with their Health Care Plan. The same applies to children with specific dietary requirements.

Children will not be offered sugary snacks or processed, pre-packaged foods.

On occasion we will undertake food-based activities with the children such as baking or culturally themed food days and we will make reasonable efforts to select or modify recipes to ensure that they are in line with guidance as far as possible.

Children will be asked to wash their hands before eating, and all staff will hold a food hygiene certificate and will prepare and store food in accordance with best practice.

## Health and Safety Policy

Daddy Daycare views the health and safety of its users as of paramount importance. To this end we will strive to ensure that:

- The club provides a safe environment, suitable for the club's purpose, and in line with all relevant legislation.
- The areas used within the premises are hygienic, in a good state of decoration and repair and are smoke free.
- The staff to child ratios, and the space standards, set out in the National Care Standards are met and have been taken account of.
- Furniture, equipment, and toys are clean and well maintained.
- Staff implement appropriate measures to control the spread of infection (see Hygiene policy.)
- Regular risk assessment of the club's premises, equipment and activities are carried out, and these can be viewed on request.
- The club's management are aware of their responsibilities under relevant Health and Safety legislation.
- All required Reporting Procedures are in place.
- The club has a "Child Protection Policy" and an "Accidents and Incidents Policy."
- The club has clear guidelines on the storage and administration of medication.
- All food is properly prepared by trained staff and promotes a well-balanced and healthy diet.
- Children and young people will learn about healthy lifestyles and relationships, hygiene, diet and personal safety.
- Children and young people will enjoy safety but will not be overprotected – we recognise the benefits of risky play.
- Children and young people will have regular access to fresh air and energetic physical play.
- Staff are trained in emergency procedures.
- The company and sites will adhere to Control Of Substances Hazardous to Health (COSHH) guidelines to ensure all children, staff, parents and visitors are safe around any chemicals we may use on the premises

In order to achieve high standards and continually improve health and safety performance, we are committed to implementing the necessary health and safety procedures. We recognise:

- That a responsible approach to health and safety, based on systematic risk assessment procedures, can minimise injury and ill health to staff and children.
- The connection between quality and health and safety.
- That, in order to continually improve our standards, we must constantly monitor and review our policies, procedures and performance

We are committed to:

- Developing the appropriate club structure and culture to support the concept of risk management.
- Adequately resourcing and planning the implementation of this policy.
- Developing, in all our staff, an understanding of health and safety through training and implementation of our childcare legal requirements.
- Constantly monitoring and reviewing our policies and procedures to ensure that we experience continual improvement in our standards of performance.

## **Supervision**

Children will always be supervised and staff will pay attention to what is happening around them. Staff will take care not to turn their backs on children or to become too involved in specific activities, which would detract from good supervision. Children are not permitted to leave the main activity area without an adult, particularly when playing outdoors. All staff will receive training in Safeguarding Children during their induction training and on a periodic basis thereafter.

## **Hygiene Policy**

### **Prevention of the spread of infection**

A cleaning rota is maintained to ensure all areas are kept to a suitably hygienic standard.

### **General Cleaning**

All toys cleaned weekly.

Toys are cleaned with disposable antibac wipes or Milton Spray/solution as appropriate.

Surfaces cleaned using antibacterial spray or wipes.

Kitchen and bathroom floors cleaned fully, with antibacterial wipes used for spills.

Colour coded chopping boards used to prevent cross contamination.

Hands are washed before preparing food using the separate handwashing sink and surfaces are cleaned before and after food preparation.

### **Personal Hygiene - staff**

#### **Washing Hands:**

- Before and after handling food or drinks or eating.
- After wiping children's noses
- After going to the toilet, coughing, blowing their own nose or similar.
- After smoking or vaping.
- Before and after providing first aid.
- After touching animals.

### **Children's Hygiene**

Children are encouraged to learn basic hygiene routines including washing hands;

- Before and after eating or handling food or drink.
- After using the toilet.
- After blowing their nose, coughing or sneezing.
- After touching animals.
- After contact with contaminated surfaces (e.g. food-contaminated surfaces, rubbish bins.)
- After playing outside.

### *Illness*

- Children cannot attend the Club if they may be infectious in any way and should make the Club aware of the infection.
- Children should be kept at home for at least 48 hours after vomiting or diarrhoea has ceased.
- The Club will notify parents of any signs of illness.
- All cuts or sores on children or adults will be covered with a dressing or plaster.
- Parents are welcome to discuss any health issues with staff.

### *Medication*

- Where possible, the child's parent or guardian will administer medication.
- Written instructions on dosage, administration and permission are needed from the parent or guardian prior to the staff administering any medication.
- All medication will be clearly labelled with name, dosage and instructions on administration.
- All medication will be kept in locked storage.
- The club will maintain medication forms, recording details of all medication given.
- If specialist knowledge is necessary, the responsible staff member will receive training from a qualified health professional.

### *First Aid*

- First aid equipment will be available on the premises and will be kept clean at all times the kit will be checked and replenished regularly.
- Sterilised items will remain sealed until needed.
- At least one qualified first-aider will be on the premises at all times.
- First aid kit will be taken on all pickups and trips.

## Insurance

As part of the club's registration we have to have Public Liability Insurance which we have purchased from Morton Michael Insurance. The Certificate for this is on display.

## Major Incidents

### **Procedures in the event of a major incident, terrorist attack or national emergency**

We feel it is necessary to have a procedure in place on what to do in the event of a major incident, terrorist attack or a national disaster.

The care and security we provide to your child is paramount. We will do everything within our powers to protect, comfort and support your child in the event of a major incident, National Emergency or Terrorist Attack.

If we are involved or caught up in the incident we will comply fully with the instructions from the emergency services and constantly reassure the children in our care.

If you are caught up in an incident we will continue to look after your child until you are able to return or a person nominated is able to collect them. This may include them being cared for within the Daddy Daycare childminding service if necessary.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try to do the same. We will

keep up to date on the situation using any media source available to us, radio, television, Internet etc. We will endeavour to protect your child from information or images that may alarm or distress them. If you wish we can have a pre-planned excuse that we can use to explain your delay in arriving.

We hope that we never have the need to put this procedure into practice but we are happy to discuss with you any aspects of this policy.

## Missing/Lost Child Policy

The care of your child is paramount, and we will always try to ensure that they remain with us and are safe.

Although it has never happened at Daddy Daycare, we understand that a child could become 'lost' in busy places and therefore as responsible carers we have written a procedure that will be followed.

### *At school pickup;*

- The staff on school runs carry a flow chart which outlines the exact steps to follow if a child who is expected to be collected is not present for pick up. This is not replicated here as it includes direct contact numbers for senior staff. This can involve discussion with the school and contacting the police if necessary.

### *When at club:*

- The member of staff who identifies that a child may not be present will inform the Manager and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- If after 10 minutes of thorough searching the child is still missing, the Manager will call the child's parent/carer to check they have not been collected or gone home either with the parent or a friend. If this is not the case, the police will be called. A full description of the child will be required.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the Club.
- The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary changes.

### *During trips/outings*

- We will immediately raise the alarm to all around us that we have lost a child and enlist the help of everyone to look for them.
- The staff use walkie talkies to ensure effective communication allowing all staff to immediately be notified.
- If it is a secure area such as a museum, we will quickly alert the security staff so they can seal off exits and monitor the situation on any CCTV.
- We will provide everyone involved in the search with a description of the child.
- We will reassure the other children with us, as they may be distressed.
- We will alert the police and provide a full description.
- We will then alert the parents of the situation.

We take precautions to avoid situations like this happening by implementing the following measures:

- Providing children with high visibility vests which include the name of the service.
- Instigating safe walking procedures – walking in pairs with an appropriate number of carers supervising.
- Avoid going to places that are overcrowded.
- Teaching the children about the dangers of wandering off and of talking to strangers.

- Regular headcounts.

Any incidents of lost children will be written up and recorded and reported to the Care Inspectorate where required.

## Medication Policy

In the event of a child becoming unwell throughout the day, we will contact the parents (or emergency contacts where parents are unobtainable) and ask them to come and collect the child.

Where a child requires medication during their time in our care, the parents will be asked to complete a medication form in advance. The form will ask to detail type of medication, reasons for the medication, when last administered by a parent and instructions on how to administer/dosage. In general, the consent form will only apply to each individual occurrence of sickness. Where we are required to hold medication to issue on an “as required basis” e.g. in the case of allergies or ongoing conditions then the circumstances under which the medication should be issued will be captured on the medication form. This must match the specified dosage on the medication label or packaging. Medicines must always be provided in the original container as dispensed by the pharmacist and include the prescriber’s instruction for administration.

Medication can only be administered by us if:

- The child has previously been given it by a parent to ensure no potential allergic reaction.
- A consent form has been completed by parents stating the frequency and dosage.
- The consent form is still valid.
- The medication is still within its shelf life. E.g. many liquid antibiotics only last 7-10 days.
- Agreement has been made previously regarding what to do if the child refuses medication.

Medication will be stored in a locked box with a copy of the child’s medication form; self-medication will not be permitted without prior discussion with parents. Medication will be audited regularly and records kept in your child’s folder of what is administered. Where medication has been administered, parents will be asked to initial the medication record to verify that they are aware of the timing and dosage given.

Only First-Aid Trained Staff can administer prescribed and non-prescribed medicines to children. In circumstances where a child has complex medical needs, the authorised person may be a person who has been appointed as a one to one carer for that child.

## Mobile phones and Camera Policy

Daddy Daycare Edinburgh is committed to ensuring the safety of children in its care. We recognise the importance of club mobile phones for communication purposes but are aware that casual or inappropriate use of mobile phones in the club could pose a risk to children.

### *Club phones*

The club will have its own mobile phone with a contact number which is provided to parents. This phone should be kept at the club and on a day-to-day basis should be in the possession of the individual who is acting as manager on that day.

Additional mobile phones are provided for use on school runs or on trips when staff may need to contact the manager, each other, parents/carers or the emergency services and when the walkie talkies do not work e.g. due to long distances or buildings interfering.

### *Staff personal mobile phones*

Staff are not permitted to use their personal mobile phones during working hours and personal mobile phones must not be present in any area where children are present and must not be carried by staff on the school runs or on trips.

Staff phones should be left secured in the club storeroom and may be checked when staff are on a break. Even when staff are on a break they should not use their phones in any area where children are present.

### *Children's phones*

Children are asked not to bring mobile phones into the club as it is at their own risk, if it is damaged in any way Daddy Daycare will not accept liability as we advise against bringing it.

If parents chose to permit their children to bring phones then the club will adopt the following approach:

- Only P6 and P7 children will be permitted to use a phone within the setting.
- Mobile phone usage will be for short period of maximum 30 minutes per day.
- Staff will supervise and monitor permitted mobile phone use to ensure children are accessing technology safely.
- Children may be asked to restrict or stop using their phones if staff observe any conduct they consider to be unsafe.
- Mobile phone or other technology use may be also included as a specific regulation strategy in a child's Care Plan.

### **Photographs**

It is recognised that one of the key ways to support children's development, and engage parents in children's learning, is through photographs that record their children's activities and achievements.

We will seek permission from parents/carers to use photographs of their children for any reason other than to support and log their personal development. These permissions will be sought during the registration process and updated periodically as part of our reviews of the data held on each child.

Photographs will only be taken with authorised club devices.

Parents are politely requested not to use their phones for photos/videos/video calling whilst in the club.

## Open Access and Confidentiality Policy

It is our priority to respect the privacy of staff, children and their parents/carers, while ensuring that they access high quality care in our Club. All Daddy Daycare Edinburgh staff 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.
- giving parents access to the files and records of their own children, but not to information about any other child. Parents may ask to see their child's personal plan at any time at the club or via written request to head office.

Confidential information includes registration and admission forms, signed consents, correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, ongoing record of relevant contact with parents.

Confidential records are stored in a lockable file, cabinet or password protected laptop and are kept secure by the person in charge in a suitably safe place.

Under no circumstances should staff provide any information about children to any branch of the media. All media enquiries should be passed in the first instance to the Manager.

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 Safeguarding Children 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 disciplinary procedures within the Staffing Policy.

## Pandemic Policy

In 2020/21 the UK government restricted movement within the country's population to reduce the spread of the highly infectious disease known as Covid19. As part of these restrictions, they forced business's to close at several points during the two year period, including after school care. Whilst it is unlikely this will happen again within our generation, we feel it is important to share with you the actions Daddy Daycare took just in case.

When the lockdown was first announced and it was confirmed schools and after school care would be legally required to close, the government supported the largest operating cost by introducing the furlough scheme which allowed us to retain our experienced staff during closure. However, it did not cover business overheads such as rent and other financial commitments, small after school clubs do not normally rent premises 24/7 so in turn do not pay business rates which was the qualifying requirement for most financial aid. Traditionally Daddy Daycare only charged for services when it was open because it was our choice to close, for example at Christmas. However, this unique situation needed a different approach that would secure some income to guarantee our services could reopen the moment it was permitted.

In March 2020 Daddy Daycare therefore introduced a 50% optional retainer fee which would apply at any time the company was not permitted to open by the government. Parents could choose to pay 50% of their normal monthly invoice and in turn those who did would be guaranteed a space when we reopened. As some parents continued to work full time through the pandemic and others were financially supported by the furlough scheme paying 80% of wages, over half of the Daddy Daycare families were able to pay the 50% childcare fees. This pandemic policy played a vital role in keeping the business afloat during lockdown and would be used again in the unlikely event that this happened again in the future.

## **Partnership with parents**

We feel it is very important to have a good working relationship with the parents as it enables us to meet their child's needs effectively. The foundation of this relationship is based on trust, respect and relies on good communication that must be implemented from the very beginning.

## **Feedback**

We strongly encourage feedback and aim to develop a good relationship with all clients to ensure that they feel comfortable and confident to approach us with any suggestions or concerns. In addition, we will issue a more formal feedback form on at least a half yearly basis which can be completed anonymously. Children will also be encouraged to provide feedback on the service in an age-appropriate way.

## **Open Door Policy**

We believe it can be very valuable for parents/carers to spend time with their children within the setting, both as part of a settling in process and as an ongoing part of making your child feel safe and secure. It also provides an opportunity for the children to share what they have been doing, show you their crafts etc. We are happy for parents to come a little early before they collect and spend some time seeing what their child has been doing and witness them playing.

As all unsupervised adults within the setting require a full PVG check, please don't be offended by staff remaining close by. If too many parents/carers want to visit on the same day we may have to ask you to visit on another day to enable adequate supervision.

Any abusive or unpleasant behaviour towards children, other parents or the Daddy Daycare team will not be tolerated and any visitor displaying such behaviour will be asked to leave immediately and may no longer be permitted to visit.

## **Absences**

If your child will be absent for any reason then please contact us before pick up time so that we know your child does not need to be collected. Any contracted days not attended, for example due to illness, will be charged at the normal day rate. If you would like to make a long-term change to your contracted days or no longer require the service then 28 days' notice is required.

## Play Policy

### Definition

Through play, children explore social, material and imaginary worlds and their relationship with them, elaborating all the while a flexible range of responses to the challenges they encounter. By playing children learn and develop as individuals and as members of the community.

### Purpose

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

The right to play is enshrined in Article 31 of UN Convention on the Rights of the Child 1991.

### Procedure

Daddy Daycare endorses the Charter for Children's Play and operates in accordance with the Playwork Principles.

- 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 wellbeing of individuals and communities.
- 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.
- The prime focus and essence of Playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training, and education.
- For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
- The role of the playworker is to support all children and young people in the creation of a physical and emotional space in which they can play.
- The playworker's response to children and young people playing is based on a sound up to date knowledge of play process and reflective practice.
- Playworkers recognise their own impact on the play space and the impact of children and young people's play on the playworker.
- Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and wellbeing of children.

Daddy Daycare aims to:

- Extend the choice and control that children have over their play, the freedom they enjoy and the satisfaction they gain from it.
- Recognise the child's need to test boundaries and respond positively to that need.
- Manage the balance between the need to offer risk and the need to keep children safe from harm.
- Maximise the range of play opportunities.
- Foster independence and self-esteem.
- Foster children's respect for others and offer opportunities for social interaction.
- Foster the child's wellbeing, healthy growth and development, knowledge and understanding, creativity and capacity to learn.

## Facilitating play

We support and facilitate play by :

- providing an environment, which is safe and suitable for playing in, aiming to create a varied and interesting environment that stimulates social, physical, creative, emotional, and intellectual play.
- We allow children freedom of creative expression, particularly in artistic or creative play.
- We make outdoor play available as much as possible.
- Providing a range of equipment, resources and activities that are based on children's interests and supports children's needs to ensure all children enjoy themselves.
- We involve children by asking them what they are interested in, what ideas they have and how we can support them. We encourage children to request additional or alternative equipment as they choose.
- The team at Daddy Daycare recognise the importance of free play with minimal intervention whilst keeping children safe from harm. We do not expect children to be always occupied.
- Daddy Daycare staff intervene in play only when necessary: to reduce risks of accident or injury, to encourage social skills or when invited by children to play. We will give children advance warning when an activity or game is due to end.
- Daddy Daycare will consult with children and parents to gain feedback on how we can improve our service. This includes the children's suggestion box, observations and discussions, newsletters, parents' emails and 6 monthly feedback surveys.
- Daddy Daycare supports staff to undertake Playwork training and to keep up to date with developments in Playwork.
- Daddy Daycare will regularly evaluate practice and resources available for children.

## Play areas and equipment

- All indoor and outdoor play areas are checked, and risk assessed daily before the arrival of children in accordance of our Risk Assessment procedure.
- Children are involved in selecting additional equipment and resources for use at Daddy Daycare.
- The resources used at promote positive images of different ethnic backgrounds, religions, and abilities, in accordance with our Equality and Diversity Opportunities policy.
- We have a selection of fiction and non-fiction books, suitable for all ages.

## Positive Behaviour Policy

Having this policy rolled out within the care setting ensures we encourage and praise positive behaviour. This also allows continuity throughout, as all the children will be cared for in a consistent and age-appropriate manner.

### Role of the carer

- Carers have a responsibility to model a high standard of behaviour
- The carers will develop a set of “club rules” in conjunction with children who are old enough to provide input.
- Carers are consistent and age appropriate in their expectations of acceptable behaviour
- Where possible, the carers should ensure that instructions and guidance are issued using positive language.
- Emphasis will be placed on rewarding good behaviour – a star award system will be instigated where children will receive a star for demonstrating positive behaviours such as being kind to their peers, interacting well and trying hard, rather than negative behaviour
- Sharing successes as well as concerns with parents

### Benefits of having the policy

The policy will help all parties; the children, the parents, and the team. The children will develop key aspects of emotional, personal, and social development:

- Develop confidence, self-esteem and a sense of security
- Care for themselves and their personal safety
- Develop independence
- Persevere in tasks that present difficulty
- Express appropriate feelings, needs and preferences
- Form positive relationships and adults and begin to develop personal friendships
- Become aware of and respect the needs and feelings of others in their behaviour and learn to follow rules
- To make and express choices, plans and decisions
- Play cooperatively, take turns and share resources
- Develop positive attitudes towards others whose gender, language, religion or culture, for example is different from their own
- Care for the environment and other people within the community

### Reward system

To encourage positive behaviour, a reward system will be used. Children will receive stars to reward good behaviour and achievement; what constitutes good behaviour and achievement will be individual to each child, their age and stage of development. Examples of when a reward may be issued include;

- Behaving well on the walk back from school
- Helping younger children
- Helping to tidy up after play
- Helping each other
- Doing their best with activities such as homework or reading

*To achieve this each Daddy Daycare Edinburgh will adhere to the following guidelines:*

- All adults in the club will try to provide a positive model for the children with regard to friendliness, care and courtesy and to offer strategies for handling any conflict

- Rules governing the conduct of the group and the behaviour of the children are discussed and agreed with the children at the club and explained to all newcomers, both children and adults.
- Staff ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour
- Good behaviour is praised and rewarded
- Staff actively try to avoid attention seeking through undesirable behaviour
- Bullying behaviour in any form, which may be emotional, physical or verbal, is completely unacceptable at our club. Children are encouraged to report any bullying to a member of staff.

#### *When children display behaviours which challenge then:*

- They are given one to one adult support in seeing what was wrong and how to cope more appropriately. If appropriate this might include a period of time to cool down with an adult. This is not punitive but to allow for them to safely calm down and reflect or may be required for safety reasons. The purpose of this time is for a staff member to help a child calm, regulate their emotions and reflect on the event. This period should never include the child being separated and left alone. This is not a punishment and the tone and words from staff should not be negative towards the child
- In any case of behaviour which challenges, it is always made clear to the child that it is the behaviour that is unwelcome and not the child.
- Physical restraint is only used to prevent a child physically injuring themselves, another child or adults and/or serious damage to property. Any significant event of this sort is recorded and the parent informed on the same day.
- In cases of significantly behaviour which challenges, such as racial or other abuse, the unacceptability of the behaviour and attitudes is made clear immediately, but by means of explanations rather than personal blame.
- Staff are aware of and respect cultural expectations in communications.
- Staff handle behaviour problems appropriately with respect to the child's understanding /maturity.
- Staff ensure they are aware of problems arising from children's additional support needs or from childhood trauma.
- Recurring problems are tackled by explanation and discussion with all children at the Club, in order to establish an understanding of the cause and offer a solution.
- Parents/carers will be informed if behaviour problems are persistent and are making it difficult to provide a calm and safe environment for other children attending the club. In very serious cases, children may be asked to take time out from the club.
- Persistent serious behaviour which challenges may result in the space being withdrawn, especially where this behaviour is causing a risk to the child, other children or the staff.

#### *The club does not:*

- Send children out of the room by themselves.
- Use or threaten physical punishment under any circumstances.
- Single out or humiliate children.
- Allow adults to shout or raise their voices in a threatening way.

## **Risk Assessment Policy**

**We understand the importance of ensuring that systems are in place for checking that our Club is a *safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. They are the responsibility of all staff as part of their daily duties.***

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, the Club is required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

The Manager will ensure that risk assessments are completed, logged and effectively monitored. Reviews are conducted regularly, as well as when there is any change to equipment or resources, any change to the Club's premises, or when needs of a child or other visitor necessitates this.

The Manager is further responsible for conducting any necessary reviews or making changes to the Club's policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises – both indoor and outdoor – will be carried out daily.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

- The Club's environment, both indoors and outdoors.
- All surfaces, both indoors and outdoors.
- All equipment used by children or staff.

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected safe. The Manager is then responsible for ensuring that any necessary action is taken.

All hazards and activities that we document have been identified as posing a risk during the running of an after school club session and have been recorded on Daddy Daycare Edinburgh Risk Assessment.

### **Settling In Policy**

At Daddy Daycare we aim for children to feel safe, stimulated and happy in the setting and to feel secure and comfortable with all staff. We also want parents to have confidence in both their children's wellbeing and their role as active partners, with the child being able to benefit from what the service has to offer.

We aim to support parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of each child and their families. The transition period will take place prior to the child starting at their club and will normally take place in stages prior to the initial start date.

The club staff will work in partnership with parents to settle their child into the environment by:

- Providing parents with relevant information regarding the policies and procedures of the service, both on the website and available as hardcopy at the service
- Offer two open days during the year (primarily for P1 starters but can also be available for individuals new to the clubs in older primary years). One Open Day will be held in June and the other the day before the start of term in August. These are opportunities for families to visit sites, see the setting, meet the team and play within the space to build positive and trusting relationships as well as gather relevant information on the child and family to begin supporting them and their transition to the service.
- Encouraging the parents and children to visit the club during the weeks before an admission is planned. During these 1-2 hour sessions (provided free of charge), children will be able to engage at the setting and information can be shared between parents and staff for the child's education and care. The number of visits will be dependent on individual needs, age and stage of development
- Welcoming parents to stay with their child during the first few visits until the child feels settled and the parents feel comfortable about leaving their child for the first day of enrolment. Settling in visits and introductory sessions are key to a smooth transition and to ensure good communication and information sharing between staff and parents
- Providing parents with another room tour to familiarise the parent with the facilities
- Reassuring parents whose children seem to be taking a long time settling into the service even after enrolment
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Where possible, key workers will be assigned prior to start dates for children attending during term time. The key person welcomes and looks after the child and his/her parents during the settling in period, and throughout his/her time at the service, to ensure the family has a familiar contact person to assist with the settling in process.
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the setting and reassure them of their child's progress towards settling in

### **Gathering Information**

In addition to the registration form, families will be asked to complete a questionnaire related to the SHANARRI wellbeing indicators. This information is essential for our team to greet and welcome the child appropriately to the setting and aid in them settling and building relationships within the club. Families will also be asked to complete medical, health and additional support paperwork as needed. Caregivers may be asked for further information or meetings (in person or electronic) to ensure the

staff providing care have detailed and accurate information to appropriately care for the child and ensure their safety.

## Sun Protection Policy

The damaging effects of exposure to the sun on young skin have recently been well documented. We will do everything we can to ensure that the children in our care are protected.

Parents have a range of views on when sun cream should be applied so we ask that all parents who wish their child to wear sun cream apply a long lasting cream before their child attends Daddy Daycare.

Parents will be asked to ensure that on any days where it is expected to be sunny their child comes with:

- Sun Cream (if they require their own);
- Sun hat (preferably a hat to protect the neck as well);
- A thin top/cardigan/t-shirt with long sleeves

We will ensure that children use the sun cream provided and wear the hat when necessary. We will also avoid spending prolonged periods of time outdoors during the hottest part of the day, and when out will try and protect the children by finding shady areas. We will also encourage children to drink water regularly to prevent dehydration.

The clubs will also hold a supply of sun cream which they will apply if they feel it is necessary e.g. if the weather has changed since the parent would have decided to not apply cream or if they are in the sun for a long time. Club staff should take note of the UV index for the day as this indicated the risk of sun damage occurring.

We will require you to sign a form giving us permission to apply the sun cream that you have provided. All sun cream and hats should be labelled.

## **Termination or suspension of care**

As a business run by parents and for parents, we understand the importance of regular and reliable care. Suspension or termination of care is therefore not a decision we ever make lightly.

Every individual is entitled to achieve their potential and feel they belong. Exclusion of children from schools and childcare settings is a serious measure used only in exceptional circumstances. In Scotland, policy and practice emphasize inclusion and early intervention to prevent exclusions wherever possible. This policy will discuss grounds for suspension or termination of contract, but individuals will only be excluded if allowing continued enrolment would likely be seriously detrimental to their wellbeing or the wellbeing of others (parents, staff, other service users) or their presence or conduct creates a serious risk to the afterschool club community.

Daddy Daycare emphasizes inclusive practice, the principles of Getting It Right for Every Child (GIRFEC), and the rights within the United Nations Convention on the Rights of the Child (UNCRC). Exclusion will be considered only after appropriate support measures and interventions have been exhausted and found insufficient to safeguard the wellbeing of all involved. Exclusion is framed within the context of promoting positive relationships, behaviour and supporting the wellbeing and safety of all individuals who access the service. Any removal from the afterschool club must be recorded on the child's chronology.

## **When we may suspend or terminate care**

### *For safety reasons*

We will use all reasonable efforts to provide services to you. One of our priorities is the safety of the children under our care, meaning that if their safety is compromised or the safety of others, we may need to reevaluate whether we can safely continue to provide care for your child.

Criteria may include violence or aggressive (repeated and/or targeted) behaviour, bringing weapons or illegal substances to the club, or serious bullying. (The service will still use de-escalation, risk assessment and support plans to try to prevent reaching that point)

Where possible we will meet with you first to evaluate whether there are additional steps which we can take to enable us to continue to provide care safely; it may be that where such steps

exist, we will suspend care to allow us sufficient time to put additional resources in place. If we believe that it is not possible to ensure the safety of children in our care even with reasonable

adjustments, then we may terminate care. We will give you reasonable notice of this where possible however termination or suspension may be immediate if there is significant risk of harm to themselves or other children that cannot be minimised or reduced to a deemed safe level through risk assessment.

### *Resource Availability*

In extreme situations it may be necessary for us to suspend care due to a sudden lack of availability of core resources, primarily our premises or our staff team. In the event that a suspension of care is required for this reason then parents will be notified as soon as possible.

### *Charges and Payments*

Payment of fees is strictly in advance, meaning that cleared payment must be received by Daddy Daycare by the 6th of the month for the following month’s care fees. It is the parent/carer’s responsibility to ensure that cleared payments are received by this time, taking into account clearing and processing times. Continued provision of care is dependent on payments being made.

If payment is not received, then following two notifications of payment outstanding we will suspend care until the account is brought up to date. If the account is not brought up to date within 14 days of suspension then the suspension will be upgraded to a termination.

*Termination for breach of contract, or bankruptcy/insolvency*

Without restricting any other legal rights which the parties may have, either party may terminate the contract without liability to the other immediately on giving written notice to the other if:

- The other party commits a material breach of any of the terms of the contract and (if such a breach is capable of being remedied) fails to remedy that breach within 30 days of that party being notified in writing of the breach; or
- The other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986.

*On termination of the contract for any reason:*

- You shall immediately pay all of our outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, we may submit an invoice, which shall be payable immediately on receipt; and
- We will refund for any services paid for, but not supplied.

*Types of Exclusion*

<b>Temporary Exclusion (Suspension)</b>	A time-limited exclusion where the individual is expected to return to the setting after the exclusion period.
<b>Permanent Exclusion (Termination)</b>	A permanent removal of individual from setting. Permanent exclusion is a serious sanction and will only be used in extreme cases for example when safety cannot be maintained

Following a temporary suspension and re-admission, a meeting will be held to discuss the individual’s support plan to support the individual’s return and prevent repeat incidents. This may be a child planning meeting (CPM) which includes multiagency teams.

**Behaviour Levels – Definitions and Examples**

*Minor Behaviour Concerns*

These are behaviours that are unkind, disruptive to others’ enjoyment, or challenge basic expectations, but can usually be addressed with gentle reminders, redirection, or short chats.

## Examples:

- Swearing (general or expressive, not directed at anyone)
- Pushing to get to toys/snacks/activities
- Taking toys or resources from others without asking
- Rough play that gets too physical
- Low-level teasing or name-calling
- Not following important (e.g. safety related) instructions after a couple of reminders

### *Persistent Disruptive Behaviour*

This level covers when behaviour starts becoming more targeted, emotionally disruptive, or harder to redirect.

## Examples:

- Swearing at other children or staff
- Repeatedly taking or breaking other children's belongings
- Consistent refusal to follow basic safety rules (e.g. leaving the room, running away, refusing to stay with the group)
- Regular teasing or "winding up" others to cause upset
- Repeated defiance that disrupts group activities or affects others' experience

### *Serious Behaviour*

This includes behaviour that causes emotional or physical harm, distress, or fear in other children or staff, and requires planned support or formal intervention.

## Examples:

- Bullying (verbal, emotional, or physical), including online if connected to the club
- Use of racist, sexist, homophobic, or otherwise discriminatory language
- Hitting, kicking, biting or throwing objects with intent to hurt
- Threatening behaviour towards other children or staff
- Intentionally damaging club equipment or other children's belongings

### *Severe Safety Risk*

These are rare but serious behaviours that create an immediate and significant risk of harm and may require immediate suspension or termination of care.

## Examples:

- Physical aggression resulting in injury requiring medical attention
- Bringing weapons or unsafe items to the club (e.g. knives, lighters)
- Attempting to leave the premises without permission in a way that causes risk
- Serious threats to harm others or themselves
- Behaviour that causes significant distress to other children or staff and cannot be safely managed

Type of Behaviour	1st Incident	2nd Incident	3rd Incident	4th Incident
<b>Minor Behaviour Concerns</b>	Incident form + parent discussion	Support plan	Review of support plan (CPM if needed)	May lead to Termination
<b>Persistent Disruptive Behaviour</b>	Formal meeting + support plan	CPM + additional strategies	May lead to Termination	—
<b>Serious Behaviour</b>	CPM + formal discussion + support plan	May lead to Termination	—	—
<b>Severe Safety Risk</b>	<b>Immediate Termination</b>	—	—	—

*This table provides a general framework for response. All behaviour is considered within the child's individual context, including any additional support needs. Decisions will take into*

*account the wellbeing and safety of all children and staff, and every effort will be made to use positive relationships and early intervention to prevent escalation.*

Incident forms should be completed or child-specific chronologies updated following each incident to aid in tracking triggers and patterns, assess the success of strategies and to minimize the risk of behaviours representing.

## Additional Support Needs

We are proud of our sector-leading approach to supporting children with additional support needs (ASN). All of our staff receive extensive training in ASN strategies, and we take a proactive and planned approach to support, drawing on a wide range of tailored strategies that are regularly reviewed and adapted as needed.

We understand that children may communicate through their behaviour — particularly when they are overwhelmed, dysregulated, or struggling to express their needs in other ways. Our planning is built around identifying and understanding these needs, working closely with families and, where appropriate, other professionals to put the right support in place early.

Our aim is always to help children succeed in the setting, and we will do everything we reasonably can to enable them to participate safely and positively. However, we are a

mainstream service, and once the appropriate supports and adjustments are in place, the same expectations around safety and behaviour apply to all children.

Suspension or termination of care will only be considered where, despite robust planning and support, a child's behaviour continues to pose a significant risk to themselves or others.

We are committed to working in partnership with families to create a positive, inclusive and safe environment for all children. This policy is intended to ensure that our approach to behaviour, safety and wellbeing is fair, consistent, and always in the best interests of the children in our care.

## Walking Home Alone Policy

At Daddy Daycare we recognise that it can be beneficial for children to increase their independence as they begin to prepare for secondary school, and so we have developed a policy around children leaving the club unaccompanied by a parent. The key points of this policy are outlined below:

### Age

Only children who are in primary 5 or older may leave unaccompanied by an adult. P5-7 children may not be responsible for a younger sibling (i.e. a P7 cannot leave and take their P3 sibling with them.)

### Occupied house

Children may only walk home where there will be an adult aged 18+ at home to meet them. This is so that there is someone there to welcome them and ensure they are OK, and so that if they do not arrive the alarm can be raised quickly.

### Risk assessment.

Prior to us agreeing that a child may leave unaccompanied we will need to perform a risk assessment. To complete this we will ask you to tell us the exact route your child will walk along when returning home and we will then evaluate if we consider this to be safe. If we do not, then we will not allow your child to leave unaccompanied.

### Maximum travel time

The maximum walking time we will consider permitting is 15 minutes (according to Google Maps timings following the specific route)

### Parent permission

If, following a risk assessment, we believe that it is appropriate for your child to walk home alone then we will send you an electronic form to sign. This must be signed before the first time your child leaves the club.

On each occasion when you wish your child to walk home alone, this will then need to be requested in **writing to the office email address** by 9am on the day your child will be leaving unescorted. This is to ensure that the message will have been received by the club team.

### Parent/Carer contact

On any occasion where your child is to leave unaccompanied then we will send you a text/whatsapp message when your child leaves the club. Once your child arrives home you must reply and let us know that they have arrived safely. If we do not hear from you within 20 minutes of your child's departure, then we will instigate our lost child procedures which involves initially contacting parents and guardians but would include contacting external agencies including Police Scotland if we cannot confirm the safety of your child.

## Whistleblowing Policy

Daddy Daycare will not accept or condone any behaviour by staff, volunteers or other adults associated with the club that is contrary to the club's Aims and Objectives, or Policies and Procedures. We will actively encourage and support the reporting of such behaviour. We will do this by:

- promoting an environment of mutual respect, trust and open communications
- promoting an environment that is free from bullying, harassment and discrimination

- treating everyone equally and fairly, with dignity and respect and by valuing individual differences
- ensuring that the quality of the work of each staff member/volunteer is effectively monitored as well as the work of the club as a whole
- ensuring that procedures are in place for reporting unacceptable behaviour/practices
- actively supporting staff/volunteers who “blow the whistle” both during the investigation and after, in line with the relevant legislation

The following types of concerns can be reported through the “whistle-blowing” policy:

- a criminal offence
- the breach of a legal obligation
- a miscarriage of justice
- a danger to the health and safety of any individual
- malpractice
- fraud
- improper conduct or unethical behaviour
- attempts to suppress or conceal any information relating to any of the above

Who can raise a concern?

- Any member of staff who has a reasonable belief that there is serious malpractice relating to any of the issues mentioned above may raise a concern.
- Concerns raised must be done so without malice and in good faith, you must reasonably believe that any information disclosed, and any allegations made are true. You will not be expected to prove beyond doubt that the allegations are true but you will need to demonstrate that there are reasonable grounds for your concern.
- If you make an allegation in good faith but it is not confirmed by any subsequent investigation then no action will be taken against you
- If you make an allegation frivolously, maliciously or for personal gain, then appropriate disciplinary or legal action may be taken against you.

All concerns raised will be treated in confidence and every effort will be made not to reveal the identity of the person who raised the concern. However at the appropriate time the individual who made the allegation may need to come forward as a witness.

Any individual who raises a concern in good faith will be protected from any possible reprisals or victimisation. Where this occurs the individual should report it using the club grievance procedure.

### **How to raise a concern**

Any concerns should be reported to the Manager. Concerns should be raised orally or in writing, in both instances you will be required to state:

- the background and history of the concern
- the reason you are concerned about the situation
- the extent to which you have personally witnessed or experienced the problem

The Manager or provider will decide whether the allegation falls within the scope of existing club procedures and will therefore be considered with those procedures in mind.

The Manager will consider the information that has been disclosed, decide whether there is a case to answer and whether or not an investigation will be conducted into the allegation.

The Manager will decide whether to conduct the investigation themselves internally or involve an external body based on the nature of the allegation. If an investigation is to be conducted then the Manager will inform the individual who raised the concern and they may be required to give further information.

The Manager will inform the person or persons against whom the allegation has been made of the investigation and the evidence supporting it. They will be given the opportunity to respond.

The Manager will decide whether the result of any investigation requires the involvement of an external body such as the police and the appropriate if any disciplinary action to be taken against the person or persons whom the allegations involved.

To report an incident to the SSSC you can contact them:

Scottish Social Services Council

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Phone: 0345 603 0891